On this page:

What a replacement support is
What a replacement support is for
What a replacement support is like
Easy read

What a replacement support is

You can ask for an NDIS support to be replaced with certain non-NDIS supports in some circumstances. These are called replacement supports.

A replacement support is the service, item or equipment you would like to use instead of the NDIS support or supports in your plan. It isn't an extra support.

Only some supports can be replaced and only if we agree in writing that you can use your NDIS funding to buy this support.

It must also meet certain criteria including that it:

- replaces an NDIS support in your plan
- helps you the same or more than the NDIS support it's replacing
- be on the list of replacement supports
- cost the same or less than the NDIS support it's replacing.

What a replacement support is for

We know every participant has their own unique needs and in specific circumstances might want to use their funding for a replacement support.

A replacement support may be approved where a standard item might provide better outcomes and cost the same or less than an NDIS support.

A replacement support may include household items, or very specific items that support a participant's unique accessibility or communication needs.

What a replacement support is like

Replacement supports must be from the pre-approved replacement supports list. You can't ask for an item as a replacement support if it is not on this list.

Download the replacement support list

- Replacement supports (PDF 253.31 KB)
- Replacement supports (DOCX 282.86 KB)

You can apply to replace an existing support in your plan with:

- standard commercially available household items, like a washing machine or dishwasher
- smart watches
- tablet devices
- smartphones
- an app for accessibility or communication.

You must apply for and be approved for a replacement support before using your NDIS funds to buy it.

Applying for a replacement support

You'll need to tell us in your application:

- what the replacement support is
- which NDIS support or supports in your plan you want to replace
- how the replacement support will help you
- how the replacement support is the same or better value for money than the current NDIS support you want to replace.

You can provide us with a quote for the replacement item if you want. You don't need additional assessments or reports for your application.

You can apply for a replacement support by:

- completing an application for a replacement support form
- calling us on 1800 800 110
- submitting an enquiry through our service hub .

We'll check your application when we receive it. We'll let you know if we need more information from you before we make our decision.

You can apply for different replacement supports at any time.

Application for a replacement support form

Download the application for a replacement support form:

- Application for a replacement support (PDF 256 KB)
- Application for a replacement support (DOCX 650KB)

If your application is approved

We'll let you know if we approve your application for a replacement support.

You can use the funding in your plan to buy your replacement support as soon as it's been approved.

We'll explain how to claim for your replacement support. You'll need to include a tax invoice or receipt for the replacement support you bought.

The approval for your replacement support will last the length of your current plan. This means you'll need to ask in your next plan if you need this replacement support again.

If your application is not approved

We'll let you know if we don't approve your application and explain why.

You'll need to continue to use the NDIS supports that are in your plan.

You can't apply for the same replacement support again for 12 months if your application isn't approved.

However, you don't have to wait 12 months before you apply for the same replacement support again, if your plan is reassessed in this time.

Easy read

Download replacement supports in Easy Read:

- Replacement supports (PDF 2.23 MB)

Related information

What are NDIS supports

What is an NDIS plan

What are NDIS support budgets

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