

Guide to Reasonable and Necessary (R & N) decisions

Household items

Case example

Aisha wants a dishwasher and a washing machine to help her manage better at home and be more independent. She asks for these to be included in her plan.

Would we fund this?

No, we wouldn't typically fund standard household items like a dishwasher or a washing machine as these are day-to-day living costs and not NDIS supports. A dishwasher or washing machine is unlikely to be an extra living cost because of your disability support needs.

However, in some situations you can ask to replace an existing NDIS support in your plan. This is known as a replacement support. A replacement support must be for your disability support needs, and must be from the [replacement supports list](#).

You can only spend your funding on a replacement if we have agreed in writing that you can buy this support.

Why wouldn't we fund this?

NDIS laws determine what we can and can't fund. Things we can fund are called NDIS supports. You can use the funding in your plan to buy NDIS supports if they are related to your disability and are in-line with your plan.¹

Dishwashers and washing machines are standard household items. Most Australians have them, and most of the community uses them. We typically can't fund things that every Australian expects to pay for themselves as a day-to-day living cost.

In some specific circumstances, we can fund supports that are not NDIS supports. These are known as [replacement supports](#). A replacement support must meet certain criteria and replace an existing NDIS support in your plan. You can only spend your funding on a replacement if we have agreed in writing that you can buy this support. The replacement support must be from the approved [replacement supports list](#).

What else do we think about?

To determine if a dishwasher or washing machine can be considered a replacement support for you, it must meet certain criteria. It must:

¹ NDIS Act s 34(1)(f).

- replace an NDIS support or supports in your plan
- help you do the same or more than the NDIS support or supports it's replacing
- cost the same or less than the NDIS support or supports it's replacing.

Case example

Maali is 24 years old. She has a kidney malfunction and significant bone abnormalities which means she has shortened forearms and fingers. Maali lives at home on her own and a support worker helps her with her washing and drying. One of Maali's goals is to be able to complete these household tasks independently. She thinks that a washing machine that does both a washing and drying cycle will increase her independence so she can complete her washing by herself.

Maali asks us to fund a combined washer and dryer as a replacement support with a written recommendation from her therapist. She also includes a quote for the price of the combined washer and dryer. Maali would like the washing machine to replace some of the support worker hours from her plan.

The planner looks at whether:

- it's a replacement support from the pre-approved [replacement supports list](#). If the replacement support is not on this list, you won't be able to ask for it
- it will replace an NDIS support or supports in Maali's plan
- it will help Maali do the same or more than the NDIS support or supports it's replacing
- it costs the same or less than the NDIS support or supports it's replacing.

In Maali's case, the planner decides that:

- the washing machine will be a support to help her complete her washing and drying, which her support worker is currently helping her with
- the support will increase Maali's independence because she will be able to use the washing machine when her support worker is not with her.

The planner approves funding for the washing machine as a replacement support.

For more information, go to:

- [Our Guideline – Reasonable and necessary supports](#)
- [Our Guideline – Assistive Technology](#)
- [Replacement supports list](#).