

Tip sheet – Buying mid cost assistive technology

This guide helps you understand what you need to do when you have mid cost assistive technology in your plan, have talked with your assistive technology advisor and are ready to buy your mid cost assistive technology.

Mid cost assistive technology covers items between \$1,500 and \$15,000.

Learn more about assistive technology in [Our Guideline – Assistive technology](#) and in the factsheet [Understand assistive technology evidence, advice, assessments and quotes \(DOCX 67KB\)](#).

1. Find a provider

Once you know the type of the assistive technology you need, you can contact a few providers. You might decide to contact providers that you've used before, that someone else has recommended, or that are nearby. It's important you contact a few providers and shop around, so you can find the best deal.

You can share the written advice you got from your assistive technology advisor with potential providers. This will help the provider understand exactly what you need.

Remember to tell the provider about what you want from your assistive technology, for example where and how you plan to use it. They can tell you if their product can meet all your needs.

You could ask potential providers the following questions:

- How much will the assistive technology cost?

Add your notes here

- How long before they can provide the assistive technology?

Add your notes here

- Can you try out the assistive technology in your home before you buy it? Are there any costs to do this?

Add your notes here

- What are the delivery and set-up costs?

Add your notes here

- Are there any other add-ons, like a maintenance plan?

Add your notes here

You can use these tip sheets to help you get the information you need:

- [Tip sheet – before you go to assistive technology advisors or suppliers \(PDF 129KB\)](#)
- [Tip sheet – before you go to assistive technology advisors or suppliers \(DOCX 60KB\)](#)
- [Tip sheet – things to ask assistive technology advisors or suppliers \(PDF 128KB\)](#)
- [Tip sheet – things to ask assistive technology advisors or suppliers \(DOCX 60KB\)](#)

2. Make an agreement with your provider

Once you have decided who you are going to buy your assistive technology from, you can agree to a service agreement document or a contract with the provider (learn more about [making a service agreement](#)). Sometimes you can just sign the detailed quote (if you have one) to create an agreement. The document needs to be very clear about what the provider is agreeing to provide to you.

Make sure the agreement includes:

- the total cost of the assistive technology you have agreed to buy
- if the provider will deliver the assistive technology for you
- the exact location where the assistive technology will be delivered
- what to do if there is a problem with the assistive technology
- how you will pay for the assistive technology
- details of their warranty
- what happens if the assistive technology needs repairs or maintenance in the future, and what these will cost
- if they provide or hire a temporary replacement if your assistive technology needs repairs.

If you are unsure about or don't agree with any information the provider has in the agreement, you should ask them to explain it to you and make changes if it's needed

3. Pay for your assistive technology

There are three ways you can manage your assistive technology funding:

- Self-managed – learn how to [pay for your supports](#)
- Using a registered plan manager – your assistive technology provider will want the details of your plan manager so they can make sure their invoice is paid
- NDIA-managed – NDIS registered providers can claim directly from your plan through their myplace portal.

Learn more about [ways to manage your funding](#).

Note: Providers can request a pre-payment, like a deposit, if they meet the conditions in the [Assistive Technology, Home Modifications and Consumables Code Guide 2021-22](#).

4. Check your assistive technology

Once you have your assistive technology, you should think about the following questions:

- Can your assistive technology advisor help you check the correct items have been delivered and set up properly and safely?

Add your notes here

- Who do you contact if there's a problem?

Add your notes here

- Do you know how to maintain your assistive technology?

Add your notes here

- Do you know how to get a repair done, including what to do about out-of-hours repairs?

Add your notes here

You might have other questions too. You may want to write them down, so you don't forget to ask them.

Add your notes here

National Disability Insurance Agency

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Telephone 1800 800 110

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