

Check criteria for a replacement support application

SGP KP Publishing

Exported on 2025-11-28 01:10:04

Table of Contents

1	Recent updates	4
2	Before you start	5
3	Understand a replacement support application	6
4	Check application is correct and complete	7
4.1	Eligible to apply	7
4.2	Support to be replaced	7
5	Make a decision to approve or decline the application	8
5.1	Suitability	8
5.2	Replacement hours	8
5.3	Benefits	9
5.4	Safety	9
5.5	Cost of the replacement support	9
6	Next steps	11

This article provides guidance for the National Contact Centre and a Technical Advisor to:

- understand a replacement support application
- check application is correct and complete
- make a decision to approve or decline the application.

1 Recent updates

14 October 2024

New guidance to:

- reflect legislation changes from 3 October 2024
- check criteria and make a decision to approve or decline a replacement support application.

2 Before you start

You have:

- read and understood fact sheets about [Replacement Supports \(external\)](#)
- received a replacement support request from a participant or authorised representative **or**
- received a completed [Form – Application for Replacement Support \(external\)](#) with all required information.

IMPORTANT: For all staff other than the National Contact Centre or a Technical Advisor use article [Create and action a request for a replacement support](#).

3 Understand a replacement support application

The criteria for assessing a replacement support application have been drafted to guide:

- NCC in checking applications are correct and complete
- TAPIB in making a decision to approve or decline the application for a replacement support.

These criteria have been developed to support implementation of the legislative changes on 3 October 2024. It is expected that the criteria will be amended based on feedback received through the application of these processes and the evaluation.

The participant will confirm how the replacement support will be better for them in their application. There is **no requirement** for the participant to seek additional functional assessment or reports from health professionals.

This process applies to participants seeking a replacement for a **support in an existing plan**. Requests for a replacement support in a new plan, or a plan reassessment, will not enter the pathway through National Call Centre but will be subject to the same criteria: See [Create and action a request for a replacement support](#).

If:

- you are **NCC staff** go to section [Check application is correct and complete](#)
- you are **TAPIB staff** go to section [Make a decision to approve or decline the application](#).

4 Check application is correct and complete

4.1 Eligible to apply

This is completed by **NCC staff**.

1. Check the [replacement support list \(external\)](#) to determine if the requested support is approved.
2. Check if the support has already been requested in the past 12 months:
3. If the support is:
 - **Eligible** – go to section **Support to be replaced**
 - **Not eligible** – the application can't be accepted. Contact the participant to let them know the application can't be accepted.

4.2 Support to be replaced

1. Check the Request for Replacement Support Form for a statement of what supports will be replaced and;
2. Check the person account to ensure the participant has a support ready to be replaced in their current plan.
3. If all criteria is:
 - **Met** – refer to TAPIB. Go to article [Create and action a request for a replacement support application](#).
 - **Not met** – the application can't be accepted. Contact the participant to let them know their application can't be accepted.

5 Make a decision to approve or decline the application

Only TAPIB Technical Advisors or Practice Improvement Branch Technical Advisor delegate can make a decision about whether to approve the replacement supports application. A technical advice case will be created by NCC if an application has met the criteria for eligibility to apply for a support to be replaced.

The application must meet the criteria as outlined in each section below to be approved.

5.1 Suitability

1. Check if the replacement support addresses the disability related support needs of the participant.

The criteria for **Yes** is:

- There is a demonstrated **functional need** based on information provided by the participant in the Replacement Support application form. Additional information could be obtained from existing information on the participant's record
- The support will replace a support currently in the participant's plan that **addresses the same functional need**.

2. The criteria for **No** is:

- There is no demonstrated functional need, **OR**
- The replacement support does not address the functional need

Note: For a smartwatch/ tablet/ smartphone or apps it must relate to communication and accessibility needs.

For standard commercially available household goods the item must increase whole task independence. It must also reduce or eliminate the need for a disability support worker or disability specific assistive technology.

3. If the criteria is:

- **Met** - The application can move to the next stage. If the support being replaced is a support worker or other human delivered support go to section **Replacement Hours**. For any other requested support go to section **Benefits**.
- **Not met** - Go to section **Next Steps**, step 2.

5.2 Replacement hours

IMPORTANT: This section is only for supports which replace support workers or other human delivered supports.

1. Check if the estimate of hours is reasonable.
2. The criteria for **Yes** is:
 - The tasks that the participant will be able to do without a support worker or other paid professional are in line with the number of hours estimated
 - The criteria for No is:
 - The number of hours to be saved is not reasonable.
3. If the criteria is:

- **Met** - The application can move to the next stage. Go to section Cost of the replacement support
- **Not met** - Go to section Next Steps, step 2.

5.3 Benefits

1. Check if the replacement support provides the same or better outcomes for the participant.
2. The criteria for **Yes** is:
 - The participant can describe how the replacement support will achieve the same or better outcomes than the support to be replaced.
 - **Note:** The participant will provide information about their lived experience in the application form.
 - There is no relevant or current information about the participant's function which suggests that the outcome is not achievable.
 - The criteria for No is:
 - The replacement support is unlikely to achieve the same or better outcome.
3. If the criteria is:
 - **Met** - The application can move to the next stage. Go to section **Safety**.
 - **Not met** - Go to section **Next Steps**, step 2.

5.4 Safety

1. Check if there are safety concerns for the participant when using the replacement support.
2. The criteria for **Yes** is:
 - Safety concerns are not identified, **OR**
 - Any safety concerns are **below an acceptable level**. Additional information may be sought from other sources by TAPIB to make this assessment.
 - The criteria for **No** is:
 - Safety concerns are present, **AND**
 - Safety concerns are above an acceptable level. Additional information may be sought from other sources by TAPIB to make this assessment.
3. If the criteria is:
 - **Met** - The application can move to the next stage. Go to section **Cost of the replacement support**
 - **Not met** - Go to section **Next Steps**, step 2.

5.5 Cost of the replacement support

1. Check if the proposed cost of the replacement support is the same or less than the support to be replaced.
2. The criteria for **Yes** is:
 - The tasks that the participant will be able to do without a support worker are in line with the number of hours estimated.

- The criteria for **No** is:
 - The replacement support is more expensive than the support to be replaced.
3. If the criteria is:
- **Met** - The application can be approved. Go to section **Next Steps**, step 1
 - **Not met** - Go to section **Next Steps**, step 2.

6 Next steps

1. For an approved replacement support application, go to [article Create and action a request for a replacement support](#) to complete the technical advice case and contact the participant.
2. If the application is not approved, TAPIB will call the participant to discuss and offer support before finalising the decision and sending the decision letter.

Create and action a request for a replacement support

SGP KP Publishing

Exported on 2025-11-28 01:02:06

Table of Contents

1	Recent updates	4
2	Before you start	5
3	Understand a request for replacement supports	6
3.1	Help the participant to request a replacement support	6
4	Create an enquiry case to request replacement supports	8
4.1	Who is making the request	8
4.2	Enquiry Details	8
4.3	Duplicate Check	8
4.4	Risk Matrix	8
4.5	Notes and Next Steps	8
4.6	Review and Submit	9
5	Triage a request for replacement support	10
6	Create a technical advice case for replacement support	11
6.1	Submit a technical advice case for replacement support	11
6.2	Check case is in the correct queue	13
7	Provide technical advice (for technical advisor)	14
7.1	Create and send a manual letter	15
8	Make a fund management decision	16
8.1	Change a fund management type for plans on PACE	16
8.2	Change a fund management type for plans being transitioned from SAP CRM	16

This article provides guidance for a planner delegate, planner (non-partnered area), participant support officer, early childhood partner, local area coordinator, technical advisor and the National Contact Centre (NCC) to:

- understand a request for replacement supports
- create an enquiry case to request a replacement support
- triage a request for a replacement support
- create a technical advice case for a replacement support
- provide technical advice (for technical advisors only).

1 Recent updates

18 August 2025

Updated article links. To send the decision letter about the participant's replacement supports use article Send a manual letter.

2 Before you start

You have:

- read and understood factsheets about [Replacement Supports \(external\)](#)
- received a replacement support request from a participant or authorised representative **or**
- received a completed [Form – Application for Replacement Support \(external\)](#) with all required evidence **or**
- received a Technical Advice case to provide advice on.

If you're:

- an early childhood partner, local area coordinator or a NCC service officer and are creating an **Enquiry** case to request a replacement support. Go to section **Help the participant to request a replacement support** and **Create an enquiry case to request replacement support** in this article
- service delivery staff or a NCC delegate creating a **Technical Advice** case for replacement supports. Go to section **Triage a request for replacement support** and **Create a technical advice case for replacement support** in this article
- a technical advisor and are providing advice on the **Technical Advice** case, go to section **Provide technical advice** in this article.

3 Understand a request for replacement supports

A request to replace a support can only be made by the participant or their authorised representative. A replacement support isn't an extra support, but it's a replacement for an existing NDIS support(s). Once a participant has received a decision that they can purchase a replacement support, it's considered to be a NDIS support for them.

For a request to be made for a replacement support the participant needs to have an approved plan. The participant or their authorised representative can only use their plan funding to buy a replacement support when they've received an approval from us.

If we don't approve their request, they won't be able to buy the support. The decision to approve or decline a replacement support is not a reviewable decision, so they won't be able to ask for an internal or external review.

The participant won't be able to reapply for the same replacement support for the next 12 months.

Only items listed below can be requested as replacement supports:

- standard commercially available household items, like a washing machine or dishwasher
- smart watch
- smartphone
- tablet device
- app for accessibility and communication purposes.

To learn more about replacement supports, go to the factsheets about [Replacement Supports \(external\)](#).

3.1 Help the participant to request a replacement support

You must help explain and clarify the replacement support request at the first point of contact where possible. When the participant or their authorised representative contacts you to request a replacement supports, you must:

- help them understand how to apply for a replacement support using the [Form – Application for Replacement Support \(external\)](#) and
- explain what a replacement support is, using factsheets about [Replacement Supports \(external\)](#).

Note: Participants can provide the information to apply for a replacement support in other ways as long as we receive the same information that is on the form.

Open the form on your screen to guide the participant or authorised representative to fill in the form. You'll need to make sure they're including:

- their NDIS number
- which replacement support they want to request
- how much the replacement support cost
- how the replacement support will help them. For example, will it help them in the same way or more than the NDIS support or supports it's replacing. The participant can also provide information about their lived experience to support their request.
- which NDIS support or supports in their plan they want replaced
- any other information they might like to provide.

Note: there's no requirement for participants to provide any additional information than what we ask in the form.

4 Create an enquiry case to request replacement supports

Below steps are to be used by Early Childhood Partners, Local Area Coordinators, and NCC Service Officer when creating an **Enquiry** case to request replacement support.

Note: NCC Service Officers must only create an Enquiry case if they've received a replacement support request through an email or incomplete information is provided.

1. From the **Person Account**, select the **Details** tab.
2. Select **Create Enquiry**. A pop-up box will appear.

4.1 Who is making the request

1. At **Requested By**, from the drop-down list select who's making the enquiry.
2. At **Case Origin**, select how the request for replacement supports was received.
3. Select **Next**.

4.2 Enquiry Details

1. At **Date/Time Received**, select the correct date and time the request was received.
2. At **Enquiry Type**, select **Other**.
3. At **Category**, from the drop-down list select **General**.
4. At **Sub Category**, from the drop-down list select **Information about the NDIS**.
5. Select **Next**.

4.3 Duplicate Check

This screen will only appear if there's an open enquiry case on the person account that has similar categorisation. You'll need to review the **Existing Case Number** link to make sure you're not duplicating an enquiry that already exists.

4.4 Risk Matrix

1. At **Has there been any risks identified that may impact the participant, nominee or NDIS associated with this enquiry?**, select **Yes** to see a list of risks and select all that apply. Otherwise, select **No** if there are no risks.
2. Select **Next**.

4.5 Notes and Next Steps

1. At **Enquiry Notes**, in the free text field provide a detailed explanation of the replacement support request you've received.

Note: You'll also need to include what you've discussed with the participant or their

authorised representative.

2. At **Enquiry Outcome**, select **Re-assign this enquiry to another user**.
3. At **Case Re-assignment Reason**, select **Referral to other business area**.
4. At **Select User or Queue**, from the drop-down list select **Queue**.
5. At **Case Owner**, select **NCC Delegation Routing** queue.
6. Select **Next**.

4.6 Review and Submit

1. At the **Review and Submit** step, review the information in the enquiry.
2. Select **Submit**.

You've now submitted the **Enquiry** case for replacement supports. This case will now go to a NCC Delegate team to triage.

5 Triage a request for replacement support

Service Delivery staff and NCC Delegates must check that the participant's request for a replacement support meets the minimum criteria for Technical Advice and Practice Improvement Branch (TAPIB) request. Only after this has been checked can a **Technical Advice** case be created and submitted to make a decision.

You'll need to check:

- the support the participant is requesting is on the list of replacement supports
- the participant has an approved plan with supports they want to replace
- the participant has contacted us to ask for a replacement support.

If the participants request doesn't include this information, you can't send their request to TAPIB to make a decision. You'll need to let the participant know their request needs to include this information for us to make a decision. You should help the participant understand what evidence may be required for their request. You can help the participant to provide the extra information by referring to the factsheets [Replacement Supports \(external\)](#).

Only valid requests can go through to TAPIB for a decision. Once you have a valid request, go to section **Create a technical advice case for replacement support** in this article.

6 Create a technical advice case for replacement support

Below steps are **only** to be used by Service Delivery staff and NCC Delegates when creating a **Technical Advice** case for replacement support requests.

Note: If the technical advice request doesn't relate to replacement supports, go to article [Create a technical advice case](#).

For TAPIB to make a decision about replacement supports you'll need to create a **Technical Advice** case from the **Person Account**.

1. On the right hand side of the screen, on the **Case Action Bar**, select **Technical Advice**.

Note: This'll open up the **Advice categorisation** step.
2. At **Type**, select the **Replacement Request** option from the drop down list.
3. At **Category**, select the **Replacement Request** option from the drop-down list.
4. At **Does this request include restrictive practices or constraints?**, select **Yes** or **No**.
5. At **What specific advice do you require in relation to this request?**, in the free text field provide a detailed explanation of the replacement support request.
6. At **Select if this request relates to an AAT (Administrative Appeal Tribunal) matter**, don't select the checkbox. Requests relating to Administrative Review Tribunal (ART) matters are submitted outside of PACE.
7. At **Priority**, you should select one of these two options for your request:
 - **Low** for all technical advice requests for participants aged 9 years or older
 - **Overdue** as the **Priority** for technical advice requests for children under age 9.
8. Select **Next**. This'll take you to the **Confirmation** step.
9. At the **Confirmation** step, review and confirm the information in the request is correct.
10. Select **Submit**.

Note: You must submit the technical advice case to progress and finalise the case.

6.1 Submit a technical advice case for replacement support

The **Technical Advice** case will now be open and needs to be finalised. You must complete all the steps below before you submit the request to TAPIB. If the below steps aren't completed the case will stay assigned to you and won't go to TAPIB.

To progress the **Technical Advice** case:

1. From the **Details** tab, under the **Case Information** heading, select **Edit Subject** (pencil).

2. Add **s10(6)** in the **Subject** field. This'll allow for the case to be triaged quickly to the relevant TAPIB team once the case is submitted.
3. At **Prioritisation Reason**, select the relevant reason from the drop-down list if the request is being prioritised.
4. Confirm the remaining information recorded in the **Details** tab is correct and make changes if needed.
5. Select **Save**.
6. Select the **Request** tab to go to the **Request Information** step. You must complete all the mandatory fields marked with an asterisk.

Note: Not all questions may be relevant. Answer as correctly as possible and create an **Internal Note** in the case to include other relevant information. Go to article [Log an activity or internal note](#).

7. At **Does the request relate to the participant's disability?**, select **Yes** or **No**.
- Note:** If you select **No**, you won't be able to finalise the case.
8. At **Does the support meet the reasonable and necessary criteria?**, select **Yes**.
 9. At **Does the support represent value for money?**, select **Yes**.
 10. At **Have you looked at the related procedures or resources for this request?**, if you select:

- **Yes**, you **must** complete additional mandatory fields marked with an asterisk.
- **No**, you won't be able to finalise the case and need to review the relevant procedures or resources before going back and selecting **Yes**.

11. Select **Next**.
12. At **Has there been any risks identified that may impact the participant, nominee or NDIS associated with this complaint?**, select:
 - **Yes**, if you do identify any risks. Go to section **If you do identify risks** in article [Complete the risk matrix for a technical advice case](#) to complete mandatory risk questions. Once completed go to step 13 in this article.
 - **No**, if you don't identify any risks. Go to step 13 in this article.

13. Select **Next** to go to **Upload Documents** step.
14. Link documents from the **Person Account** or upload any documents to support the request. Go to article [Add documents to a case](#).

Note: You must upload the completed [Form - Application for Replacement Support \(external\)](#) and any supporting evidence provided at this stage.

15. Select **Next** to go the **Summary** step.
16. At **Summary** step review all details are correct.
17. At **As the requestor, I agree that all the information presented is accurate and up to date**, select **Yes** or **No**.

Note: If you select **No**, an error message **Please ensure that all the information presented is accurate** will appear and system will not allow you to submit the case.

You'll need to correct any information that is incorrect before going to step 18.

18. Select **Submit**.

6.2 Check case is in the correct queue

You must check the **Technical Advice** case is in the correct queue. If the request is assigned to an incorrect queue, you must manually assign it to the correct queue:

1. At the **Case Owner** field, select **Change Owner** (the person icon), The **Change Case Owner** screen will display.
2. At the **Search Users** field, select the down arrow next to the **Users** icon and then select **Queues** from the drop-down options.
3. At **Search Queues**, search **Technical Advice Case (TAB) Routing Queue**.
4. Select **Change Owner**. The technical advice request will now be routed to TAPIB to action.

You have now submitted the **Technical Advice** case for replacement supports. The technical advisor will provide their advice and close the case when completed.

7 Provide technical advice (for technical advisor)

Below steps are only to be used by Technical Advisors.

Before you provide advice on the replacement support request, you must review the request and supporting information, go to article [Review the request information and other supporting information](#). Once reviewed and completed follow the steps below.

