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Step 1: Know the NDIS funding criteria

All NDIS supports must meet our reasonable and necessary criteria.

To fund assistive technology in a participant's plan, we need to know if it's:

- related to their disability
- right for them
- value for money
- better funded or provided somewhere else
- an NDIS support.

Tip: Know what a replacement support is.

A participant can apply for something that isn't an NDIS support, in specific circumstances. We call these replacement supports.

Step 2: Understand the cost and level of risk

Assistive technology can be low-cost, mid-cost or high-cost.

We have different processes to help us decide how we fund each category.

We also look at the item's risk to a participant. This helps us decide whether to fund it. We call items either low-risk or higher-risk.

Learn more about assistive technology.

Step 3: Check the other options for getting assistive technology

The assistive technology we fund must meet our funding criteria.

Participants may be able to rent assistive technology for the time they need it. They may also trial it or even borrow it first to see if it's right for them.

They can also receive funding from other organisations. We can't fund assistive technology if it's another organisation's role to fund or provide it. We can help participants work out whose role it is to fund it.

We can help participants work out whose role it is to fund it. For example, state and territory governments are responsible for supplying power sources or back-up generators.

Participants may also hire or purchase second-hand or refurbished equipment that meets their needs.

Step 4: Work with the participant

You should work closely with the participant to understand their needs.

You should provide them with an estimate of the number of capacity building hours you expect the assessment, trial and follow-up to take.

Step 5: Prepare evidence

Participants need to provide evidence to have assistive technology included in their plan.

Evidence helps us understand:

- what item the participant needs
- how it might meet the NDIS funding criteria
- whether it's right for them.

The type of evidence we need depends on if the assistive technology is low-cost, mid-cost or high-cost.

Both advisors and assessors can provide advice to participants for low-cost and mid-cost items.

Assessments for high-cost items can only be completed by an assessor.

Step 6: Give us the evidence

Mid-cost assistive technology

Written evidence for mid-cost assistive technology can be given to the participant. If the participant already has mid-cost assistive technology funding in their plan, they can then purchase the item.

They can bring the evidence to a plan reassessment or check-in, if they don’t have mid-cost assistive technology funding in their plan.

High-cost assistive technology

We first need to approve funding of high-cost assistive technology. You need to give us evidence to do this.

The participant can upload the assessment documents and quotes to their portal. They can also be sent by either the participant or assessor to enquiries@ndis.gov.au.

Learn more about how to prepare evidence for a participant's assistive technology request.

Step 7: Confirm the assistive technology has been approved

We'll let participants know when this funding has been approved.

You may need to contact the participant to confirm the item has been approved.

You should work with the participant and the assistive technology supplier to get the item delivered and installed or set up.

Step 8: Follow up

You should visit the participant again after delivery and check the item is correct.

You need to teach the participant, and the people who support them, how to use the item safely.

You might also need to organise for any adjustments to be made to the item, if required.

Related information

What is reasonable and necessary

What are NDIS supports

Guide to assistive technology

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