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Step 1: Know when it may need to be replaced

Assistive technology may need replacing when:

- it doesn’t work anymore or keeps breaking down
- it’s not cost effective to repair or can’t be repaired
- it’s dangerous to keep using
- it’s no longer the right size, such as when a child has outgrown the item.

Step 2: Check your plan

Funding for replacements can be included in your plan

Funding for assistive technology replacements can be included in your NDIS plan. This is usually part of your capital supports budget under ‘assistive technology’. You can tell us at your plan meeting if you think you'll need to replace an assistive technology item in your next plan.

Funding may also be included to rent an item if you need to wait for a replacement. We generally only replace items we’ve previously funded or were funded by another scheme.

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

We’ll help fund it as soon as possible if you need to replace your assistive technology and don’t have funding in your NDIS plan for a replacement.

Let us know you need funding for a replacement by:

- talking to your my NDIS contact
- calling us on 1800 800 110.

We’ll work with you to change your plan to include funding for the replacement.

Step 3: Gather evidence

We need to see evidence before we can replace your assistive technology.

The types of evidence you might be asked to show include:

An invoice or receipt

A tax invoice, receipt or report from a repairer stating the item’s condition and why it needs to be replaced rather than repaired.

Documentation from an advisor

We also need a letter or short report showing you still need the item and don’t expect this to change in the next 12 months.

An assessment, if the assistive technology costs more than $15,000

We’ll also need an assessment from an assistive technology assessor if the item costs more than $15,000. You’ll also need to give us a quote.

Step 4: Buy your replacement and make a claim

Buy your replacement

You need to buy a replacement that matches the specific description of the assistive technology in your plan. For example, your plan may say you need a certain type of wheelchair.

This is known as a ‘stated support’ in your plan. An assistive technology assessor can help you make sure the replacement meets your needs.

Make a claim

If you’re NDIA-managed

Let your provider know there is enough funding in your plan and tell them a replacement is needed. You'll need to make the purchase from a registered provider.

If you’re plan-managed

Contact your plan manager to confirm there are enough funds available in your plan and tell them a replacement is needed. Send the invoice to your plan manager once you’ve found a replacement. Your plan manager will pay for the replacement and claim against your plan.

If you’re self-managed

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

Step 5: Manage your old assistive technology

You can keep the old assistive technology if we’ve funded a replacement.

You can choose to:

- give or sell the old item to someone else
- return it to your provider
- trade it in.

We won’t typically pay for any repairs to your old item if you choose to keep it.

Related information

What is an assistive technology assessor

What is a plan meeting

What is a my NDIS contact

This page current as of
11 August 2026