You must call and inform the participant or their authorised representative about the outcome of their request before you make a decision on their replacement support request. When you contact the participant or authorised representative, you'll also need to discuss:

- the outcome and reasons for your decision
- that you'll send them a letter confirming your decision

If the replacement support is approved you can talk to them about

- how they'll claim for the support
- the decision letter can be used as evidence of approval to claim
- the fund management type if relevant

From the **Technical Advice** case:

1. Select the **Advice** tab to go to the **Details** step.
2. At **Complexity Rating**, select **Short** or **Comprehensive** from the drop-down list.
3. At **Documents Referenced**, in the free text field record any document(s) that've been uploaded by the requestor. You'll need to review the information provided by the participant to request a replacement support.
4. Use the factsheet about [Replacement Supports \(external\)](#) to assist your decision making. You can only use the criteria for replacement supports in making your decision. These include:
 - the support is a replacement support
 - the support will replace a current support in the participants plan
 - the replacement support costs the same or less than the support they want to replace
 - the replacement support will provide the same or better outcomes
 - you have considered any risk to the participant if they use the replacement support instead of the support in their plan.
5. At **Advisor Option**, select:
 - **Replacement request is approved**, if you're approving the replacement support **or**
 - **Replacement request is not approved**, if you're declining the replacement support.

Note: You must call and inform the participant or their authorised representative about the outcome of their request before you make a decision on their replacement support request. Record your discussion in a **Internal Note** under the **Activity Panel**.

6. At **Advisor's additional comments**, in the free text field record any additional comments, if required.
7. At **Was the advice discussed with the requestor?**, select **Yes**.
8. At **Advisor Recommendation**, in the free text field record your recommendations
9. At **Is there any other legislative references required?**, in the free text field record any legislative references, if required.
10. At **Peer Reviewer**, search and select the name of the peer reviewer if required.
11. At **Clearance Manager**, search and select the name of your Team Leader (TL) or manager.
12. At **Date Cleared**, select **Select Date** (calendar) and add the date the request was cleared by your TL or manager.
13. Select **Next** to go to **Select Advisor Form(s)** step.
14. At **Please select one or more of the following advisor forms to complete for this technical advice**, select box **Section 10 – Replacement Supports**.
15. Select **Next** to go to the **Summary** step.
16. Select **Submit** and the **Technical Advice** case will now be **Closed**.
17. Select **Document** tab and attach your technical advice. Link the document from the **Person Account** or upload the technical advice. Go to article [Add documents to a case](#) to learn more.
18. Go to section **Create and send a manual letter** in this article to create and send a manual letter.
19. If a fund management decision is required, go to section **Make a fund management decision**.

7.1 Create and send a manual letter

Once you've made a decision on the participant's replacement support request, the decision letter won't generate automatically. You must manually create and send the decision letter using:

- **Letter – Replacement support requested – Approved**
- **Letter - Replacement support requested – Not approved.**

Note: You'll only be able to edit specific fields in manual letters where information is required.

Use article [Send a manual letter](#) to create, upload and send the decision letter.

Note: Make sure you upload the letter to the **Document** tab of the **Technical Advice** case. This is the evidence that we've approved the replacement support request, we'll refer to this when they claim reimbursement for the support.

8 Make a fund management decision

You may need to make a fund management decision if you've approved a replacement support and the participant's plan or support category is Agency-managed. This is only if the support can't be purchased from a registered provider.

To check if a fund management decision is needed, confirm with the participant if the provider they wish to buy the replacement support from is a:

- registered NDIS provider. If they're a registered NDIS provider, a fund management decision isn't required as the provider can claim from the Agency-managed plan or support category. End of process.
- unregistered NDIS provider. If they're not a registered NDIS provider for this support you'll need to talk to the participant about changing their fund management type to buy the approved replacement support. Confirm with the participant if they wish to change the fund management type. Once confirmed go to section **Change a fund management type for plans on PACE** or **Change a fund management type for plans being transitioned from SAP CRM** in this article.

8.1 Change a fund management type for plans on PACE

Use the below steps for a participant whose plan is already on PACE.

1. Create a **Plan Change** case, using article [Create a CEO initiated plan change request](#) and **assign the case to yourself** to make a decision.
2. Make a decision on the plan change request, using article [Make a plan change decision](#).
3. Change the fund management type, using article [Make fund management decision](#).
4. Approve the budget, using article [Finalise and approve a budget update](#).

Note: if a plan has been approved on or after 9 October 2024, go to article [Finalise and approve a budget update with funding periods](#).

8.2 Change a fund management type for plans being transitioned from SAP CRM

Use the below steps for a participant whose plan is on SAP CRM and needs to be transitioned to PACE.

1. Create a **Plan Change** case, using article [Create a CEO initiated plan change request](#) and **assign the case to yourself** to make a decision.

Note: You'll need to create the **Plan Change** case as **CEO's own initiative – S48**.

2. Make a decision on the plan change request, using article [Make a plan change decision](#).
3. Check information has correctly transitioned from SAP CRM, using article [Complete a SAP CRM to PACE plan transition](#).

4. Select a streamline planning approach, using article [Complete a SAP CRM to PACE plan transition](#). You'll need to use the PCST to develop the budget using the article [Understand and update the plan conversation support tool](#).
5. Change the draft budget, using article [Change the draft budget](#).
6. Change the fund management type, using article [Make fund management decision](#).
7. Approve the plan, using article [Approve and generate a plan](#).



Assistive Technology (equipment, technology and devices)

Quick Summary: People use equipment, technology and devices every day to make their lives easier. When we talk about assistive technology, we mean equipment, technology and devices that help you do things you can't do because of your disability. Or things that help you do something more easily or safely. Assistive technology involves things designed to improve your daily life and help you do everyday things.

Note: when we say 'your plan' we mean your NDIS plan. You can learn more about community connections in [Our Guideline – Community Connections](#).

You can learn more about early connections in [Our Guideline – Early Connections](#).

What's on this page?

- [What do we mean by assistive technology?](#)
- [What assistive technology do we fund?](#)
- [How do we fund assistive technology?](#)
- [How can you get assistive technology in your plan?](#)
- [What do you need to do before you buy your assistive technology?](#)
- [What other assistive technology costs do we fund?](#)
- [What if you need to replace the assistive technology?](#)
- [Attachment 1: Assistive Technology Product Risk Table](#)

You may also be interested in:

- [Assistance animals](#)
- [Disability-related health supports](#)
- [Home modifications](#)
- [Vehicle modifications](#)

What do we mean by assistive technology?

The World Health Organisation has a [universal definition of assistive technology](#).

Assistive technology is equipment or devices that help you do things you can't do because of your disability. Assistive technology may also help you do something more easily or safely. Assistive technology will reduce your need for other supports over time.

This could be small things like non-slip mats, or special knives and forks. It could be big things like wheelchairs and powered adjustable beds. It also could be technology like an app to help you speak to other people if you have a speech impairment.

Not all equipment or technology you use is assistive technology. Many people use some equipment as part of their lives, for example, a radio to listen to music, or a standard microwave oven to cook food.

Assistive technology is only the equipment you need because it helps you do things that you normally can't do because of your disability. It **includes** items that:

- mean you need less help from others
- help you do things more safely or easily
- help you to keep doing the things you need to do
- allow you to do tasks independently
- are personalised for you.

We **don't include**:

- home equipment that everyone uses, that isn't related to your disability, like a standard kettle
- items for treatment or rehabilitation
- changes to public spaces, like a footpath
- changes to public vehicles, such as buses or taxis
- assessment or therapy tools used by therapists.

This page has information on how we make decisions. For general information on assistive technology, check out [assistive technology explained](#).

What assistive technology do we fund?

All NDIS supports must meet all the [NDIS funding criteria](#).

When we think about assistive technology support, we'll ask these questions:

- [Does the assistive technology relate to your disability?](#)
- [Is the assistive technology right for you?](#)
- [Is the assistive technology you need value for money?](#)
- [Is your assistive technology funded or provided by someone else?](#)

We consider how your supports work together as a package to address your disability support needs or achieve an outcome. We look at how assistive technology will make it easier for you to do things or reduce other supports you need. Your assistive technology should bring you benefits over many years. Learn more about the [principles we follow to create your plan](#).

Does the assistive technology relate to your disability?

Your assistive technology must relate to your disability.¹ It should help you with different activities, or something you can't do now. Or, assistive technology may make it less tiring for you to do some things, or mean you need less help from someone else. We won't fund a support if it's not related to your disability.²

We don't fund general items that everyone needs, like everyday household furniture. But we might fund the extra cost of adapting general items for your disability.

Example

Both Salim and Jane can't sit in a standard chair. This is because they won't be able to get back up due to their disability.

We all have to buy furniture for our home. But they each need to pay more to adapt the chair, or to buy a specialised chair.

Salim's occupational therapist says he could use low cost chair raiser blocks to raise the height of his chair. Salim buys a standard chair with his own money. But his plan could include funding for the chair raiser blocks if they meet all the NDIS funding criteria.

Jane's occupational therapist says low cost options won't work for her. She needs a sit-stand recliner chair so she can stand up slowly without help from someone else and avoid falling. Her plan could include funding for the sit-stand recliner chair if it meets all the NDIS funding criteria.

Is the assistive technology right for you?

Assistive technology needs to help you pursue your goals.³

When we're making decisions about funding assistive technology we'll look at how your disability stops you from pursuing your goals. We'll also look at how the assistive technology will help with your disability support needs.

For example, you might have a goal to move around your house more independently. We'll look at all the ways you might be able to pursue that goal. Funding a wheelchair could be one way.

We need to know the assistive technology:

- is the right item for your needs
- is safe for you to use⁴ and meets Australia's safety standards, where this is possible
- will help you do all the things you need it to
- will work in all the places that you need to use it.

There are some things to remember:

- If you set more and bigger goals it doesn't mean we'll fund more and bigger funded supports.
- If you set a goal about an exact type or amount of support you want, it doesn't mean we're obliged to fund that support or in that amount.

[Learn more about setting goals.](#)

Is the assistive technology you need value for money?

The assistive technology we fund for you must be value for money compared to other assistive technology or supports that would achieve the same outcome.⁵ We consider the benefits of the assistive technology. We also think about what it will help you do in the long term.⁶

We also look at:

- less expensive options
- how long the assistive technology will last
- how often the assistive technology will need maintenance or repairs
- whether the assistive technology may be cheaper to rent for the time you need it.⁷

We check the price of assistive technologies in the market. We'll compare the cost of the item you want to an expected price range for a similar item.⁸



We use this expected price range to help us decide how much funding to include in your plan. We also look at how easy a device or service is to get.

This helps us give enough funding for the assistive technology you need to pursue your goals. This may be above the expected price range for some needs.

We generally fund the standard level of assistive technology you need based on your goals. For example, a wheelchair with standard specifications and features. We won't fund extra items that don't relate to your disability, or don't help you pursue your goals.

You can also pay extra from your own money if you want:

- a particular brand or model of an item
- special features not related to your disability needs (for example, paint type)
- a particular design.

Example

Bill needs a new powered wheelchair. He gives us an assessment and quote for \$16,550.

There are some parts of the quote that don't meet our funding criteria because they're not reasonable and necessary. These are extra 'cosmetic' features like metallic paint and personalised AFL club upholstery for a total of \$550.

Bill's plan will include \$16,000 for the standard assistive technology for his needs. He decides he doesn't need the metallic paint, so he gets the standard paint. But he really wants to show his AFL Club loyalty, so he pays \$250 from his own money for the upholstery upgrade.

Is your assistive technology funded or provided by someone else?

We can't fund assistive technology if it's another organisation's job to fund or provide it. We can help work out whose job it is to fund or provide what you need.

For example, health departments will provide equipment you need in hospital. You might get to keep this for a week or two after you come home if you've had surgery.⁹

Other state and federal government agencies will also fund equipment sometimes.¹⁰ For example, to help you in your work, school, or university.

If we don't fund what you need, we can help you find out how to get it from the right provider or scheme.

Learn more about [who is responsible for the supports you might need](#).

How do we fund assistive technology?

We make decisions about including assistive technology in your plan based on the cost of the item. We need different evidence from you to help us decide if the assistive technology meets the [NDIS funding criteria](#), depending on the cost of the item.

We put the cost of assistive technology into 3 categories.

Low cost assistive technology	Mid cost assistive technology	High cost assistive technology
Under \$1,500 per item	\$1,500 - \$15,000 per item	Over \$15,000 per item

For some items, it's best to buy them. For other items, it might be better to rent or borrow if your needs are likely to change.

Low cost assistive technology: under \$1,500 per item

Low cost items are:

- easy to set up and use
- available from local suppliers or general non-disability specific retailers.

The **Core – Consumables** section of your budget shows your low cost assistive technology funding.

Examples include:

- continence products
- non-slip bathmats
- large print labels
- walking sticks
- basic shower chairs.

Mid cost assistive technology: between \$1,500 and \$15,000 per item

Mid cost items may be more difficult to choose and set up on your own to get the best outcome.

The **Capital** budget in your plan shows your mid cost assistive technology funding. This will be a broad category. For example, your plan might say 'Funding provided for wheeled shower commode with a price range of \$1500 to \$3500.'

Other examples of mid cost items might include:

- a standing hoist
- a customised shower chair
- ankle-foot orthotics
- alternative communication devices
- some power wheelchairs
- pressure care mattresses.

High cost assistive technology: over \$15,000 per item

High cost items:

- are complex and need an individual assessment to make sure it's the right solution for your needs
- need specialised knowledge or tools to set them up
- may be custom made for your individual needs
- generally need a quote, so we can include the right amount of funding in your plan.

The **Capital** section of your plan shows your high cost assistive technology support. It may say the specific type of assistive technology you need to buy. It might also say 'quote required' – your plan will explain this.

Examples include:

- a wheelchair custom-made for you
- some complex communication devices
- many prosthetics
- ventilators.

How can you get assistive technology in your plan?

To get assistive technology in your plan, we need you to give us evidence that helps us understand what assistive technology you need. We also need to know how it will help you pursue your goals. Assistive technology always needs to meet the NDIS funding criteria before we can include it in your plan.

To help you understand what you need to do, check out the fact sheet [Understand assistive technology evidence, advice, assessments and quotes](#).

If you're replacing assistive technology you currently use, we have a simpler process. Check out [What if you need to replace the assistive technology?](#)

Once you give us all the evidence we need, we'll decide whether we'll fund the assistive technology. For your current plan we're required to make a decision about low and mid cost assistive technology within 28 days.¹¹ We're required to make a decision within 50 days¹² if it's high cost.

If you need assistive technology in your first plan, we'll consider it as part of our approval process.¹³

Learn more about our timeframes in our [Participant Service Guarantee](#).

The evidence we need depends on whether the assistive technology is low, mid or high cost.

You need to give us different [evidence for tablets and computer based assistive technology](#) before we decide if we include it in your plan.

How can you get low cost assistive technology in your plan?

You can talk to your my NDIS contact about what low cost assistive technology you think you need.

If you're not sure how much your low cost assistive technology will cost you can look at the fact sheet [Assistive Technology – Guide for Low Cost support funding](#). We'll use this as a guide to work out how much funding to add to your plan for the low cost items you need.

Learn more about [what you need to do before you buy your assistive technology](#).

How can you get mid cost assistive technology in your plan?

You'll need to give us evidence that your mid cost assistive technology is right for you. The evidence can be a letter, email or report from your [assistive technology advisor](#). Your advisor must tell us:

- the assistive technology you need
- why the assistive technology is the best value, over other supports, to help with your disability support needs
- how the assistive technology will help with your disability support needs and help you pursue the goals in your plan
- an estimate of how much the assistive technology costs.

The evidence you give us doesn't need to be a formal assessment but it does need to be in writing so we can keep it for our records.

You might also have other evidence about how assistive technology will help you. You don't have to provide this evidence but it might help us understand your needs better. This can make it quicker to get the assistive technology in your plan. You might tell us:

- about your lived experience
- if you've used or tested the item or similar item before and it meets your needs
- about advice from peer support groups or peak bodies that indicate the item is right for you
- you don't already have something or someone doing the same or similar job, unless you are replacing it because it's failing or no longer suitable.

Learn more about [what you need to do before you buy your assistive technology](#).

Example

Huan has limited mobility and he needs specialised footwear. Huan's podiatrist writes a letter showing how the specialised footwear is needed because of his disability and why other footwear won't help him. The information from the podiatrist includes a photo of suitable items from suppliers and an expected price of the item. Huan describes to his planner how the footwear will help him spend more time with his friends which is a goal in his plan. The planner has enough evidence to decide that the footwear meets the NDIS funding criteria.

You don't have to give us a quote for us to decide if we'll fund mid cost assistive technology in your plan. But we'll need to make sure the item is not going to cost more than \$15,000. Once you have the funding you might like to shop around and get quotes from a range of suppliers to make sure you get the best value for money.

How can you get high cost assistive technology in your plan?

For high cost assistive technology, you need to give us:

- a recent assessment or report that shows what assistive technology you need
- one quote unless we have another way to find out the right amount of funding to include.

The assessment needs to be from a qualified [assistive technology assessor](#). For example, this could be an occupational therapist or physiotherapist. For specialised hearing products, this needs to be an audiologist, and for prosthetics a qualified prosthetist. We have [more information and an assessment template](#) on our website.

We usually need an assessment from the past 2 years. But if your needs are changing quickly, we may need a more recent report or an update to an earlier report. For example, we might need a more recent report for:

- young children
- people with degenerative neurological conditions, like multiple sclerosis or Huntington's disease

- anyone with rapid functional changes.

We'll ask about your experience using the item. For example, you might have used the assistive technology before. If you have, you can tell us how it worked for you. You could also do your own research about why you need this support.

You might need to trial the assistive technology before you know it's right for you.

We might include funds in your **Capital** budget to trial items. You usually need to give us one quote. Sometimes, we might need a second quote to check your assistive technology is value for money.

Quotes help us understand how much funding you need for your assistive technology. They also help us understand the short and long term costs for the recommended items. This is an important part of deciding if it meets the [NDIS funding criteria](#).

