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Step 1: Know when it’s best to rent assistive technology

You may find it better to rent an assistive technology item when:

- it’s for a child, if they are likely to outgrow the technology in a short period of time
- your needs are changing quickly
- you only need the item for a short period of time, for example, you're waiting for a repair of your regular item or you’re waiting on a new or replacement item
- you want to trial an item for an extended period, before deciding if it’s right for you
- renting is better value for money than buying the item.

> **Tip: Think you might need to rent mid to high-cost assistive technology?**
>
> Your NDIA planner can include funding in your capacity building improved daily living budget to get advice from an assistive technology adviser and to prepare an assessment report.

Step 2: Decide what item you want to rent

Work with your assistive technology adviser

It’s best to start by talking to an assistive technology advisor to find the right piece of assistive technology for you.

> **Tip: Choosing the right assistive technology advisor.**

Your assistive technology advisor will have the right qualifications to assess your needs. For example, your adviser will be an audiologist if you need assistive technology for your hearing. Your adviser might be an occupational therapist or physiotherapist if you need assistive technology to move around more easily.

Step 3: Check the funding in your plan

You may have some rental funding included in your plan, if you already use assistive technology. Rental funding in your plan can be found in your assistive technology – maintenance, repair and rental budget.

Step 4: Gather evidence

Let us know why you need to rent assistive technology

Your assistive technology advisor needs to give you written advice that tells us:

- what type of item you need to rent
- why you need to rent the item
- how the item will help with your disability support needs
- how long you'll need to rent it for
- how renting the item is the best value way to help you pursue your goals
- how much the item might cost to rent. A cost estimate is appropriate for items under $15,000.

High-cost assistive technology

You'll need to show us a quote and an assessment from an assistive technology assessor if the item you wish to rent costs more than $15,000.

Step 5: Find a provider

Talk to a provider about what you need

You can choose the provider you want to supply your rental item. You can use our provider finder to find a provider. You can also ask questions about rental items or research providers online. An assistive technology assessor can also help you find providers that might have the items you want to rent.

You can talk to providers about the items they have to suit your needs and anything you need to know about using the item. You should also ask about their rental policy.

You may need a quote. The provider you choose should be able to give you one.

You can sometimes get rental assistive technology through a subscription service if your needs are changing quickly. You can talk with someone who helps with your plan, like your my NDIS contact, a support coordinator or assistive technology advisor, to see if this might be a good option for you.

Your NDIS funding could be NDIA-managed, so you'll need to use a registered NDIS provider. You can rent from any supplier, if you're plan-managed.

Step 6: Contact us

How to tell us

You may need rental funding added to your plan, gather your evidence and quote (if you need one), and:

- give it to your my NDIS contact
- call us on 1800 800 110
- send an enquiry using our service hub
- upload your advice to the NDIS myplace participant portal
- bring the information to your check-in or plan meeting.

We can put funding to rent it in your capital – assistive technology budget, once we approve the technology budget.

Step 7: Get the item

You can contact your chosen provider and arrange to rent the assistive technology, once you have the funding in your plan.

You might get asked to sign an agreement to rent the item from a provider. You need to make sure you're comfortable with terms and conditions of this agreement, so it's a good idea to check them.

Rental equipment will need to go back to the supplier at the end of the rental agreement. You'll need to make sure you have enough funding to pay for a longer rental or organise for funding to buy your own if you're going to need it long term.

Get help or set up advice

You can contact your occupational therapist or your assistive technology advisor for support, if your rental item involves complicated set up.

Related information

What is an assistive technology advisor

What is an assistive technology assessor

NDIS Provider finder

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