On this page:

Step 1: Decide if the repair is urgent
Step 2: Check your plan
Step 3: Find a repair provider
Step 4: Make a claim

Step 1: Decide if the repair is urgent

What an urgent repair is

It's when your assistive technology stops working, you can’t access back-up supports and there’s a risk to your safety or wellbeing.

Urgent repairs can be to any assistive technology you use for:

- transferring one item of assistive technology to another
- positioning or mobility
- communication
- daily living activities, such as showering.

The urgent repair criteria

We pay for urgent assistive technology repairs in certain situations.

You own the equipment

The assistive technology being repaired is your property. This means it’s not leased, hired or on loan.

The provider you hire or lease your assistive technology from will normally repair it. It’s best to contact them first to ask about repairs.

You're an NDIS participant using your plan

You have an active NDIS plan and get funding for the assistive technology from us.

The cost of the repair

In most cases the repair shouldn’t be more than the following amounts:

- power wheelchairs and mobility scooters: $3,000
- pressure care: $3,000
- life critical: $3,000
- high-cost assistive technology (above $15,000 value): $3,000
- installed home modifications: $800
- all other assistive technology: $800.

> **Tip: For repairs due to a natural disaster**
>
> It’s an urgent repair if your assistive technology was damaged in a natural disaster. You can hire a replacement item until a more permanent solution is available if you need to.

Step 2: Check your plan

Repairs and maintenance are included in your funding

Repairs and maintenance should be included in your budget if you have approved funding for assistive technology supports in your plan.

Talk to your my NDIS contact or call us on 1800 800 110. Please tell us why the repair is urgently needed.

> **Tip: Check the funding you have available**
>
> You'll find funding in your capital budget under assistive technology repairs and rental.

If you don’t have available funds to pay for the repair

We can add funding to your plan if the cost of repairing your assistive technology is more than the funding you have available and your repair meets the urgent criteria.

Call us on 1800 800 110 to get a pre-claim authorisation number. This makes sure the funding is available for the urgent repair. Our National Contact Centre is open from 8 am to 7 pm local time on weekdays.

If it’s outside National Contact Centre hours

We understand you might need urgent repairs to your assistive technology outside National Contact Centre hours. For example, if you're unable to access alternatives or back up supports and there's a risk to your safety or wellbeing.

You can organise repairs or hire assistive technology if this happens and your plan doesn't include funding. You can seek approval for further funding, repairs and claims the next business day.

It's important to make sure your assistive technology is safe to use.

Step 3: Find a repair provider

Contact your preferred repair provider. If you're not sure who to contact, you can:

- find a registered provider with our provider finder
- approach the supplier where you purchased your item
- speak to an assistive technology advisor
- speak to your my NDIS contact or support coordinator, if you have one
- call us on 1800 800 110.

Step 4: Make a claim

If you're NDIA-managed

Contact your provider

Let your provider know there is enough funding in your plan and tell them you need an urgent repair.

Your provider will need to call us to get a pre-claim authorisation number if you've asked for more funding for the repair. They'll need your name, NDIS number and date of birth.

We'll also need your consent to share this information with your provider.

If you're plan-managed

Contact your plan manager

Contact your plan manager to confirm there are enough funds available and tell them you need an urgent repair.

Contact a repair provider

Contact your preferred repair provider and tell them you need an urgent repair.

Forward the invoice to your plan manager

You or your repair provider can send the invoice to your plan manager once your assistive technology is repaired. Your plan manager will pay for the repair and claim against your plan.

If you’re self-managed

Pay for the urgent repairs directly and then claim against your plan.

Related information

What is an assistive technology advisor

NDIS Provider finder

What is a my NDIS contact

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