For high cost assistive technology getting quotes and assessments can take time. Sometimes we'll include funding for assessments or trials in your plan before we fund the assistive technology item. When you get your assessment and quote, you should email them to enquiries@ndis.gov.au, so we can check them.

We may be able to include a high cost item in your plan without the quote. If we do, we'll show in your plan the maximum amount we'll accept for a quote. If the quote you get for your item is higher than this, we will check whether that assistive technology is still reasonable and necessary.

Example

Rob can't speak due to his disability. He has his first plan approved, which includes funding to trial some assistive technology options. He starts seeing a speech pathologist, who assesses his needs.

The speech pathologist gets Rob to trial a few options to decide what's right for him, then writes an assessment.

They recommend a \$16,000 communication device that tracks Rob's eyes as he spells out what he wants to say, and then reads it out.

Rob gets a quote for the communication device. He gives the assessment and quote to his planner.

The planner asks for more information about what other devices Rob trialled, and what types of activity he did during the trial. This is to make sure the device is value for money, and the best type of device for him. Rob and his speech pathologist give the planner this information.

Rob's planner decides the communication device is reasonable and necessary.



Rob's next plan has funding for the communication device, and he can now buy the device he needs.

What evidence do you need for tablets and computer based assistive technology?

We won't usually include funding in your plan for you to buy or rent a tablet or a computer to run computer based assistive technology. This is because these items are a day-to-day living cost.

To help us decide if we'll include the item in your plan, you need to give us evidence that shows you need the device because of your disability. You'll need to give us this evidence no matter what the device costs.

The evidence needs to be in writing from an assistive technology advisor. It needs to confirm the device is the most appropriate solution for your disability support needs.

After you provide this evidence we'll include funding for the item in your plan if it meets all the [NDIS funding criteria](#).

If you want to use funds already in your plan to buy a tablet or computer based assistive technology you'll need to get written advice from an assistive technology advisor. The advice needs to show you need the device because of your disability.

Learn more about [if we would fund a smart device or tablet](#).

What do you need to do before you buy your assistive technology?

What you need to do after we approve the assistive technology in your plan, and before you buy it, depends on the cost and risk of using the item. You'll need to get advice or an assessment before you buy your assistive technology.

To help you understand what you need to do, check out the fact sheet [Understand assistive technology evidence, advice, assessments and quotes](#).

What do we mean by risk?

Some assistive technology is higher risk. People can be injured by these items when not used or set up correctly.

What's low risk assistive technology?

When we talk about low risk, we mean assistive technology that:

- is unlikely to cause harm in your day-to-day life
- is available in stores so you can see or try it before you buy

- doesn't need professional advice, setup or training for you to use it safely.

Many assistive technology products are low risk, both to you and others. This includes things like non-slip mats, modified cutlery, walking sticks or handheld magnifiers.¹⁴

What's higher risk assistive technology?

Higher cost assistive technology such as power wheelchairs are likely to be higher risk.

We might consider assistive technology higher risk even if it doesn't cost very much. For example, bed poles and weighted blankets are higher risk.

You can look at some examples of the 2 [assistive technology risk levels and typical products in each category](#). We rely on information from the [Therapeutic Goods Administration](#) who regulate the use of therapeutic goods in Australia.

You often need professional or skilled advice to pick the right model or size for higher risk assistive technology. You also need to make sure it's set up properly, and you understand how to use it. This way you'll get the best outcomes and avoid getting hurt.

We'll include funding in your plan so you can get written advice about any higher risk assistive technology you need before you buy the item. We'll also include funding for someone to help you to set up and learn how to use it.

Example

Li would like a bed pole to help her get out of bed more easily.

Although it only costs \$35, it's higher risk assistive technology. She needs written advice from an assistive technology advisor to check the bed pole is safe for her. If not used correctly, bed poles can cause injury or death.

Li's planner knows that bed poles can be higher risk. They make sure Li has enough funding in her plan to get advice from her occupational therapist about whether the bed pole is right for her.

Li's occupational therapist says the bed pole she wanted to buy might be dangerous for her and recommends another one that's much safer.

What do we mean by advice or an assessment?

We suggest you get advice before you buy any assistive technology. This will make sure the item is right for you. If you buy the wrong assistive technology without getting advice we usually won't pay for another item.

There is a range of skilled and qualified people who might be able to provide this information about your assistive technology. We describe all those who can provide this advice as assistive technology advisors.

Assistive technology advisors can be:

- allied health practitioners. For example, audiologists, occupational therapists, orthoptists, orthotists/prosthetists, physiotherapists, podiatrists, speech pathologists
- assistive technology mentors, who have a recognised qualification in assistive technology advice
- orientation and mobility specialists for the vision sector
- continence nurses
- rehabilitation engineers.

You'll need to use the expertise of your assistive technology advisor to choose a safe and appropriate item. Your assistive technology advisor will need to provide independent advice.

Sometimes your medical practitioner or specialist may have enough assistive technology experience to provide advice on what you need. But they will usually refer you to another more experienced assistive technology advisor.

You might also need to get an assessment from an assistive technology assessor.

Assistive technology assessors are specialist assistive technology advisors. They need to have a university or equivalent degree relevant for providing assistive technology assessments. They also need to be working within the standards set by a professional registration organisation such as the Australian Health Practitioner Regulation Agency (AHPRA).

Allied health practitioners, nurse continence specialists, orientation and mobility specialists, and professional rehabilitation engineers all meet this requirement for their area of assistive technology expertise.

We will tell you what sort of advice you need before you buy your assistive technology. To help you understand what you need to do, check out the fact sheet [Understand assistive technology evidence, advice, assessments and quotes](#).

What should you do with the advice or assessment?

You can keep the advice or upload it to your NDIS portal if the item is:

- low cost assistive technology
- mid cost assistive technology

You should send your quote and/or assessment to us at enquiries@ndis.gov.au if:

- it's for high cost assistive technology
- if you need us to look at or accept a quote for a high cost item.

What do you need to do before you buy low cost assistive technology?

When we have funded low cost assistive technology that is low risk in your plan, we suggest you get advice before you buy the item. This will make sure the item is right for you.

The advice can help you learn about assistive technology you didn't know about. Or it can help you find assistive technology that's cheaper or works better for you.

For low cost items that are higher risk, you'll need to get written advice. The advice needs to be provided by an [assistive technology advisor](#) before you buy an item funded in your plan. This is to make sure you get the right item for you and it is safe for you to use.

What do you need to do before you buy mid cost assistive technology?

For all mid cost assistive technology approved in your plan, you need to get written advice from an assistive technology advisor before you buy the item.

For mid cost items that are low risk, you need to get your advisor to make sure the item is right for you.

For mid cost items that are higher risk, you'll also need advice about how to set up and adjust the item so you can use it safely.

Example

Sally needs a shower chair as she's finding it more difficult to shower by herself.

Sally and her occupational therapist believe Sally will need a shower chair in the next few months. They aren't sure of the exact chair she needs. Sally's occupational therapist writes a letter to say why Sally needs the shower chair. It will be a mid cost assistive technology item. Sally gives us the letter.

Sally's planner has enough evidence in the occupational therapist's letter to show the shower chair is reasonable and necessary. Sally's planner includes funding for mid cost assistive technology in her plan. Her plan includes a price range for the shower chair from \$1,600 to \$5,600. But there's a bit more funding if she needs a more expensive shower chair. Her plan also includes a note that Sally will need written advice before buying the item.

Sally's planner knows the chair will be under \$15,000 and doesn't need to ask for a quote. The planner explains to Sally she will need to work with her occupational therapist to make sure she buys the right item.

Once the funding is in her plan, Sally gets written advice from her occupational therapist to help her choose the right shower chair. Sally contacts different providers to get the best price for her shower chair and buys it from the funding in her plan.

She keeps a copy of the letter in case the item isn't right for her. She knows we might ask for the letter to make sure she got the right advice if the item doesn't meet her needs. She might also need to take the letter back to her occupational therapist if the advice was wrong.

What do you need to do before you buy high cost assistive technology?

For all high cost items you'll need to get a written assessment before we can include it in your plan. You must have an assessment before you buy the item. This is to make sure high cost or complex items are appropriate, safe for you to use and have a long term benefit for you. Your assessment needs to be completed by an [assistive technology assessor](#).

The assessment needs to show what extra support you need to set it up. It will also need to say what training you need to use the assistive technology.

The assessment will need to make sure the assistive technology is safe for you to use.

How do you start using your assistive technology?

For general information about how to use the funding in your plan, check out [Our Guideline-Your Plan](#).

If your plan is Agency managed, you need to buy or rent the item from a registered provider.

For mid cost assistive technology your plan will tell you what item you can buy. It will also tell you the expected cost of the item, which you can use as a guide. This is so you know you're getting a good deal when buying your items. Remember you'll always need to get written advice before you buy your mid cost assistive technology.

For high cost assistive technology your plan may have a specific description of the approved item. You'll need to use your funding on an item that matches this description. For example, we might say the funding is for a particular model of assistive technology. If so, you can't buy a different model.

How do you get more assistive technology or different assistive technology in your plan?

If you need more or different assistive technology, check the funding in your plan first. You may be able to use your existing funding to buy what you need. We try to make plans as flexible as possible so you can choose what you spend your funding on. Your my NDIS Contact, or support coordinator can help.

Remember you don't always need to buy new assistive technology to meet your needs. Sometimes you may rent or borrow an item, or buy a suitable second hand (for example, refurbished) item. You can discuss what would be right for you with your [assistive technology advisor](#).



If you can't use the existing funding in your plan and your circumstances have changed you may want to ask for a plan change.

You can send us any information or evidence you have about your assistive technology to start this process.

We'll help you with the next steps. The information we need depends on the type of item you want. You can [contact us](#) if you need help with this.

What happens during the plan reassessment?

When you ask for a plan reassessment, we'll look at any information you give us about your new assistive technology needs. If your circumstances have changed, we may decide to reassess your plan.

If you have evidence the assistive technology meets all the [NDIS funding criteria](#), we can include the funding in your new plan. The funding will be available when the plan is approved.

Sometimes, we include funding to rent or try an item, especially if it's something you're using for the first time. This is so you can be sure it's right for you.

[Learn more about plan reassessments.](#)

What other assistive technology costs do we fund?

We usually fund other supports related to your assistive technology. This section answers:

- [How can you get funding in your plan for advice or an assessment?](#)
- [How can you get funding for delivery and set up of your assistive technology?](#)
- [How can you get funding to trial new assistive technology?](#)
- [What if you need to rent assistive technology items?](#)
- [How can you get funding in your plan for maintenance and repairs?](#)

How can you get funding in your plan for advice or an assessment?

We'll always include funding in your capacity building budget to help you get advice or an assessment for your assistive technology. You can also use the funding to help you choose assistive technology or learn how to use it.

For low cost assistive technology, we include at least \$500 in your capacity building budget for advice. This helps you choose the right assistive technology for you.

For mid cost assistive technology, we include more funding for advice.



For high cost assistive technology, we include more funding for the assessment if you don't already have one.

How can you get funding for delivery and set up of your assistive technology?

If we fund new assistive technology in your plan, we'll fund costs for delivery. This includes delivery costs to your home, or wherever you use the item.

We'll also include funds for your therapist or assistive technology provider to help set it up if this is needed.

For low cost and mid cost items you can use flexible funds in your plan to pay for this.

How can you get funding to trial new assistive technology?

You might need a trial to test the assistive technology before buying it. You might trial the item if you've never used it before or to confirm if it's still right for you.

If you need funding in your plan to trial mid cost assistive technology, you won't need a quote. But you'll need to tell us why you need to trial the item and how long you need to trial it to work out if it's right for you. This is to make sure that funding the trial meets all the [NDIS funding criteria](#).

We can estimate the trial cost for you if the supplier doesn't know or hasn't included it in a quote. To do this we'll use the [Assistive Technology – Guide for minor trial and rental funding](#). For items over \$15,000 you can tell us how much it will cost from a quote.

We'll include funding to trial high cost assistive technology if you need it. For short trials like a one hour session, we include funding in the **Core – Consumables** budget.

For longer trials, we include funding in the **Capital – Assistive Technology** budget.

What if you need to rent assistive technology items?

Sometimes it may be better to rent assistive technology, rather than buy it. For example, when you are on holiday, you might rent a shower chair for the week. Or if you have a degenerative condition and your needs are changing quickly.

You may be able to use the flexible funds in your plan to rent the assistive technology.

We may also include funding in your plan to rent assistive technology if:

- you can't use your regular assistive technology for some reason
- you can't use your current assistive technology anymore, and you're waiting on new items to come in

- you've left hospital with assistive technology, and you're waiting for an assessment on your long term needs
- you need new high cost assistive technology, but you need to trial some options as part of the assessment
- it's better than buying the assistive technology – if your needs are likely to change.

For example, we may consider renting assistive technology is better value for money for a child. This is because the child is likely to outgrow the technology within a short period of time.

You'll need to tell us why you need to rent the item. You also need to let us know how long you will need to rent it. Renting an item for a long period of time may not be good value for money. We'll need to make sure that the rental meets all the [NDIS funding criteria](#).

We'll put funding for rental of supports in your **Capital – Assistive Technology** budget if you need it.

If the item costs less than \$15,000 to rent, you can give evidence from your assistive technology advisor on the cost of rental. If you don't have this information, we may use the fact sheet [Assistive Technology – Guide for minor trial and rental funding](#) to help us work out the right amount of funding to add to your plan.

If the item costs more than \$15,000 to rent, we'll include **quote required** rental funding. This means you must give us a quote for us to approve the funds you need.

If you have any questions, check out our [Contacts page](#) to get in touch.

How can you get funding in your plan for maintenance and repairs?

Like other equipment, your assistive technology may need repairs. It may need repairs due to regular wear and tear or accidental damage not covered by insurance. Sometimes if the assistive technology is old or badly damaged, it's better value to replace it than repair it.

If your item isn't of acceptable quality or fit for purpose, you can ask your provider for a refund or replacement. This falls under the [Australian Consumer Law](#).

We'll include funding for repairs and maintenance for all assistive technology items in your plan.

For small repairs like a tyre puncture, we include funding in your **Core – Consumables** budget. If your funding is Agency managed, it's in your **Capital – Assistive Technology** budget.

For major repairs like a regular service, we include funding in your **Capital – Assistive Technology** budget.

We'll use the [Assistive Technology – Guide for funding of annual repairs and maintenance funding](#) to calculate how much funding you need for repairs. If you need more because of your specialised needs you can talk to us about it.

If your plan has funding for repairs and maintenance you can get it done when you need to. But let us know if your repairs are expensive, or if you need them frequently. We may be able to discuss whether a different item can support you better. You can contact your my NDIS Contact or assistive technology advisor.

Even though your new assistive technology has a warranty, we'll still include funding for repairs you may need for things like accidental damage or routine servicing.

What if you don't have enough funding left in your current budget for repairs?

When we include funding in your budget for assistive technology, we include enough to cover maintenance and repairs. It's up to you to manage your budget so you have enough for these costs. If you do need to fix something and don't have enough budget left, get in [contact with us](#) about maintenance or repairs.

You might be able to get a new plan with funding for repairs. We'll have to check if this meets all the [NDIS funding criteria](#).

What if you need repairs for a powered mobility device or prosthetic?

We include funding for repairs and maintenance to powered mobility devices or prostheses more than 2 years old. If you need major repairs, and you don't have enough funding for the repair, we might ask you to give your local area coordinator, early childhood partner or planner a quote. Sometimes it's better to replace damaged or broken assistive technology than repair it. In this case we can initiate a plan change to give you funding to [replace your assistive technology](#).

What if you need urgent repairs?

You should try to get repairs and maintenance done during normal business hours unless it's urgent.

If your repair is over \$1,500, we'll need a quote. We can talk to you about the repairs while you are organising the quote.

If you need an urgent repair and don't have enough funding in your budget, talk to your my NDIS contact or [contact the National Contact Centre](#). We'll let you know the next steps.

What if you need to replace the assistive technology?

If you need to replace your assistive technology, we'll help fund it as soon as possible. We'll also include funding to rent the item if you need to wait for a replacement and can't use funds already in your plan.

Assistive technology may need replacing when:

- it doesn't work anymore, or keeps breaking down
- it's dangerous to keep using
- a child has outgrown their assistive technology
- your support needs change due to a degenerative condition
- it's broken and can't be repaired.

We can include some funding for replacements in your **Capital – Assistive Technology** budget without a full assessment. This happens when we create your plan.

We generally only replace items you got through the NDIS (or a similar scheme that funds assistive technology) that are in your plan. We also need to know that you were recently using it. You can send us a tax invoice, receipt, or report from a repairer stating the item's condition.

You also need to show us that you:

- still have the same support needs
- don't expect this to change in the next 12 months.

If the item is less than \$15,000 you need to give us evidence that the replacement item is right for you. You can give us evidence from an [assistive technology advisor](#).

If the item is more than \$15,000 you'll need to give us an assessment from an [assistive technology assessor](#). We need to know the replacement item is right for you. An assessment from the last 2 years will show this. You'll also need to give us a quote.

If your plan is already in place and you don't have enough funds for a replacement, you may need a plan reassessment.¹⁵ We'll decide if you need a plan reassessment.

Learn more about [plan reassessments](#).

Before you have a plan reassessment, think about whether your assistive technology might need replacing soon. Your my NDIS contact or support coordinator can talk about including the funding in your next plan.

What happens once you have the funding for the replacement?

If your plan has a specific description of the assistive technology, then you need to buy a replacement that matches that description. For example, your plan may say you need a certain type of wheelchair. This is known as a 'stated support' in your plan. Most assistive technology in your plan generally won't be a stated support.



If there isn't a specific description, your replacement item doesn't need to be the same as your existing one. We know suppliers will have new models over time.

An assistive technology assessor can help you make sure the replacement has all the features you need to pursue your goals. And that it's best suited for where you want to use it.

How do you get rid of assistive technology?

Once we fund your assistive technology, you own it, unless you're renting or borrowing it. You can decide what to do with items you own.

If we've funded a replacement for your old assistive technology, you can keep the old item, if you choose. But we generally won't pay for any maintenance or repairs to the old item, unless it's suitable as a backup device.

