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Step 1: Know the cost of the assistive technology you want to buy

We describe assistive technology as low-cost, mid-cost or high-cost.

Low-cost assistive technology

Under $1,500 per item.

Mid-cost assistive technology

Between $1,500 and $15,000 per item.

High-cost assistive technology

Over $15,000 per item.

> **Tip: Buying low-cost assistive technology?**
>
> Learn more about how to buy low-cost assistive technology.

Step 2: Get an assessment and information about price

Evidence for mid-cost assistive technology

You'll need to give us evidence to show the mid-cost assistive technology you want to buy is right for you. This evidence can be a letter, email or report from your allied health practitioner or other assistive technology advisor you work with. It doesn't need to be a formal assessment but it does need to be in writing so we can keep it for our records.

This evidence should tell us:

- the type of assistive technology you need
- why it's the best value to help with your disability support needs over other supports
- how it'll help you work towards the goals in your plan
- an estimate of how much it costs.

Evidence for high-cost assistive technology

You'll need to provide us with an assessment report from a qualified assistive technology assessor if the assistive technology is more than $15,000. This report needs to shows what assistive technology you need.

You can use our provider finder to help you find a qualified assistive technology assessor.

Get a quote for high-cost assistive technology

You'll need to provide us with a quote if your item costs more than $15,000. Make sure the quote includes delivery, installation and any training costs. You usually need to give us one quote. Sometimes we might need a second quote to check your assistive technology is value for money.

Make sure high-cost assistive technology is right for you

You might need to trial the assistive technology before you know it's right for you. When you need to try the assistive technology first, we will include funds in your capital budget to pay for the trial.

Send us your evidence

Once you've gathered your evidence you can share it with us by:

- calling us on 1800 800 110
- send an enquiry using the service hub
- giving it to your my NDIS contact or delivering it to an office.

Next steps

We'll add funding to your plan if it's approved. You can then buy your item.

Step 3: Buy your item

If you're NDIA-managed

You'll need to buy your item from a registered NDIS provider. You can use our provider finder to help you find one.

If you're plan-managed or self-managed

You can buy from any supplier. This gives you more flexibility to find what you need from a wider range of products.

> **Tip: Choose to rent your assistive technology.**
>
> You don't have to buy your assistive technology outright if you don't want to. You can also access what you need through rental, loan, subscription or other arrangements.
>
> Learn more about how to fund a rental for assistive technology.

Step 4: Make a claim

If you're NDIA-managed

Your assistive technology provider will claim payment for the item directly from us.

If you're plan-managed

You'll need to give your plan manager the invoice for the item, as well as any other required documentation. They'll handle the payment and claims process on your behalf.

If you're self-managed

You can pay for your assistive technology upfront, then submit a claim through the participant portal or my NDIS app.

> **Tip: Keep your receipts.**
>
> Make sure to keep receipts and any documentation related to your purchase. You'll need to be able to provide proof of your claim if you're self-managed.

Related information

What is mid-cost or high-cost assistive technology

How to rent assistive technology

How to trial assistive technology

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