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Step 1: Check your plan

Repairs and maintenance are included in your plan

We include funding in your plan for repairs and maintenance for all assistive technology items that you're currently using.

You don't need an assistive technology assessment to have these funds included. We include it when we approve mid-cost to high-cost assistive technology.

> **Tip: What to do if your assistive technology is out of warranty or getting older.**
>
> Let us know in your plan meeting if your assistive technology is likely to need expensive or more frequent repairs. We can include reasonable funding to cover these costs.

Smaller repairs

We include funding in your core supports budget under consumables for small repairs like a tyre puncture. You can use your consumables budget flexibly to make the repairs you need, as you need them.

Major repairs

We include funding for major repairs or regular servicing in your capital supports budget under assistive technology repairs and maintenance.

Repairs not covered by warranty

We include funding for repairs and maintenance for things like accidental damage, which aren't usually covered by your warranty.

Remaining funds

You might have funds left in your assistive technology budget after buying your new item. You can use these for repairs and maintenance of the equipment.

Using your warranty

Consumer rights apply to any assistive technology you buy with your NDIS funding. Keep your proof of purchase in case you need to make a warranty claim.

Speak to your provider about the product warranty if your item isn't of acceptable quality or is faulty when you get it. You can also contact your assistive technology advisor for help.

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

Call us on 1800 800 110 to ask about more funding for assistive technology repairs.

Step 2: Find a repair provider

If you own your assistive technology

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

- find a registered provider with our provider finder
- speak to your assistive technology advisor or support coordinator
- call us on 1800 800 110.

If you hire or lease your assistive technology

The provider you hired or leased your assistive technology from normally repairs it.

Step 3: Work out if you need a quote

If the repair is more than $1,500

You need to give us a quote before a payment request can be accepted if the repair cost is more than $1,500.

If the repair is less than $1,500

You don’t need to give us a quote if the repair cost is under $1,500.

Step 4: Get it repaired and make a claim

Get it repaired

You can have your assistive technology repaired once your request has been approved.

Think about a back-up plan for times when your assistive technology is away for repair or there’s a delay in your provider completing the work.

This might include using your support workers differently or short-term equipment hire. We sometimes cover the cost of renting equipment.

Make a claim

If you’re NDIA-managed

Contact your provider to confirm there are enough funds available in your plan and tell them a repair is needed.

If you’re plan-managed

Contact your plan manager to confirm there are enough funds available in your plan and tell them a repair is needed. Then contact a repair provider.

You or the 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. Your plan manager will need to call us to get a pre-claim authorisation number if you’ve asked for more funding for the repair.

If you’re self-managed

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

Related information

What is a plan meeting

What are your consumer rights

NDIS Provider finder

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