Also if we've told you the item no longer meets all the [NDIS funding criteria](#), we won't pay for any repairs. You can choose to:

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

If you decide to get rid of an item because you don't need it anymore, it's unlikely we would fund a replacement.

What happens if you don't agree with our decision?

If we decide assistive technology supports don't meet all our [NDIS funding criteria](#), we can't include them in your plan.

We'll give you written reasons why we made the decision. You can [contact us](#) if you'd like more detail about the reasons for our decision.

If you don't agree with a decision we make about assistive technology supports, you can ask for an internal review of our decision.

You'll need to ask for an internal review within 3 months of getting your plan.

Learn more about [reviewing our decisions](#).

Attachment 1: Assistive technology product risk table

The evidence you need for your assistive technology depends on the item's risk level. You need written advice before you buy or rent higher risk assistive technology. Check out [What do we mean by advice or an assessment?](#)

There may be some situations where you don't need to get written advice for higher risk assistive technology. For example, if you are replacing something you have used a lot before. We'll talk with you to understand your situation. We want to make sure you know how to use your assistive technology safely and you understand any risks.

The evidence we need to make decisions about including assistive technology in your plan depends on if it is low, mid or high cost. Check out [How can you get assistive technology in your plan?](#)

Risk level	Broad description	Examples
Low risk assistive technology products	<p>Products you or your family can choose, that need very little advice or setup support from assistive technology advisors to use them safely.</p> <p>There's a low risk of causing harm when used in daily life environments.</p>	<ul style="list-style-type: none"> • Non-slip bathmat • Knives, forks or other eating utensils • Large print labels • Shower stool or chair • Handrails • Portable ramps • Mainstream computer technology
Higher risk assistive technology products	<p>All higher risk assistive technology products will generally need advice from an assistive technology advisor or assistive technology assessor for the right item selection and good outcomes.</p> <p>Items regulated by the Therapeutic Goods Administration in Australia are considered higher risk. We also rely on information from the NDIS Quality and Safeguards Commission.</p>	<ul style="list-style-type: none"> • Bedsticks and other transfer aids • Items that might restrict voluntary movement (including bed rails, covers, weighted blankets) • Powered devices for magnification or hearing • Mobility and postural support or correction devices • Motor vehicle adaptations • Pressure care devices • Beds adjustable while occupied • Prosthetics or orthotics

Risk level	Broad description	Examples
		<ul style="list-style-type: none"> • Devices to support breathing

Reference list

¹ NDIS Act s 34(1)(b); NDIS (Supports for Participants) Rules r 5.1(b).

² NDIS (Supports for Participants) Rules r 5.1(b).

³ NDIS Act s 34(1)(a).

⁴ NDIS (Support for Participants) Rules r 5.1(a).

⁵ NDIS Act s 34(1)(c); NDIS (Supports for Participants) Rules r 3.1(a).

⁶ NDIS (Supports for Participants) Rules rr 3.1(b), 3.1(f).

⁷ NDIS (Supports for Participants) Rules r 3.1(d).

⁸ NDIS (Supports for Participants) Rules r 3.1(e).

⁹ NDIS (Supports for Participants) Rules rr 7.5(b)-(c).

¹⁰ NDIS Act s 34(1)(f).

¹¹ NDIS Participant Service Guarantee.

¹² NDIS Participant Service Guarantee.

¹³ NDIS Participant Service Guarantee.

¹⁴ The Therapeutic Goods Administration (TGA) is generally responsible for regulating most assistive technology. The TGA has been working on a simpler way to describe product risks around assistive technology. The NDIA will follow this approach when it is released and has included the initial concepts from the TGA in this Operational Guideline.

¹⁵ NDIS Act s 48.



Reasonable and Necessary Supports

Quick summary: there are new laws about what we can and can't fund under the NDIS. All NDIS supports need to meet each of the reasonable and necessary criteria before we can fund them in your plan. For example, supports need to relate to your disability support needs, be value for money, and effective and beneficial. We also need to make sure each support is an NDIS support. This means it's a service, item, or equipment that can be funded by the NDIS. Examples of NDIS supports include support with personal daily living tasks and accessing the community, therapeutic supports, and personal mobility equipment.

Note:

- When we say 'your plan' we mean your NDIS plan.
- When we say 'disability support needs', we mean supports you need because of your disability.
- If you're aged between 9 and 65 years and are looking for information about community connections, go to [Our Guideline – Community Connections](#).
- If your child is younger than 9 and you're looking for information about early connections, go to [Our Guideline – Early Connections](#).
- As part of the recent changes to the NDIS laws we are moving towards a new framework for planning. Rules need to be developed for this new framework. We're working on how and when we'll introduce these changes.

Until then, the information in this Our Guideline is about our 'old framework' for planning, which include the legislative changes that become operational when the law commences. All current plans will be known as 'old framework' plans, and we will continue to develop these until all participants have transitioned to the new framework.

What's on this page?

This page covers:

- [What are reasonable and necessary supports?](#)
- [How do we make decisions about what is reasonable and necessary?](#)
- [How do we include the reasonable and necessary supports in your plan?](#)
- [What if you don't agree with our decision?](#)



You may also be interested in:

- [Mainstream supports](#)
- [Creating your plan](#)
- [Changing your plan](#)
- [Reviewing our decisions](#)
- [Would we fund it?](#)

What are reasonable and necessary supports?

The National Disability Insurance Scheme (NDIS) was set up as a world first approach to disability support. It puts people with disability at the centre of decision-making, through the principles of reasonable and necessary supports and individual choice and control.

We provide funding for reasonable and necessary supports to people with a permanent and significant disability or developmental delay.

Reasonable and necessary supports are the supports we fund in your plan to meet your disability needs. All NDIS supports we fund in your plan need to meet the criteria set out in law for the NDIS of what we can and can't fund.¹ For information on what is an NDIS support and what is not, go to [NDIS support](#).

NDIS supports should complement, not replace, other supports available to you. That's why we consider:

- the things you're able to do for yourself
- support you have from others in your network, including family members, relatives, friends, local community services and mainstream government services.

Once we've considered your situation, we need to follow the rules determined under the law for the NDIS in our planning decisions.²

This guideline explains how we decide what reasonable and necessary supports must consider, which we'll explain in detail.

When creating your plan, we also follow these [principles](#).

We also have [Would we fund it](#) guides. They have examples of how we decide if we fund different types of supports.

How do we make decisions about what is reasonable and necessary?

When we create your plan with you, we'll discuss your disability support needs.³ We want to help you pursue your goals, increase your independence, and help you work, study and join social activities.

28 MARCH 2025 Reasonable and necessary supports

Page 2 of 23

This document is correct at the date of publication.

Always visit ourguidelines.ndis.gov.au for the latest version.



The NDIS will only fund a support if it meets **all** the reasonable and necessary criteria. We also won't fund a support if the law says we can't fund it. We explain the [reasonable and necessary](#) criteria in more detail further down.

What supports can you get outside the NDIS?

Before we decide what reasonable and necessary supports to fund in your plan, we'll first discuss what other supports may be available outside the NDIS. This is an important information-gathering step. For example, there may be mainstream, community and informal supports that suit you.

There are many supports you can get outside the NDIS. Other government and community services provide supports to all Australians, including people with disability. And your friends, family, and other people you know can often be your best supports.

To find out more about supports you can get outside the NDIS, go to [Creating your plan](#).

It's important we gather this information and help you access these services before we consider what reasonable and necessary supports we can fund. That way, we can help make sure you're able to access mainstream, community, and informal supports wherever possible.

For more information, go to [Mainstream and community supports](#).

What types of supports may be included in your plan?

Your plan may include 'general supports' and 'reasonable and necessary supports'.⁴

General supports

General supports are the coordination, strategic or referral services and activities we provide or arrange to be provided, for you.⁵ They're how we help you develop your plan and connect with support and activities in your community. This includes the support you get from your early childhood coordinator or local area coordinator to connect to mainstream, community, and informal supports. You don't need to pay for your general supports from your plan as the NDIS pays for them directly

Reasonable and necessary supports

Reasonable and necessary supports are the NDIS supports we fund or provide in your plan to meet your disability support needs.⁶ NDIS supports are the services, items, and equipment we can fund or provide under the NDIS.⁷ For information on what supports are considered NDIS supports, go to [NDIS supports](#).

The laws for the NDIS tell us what we can fund in your plan.⁸ All NDIS supports we fund in a plan need to meet all the criteria set out in these laws. We call these the [NDIS funding criteria](#).



- We'll check your support types and amounts of support will complement each other to help you fulfil an [ordinary life](#).⁹ Any funded supports must be an NDIS support¹⁰ that is right for you.
- It must not be a [type of support the law says we can't fund or provide](#).¹¹

Each NDIS support must be reasonable and necessary individually, but the supports must also be reasonable and necessary when considered as a package of supports.

Does the support meet the reasonable and necessary criteria?

We can only include NDIS supports in your plan if they meet **all** the reasonable and necessary criteria.¹²

This means that before we can include an NDIS support in your plan, we need to be satisfied it meets all the following criteria:

- The support is [related to your disability](#).¹³
- The support will help you to [pursue your goals in your plan](#).¹⁴
- The support will help you to [undertake activities, to facilitate your social and economic participation](#).¹⁵ This means the support will help you join in social outings, recreation, work and study by reducing the disability-related barriers that prevent you from participating.
- The support represents [value for money](#). This means we need to consider the costs and benefits of the support, as well as the costs and benefits of alternative supports.¹⁶
- The support will be, or is likely to be, [effective and beneficial](#) for you, having regard to current good practice.¹⁷ This means we consider if there is evidence the support works for someone with similar disability support needs. We won't need an expert report for every support, as we can often rely on other information or evidence. For example, we may have information already about whether the support is widely accepted to suit someone with your disability support needs.¹⁸ We also consider your lived experience.
- The funding of the support [takes account of what it is reasonable to expect families, carers, informal networks and the community to provide](#).¹⁹ This means we need to consider what support is reasonable for your family, friends and community to provide.
- The support is an [NDIS support for you](#).²⁰

The law for the NDIS sets out things that we need to consider when we apply the reasonable and necessary criteria.²¹



For example, funding a vehicle modification may reduce your need for other supports. By funding a vehicle modification in your plan, we'll look at whether you need less support to access the community.

If the vehicle modification will reduce your support needs, we might reduce the amount of support we fund for you to access the community. This is because the same amount of support might not be reasonable and necessary when the whole package of supports is considered.

Is the support related to your disability?

We'll only fund a support if it relates to your disability.²² This means there must be a direct link between your disability support needs and the NDIS supports we fund.

We consider if the support addresses your disability support needs. Your disability support needs are those that come from, or are caused by, your disability.

For example, we don't fund things like flights to go on a holiday or a gym membership to get fit.

This is because you're unlikely to need these supports because of your disability support needs. They are things that all people, with or without disability, might want or need.

Example

Alan uses a wheelchair and needs some changes to their house. They need to be able to independently use their bathroom and kitchen. They also want to set up an outdoor entertainment area for when their friends visit.

We may be able to fund [home modifications](#) so Alan can access areas of their home, including their bathroom and kitchen. They need the home modification because they can't access those areas due to their disability.

Alan will need to pay for the outdoor entertainment area, as it's not related to their disability.

Does the support help you pursue your goals?

We need to be satisfied that the support will help you pursue the goals, objectives and aspirations in your plan.²³ This helps us determine if the support is necessary.²⁴

While we only fund supports that help you pursue your goals, objectives and aspirations, we understand that different people express themselves in different ways.

Reasonable and necessary supports should help you pursue your goals,²⁵ but you don't need a specific goal for every support in your plan. When we decide if a support will help you pursue your goals, we consider your whole situation.

We look at how a support will address your disability support needs, and the disability specific barriers that prevent you from pursuing your goals.



A support that addresses your disability support needs is most likely to help you pursue your goals, objectives and aspirations in your plan.

This means that if your goal is to 'live independently', we **may** fund home modifications that address your disability support needs. However, we won't fund supports that aren't NDIS supports, including day-to-day living costs like rent or utilities. These costs aren't incurred solely and directly because of your disability support needs, so they don't meet other funding criteria.²⁶

Also, choosing a different goal 'to have a more accessible home' won't change the supports we could fund in your plan.

Achieving goals usually takes many different kinds of supports. NDIS supports will most likely be just one kind of support that helps you work toward your goals.

Learn more about setting your goals in [Creating Your Plan](#) and the [Setting Goals fact sheet](#).

Example

Morgan is ready to look for work and they have a goal in their plan to get a job. They've built up their skills and know the type of work they want to do. Disability Employment Services are helping Morgan find work, so we can't fund this support for Morgan.

However, because of their disability, Morgan will need personal care supports to help them get ready for work in the morning. We will consider:

- how Morgan's disability support needs relate to their goals
- if funding NDIS supports that address these disability support needs will help Morgan pursue their goals.

Morgan's planner determines the personal care supports meet this criteria. The supports that address their personal care needs will help Morgan to pursue their employment goals.

Morgan's planner then needs to look at if the support meets the other NDIS funding criteria. In this case Morgan does get personal care in their plan. Morgan doesn't have a job yet but will need personal care support to help them get ready to look for work. Morgan will also be able to use these supports when they get a job.

We don't fund all the supports that relate to Morgan's employment goals. We only fund the supports we consider are reasonable and necessary – that is, when they meet all the NDIS funding criteria.

Does the support help you do activities that will help your social and economic participation?

We need to be satisfied that the support will help you to do activities, which make it easier for you to participate socially and economically.²⁷



Social participation means doing things you enjoy, like going out with friends, playing sport or going out into the community. It also means doing the things you need to do, like going to school or medical appointments.

Economic participation usually means being involved in things that help you work towards getting and keeping a job. This might be things like volunteering, study, learning new skills or trying work experience. Research tells us that work can lead to health benefits and improve our quality of life. Learn more about the [Health Benefits of Good Work](#).

Social and economic participation are important to most people. They're critical to living an ordinary life.

To work out if a support meets this criteria, we look at the purpose of the support and how it will help you.

We fund reasonable and necessary supports that reduce the barriers that prevent you from doing activities. This will help you increase your social and economic participation.

Some supports help economic and social participation directly. There are lots of supports we can fund to directly help with social and economic participation. Learn more about [Social and recreation supports](#) and [Work and study supports](#).

Other supports help you do activities like self-care, which indirectly help your economic and social participation.

Example

Sue is going to university next year. She has a vision impairment and has been working with her Guide Dog Mobility Instructor to decide if a Dog Guide is right for her. A Dog Guide can help her leave her home safely and independently, and travel to and from university.

A Dog Guide could also help her go out with friends and join in other community activities. As long as it meets the other funding criteria, we could fund a Dog Guide for Sue. It will help her with activities of daily living.

In Sue's case, a Dog Guide will also increase her social and economic participation. Having a Dog Guide will help her get to her university independently where she studies and also has lots of friends.

Is the support value for money?

All supports we fund under the NDIS need to be value for money. This means the cost of the support is reasonable when we consider the benefits of the support and the cost of other supports.



Making sure your supports are value for money is one of the ways we keep the NDIS financially sustainable. This means we make careful decisions about funding so that we make sure the NDIS exists for future generations. It's also one of [our principles](#).²⁸

When we decide if the support is value for money, we consider:

- if other supports would achieve the same result at a substantially lower cost.²⁹ This means there should be a real or material difference in cost
- if there's evidence that the support will substantially improve your life stage outcomes and benefit you in the long term³⁰
- if the support will likely reduce the cost of other supports over time³¹
- how the cost compares to other supports of the same kind in your area³²
- if the support will make you more independent and mean you won't need as many supports in the future. For example, in some situations home modifications may reduce the need for support in your home.

When we consider the likely cost of supports, we consider the cost over the long term. We consider if the support will help you achieve milestones at different ages or stages of your life and have long term benefits.

For example, some supports like home modifications may be expensive now, compared to other supports. But getting these supports now may mean you need much less support in a few years, or later in life. Or it may delay the need for other more costly supports.³³

When determining if the cost of the support is value for money, we consider:

- the prices for NDIS supports in the [NDIS Pricing Arrangements and Price Limits](#)
- quotes for specific or high risk supports.

It's important we consider the cost of the support. This will be the level of funding we include in your plan, if we decide the support is reasonable and necessary.

When we fund equipment or modifications, we also need to consider:³⁴

- how the cost of buying the equipment or modifications compares to the cost of renting them
- if it's appropriate to fund the equipment or modifications you want, based on your situation and any expected changes in technology.

Learn more about how we consider value for money when we fund [assistive technology](#), [home modifications](#) and [vehicle modifications](#).



Example

Elias needs a shower commode.

He got an assessment and sent us a quote for one that will suit his needs. As part of the process to work out if this meets the reasonable and necessary criteria, his planner considers other similar shower commodes.

There's another commode that's \$5,000 cheaper than the one Elias has asked for. It won't meet Elias' needs, as it doesn't provide enough support for his back. That means, it won't achieve the same result as the one Elias has asked for.

Elias's planner finds a commode that's \$1,000 cheaper. The planner contacts Elias's occupational therapist who confirms this commode will meet Elias' needs.

Elias' planner decides to fund the commode that's \$1,000 cheaper. This has the same features and will have the same benefits for Elias at a substantially lower cost.

Is the support effective and beneficial?

We need to be satisfied that the support will be, or is likely to be, effective and beneficial, when we consider current good practice.

We need to work out if the support is likely to be both:

- **effective** – it will do what you need it to do³⁵
- **beneficial** – the support will help you do things you can't otherwise do and meets your support needs.³⁶

It can also be effective and beneficial if it will help you maintain your current level of functioning. That is, it will help you keep doing the things you can currently do. And it'll help you maintain your work, study and social life as much as you can.³⁷

When we decide if a support is effective and beneficial, we look at what is current good practice. This means we look at if there is evidence that the support works for someone with similar disability support needs to you. We won't need an expert opinion or report for every support, because we can often rely on other evidence.

For example:

- We may have information already about whether the support is widely accepted to suit someone with your disability support needs.³⁸ For example, we could rely on academic research and other literature. This could include university studies on therapies that have been published and [referred](#) in academic journals, evidence-based practice resources, or clinical practice guidelines.



