

Tip sheet – things to ask assistive technology advisors and suppliers

Below are some things to ask assistive technology (AT) advisors and suppliers. You can ask if they have that option through their website, by email, over the phone, or in person. You don't have to get answers for all of these questions.

You can find out [what you need to do before you buy your AT \(external\)](#). You can also use our tip sheet before you speak with an AT advisor or supplier:

- [Tip sheet – before you go to assistive technology advisors or suppliers \(PDF 125KB\)](#)
- [Tip sheet – before you go to assistive technology advisors or suppliers \(DOCX 57KB\)](#)

You can get more information about [understanding assistive technology evidence, advice, assessments and quotes \(DOCX 66KB\)](#).

Available options:

- What features does this model have?

- What's included in the price?

- Is this model a good one for people who have similar needs to you? And why?

- What do other people who have similar needs to you buy, borrow or hire?

- What will this model help you do that other models can't?

- Are there accessories you should think about buying/borrowing? (Your NDIS funding will cover reasonable and necessary accessories only – check [Would we fund it – assistive technologies \(external\)](#) for more information)

Maintenance and repairs (sometimes called aftersales):

- Is there support after you buy it?

- If yes, what kind of support and how far is it from where you live? Will this cost extra?

- If no, is there somewhere you can go to get support?

- Does the price include maintenance costs or repairs?

- Are there scheduled service visits?

- How do you get emergency repairs done?

- How long does it take to get repairs done?

- Can you get a temporary replacement while yours is being repaired?

- What maintenance do you need to do to keep it safe and working for you?

- What parts do you need to replace and how often?

- How will you know when to replace parts?

- Where can you get those parts?

You may have other questions too. You may want to write them down so you don't forget to ask them.
