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Step 1: Know when it's best to trial assistive technology

If you've never used an assistive technology item before, having a trial helps you decide if it meets your needs and is right for you. Sometimes, if it is high-cost assistive technology you haven't used before, we ask you to trial it before we consider adding funding to your plan to buy it.

Tip: Think you might need mid-cost to high-cost assistive technology?

Your [NDIA planner](#) can include funding in your capacity building improved daily living budget to seek advice from an assistive technology advisor or to prepare an assessment.

Step 2: Decide what item you want to trial

Work with your assistive technology advisor

It's best to start by talking to an [assistive technology advisor](#) to find out about the right piece of assistive technology for you. Assistive technology advisors are usually allied health practitioners. They give you independent advice to help you choose a safe and appropriate item.

Tip: Choosing the right assistive technology advisor.

Your assistive technology adviser will have the right qualifications to assess your needs. For example, if you need assistive technology for your hearing, your adviser will be an audiologist. If you need assistive technology to help with your mobility, your adviser might be an occupational therapist or physiotherapist.

Step 3: Check the funding in your plan

If you already use assistive technology, you may have some rental funding included in your plan that can be used to fund a short trial. 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 trial assistive technology

If it's mid-cost assistive technology

If the item costs between \$1,500 and \$15,000, you don't need to show us a quote. But you do need to give us written advice from your assistive technology adviser that tells us:

- what type of item you need to trial
- why you need to trial the item
- how the item will help with your disability support needs
- how long you will need to trial it for
- how much the item might cost to trial.

Guide for minor trial and rental funding

Our guide for minor trial and rental funding gives information on how much we can fund for mid-cost item trials.

- [Download the Guide for minor trial and rental funding docx file](#) - DOCX 61.12 KB

If it's high-cost assistive technology

If the item you want to trial is likely to cost more than \$15,000 and is high cost to rent, you'll need to give us a quote and an assessment from an assistive technology assessor.

Step 5: Find a provider

Ask the provider how a trial works

You can choose the provider you want to supply your trial item. You can use our [provider finder](#) to research providers online, or get some information about trial items. Your assistive technology advisor can help you to choose providers that might have the items you want to trial.

You can talk to providers about the items they have to suit your needs and anything you need to know about using the item. It's also a good idea to ask about any terms and conditions they have for trialling the item. Some providers offer 'trial to buy' arrangements. You can ask the provider if the cost of a trial will be taken off the price if you buy the item after your trial.

Step 6: Contact us

How to tell us

If you need 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](tel:1800800110)
- enquire using the [service hub](#)
- upload your advice to the NDIS myplace participant portal
- bring the information to your [check-in](#) or [plan meeting](#).

Once we approve the item and what it costs, we can put funding to trial it in your capital – assistive technology budget.

Step 7: Get the item and trial it

Once you have the funding in your plan, you can contact your assistive technology advisor and your chosen supplier and get the assistive technology delivered for trial.

Get support if you need help or setup advice

Your assistive technology item might involve a complicated setup process. You can contact your assistive technology advisor for support.

Step 8: Decide if you want to buy it

If the item is right for you

If the item is mid-cost, your assistive technology advisor will help you work out if the item is right for you and can provide you with a letter or report that supports you buying the item. Keep this

document for your records.

If you already have funding for purchase of mid-cost assistive technology in your plan, you can buy it. If the item is high cost, your assistive technology assessor will need to complete a general [assistive technology assessment](#) and give that to us along with a quote for the item. We will consider funding that item.

If the item is not right for you

If the item does not suit you and your situation, contact the provider to organise its return. You can work with your assistive technology adviser to find a better match for your needs.

Related information

[What is an assistive technology advisor](#)

[What is a check-in](#)

[What is a plan meeting](#)

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