- If you or other participants have used the support before, we can consider your experience and the experience of your family members and carers.³⁹

We may consider things we've learnt from other participants in the NDIS with similar support needs to you.⁴⁰ We know you're the expert in your own life, and we use your own experience as much as we can.

For example, we'll talk to you about any supports that have helped you do things you can't otherwise do. Or some supports may have helped maintain your ability to be as independent as possible.

If it's a new support such as new assistive technology, we might fund a trial. This is so we can learn from your experience of using the support to check if it's likely to do what you need it to.

Your evidence can be particularly useful when it's consistent with other evidence, or if we don't have expert evidence.

We'll look at the opinions held by the majority of experts and what they generally agree on.⁴¹ Sometimes we'll have to seek expert opinion or report to make a decision.⁴²

Example

Vivek is 12 and has a goal to improve his communication skills. He and his family want him to improve his social skills with the kids in his class.

When he was younger, Vivek's family tried speech therapy, and believe it really helped him improve his communication. His family told his planner about how it helped Vivek learn how to respond to different social settings.

Vivek's speech therapist also believes it could work well for him now and help him interact with his classmates.

When deciding if the therapy is effective and beneficial, Vivek's planner will consider:

- how speech therapy has helped Vivek in the past, including first-hand information from Vivek, his family members, and carers
- the reports or assessments from his speech therapist on the effectiveness and benefits of speech therapy for Vivek
- other information or expert evidence about the effectiveness and benefits of speech therapy, including for children of the same age, with the same disability and functional capacity.

Based on this information and evidence, Vivek's planner decides the speech therapy is effective and beneficial. If it meets the other funding criteria, we will be able to fund speech therapy in Vivek's plan.



Is the support something we would reasonably expect your informal supports, like family or friends, to provide?

We need to be satisfied that funding the support takes into account what is reasonable to expect families, carers, informal networks and the community to provide.⁴³

To make sure we understand how disability supports might work for you, we consider:

- the things you're able to do for yourself
- any support you have from others in your network – including family members, relatives, friends and local community services.

When we fund supports under the NDIS, we need to consider if it's reasonable to expect your informal supports to provide that support. We can't fund supports that an ordinary person would think is reasonable to expect friends, family or the community to provide for you.⁴⁴

Informal supports are the help and support you get from friends, family and the community. They are called 'informal' because you don't pay for them, and they're not part of a formal agreement. They're the usual things friends and family do for us, and with us.

Most of us get some kind of help and support from friends and family. In our society, we expect that friends, family and our community will support each other and help each other out when they need it.

A good example is families who have young children. In our community, we expect families will provide most of the support a young child needs.⁴⁵ They will care for the child, make sure they're safe and drive them around places.

Grandparents, uncles and aunties often have a role to play in supporting young children as well. Neighbours and friends might also help care for the child.

As a child gets older, our society's expectations of the role of the family and community in caring for the child changes. For example, we expect schools to provide a child's learning needs.

We also usually expect the role of family in providing personal care for a child would reduce as they get older and develop new skills and independence. But families are usually still responsible for things like food, emotional support, decision-making and providing a safe home.

It's a similar idea for adults. Our society expects that adults – like family, friends and neighbours – will provide some support to each other. This might be things like taking a friend with you to the football game or providing emotional support if someone is upset.



NDIS supports won't ever replace the support people like your friends and family provide to you. This support is given freely because people care and is often quite different to supports bought with NDIS funding.

You have a special bond with your friends and family that's different from your relationship with paid carers. And there are potential risks and problems for you if your friends and families become your paid carers.

We also must consider the benefits you may get from your informal supports. For example, your family and friends may be better at helping you meet other people, or helping to build your social skills, than paid supports.

We consider if we can help these relationships so that you get the support you need.⁴⁶ For example, we may be able to fund training for your informal supports, so they can help you build your skills.

We also think about the capacity of your informal supports to continue caring for you, for example if they're ageing or sick.

There are different things the law for the NDIS says we need to consider for adults and children.

If you're under 18, we consider what support is reasonable to expect parents to provide at your age. It's normal for parents to provide substantial care and support for children.⁴⁷ We consider that it's usual for parents to provide almost all the care and support that young children need.

For example, it's reasonable to expect parents or other family members to provide transport to and from their child's after-school activities. Of course, the amount of care and support for a child without a disability would typically reduce as they get older.

For children under 18, we consider:

- if your needs are substantially greater because of your disability, compared to other children the same age.⁴⁸ This means you need much more disability support
- any risks to the wellbeing of people providing informal support to you⁴⁹
- if including funding for the support will help build your skills and capacity in the future or reduce any risks to you.⁵⁰

For example, we consider any health, safety or other impacts resulting from what's involved in meeting your disability support needs.

If you're over 18, we consider:

- if there are any risks to you or your informal supports if you rely on them to provide the support you need⁵¹



- how much your informal supports would help improve or reduce your independence and other outcomes.⁵²

We also consider the suitability of informal supports to provide the supports you need,⁵³ including:

- how old your carers are and their capacity to provide the support⁵⁴
- if other family members and the community can help your informal supports in their caring role⁵⁵
- the intensity and type of support you need, and if it's appropriate for your informal supports to provide this, based on their age and gender⁵⁶
- any long-term risks to the wellbeing of your informal supports.⁵⁷

When we consider the risks for people over 18, we consider if the supports are sustainable for your informal supports. We consider the health, safety and other impacts on family and carers in the long term.

For example, we wouldn't expect a child to have their schooling affected because they need to provide care. We also wouldn't expect an elderly parent to be responsible for physical activities, if it may result in injury.⁵⁸

We generally don't fund family members to provide supports funded under the NDIS. There are very limited situations where we can consider this.

Learn more about [Sustaining informal supports](#).

Example 1

Simon is getting his first plan. For the last 15 years, Simon and his wife Jan's preference was that Jan provide all the physical support he needs at home, such as toileting, showering and dressing.

But as Jan is getting older, it's not safe for her to do this. It's becoming risky for both Jan and Simon to keep providing this support informally.

Jan and Simon think it might be best for someone else to provide the personal care support that Simon needs. Their children have moved out of home, and it's not reasonable to expect them to help Simon with personal care.

Based on this information and other evidence, Simon's planner decides that the personal care support meets this criteria. It takes into account what is reasonable for his family and others to provide. If the personal care support meets the other funding criteria, we may fund the personal care support for Simon.



Simon and Jan still prefer Jan to do the other support Simon needs though, such as helping Simon eat his meals. At this time, we wouldn't fund a support worker in Simon's plan to help him eat his meals. It's reasonable to expect Jan to help Simon with this, because it's what they want to do and it's not a safety risk for Jan or Simon.

Example 2

Qing is 14 and wants to join a local chess club. Like most 14-year-olds in this situation, she needs someone to drop her off and pick her up from the mid-week and weekend gatherings. But unlike most 14-year-olds, she needs someone to help her get dressed before she can go to the chess club. Her parents have been doing this, but as Qing is getting older, she no longer wants her family to help her get dressed.

It's reasonable to expect her family or other informal supports to drop Qing to and from the match and training sessions. So, we wouldn't fund transport in Qing's plan.

But at age 14, it's not reasonable to expect her family to help her get dressed.

Based on this information and other evidence, Qing's planner finds that the personal care support considers what is reasonable for family and others to provide. If it meets the other funding criteria, we may fund personal care support in her plan.

Is the support an NDIS support for you?

A support will only be an NDIS support for you if either:

- the Rules say that the support is a NDIS support for everyone, or
- the Rules say that the support is only for a specific group of people, and you are part of that group.⁵⁹

NDIS supports are the services, items, and equipment that can be funded under the NDIS.

Remember, we can only fund a support if it is:

- an NDIS support for you
- necessary for your disability.⁶⁰

Go to [NDIS supports](#) to find more information on what is and isn't an NDIS support.

Example

Max has a spinal cord injury and uses a manual wheelchair to move around. His home has a carport at the front. The path from the carport to the front door is too narrow for his wheelchair and the uneven ground makes it unsafe for him to use his wheelchair on his own.

In Max's planning meeting, he requests the installation of a pathway from the carport to the front door to enable safe access to his home.



Max's planner checks that the home modifications are an NDIS support.

Because Max needs a pathway to access his house safely, the planner decides that the home modifications are an NDIS support.

What types of supports can't be funded or provided under the NDIS?

Under the law for the NDIS, there are things we can't fund or provide.⁶¹ We can't fund goods and services that are not NDIS supports.⁶² For example, we can't fund or provide supports that:

- consist of sexual services and sex work, alcohol, or drugs⁶³
- are not legal⁶⁴
- are income replacement⁶⁵
- are likely to cause harm to you, or pose a risk to other people⁶⁶
- relate to a 'day-to-day living cost', like groceries, rent or utilities⁶⁷
- duplicate other supports provided by the NDIS under alternative funding⁶⁸
- include tickets to events or the cost of going on a holiday.⁶⁹

For more information on what we can't fund, go to [NDIS supports](#).

What else do you need to know about deciding if supports meet the NDIS funding criteria?

From our experience, we learned there are some common misunderstandings about how we work out what supports meet the NDIS funding criteria.

Why don't we always fund what your health professionals recommend?

Although we take expert opinions into account, we can't and don't always fund everything your health professional might recommend. This is because every support we fund needs to meet all the NDIS funding criteria.

For example, your therapist might recommend a piece of equipment on the basis that it will be 'effective and beneficial' for you. But if there is something cheaper that will achieve the same outcome, we won't be able to fund what the therapist recommended.

This is because it may not be [value for money](#). We may be able to fund the cheaper option instead if it meets all the [NDIS funding criteria](#).

Why don't we fund the same supports as your last plan?

We might fund different supports in your next plan. This is because we will fund supports in your plan based on how we use the NDIS funding criteria at that point in time.



Your needs and situation will most likely change over time. This means it's likely your NDIS supports and needs for those supports will change over time.

For example, we may have funded supports to help you build your skills in a particular area. Once you have built those skills, you won't need funding for that anymore. So, we probably won't include that funding for those supports in your next plan.

Supports to build your skills may have met the NDIS funding criteria before, but the same supports might not meet the criteria in the future.

Or your disability support needs might increase or decrease over time. This may mean we consider funding more or less supports as a result.

What else do we consider when deciding what to include in your plan?

As far as possible, we have to act according to principles set out in the [law for the NDIS](#).⁷⁰ These principles guide us when we make decisions about what we can fund.

These principles don't override or replace the [NDIS funding criteria](#) under the law for the NDIS. They can help us apply the funding criteria, by giving us more guidance when we decide what supports to approve in your plan.

The principles include the following:

- You have the same right as other Australians to realise your potential for physical, social, emotional, and intellectual development.⁷¹
- You should be supported to take part in and contribute to social and economic life.⁷²
- You should be supported to make choices about planning and how your supports will be delivered. This includes taking reasonable risks, so you can pursue your goals.⁷³
- You have the same right as other Australians to decide your own best interests. You have the right to be an equal partner in decisions that affect your life.⁷⁴
- Your privacy and dignity should be respected.⁷⁵
- We must make sure the NDIS is financially sustainable.⁷⁶

The principles also tell us that the reasonable and necessary supports we fund should:⁷⁷

- support you to pursue your goals and maximise your independence
- support you to live independently and to be included in the community as a fully participating citizen
- develop and support your capacity to do things that help you participate in the community and employment.



Just because a support helps you do these things doesn't mean we'll fund it in your plan. All supports we fund need to meet all the NDIS funding criteria.

We consider these principles set out in the law for the NDIS, along with the [principles we follow to create your plan](#).

How do we think about an ordinary life when deciding what supports to include in your plan?

To help guide us in our decision-making about reasonable and necessary supports, we took advice from the [NDIS Independent Advisory Council](#) (The Council).

The Council represents people with disability and carers, bringing their own lived experience and expertise of disability. They give us advice on how the NDIS should work.

The Council advised us that all Australians, including people with disability, should have an '[ordinary life](#)'. They also told us we should think about the idea of an ordinary life when we apply our principles and use the NDIS funding criteria.

An ordinary life is a life where you have the same opportunities as people without a disability. An ordinary life is one that is typical or usual for everyone in modern day Australia. It's a life where you can pursue your potential and participate in society on an equal basis with others.

An ordinary life will be different for different people. We are all different and come from different cultures and backgrounds. We each have our own values, experiences, beliefs, and goals.

But there are some common things that can improve the quality of our lives and help us participate equally. These are the things, such as the following, that make up an ordinary life:

- Positive relationships with families and informal support networks.
- Individual autonomy. This means being free and independent, and having the same opportunities as people without disability.
- Active involvement in decision-making including the ability to make meaningful decisions, and exercise choice and control.
- Using your strengths in ways that provide a challenge and enjoyment.
- A sense of belonging to our families, friendship networks, communities, workplaces and society.
- Active involvement and contribution to society and your community.

An 'ordinary life' in the context of the NDIS involves supporting you to:

- have and maintain good relationships
- belong and participate in your community



- be involved in making choices about your own life.

One way we can help you have an ordinary life is to support you to access mainstream, community, or informal supports wherever possible. These are the usual supports that everyone in the community uses.

When we fund reasonable and necessary supports under the NDIS, we need to make sure they meet the [NDIS funding criteria](#).

When we apply the NDIS funding criteria and make decisions about reasonable and necessary supports, we're guided by the principles in the law for the NDIS. We also consider how the supports will best help you to live an ordinary life.

What other services or systems are responsible for providing supports?

We have to be satisfied that the support is considered an NDIS support which means the support is something that can be funded or provided through the NDIS. Some supports are not considered an NDIS support because they're more appropriately funded or provided through:

- other service systems or supports offered by a person, agency or body (like a State or Territory Statutory Scheme)
- services or supports offered as part of a universal service obligation (like the health or education system)
- services or supports offered in line with reasonable adjustments required under discrimination laws (like your employer, or the health or education system).⁷⁸

We won't fund the support if the support should be provided by someone else, even if the other service system doesn't actually provide it. We don't make up for other organisations and systems that don't provide the supports they should.

The list of goods and services that are not NDIS supports includes supports that are considered the responsibility of service systems such as:

- Health
- Mental health
- Child protection and family support
- Early childhood development
- School education
- Higher education and vocational education and training
- Employment



- Housing and community infrastructure
- Transport
- Justice.

For more information, go to [Mainstream and community supports](#).

How does the NDIS work with other government services?

We call supports provided by other government services, including those provided as part of a universal service obligation, ‘mainstream supports’. When we talk about mainstream supports, we mean supports available to everyone in your state or territory, or across Australia, regardless of if you have a disability.

This includes services provided by state and federal governments, related to health care, education and mental health services.

You have the same right as all Australians to access these services. There are certain things that mainstream services have to do to make their services accessible for people with disability. Using mainstream supports can also help you be part of your community, or to work or study.

When we fund NDIS supports, we won’t fund supports that are not considered NDIS supports because the support is more appropriately funded or provided by a mainstream service or system, such as the education system or health system.⁷⁹ Under the law for the NDIS, we can’t fund supports that should be provided by a mainstream service.

The Australian federal, state and territory governments agreed on responsibilities for funding different types of supports. The law for the NDIS has an outline of funding responsibilities and were developed with the agreement of each State and Territory.⁸⁰

Learn more about [who is responsible for the supports you need](#).

What is reasonable adjustment and why is it important?

People with a disability can sometimes face barriers that make it harder to do the same things as people who don’t have a disability. For example, it might be harder to find and keep a job. Or it might be harder to get in and around places, or to get the same services as other people.

It’s against the law to discriminate against people with a disability in many areas.⁸¹ This includes in employment, when providing goods and services, and when accessing public places.

This means organisations or people who are responsible for providing these services have to make what are called ‘reasonable adjustments’. They have to make sure people with a disability have equal access to the services they provide, as far as is reasonable.



They have to do reasonable things that will make their services equally available to everyone, whether or not you have a disability.

Reasonable adjustments do not mean they have to provide everything you need because of your disability. It means they have to do what's reasonable to make sure you have equal access to employment, public spaces or services. This takes into account what they can afford to do and what is reasonable to expect them to provide in the circumstances.

When we decide what supports to include in your plan, we need to consider what should be provided through reasonable adjustments. Under the law for the NDIS, we can't fund a support if it should be provided by someone else through reasonable adjustments.

What about in-kind supports?

We agreed that state and territory governments will keep providing some supports for a period of time. We call these 'in-kind supports'.

If we fund in-kind supports like [specialist school transport](#) or [personal care in schools](#), you will need to use state or territory government providers for these supports. These supports are most efficiently and effectively provided by state and territory government providers.⁸² Learn more about [Work and study supports](#).

For most other in-kind supports, you can choose your provider if you don't want to use your in-kind provider anymore. We can let you choose another provider if we consider that the support isn't most effectively and efficiently provided by the in-kind provider.

We usually let you choose another provider if:

- another provider can give you the same support or level of support as the in-kind provider
- the supports with the new provider still meet the [NDIS funding criteria](#), including that they're value for money compared to the in-kind support
- there are no serious risks with changing providers.

Learn more about [in-kind supports](#).

How do we include the reasonable and necessary supports in your plan?

Once we've identified the supports, and decided they meet the NDIS funding criteria, we can include the description and funding for the NDIS support in your plan.

If the support doesn't meet the NDIS funding criteria, we can't include the support in your plan. We may consider if a differently described support meets the NDIS funding criteria instead.



When we approve your plan, we'll also make sure all your supports are reasonable and necessary when considered as a package of supports.⁸³

Sometimes you might not need any supports under the NDIS. For example, your informal supports may meet all your disability support needs. If so, we'll approve a plan with no funded supports.

Learn more about how we [create and approve your plan](#).

Learn more about [using the funding in your plan](#).

Learn more about [changing your plan](#).

What happens if we don't include the supports you want?

If we decide a support doesn't meet the [NDIS funding criteria](#), we can't include the support in your plan. Also, if the amount of support you want doesn't meet the criteria, we can't include that amount in your plan.

But, we're committed to [our principles](#) and helping you live an [ordinary life](#). Even if we can't fund a particular support, we may still be able to help.

If the support doesn't meet the NDIS funding criteria, we can consider if a different support meets the NDIS funding criteria. We might be able to consider describing the support differently or funding a different type of support.

Or we may be able to connect you to mainstream or community supports that can help. Mainstream and community supports are available to everyone. They can be a good way to connect with your local community, learn new skills and gain independence.

There are lots of ways we might be able to help, so talk to us if you're in this situation. We can do this at any time. We may be able to help before we approve your plan.

We'll give you the reasons for our decision to approve your plan in writing.⁸⁴ You can [contact us](#) if you'd like more detail about the reasons for our decision.

What happens if I want to replace a support for something else?

We fund NDIS supports in your plan. NDIS laws set out what we can and can't fund.⁸⁵

Sometimes, we may agree that you can spend your funding on supports that are not NDIS supports. We call this a 'replacement support'. Go to [Your plan](#) for more information. For more information about replacement supports, go to [NDIS supports](#).

What if you don't agree with our decision?

If we decide the supports you requested don't meet our [NDIS funding criteria](#), we can't include them in your plan.



If you'd like more details about the supports that make up your plan's total funding amount, we can send this to you. You can contact us and ask for a Budget Breakdown.

We'll give you written reasons why we made the decision. You can [contact us](#) if you'd like more detail about the reasons for our decision.

If you don't agree with a decision we make about what supports to include in your plan, you can ask for an internal review of our decision.⁸⁶

You'll need to ask for an internal review within 3 months of getting your plan.⁸⁷

Learn more about [reviewing our decisions](#).

Reference List

-
- ¹ NDIS Act s 34(1)(aa).
 - ² NDIS Act and delegated legislation made under the NDIS Act, especially NDIS (Supports for Participants) Rules and NDIS (Plan Management) Rules.
 - ³ NDIS Act s 34 (1)(aa); NDIS (Supports for Participants) Rules r 5.1(b).
 - ⁴ NDIS Act ss 33(2)(a), 33(2)(b), 33(5)(c), 34.
 - ⁵ NDIS Act ss 13, 33(2)(a).
 - ⁶ NDIS Act s 34 (1).
 - ⁷ NDIS Act s 10.
 - ⁸ NDIS Act and delegated legislation made under the NDIS Act, especially NDIS (Supports for Participants) Rules and NDIS (Plan Management) Rules.
 - ⁹ NDIS (Supports for Participants) Rules r 2.4; NDIS Act s 33(5)(c).
 - ¹⁰ NDIS Act s 34(1)(f).
 - ¹¹ NDIS Act ss 33(5)(d), 35(1)(b); NDIS (Supports for Participants) Rules pt 5.
 - ¹² NDIS Act ss 33(5)(c), 34(1).
 - ¹³ NDIS Act s 34(1)(aa); NDIS (Supports for Participants) Rules r 5.1(b).
 - ¹⁴ NDIS Act s 34(1)(a).
 - ¹⁵ NDIS Act s 34(1)(b).
 - ¹⁶ NDIS Act s 34(1)(c).
 - ¹⁷ NDIS Act s 34(1)(d).
 - ¹⁸ NDIS (Supports for Participants) Rules r 3.2(a).
 - ¹⁹ NDIS Act s 34(1)(e).
 - ²⁰ NDIS Act s 34(1)(f).
 - ²¹ NDIS (Supports for Participants) Rules pts 3, 4.
 - ²² NDIS (Supports for Participants) Rules r 5.1(b), NDIS Act s 34(1)(aa).
 - ²³ NDIS Act s 34(1)(a).
 - ²⁴ *McGarrigle v National Disability Insurance Agency* (2017) 252 FCR 121 at [91].
 - ²⁵ NDIS Act s 34(1)(a).
 - ²⁶ NDIS (Supports for Participants) Rules r 5.1(d).
 - ²⁷ NDIS Act s 34(1)(b).
 - ²⁸ NDIS Act ss 3(3)(b), 4(17).
 - ²⁹ NDIS (Supports for Participants) Rules r 3.1(a).
 - ³⁰ NDIS (Supports for Participants) Rules r 3.1(b).
 - ³¹ NDIS (Supports for Participants) Rules r 3.1(c).
 - ³² NDIS (Supports for Participants) Rules r 3.1(e).
 - ³³ NDIS (Supports for Participants) Rules r 3.1(c).
 - ³⁴ NDIS (Supports for Participants) Rules r 3.1(d).
 - ³⁵ *McCutcheon and NDIA* [2015] AATA 624 at [34].

- ³⁶ McCutcheon and NDIA [2015] AATA 624 at [34].
- ³⁷ McCutcheon and NDIA [2015] AATA 624.
- ³⁸ NDIS (Supports for Participants) Rules r 3.2(a).
- ³⁹ NDIS (Supports for Participants) Rules r 3.2(b).
- ⁴⁰ NDIS (Supports for Participants) Rules r 3.2(c).
- ⁴¹ NDIS (Supports for Participants) Rules r 3.3.
- ⁴² NDIS (Supports for Participants) Rules r 3.3.
- ⁴³ NDIS Act s 34(1)(e).
- ⁴⁴ NDIS Act s 34(1)(e).
- ⁴⁵ NDIS (Supports for Participants) Rules r 3.4(a)(i).
- ⁴⁶ NDIS (Supports for Participants) Rules r 3.4(c).
- ⁴⁷ NDIS (Supports for Participants) Rules r 3.4(a)(i).
- ⁴⁸ NDIS (Supports for Participants) Rules r 3.4(a)(ii); JQJT and National Disability Insurance Agency [2016] AATA 478 at [39].
- ⁴⁹ NDIS (Supports for Participants) Rules r 3.4(a)(iii).
- ⁵⁰ NDIS (Supports for Participants) Rules r 3.4(a)(iv).
- ⁵¹ NDIS (Supports for Participants) Rules rr 3.4(b)(i), (ii).
- ⁵² NDIS (Supports for Participants) Rules r 3.4(b)(iii).
- ⁵³ NDIS (Supports for Participants) Rules r 3.4(b)(ii).
- ⁵⁴ NDIS (Supports for Participants) Rules r 3.4(b)(ii).
- ⁵⁵ NDIS (Supports for Participants) Rules r 3.4(b)(ii)(A).
- ⁵⁶ NDIS (Supports for Participants) Rules r 3.4(b)(ii)(B).
- ⁵⁷ NDIS (Supports for Participants) Rules r 3.4(b)(ii)(C).
- ⁵⁸ NDIS (Supports for Participants) Rules r 3.4(b)(ii)(C).
- ⁵⁹ NDIS Act s 34(1)(f).
- ⁶⁰ NDIS (Supports for Participants) Rules r 5.1(b), NDIS Act s 34(1)(aa).
- ⁶¹ NDIS (Supports for Participants) Rules r 5.
- ⁶² NDIS Act s 10.
- ⁶³ NDIS Act s 10.
- ⁶⁴ NDIS Act s 10.
- ⁶⁵ NDIS Act s 10.
- ⁶⁶ NDIS Act s 10.
- ⁶⁷ NDIS Act s 10.
- ⁶⁸ NDIS Act ss 33(5)(d), 35(1)(a); NDIS (Supports for Participants) Rules r 5.1(c).
- ⁶⁹ NDIS Act s 10.
- ⁷⁰ NDIS Act ss 4, 31.
- ⁷¹ NDIS Act s 4(1).
- ⁷² NDIS Act s 4(2).
- ⁷³ NDIS Act s 4(4).
- ⁷⁴ NDIS Act s 4(8).
- ⁷⁵ NDIS Act s 4(10).
- ⁷⁶ NDIS Act s 4(17).
- ⁷⁷ NDIS Act s 4(11).
- ⁷⁸ NDIS Act s 34(1)(f).
- ⁷⁹ S10(b1) -(3).
- ⁸⁰ NDIS (Supports for Participants) Rules rr 3.5-3.7, Schedule 1; NDIS Act ss 209(4), (8) item 1.
- ⁸¹ Disability Discrimination Act 1992 (Cth); Discrimination Act 1991 (ACT); Anti-Discrimination Act 1977 (NSW); Anti-Discrimination Act 1996 (NT); Anti-Discrimination Act 1991 (Qld); Equal Opportunity Act 1984 (SA); Anti-Discrimination Act 1998 (Tas); Equal Opportunity Act 2010 (Vic); Equal Opportunity Act 1984 (WA).
- ⁸² NDIS (Plan Management) Rules r 6.6.
- ⁸³ NDIS Act s 33(5)(c).
- ⁸⁴ NDIS Act s 100(1).
- ⁸⁵ NDIS Act s 10.
- ⁸⁶ NDIS Act s 100.
- ⁸⁷ NDIS Act s 100(2).



Your plan

Quick summary: Once we approve your plan, you can start to use your funding to buy NDIS supports. If you want us to, we'll help you start using your plan and help you connect with supports in the area you live. You must spend your funding in line with your plan, and only on [NDIS supports](#). We'll check in with you during your plan to make sure it meets your needs and to check whether your situation has changed. You must also contact us if your situation changes during your plan. You usually can't use your plan if you're outside Australia for more than 6 weeks. You usually can't use your plan if you don't claim compensation you're entitled to when we ask you to.

Note: when we say 'your plan', we mean your NDIS plan. If you're looking for information about community connections, go to [Our Guideline – Community connections](#).

If you're looking for information about your child's early connections, go to [Our Guideline – Early connections](#).

Changes to the law: As part of the recent changes to the NDIS laws, we are moving towards a new framework for planning. Rules need to be developed for this new framework. We're working on how and when we'll introduce these changes.

Until then, the information in this Guideline is about our old framework for planning, which includes the legislation changes we are introducing from now. All current plans will be known as 'old framework' plans, and we'll continue to develop these until all participants have transitioned to the new framework.

What's on this page?

This page covers:

- [What happens after your plan is approved?](#)
- [What supports can you buy with your NDIS funding?](#)
- [How do you buy NDIS supports from providers?](#)
- [What happens during your plan?](#)
- [When can't you use your plan?](#)
- [What if you're not happy with your plan?](#)

You may also be interested in:

- [What principles do we follow to create your plan?](#)
- [Applying to the NDIS](#)



- [Creating your plan](#)
- [Changing your plan](#)
- [Reviewing our decisions](#)

What happens after your plan is approved?

Once we approve your plan, you can start using it. This means you can spend your NDIS funding on the NDIS supports set out in your plan.

NDIS laws determine what we can and can't fund. Things we can fund are called NDIS supports.¹ NDIS supports are the services, items and equipment that can be funded by the NDIS. You can only use the funding in your plan to buy NDIS supports if they are related to your disability² and are [in line with your plan](#).³ In certain circumstances, you may be able to spend your funding on a replacement support instead.⁴ Learn more at [What does NDIS fund?](#).

You can't use your NDIS funding to buy supports that other government services are responsible for.⁵ We call these supports [mainstream supports](#). For example, you can't use your NDIS funding on general health supports like your general practitioner (GP), because the health system is responsible for these services.

We'll send you a copy of your plan within **7 days** after we approve it.⁶ You can also find your plan in the my NDIS portal and app.

If you have a [nominee or child representative](#) with authority to manage your plan, we can send them a copy of your plan too. You can also ask us to share your plan with other people. We can only share your plan when you ask us to. Learn more about [your privacy and information](#).

If you want to, you can show your plan to another person or someone that works with you, like a health professional. This is entirely your decision. Learn more about [sharing your plan](#).

There may be some extra information we need before you can start claiming for NDIS supports. If you [self-manage](#) your funding, you'll need to give us your bank account details before you can make any claims. This is so you can access your funding and pay your providers. There are also [some NDIS supports](#) where you'll need to tell us who your chosen provider is before we can pay them. This includes telling us about your registered plan manager, if you have one.

This guideline explains how we help you to use your plan, and what NDIS supports you can buy with your funding. You can also visit our [plan implementation directory](#) for more information on how to start using your plan. For example, we have guides on how to use the my NDIS portal and app, or how to work with providers.



How can we help you start using your plan?

Once your plan is approved, we'll ask if you want to meet and talk about how to use your plan. We call this an implementation meeting.

You decide whether or not you want an implementation meeting. It's usually a good idea to have an implementation meeting when you get your first plan, or if your new plan has a lot of changes from your last plan. If you want to have this meeting, we'll arrange it within **28 days** after we approve your plan.

You'll have your implementation meeting with your my NDIS contact, [support coordinator](#) or [psychosocial recovery coach](#) (recovery coach). Your my NDIS contact could be a local area coordinator, early childhood partner or NDIS planner. They can help you start using your plan.

For example, they can help you:

- understand your plan, and what NDIS supports you can buy with your funding
- understand what supports other government services, such as the health or education systems, can provide for you
- connect with your community and other government services
- find providers that meet your needs and will help you pursue your goals
- use the [my NDIS portal and app](#)
- make [service agreements](#) with your providers
- answer any questions or concerns you have
- ask for a change to your plan if something in your life changes.

If your my NDIS contact is an early childhood partner, they can also help families understand the principles of best practice in early childhood intervention. Learn more about our [early childhood approach](#).

How can we help you connect with informal, community and mainstream supports?

There are many supports you can get that are not provided by the NDIS. These include:

- informal supports, such as your friends, family and other people you know in your community
- community supports, such as community groups, sporting groups or other activities in your area



- mainstream supports, such as health, education and other government services that are available to all Australians.

These supports can often help you pursue your goals. We don't give you funding for these supports.

When you start using your plan, we'll see how we can help you connect with other supports available to you.

For example, we could help you:

- find community clubs you'd like to join, or activities you'd like to do
- talk to organisations, so they can adapt their service to meet your needs
- contact other government services, such as Medicare, childcare, job services or health providers
- explore ways you can see your family and friends more often, or make new friends, if you want to.

Learn more about supports we can and can't fund:

- [Our Guideline – Reasonable and necessary supports](#)
- [What does NDIS fund?](#)
- [Our Guideline – Early connections](#) for children younger than 9
- [Our Guideline – Community connections](#) for people aged 9 and older.

How can we help you find service providers?

Your my NDIS contact, support coordinator or recovery coach can help you find service providers. A service provider is a person or organisation that provides your NDIS supports.

Some providers are registered with the NDIS Quality and Safeguards Commission. This means they meet strict conditions for the quality and safety of their services. We call them 'registered NDIS providers'. Learn more on the [NDIS Quality and Safeguards Commission website](#).

If a provider isn't registered with the NDIS Quality and Safeguards Commission, we call them an 'unregistered provider'.

You can usually choose any provider you want to provide your NDIS supports. But if your funding is Agency-managed, you can only choose from registered NDIS providers. And there are [some types of supports](#) where you must always use registered NDIS providers. Your plan might also include that you can only buy NDIS supports from a specific provider or type of provider.



We can't recommend specific providers to you. But we can let you know about the different providers in your area, to help you decide which ones you might like to use.

You can also check for providers on the internet, look at reviews, or get advice from friends or family. It's a good idea to speak with different providers before you choose one.

You can search for registered NDIS providers on the myplace portal or with our [Provider Finder](#).

We don't pay for family members to provide funded supports other than in exceptional situations. Learn more about this and [sustaining informal supports](#).

Learn more about [how to buy NDIS supports from providers](#).

What supports can you buy with your NDIS funding?

Your plan includes information about the [reasonable and necessary](#) supports you can buy with your NDIS funding.

We fund NDIS supports. NDIS laws determine what we can and can't fund. We call the things we can fund [NDIS supports](#).

When you buy support with the NDIS funding in your plan, you need to make sure it meets **all** these criteria:

- the support is an NDIS support⁷
- the support isn't declared to be **not** an NDIS support⁸
- the support doesn't consist of the provision of sexual services and sex work, alcohol or drugs⁹
- the support is related to your disability¹⁰
- the support is in line with your plan.¹¹

Spending in line with your plan means only spending your funding on the supports included in your plan. To spend in line with your plan, you need to:

- spend your funding in the way we describe. This includes any stated supports, where we describe the supports you can buy more specifically
- make sure your funding will last for the whole length of your plan
- if your plan includes funding periods and funding component amounts, make sure your funding will last for the length of each funding period.

When you buy supports in line with your plan, you need to make sure they are [NDIS supports](#) or an agreed replacement support that relates to your disability.

If you buy supports that aren't NDIS supports in your plan, or are not an approved replacement support for you, you may need to pay this money back to the NDIS. Find out more about [what happens if you buy supports that aren't in your plan](#).

Replacement supports

In limited circumstances, we may agree that you can spend your funding on a support that isn't an NDIS support. We call this a 'replacement support'.¹²

You can only spend your funding on a replacement support if we've agreed in writing that you can buy this support.

To have a replacement support, it must:

- be on the [list of replacement supports](#)
- replace one or more other supports that are NDIS supports for you
- cost the same or less than the total cost of the supports it's replacing
- work the same or better than the supports it's replacing.

There are a few ways you can ask for a replacement support:

- complete our 'Application for replacement support form' and send it to us
- contact us by phone by calling 1800 800 110
- send an email to enquiries@ndis.gov.au and include any evidence to support your request
- send us a letter and include any evidence to support your request
- visit one of our [NDIS offices](#).

We'll help you apply for a replacement support if you want us to.

We'll contact you before we make our decision about whether we approve the replacement support you have asked for. You'll also get a letter from us with our decision. If we approve the support, the letter will also explain how you claim for the replacement support.

To download the 'Application for replacement support form' or learn more, go to [What does NDIS fund?](#)

How is the funding in your plan organised?

New and reassessed plans approved from **3 October 2024** will include:¹³

- a total funding amount
- funding component amounts



- funding periods.

Your **total funding amount** is the total amount for all reasonable and necessary supports funded in your plan. We'll call this a 'total budget amount' in your plan.

A **funding component amount** is the total amount of funding you have for a specific support, or a group of reasonable and necessary supports, over the full length of your plan. We'll use support categories to describe the reasonable and necessary supports in each funding component amount. Read about [how we describe the supports in your plan](#).

A **funding period** is the time that a part of your funding becomes available and how long it needs to last. You can spend up to the amount of funding available in that time. Funding periods can be for either the total funding amount of your plan or for each funding component amount in your plan.

Learn more about [how much of your plan funding you can access at once](#).

It's important that you buy your NDIS supports in line with any funding component amounts and funding periods in your plan. That means that your funding can only be used to purchase the specific supports, or group of supports, that are included.

You can't spend the funding from a funding component amount:

- on supports that are included in your plan in another funding component amount
- on supports that are not included in your plan and are not NDIS supports.

Learn more on how we include the NDIS funding in your plan in [Our Guideline – Creating your plan](#).

Example

Alex receives their first plan. The plan goes for 5 years and has a total funding amount of \$210,000. Their plan includes reasonable and necessary supports to help them with their everyday tasks, as well as funding to buy assistive technology so they can navigate around their house independently.

We decide to group Alex's plan into 2 funding component amounts. The first funding component amount of \$200,000 includes funding for NDIS supports for everyday tasks. We describe these supports as flexible, so Alex can decide how to spend their funding in a way that works for them.

Funding periods are set at 3 months for these supports. We divide the funding evenly, so Alex can access \$10,000 every 3 months for their everyday NDIS supports.

Alex knows that any funding they don't spend in the first 3 months of their plan will roll over to their next funding period, and they know when they'll be able to access the next portion of their funding.



The second funding component amount in Alex's plan is for their assistive technology. They have \$10,000 for this funding component amount. We expect Alex will use this funding at the start of their plan, so they can use it to buy the assistive technology they need. We include \$10,000 for assistive technology in the first funding period of their plan. Alex won't need funding for assistive technology included in the other funding periods of their plan.

How do we describe the supports in your plan?

We describe the NDIS supports in your plan using support categories. Each support category in your plan includes a definition of the types of supports you can use this funding for. Currently, plans show your supports as funding components grouped under 4 different support budgets:

- **Core supports:** NDIS supports to help you with everyday activities, like help to take part in activities in the community.
- **Capacity building supports:** NDIS supports to help you build your skills. This may increase your independence and reduce the need for the same level of support in the future. Your progress and outcomes from these supports will be shared at each plan reassessment.
- **Capital supports:** NDIS supports including high-cost assistive technology, equipment, vehicle modifications, home modifications and specialist disability accommodation.
- **Recurring supports:** NDIS supports that are paid by us on a regular basis. Your funding for recurring supports will be paid regularly to your nominated bank account. This funding is not included anywhere else in your budget.

You can learn more about [support budgets and support categories](#) on the NDIS website.

We are moving to a new way of showing your budget in your plan to give you more flexibility in how you manage your individual supports. Your next plan may not show your capacity building, capital and recurring supports in the same way. Your NDIS supports will be included in your plan as individual funding components instead of being grouped as a support budget, like capacity building or capital. Your plan will still show if the supports are flexible or stated.

Learn more about flexible and stated NDIS supports in [How do we describe the supports in your plan?](#)

A funding component amount in your plan might include funding for more than one Core support category. This means you can choose how you want to spend your funding across all the supports under that funding component amount.

For example, in the same funding component amount we can include any funding for:

- transport
- consumables
- assistance with daily life
- assistance with social, economic and community participation.

This lets you choose how to use your funding for your Core supports.

We can describe the NDIS supports in your plan as either flexible or stated, based on NDIS laws.

When your NDIS supports are **flexible**, we describe the support generally. This gives you greater flexibility over what NDIS supports you can buy.¹⁴ You can usually choose what NDIS supports to buy within the descriptions for each support category. We describe most support categories as flexible when we can, so you have more choice about the NDIS supports you can buy with your flexible budgets.

For example, we could include flexible funding in your plan for the support category 'assistance with daily life'. You can use this funding in the way that suits you to pay support workers to help you in your daily life. You may choose to get support with household cleaning or preparing meals, as long as you are buying supports that are NDIS supports for you and are in line with your plan.

When your NDIS supports are **stated**, we describe the support specifically. It means you must buy NDIS supports in the way we have described in your plan.¹⁵ We'll be clear when we describe a support category as stated in your plan.

When support categories are described as stated, you have less flexibility. You must use the funding in your plan to buy NDIS supports exactly how we describe them. This includes how the support is provided. For example, we'll sometimes require the support to be provided:

- by a particular service provider
- by a particular qualified person
- through a particular delivery mode or method, or in a special way.

Some stated supports are more specific than others. More specific supports have less items you can spend your funding on.

For example, we could say in your plan 'meal preparation must be limited to \$200 per month' or 'this funding must be used for physiotherapy'.

Learn more about funding components for specific supports in [Our Guideline – Creating your plan](#).



If you're not sure how we described the NDIS supports in your plan, ask your my NDIS contact, support coordinator or recovery coach.

How do you buy NDIS supports from providers?

This section explains:

- [How do you agree on NDIS supports with your service provider?](#)
- [When do you need to use registered NDIS providers?](#)
- [Do you need to tell us about your providers?](#)
- [What if there are no service providers in your area for your supports?](#)
- [How much will we pay for each NDIS support?](#)
- [What happens if you buy supports that aren't in your plan?](#)

How do you agree on NDIS supports with your service provider?

Once you've chosen a provider, you'll need to contact them and agree on what NDIS supports they'll provide.

You can negotiate with your provider about what you get from your NDIS support. For example, you can agree with your provider about:

- what support your provider will and won't provide
- how much you'll pay for the NDIS support
- your and your provider's responsibilities
- how to change the agreement in the future if you or your provider want to
- how you and your provider will resolve any issues and disputes.

Your my NDIS contact, support coordinator or recovery coach can help you negotiate with service providers.

If you want, you can put this information in a service agreement. Learn more about [service agreements](#).

You don't need a written service agreement for all NDIS supports. But it's usually a good idea to have one and to record answers to the types of questions listed above. That way, it's clear what you and your provider have agreed to. However, you must have a written service agreement for [Specialist Disability Accommodation](#).¹⁶

Even though we fund the NDIS support, we're not part of the agreement. The service agreement is between you – the consumer – and your provider. This is a legal agreement that you're both responsible for.

What happens if your agreement doesn't go the way you want it to?

You need to raise any problems directly with your provider. That's why it's important to set out your expectations and your provider's responsibilities in your service agreement.

The [Australian Consumer Law](#) applies to service agreements.¹⁷ This law protects you as a consumer when you buy supports with your NDIS funding.

The Australian Competition and Consumer Commission (ACCC) has some [helpful resources](#) if you have a complaint or need advice. We also have links to [other consumer resources](#) on our website.

If you want to make a complaint about a provider, you can also contact the [NDIS Quality and Safeguards Commission](#). The NDIS Commission can take complaints from anyone about:

- supports that weren't provided in a safe and respectful way
- supports that weren't delivered to an appropriate standard
- how an NDIS provider managed a complaint about the supports they provided to you.

When do you need to use registered NDIS providers?

You must use registered NDIS providers to buy NDIS supports when your funding is Agency-managed.¹⁸

Registered NDIS providers meet strict conditions for the quality and safety of their services. Learn more on the [NDIS Quality and Safeguards Commission website](#).

Some NDIS supports can only be provided by registered NDIS providers. These include:

- [Specialist behaviour supports](#), if the provider will undertake a behaviour support assessment or develop a behaviour support plan¹⁹
- any NDIS support that is likely to involve a [regulated restricted practice](#),²⁰ either for a short amount of time or on an ongoing basis
- [Plan management](#)²¹
- [Specialist Disability Accommodation](#).²²

You must use registered NDIS providers for these supports, even if your plan doesn't say you need to. You must use registered NDIS providers for these supports even if your funding is self-managed or if you use a registered plan manager.



You'll need to tell us about the providers you choose for these supports before we can pay them.

Do you need to tell us about your providers?

We need to record the details about providers of certain Agency-managed supports in your plan. This is so we can pay them for the NDIS supports they provide to you. Once your plan is approved, you'll need to tell us about your chosen providers for these supports. We call these 'my providers'. We used to call them 'participant-endorsed providers'.

When you tell us about your providers, we can record their details and we can pay them for the support they have given you. Only your my providers can claim for these supports.

You can change your my providers at any time. You can [contact us](#) to tell us you have chosen a new provider. You will need to let your previous provider know that you no longer want them to provide supports to you.

What if there are no service providers in your area for your supports?

If you're finding it difficult to find service providers in your area, talk to your my NDIS contact, support coordinator, or recovery coach. They may be able to help you find services in your area or work out other options for your situation.

You may be able to get some NDIS supports over the phone or internet, for example therapy through [telehealth](#).

How much will we pay for each NDIS support?

Depending on the way your plan is managed, there may be a limit on how much you or your providers can claim for different types of NDIS supports. When we say claim, we mean asking for payment from the funding in your plan after you receive a support.

We set out these price limits in the [NDIS Pricing Arrangements and Price Limits](#).

We update the [NDIS Pricing Arrangements and Price Limits](#) often to account for price changes, such as staff wage increases. We may change the amount of funding in your plan if the prices for your NDIS supports change.

The amount of funding you can claim depends on how you manage the funding in your plan. There are different ways to manage your funding. If your funding is:

- **Agency-managed:** Registered NDIS providers can claim up to the maximum price in the [NDIS Pricing Arrangements and Price Limits](#) for each NDIS support.



- **Managed by a registered plan manager:** Your plan manager can claim up to the maximum price in the [NDIS Pricing Arrangements and Price Limits](#) for each NDIS support.
- **Self-managed:** You can choose how much to pay for each NDIS support and you can pay more than the maximum price in the [NDIS Pricing Arrangements and Price Limits](#).

You can always claim less than the prices in the [NDIS Pricing Arrangements and Price Limits](#) – it doesn't matter how your funding is managed. For example, your provider may charge lower rates, which often means you can get more support from your funding.

If an NDIS support isn't in the [NDIS Pricing Arrangements and Price Limits](#), you'll need to agree on a price with the provider.

You or the person managing your plan need to make sure you're only spending the funding that's available in your plan. In your next plan, funding periods will help to make sure that your funding will last for the whole length of your plan.

You won't be able to claim a support if it would mean you've spent more than the funding you have available in the funding period, for the funding component amount.

You need to make sure claim details are correct. You can access tools and resources to help you budget and manage your plan in the [plan implementation directory](#).

New NDIS laws came into effect on 3 October 2024. All claims for NDIS supports must be submitted within 2 years of the date the support was provided. This means you or your provider must submit a claim from your plan within 2 years from the date you received the support.

Learn more about [How to claim from my plan](#).

If you self-manage your funding, you'll have extra responsibilities. For example, you need to keep receipts of your purchases for 5 years. You'll also need to be able to show how you've used your funding if we ask you. Learn more about [self-managing](#).

If you have self-managed transport funding in your plan, we'll pay this as recurring support funding in regular instalments to your nominated bank account.²³

Example 1

Kristy's plan includes funding for 4 hours of support each week for increased social and community participation, based on the rates in the [NDIS Pricing Arrangements and Price Limits](#). She chooses to use her funding on support to go to cricket matches on the weekend.

She finds a provider who charges less than the rates in the [NDIS Pricing Arrangements and Price Limits](#), and decides to switch to the new provider.



After a couple of months, she's now saved some extra funding by using this provider. As well as the 4 hours per week for cricket matches, she decides to use the extra funding on support to assist her to join her friends at the pub every few weeks.

Example 2

Omar self-manages his funding. His plan includes funding for therapy. Omar finds a therapist who is very experienced with his complex disability support needs. The therapist's rates are higher than the [NDIS Pricing Arrangements and Price Limits](#).

Omar decides he wants to use this therapist, even though it means he will not be able to buy as many hours of support at this higher rate. Omar can do this because he self-manages his funding. Omar thinks he'll get a much better service, even with fewer hours.

When do you need an assessment or quote before buying NDIS supports?

Sometimes we decide you need a quote before you can claim the NDIS funding in your plan. This helps us make sure the support is value for money, which is one of the NDIS funding criteria.²⁴

In these situations, you'll need to give us at least one quote before we can include the NDIS funding in your plan. We may also need an assessment before we can include the NDIS support in your plan.

We may do this for supports like:

- [high cost assistive technology](#)
- [complex home modifications](#)
- supports with more risk involved.

We'll let you know if you need an assessment or a quote before we can include the support in your plan.

What happens if you buy supports that aren't in your plan?

The funding in your plan must be spent on the NDIS supports described in your plan.²⁵ We'll explain the types of supports included under each funding component amount in your plan, so you know how to use your NDIS funding.

Sometimes things can go wrong, or you find something's not right. This can include things like not getting the support you agreed to or providers claiming more than you agreed to.

We understand most people try to do the right thing but sometimes make mistakes. We want to help you to do the right thing when you claim from your plan.

If you think your provider or registered plan manager has made a mistake with a claim, contact them as soon as you can. If you don't feel okay talking to your registered plan



manager or provider, talk to someone you trust. They may be able to support you to resolve your concern. If you can't resolve the issue, you can [contact us](#).

If we think there's a problem with how your plan is being used, we may need to investigate it. For example, we may check what supports have been bought with your funding or ask for more evidence, like a receipt.

If you think you've spent your funding on supports that aren't in your plan or aren't NDIS supports, or you've made a mistake with your self-managed claims, [contact us](#). We can help you fix any mistakes and understand how to claim for next time.

If you deliberately spend funding on supports that aren't in your plan or aren't NDIS supports, you may owe us a debt.²⁶ This means we'll need to be repaid the amount of money spent on supports that weren't in your plan. We may also vary your plan to:

- change the way your funding is managed, or
- reduce the length of your funding periods for the whole plan or specific funding components²⁷.

Remember, NDIS funding can only be spent on NDIS supports. You can use the funding in your plan to buy NDIS supports if they're related to your disability and are [in line with your plan](#). NDIS funding isn't intended to be a source of general income, or to be used for day-to-day living costs like rent.

If you think someone might be doing the wrong thing or committing fraud, you should report it. Fraud might include:

- charging for supports you didn't get
- charging for more support than you get.

The best way to report suspected fraud is to call the NDIS Fraud Reporting Hotline on 1800 650 717.

You can find out more about [fraud](#) on our website.

What if I spend my funding before the end of the funding period?

You must stay within the funding amounts set out in your plan, including any funding component amounts and funding periods. Staying within your plan funding helps you manage your supports and makes sure your plan lasts for the full length of time so you can continue to pay for the supports you need. Usually, we are not allowed to pay for supports outside of your plan if you use up your funding before the end of your funding period.

Under the laws for the NDIS there are some very limited circumstances when we may pay for supports outside of your plan. This might happen if there's a serious risk to your life,

health or safety, if you couldn't ask for a plan change because of your disability, or if your plan funding was misused due to fraud. We'll generally only consider paying for essential supports you rely on every day, like personal care, disability-related health supports or behaviour supports.

If you think you will run out of funding before the end of the funding period you should contact your NDIS contact, support coordinator, or recovery coach as soon as possible. We can talk to you about whether there has been a change in your disability support needs and you need to change your plan. If your support needs have significantly changed due to an emergency or crisis and you need supports to help keep you safe, contact your NDIS contact, support coordinator, or recovery coach as soon as possible.

Example 1

Ali has an intellectual and physical disability. He lives with his mum, who is his nominee and helps him manage his plan. Ali needs support from his mum to be able to communicate with others. Ali needs 2 people to help him get out of bed safely. This support is usually provided by his support worker and his mum.

Ali's mum became seriously unwell and had to go to hospital urgently for an extended period of time. Ali's mum was unable to continue supporting him with his daily personal care. To make sure Ali could continue to get the essential support he needed, his provider arranged for a second support worker to help with his personal care. This included help getting him out of bed.

As Ali was unable to communicate independently, he couldn't request a change to his plan before the support was delivered.

Because of this extra support, his plan funding ran out before the end of the funding period.

In this case, the extra support was essential to keep him safe and could have been funded if Ali was able to request a plan change. We may consider funding this support to help keep him safe and well.

Example 2

Sam has epilepsy and uses her plan funding to pay for essential disability-related health supports. This includes help from trained support workers to monitor her for signs of seizures and help her to take her medication safely. About 1 month before the end of her funding period, Sam noticed claims had been made for supports she didn't receive and weren't authorised by her. Sam told us and we investigated. We found verified evidence of fraud by a provider. Because of this, Sam's plan funding ran out early, and she couldn't access the essential disability-related health supports she needed.



Sam wasn't responsible for the misuse of her funding. She wasn't aware of the unauthorised claims until after her funding had run out.

We may consider paying for the essential disability-related health supports provided during this time because funding would have been available if not for the fraudulent claims.

We'll also look at Sam's plan to see if we need to change it to make sure she continues to have the supports she needs. We may also look at ways we can help reduce the risk of fraud occurring in the future.

Example 3

Jonty has a physical disability. He uses the funding in his plan to pay for a support worker to help him with his personal care tasks.

Recently, Jonty asked his support worker for extra supports to attend community events, such as weekend markets and volunteering in the public garden. These extra supports weren't included in his plan. Because of the extra supports, Jonty's funding ran out before the end of his funding period. He asked us to pay for these extra supports outside of his plan.

There was no significant change in his support needs and Jonty didn't request a plan change before using the extra supports. The personal care support Jonty couldn't pay for doesn't place him at an immediate risk. This means we can't pay for the personal care supports outside of his plan.

We talk to Jonty about how to stay within the funding periods in the rest of his plan. He decides to use less of his personal care supports so he can use more of his funding to attend community events with a support worker. He understands we won't change his plan to cover the extra supports.

What happens during your plan?

Your plan will continue until it's replaced by another plan or you [leave the NDIS](#).²⁸ If you have more than one funding period in your plan, you'll get access to new amounts of your funding over the length of your plan.

You can ask your my NDIS contact, support coordinator, recovery coach, or [contact us](#) at any time if you have questions about your plan.

It's a good idea to monitor your funding on the [my NDIS portal and app](#). This can help you make sure you're using the right amount of NDIS supports in your plan. You can also keep track that you or your providers are claiming the right amount of funding for your agreed supports.



We also monitor your plan to check if there are any issues. If something doesn't seem right, we may contact you to see if there's anything we can help with.

We may also need to contact service providers or others assisting with your plan. If so, we'll only do this with your consent.

If you have a support coordinator or recovery coach, they usually need to send us reports during your plan. The reports let us know if your plan is working well for you, or if you need any changes to your plan.

For children younger than 9, we have an [Early childhood provider report](#) form to help providers tell us about the supports the child has been given.

How much of your plan funding can you access at once?

When your plan is approved, you can start using your funding straight away. You'll be able to access any funding where the funding period starts on the first day of your plan.

Your plan will say:

- when each funding period starts and ends
- how much funding you have access to during each funding period
- whether your funding periods apply to the whole plan, or if you have different funding periods for different funding components.²⁹

Most plans will have more than one funding period, so you won't be able to access all your funding at once.

At the end of your first funding period, any funds you haven't spent will roll over into your next funding period. This means the funding you haven't used will be added to your new funding period.³⁰ You won't lose any funding you don't spend during a funding period.

Your funds will only roll over during the same plan. When we do a plan reassessment and give you a new plan, you won't keep any unspent funding from the previous plan.

You can still claim for supports from previous funding periods in your current plan, as long as you have enough funding in your current funding period. For example, if you run out of funding in your first funding period of your plan, you can wait until your next funding period to make the claim. This means you'll have less funding available for other supports in your new funding period. It's important to think about how you use your funding and which supports are most important to you.

How will we check in with you during your plan?

We'll check in with you during your plan to make sure your plan is working for you and that you have the right supports in place. We want to make sure we understand your needs and situation so we can help you manage any problems and make the most of your plan.

We have some guides you can use to help you prepare for your check in. You can find the [Check-ins factsheet and checklist](#) on our website.

We may check in with you:

- at regular intervals, for example each year
- before the 'plan reassessment date' shown in your plan
- if we think your plan might not be working for you, including if you're using your funding quicker than expected
- if you would like help to use the supports in your plan.

For example, we may check in with you if you're using much more or much less of your funding than we would expect.

You can also [contact us](#) to organise a check-in with us at any time.

During a check-in, your my NDIS contact will contact you to discuss your plan.

We'll ask:

- how you're going
- if you have any questions about your current plan
- how you're going with your goals
- if you have any new goals, or want to change your goals
- how you're using local services in the community or other government services
- how you're using the NDIS supports in your plan
- how your supports are helping you pursue your goals
- if your supports meet your disability needs
- if your situation has changed
- if you need help with big changes coming up in your life, like starting or finishing school or starting a new job.



Will we change your plan after a check-in?

If the check-in shows your plan is working well for you, we won't need to make any changes to your plan. Your plan will continue. We'll talk to you at your next check-in to see if your plan still meets your needs.

If the check-in shows that you have the right supports in place, but you need more help using your plan, we'll talk about how we can support you to better implement your plan. For example, we might check-in with you more regularly or support you to connect with providers. We may also be able to fund a support coordinator or recovery coach if it's a reasonable and necessary support for you.

If the check-in shows your plan doesn't meet your needs, we'll talk with you about changing your plan. We may change your plan if your support needs have changed and you need more, less or different NDIS supports. This means you could have a minor change included in your current plan, or we might need to reassess your current plan and replace it with a new one.

You'll be involved in any changes we make to your plan. We won't change your plan without telling you. Learn more about [changing your plan](#).

Based on the information we talk about in your check-in, we might also need to check your eligibility. This is usually because you meet access to the NDIS under the early intervention requirements. If the check-in shows that your capacity has increased and you no longer need NDIS supports, you might not need to be a participant anymore. If we need to check your eligibility, you'll have time to give us more information if you feel you still need NDIS supports. Learn more in [Our Guideline – Leaving the NDIS](#).

Example 1

Kath is 3 months into her first plan, but she hasn't used any funding yet. Kath's local area coordinator calls her and asks if we can help her in any way.

Kath is self-managing her funding and has been using her NDIS supports. But she's not too sure how to claim the funding through the my NDIS portal and app. Kath's local area coordinator teaches her the process step-by-step.

Kath's plan will continue, as she doesn't need any changes to her NDIS supports.

Example 2

Artem is 18 months into his plan. His planner notices Artem has been using a lot more funding in the past month.

Artem's planner contacts him and books a check-in so they can see if there are any issues. Artem tells his planner that his parents suddenly became sick, so he's had to use more NDIS



supports for the past month. His parents probably won't be able to support him for some time.

Artem and his planner discuss his situation. Artem's planner decides Artem needs a new plan with different NDIS supports. Artem's current plan doesn't meet his needs due to his change in circumstances.

Artem's planner explores the changes Artem needs in his plan. His planner will let Artem know the evidence we'll need to support the changes and how to give us this information. We'll then work with Artem to approve a new plan with different NDIS supports for his new situation.

How do we check in with you before your plan reassessment date?

Your plan includes an 'NDIS plan reassessment due date'. We need to do a plan reassessment by this date, even if you don't need any changes to your plan.³¹

We'll check in with you before your plan reassessment date and talk about how your plan has worked for you. We'll talk about any changes to your situation that mean you might need different supports in your next plan, or that your funding components and funding periods need to be organised differently. We'll use this information to start creating your new plan.

When we reassess your plan, we follow the same steps as when we created your plan for the first time. We need to think about your support needs, the [principles we follow to create your plan](#) and the [NDIS funding criteria](#) when we decide what reasonable and necessary supports we can include in your plan.

We'll also think about how well your current plan is working for you. If your plan is working well for you and your supports still meet the [NDIS funding criteria](#), we could give you a new plan with the same supports. Your new plan might also have less NDIS supports if there are some you no longer need. Or you might need a plan with more support.

Learn more about [creating your plan](#).

What if your situation changes during your plan?

You must let us know if something happens or your situation changes, if it might affect:³²

- your plan
- whether you're still eligible for the NDIS.

You must also let us know if it's likely one of these changes will happen in the future.³³

This could include changes like:

- there are significant changes in the support your family and friends provide
- your condition improves or gets worse, meaning you need more or less support



- you're starting a new job and need new or different support at work
- you're going overseas for a long period of time or you're moving overseas
- you're moving out of aged care or other residential accommodation, and you need different support in your new home
- you receive or claim compensation for an accident or illness related to your disability.

These changes don't always mean you'll need a change to your plan. But you must still let us know about these changes as soon as you reasonably can.³⁴

We have a [change of details or change of situation form](#) you can complete, or you can let us know during your check-in, in person or over the phone.

You should also let us know if you change your contact details, such as your phone number, email or your home or postal address.

What if your new situation means your plan no longer meets your needs?

Sometimes your plan may no longer meet your needs, after something happens or your situation changes.

For example, you may need to replace assistive technology if it starts breaking down. Or you may need paid personal care supports if your usual informal carers can't support you anymore.

If so, you can ask us to change your plan.

Learn more about [asking to change your plan](#).

How can you change how you manage the funding in your plan?

If you want to change how you manage your funding, you'll need to ask us to change your plan.³⁵ You can ask us to change how you manage your plan at any time. You might want more control of your funding. Or there may be a change in your situation which means you need to change how you manage your funding for a period of time. You can ask to change your plan management as often as you want.

If this is the only change you want, we may be able to vary your plan without completing a full plan reassessment. Learn more about [changing your plan](#).

When can't you use your plan?

Sometimes we may need to suspend your plan. This means your plan will continue, but you won't be able to use your NDIS supports for a period of time.³⁶

We'll suspend your plan after:

- you're outside Australia for more than 6 weeks, unless [we give you more time](#)³⁷
- [you don't claim compensation](#) you're entitled to after we ask you to, for example after you've sustained an injury.³⁸

We'll let you know if we're going to suspend your plan.

If you go overseas, you can still use your supports and funding for up to 6 weeks (or longer if we give you more time). We call this a 'grace period'.

You'll probably need to have your funding self-managed or plan-managed if you need to use your funding overseas. This is because your registered NDIS providers usually don't support people in other countries. You'll also need to claim your funding in Australian dollars.

If you need to change your plan management while you're overseas, let us know and we can [change your plan](#).

What happens if we suspend your plan?

We can't pay any funding for NDIS supports while your plan is suspended.³⁹ Your service providers also won't be able to claim for services provided to you.

You can't ask for a [change to your plan](#) while your plan is suspended.⁴⁰

An early childhood partner or local area coordinator also doesn't need to help you connect to other services while your plan is suspended. But we can still do this if we think it's appropriate.⁴¹

When we suspend your plan, we'll send you a new plan that shows your funding is suspended. This plan will have no NDIS supports.

If we suspend your plan while you're overseas, we'll create a new plan once you return to Australia.⁴² This means you can start using it again.

And if we suspend your plan because you haven't claimed compensation, we'll also create a new plan once you take action to claim it.⁴³

What if you don't agree with your plan suspension?

If we decide not to extend the grace period to use your funding overseas and you don't agree, you can ask for an internal review.⁴⁴ You'll need to ask for an internal review within **3 months** after we decide not to extend the grace period.⁴⁵

You can't ask for an internal review if we suspend your plan because you haven't claimed compensation.

Learn more about [internal reviews](#).

When can you use your plan outside Australia for more than 6 weeks?

In some situations, we can give you a longer grace period. If you think you'll be outside Australia for more than 6 weeks and need to use your funding, [contact us](#). We'll let you know whether we'll extend the grace period.

If you know you'll be overseas for more than 6 weeks, it's a good idea to contact us before you leave Australia. Let us know:

- how long you think you'll be overseas
- why you're going overseas
- what supports you need when you're overseas
- why you need NDIS funding for your supports.

There are some things we need to consider for everyone who will be outside Australia for more than 6 weeks. This includes if you're on an extended holiday for more than 6 weeks.⁴⁶

When we decide if we'll extend the grace period, and for how long, we consider:⁴⁷

- how long you'll be outside Australia
- what NDIS supports you're receiving through your plan
- if you can still get supports while you're outside Australia, and if we can help you find these supports
- if we can keep in touch with you while you're outside Australia
- if we previously decided to extend the grace period
- if denying your request would cause you 'undue hardship' – that is, it would make your situation overseas much more difficult, to a level that's not fair or reasonable.

In what specific situations will we usually extend the grace period?

We'll usually extend the grace period if you'll be overseas for humanitarian reasons, such as foreign aid.⁴⁸

We'll also usually extend the grace period in specific situations:⁴⁹

- [if you're studying overseas or doing an exchange study program](#)
- [if you or a family member need to work overseas for a short period](#)
- [if you or a family member are in the Army, Navy or Air Force Reserve forces](#)
- [if you need medical treatment or therapy that's not available in Australia](#)
- [if you can't come back to Australia for a reason you can't control.](#)

But there are extra things we need to consider when we decide whether we'll extend the grace period, and for how long.

When we consider if these specific situations apply to a 'family member', this usually means a:

- husband or wife
- ex-husband or ex-wife
- de facto partner or former de facto partner
- child, parent, grandparent, grandchild or sibling
- child, parent, grandparent, grandchild or sibling of a spouse or de facto partner
- step-relative, such as stepparents and stepchildren
- adopted immediate family member.

If you're studying overseas or doing an exchange study program

We consider how long the course goes for.⁵⁰ The overseas study needs to be either:⁵¹

- part of a course you're doing in an Australian high school, TAFE or other training, or university
- part of a recognised program of international exchanges, such as an exchange semester during university.

If you or a family member need to work overseas for a short period

We consider how long you or a family member need to work overseas.⁵²

If you or a family member are in the Army, Navy or Air Force Reserve forces

We consider how long you or a family member need to be deployed overseas.⁵³

If you need medical treatment or therapy that's not available in Australia

We consider how long your treatment will take. We also allow a reasonable period of time for you to recover after your treatment or therapy.⁵⁴

If you can't come back to Australia for a reason you can't control

We consider how much time is reasonable to allow you to return to Australia.⁵⁵

Some of the reasons you can't control while you're overseas include if you or a family member:⁵⁶

- are involved in a serious accident
- become seriously ill

- are hospitalised
- are the victim of a serious crime
- are a party to custody proceedings
- need to stay overseas because of criminal proceedings, for example if you're involved or are a witness in a criminal trial.

Or there might be a situation that affects everyone in the area, including:

- war, industrial action, or social or political unrest you're not willingly participating in⁵⁷
- natural disasters, such as earthquakes, bushfires, floods or cyclones⁵⁸
- border restrictions you can't control, for example due to travel advice or a pandemic.

What if you're not happy with your plan?

If you're not happy with your current plan, you should talk to your my NDIS contact, support coordinator, or recovery coach.

They may be able to explain the decision, clarify how you can use the funding, or help you fix any problems. If you'd like more details about the supports that make up your plan's total funding amount, we can send this to you. You can contact us and ask for a funding breakdown.

It's a good idea to do this soon after you get your plan.

We can also give you written reasons on why we made the decision. [Contact us](#) if you'd like reasons for our decision.

If you don't agree with our decision to approve your plan, you can ask for an internal review.

Having an internal review means someone who wasn't involved in creating your plan will review our decision to approve your plan. They'll consider if we made the right decision under the laws for the NDIS.

Once you get your plan, you have **3 months** to ask for an internal review.⁵⁹

Learn more about [reviewing our decisions](#).

Reference list

-
- ¹ NDIS Act s 10.
 - ² NDIS (Supports for Participants) Rules r 5.1(b).
 - ³ NDIS Act s 33(2).
 - ⁴ NDIS Act s 10(6)-(8).
 - ⁵ NDIS Act s 10(4)-(5).
 - ⁶ NDIS Act s 38.
 - ⁷ NDIS Act s 46(1)(a); NDIS Act s10.
 - ⁸ NDIS Act s 10(4)-(8).
 - ⁹ NDIS Act s 10.
 - ¹⁰ NDIS (Supports for Participants) Rules r 5.1(b).
 - ¹¹ NDIS Act s46(1)(b).
 - ¹² NDIS Act s10(6)-(9).
 - ¹³ NDIS Act s 33.
 - ¹⁴ NDIS Act s 33(3); NDIS (Plan Management) Rules r 6.2.
 - ¹⁵ NDIS Act s 33(3); NDIS (Plan Management) Rules r 6.3.
 - ¹⁶ NDIS (SDA) Rules r 36.
 - ¹⁷ Competition and Consumer Act Sch 2.
 - ¹⁸ NDIS Act s 33(6).
 - ¹⁹ NDIS (Provider Registration and Practice Standards) Rules r 7(3).
 - ²⁰ NDIS (Provider Registration and Practice Standards) Rules r 7(2).
 - ²¹ NDIS Act s 42(2)(b).
 - ²² NDIS (Provider Registration and Practice Standards) Rules r 7(1).
 - ²³ NDIS (Plan Management) Rules r 4.3(b).
 - ²⁴ NDIS Act s 34(1)(c).
 - ²⁵ NDIS Act s 46.
 - ²⁶ NDIS Act s 182(3).
 - ²⁷ NDIS Act s 46(1).
 - ²⁸ NDIS Act s 37(3).
 - ²⁹ NDIS Act s 33 (2A)-(2F).
 - ³⁰ NDIS Act s 33 (2C)(d-e).
 - ³¹ NDIS Act s 33(2)(c).
 - ³² NDIS Act s 51(1)(a).
 - ³³ NDIS Act s 51(1)(b).
 - ³⁴ NDIS Act s 51(2).
 - ³⁵ NDIS Act s 47A.
 - ³⁶ NDIS Act s 41(2)(a).
 - ³⁷ NDIS Act ss 40(2)-(3), 41(1)(a).
 - ³⁸ NDIS Act ss 41(1)(b), 105(2)(a).
 - ³⁹ NDIS Act s 41(2)(a).
 - ⁴⁰ NDIS Act s 41(2)(c).
 - ⁴¹ NDIS Act s 41(2)(b).
 - ⁴² NDIS Act s 40(3).
 - ⁴³ NDIS Act s 105(2)(a).
 - ⁴⁴ NDIS Act ss 40(2)(b), 99(1) item 5.
 - ⁴⁵ NDIS Act s 100(2).
 - ⁴⁶ NDIS (Plan Management) Rules r 5.7.
 - ⁴⁷ NDIS (Plan Management) Rules r 5.8.
 - ⁴⁸ NDIS (Plan Management) Rules r 5.6.
 - ⁴⁹ NDIS (Plan Management) Rules r 5.6.
 - ⁵⁰ NDIS (Plan Management) Rules r 5.9.
 - ⁵¹ NDIS (Plan Management) Rules r 5.9.

-
- ⁵² NDIS (Plan Management) Rules r 5.10.
⁵³ NDIS (Plan Management) Rules rr 5.11-5.13.
⁵⁴ NDIS (Plan Management) Rules r 5.14.
⁵⁵ NDIS (Plan Management) Rules r 5.15.
⁵⁶ NDIS (Plan Management) Rules r 5.16(a).
⁵⁷ NDIS (Plan Management) Rules r 5.16(b).
⁵⁸ NDIS (Plan Management) Rules r 5.16(c).
⁵⁹ NDIS Act s 100(2).

Guide to Reasonable and Necessary (R & N) decisions

Smart devices – tablets

Case example

Rebecca asks us to fund a tablet, as her therapist has recommended a few apps to help her manage her disability. She supports her funding request with a letter from her therapist.

Would we fund this?

No, we wouldn't fund a tablet device as it's not an NDIS support. A tablet is a day-to-day living cost and not an extra living cost because of your disability support needs.

However, in some situations you can ask to replace an existing NDIS support in your plan with a tablet. This is known as a replacement support. A replacement support must be for your disability support needs, and it must replace an existing NDIS support or supports in your plan.

For example, if you have complex communication needs and require the use of a tablet as an alternative communication device, we may be able to fund this as a replacement support in your plan. If you think a tablet is better for you than another NDIS support, you can ask to replace that support. Only some supports can be replaced. These are listed in the [replacement supports list](#).

You can only spend your funding on a replacement if we have agreed in writing that you can buy this support.

Why wouldn't we fund this?

NDIS laws determine what we can and can't fund. Things we can fund are called NDIS supports. You can use the funding in your plan to buy NDIS supports if they are related to your disability and are in-line with your plan.

Tablets and computers are a day-to-day living cost. Most Australians have them, and most of the community uses them. A day-to-day living cost is not an NDIS support.

In some specific circumstances, we can fund supports that are not NDIS supports. These are known as [replacement supports](#). A replacement support must meet certain criteria and replace an existing NDIS support in your plan. You can only spend your funding on a replacement if we have approved that you can buy this support. The replacement support must be from the approved [replacement supports list](#).

What else do we think about?

To determine if a tablet can be considered a replacement support for you, it must meet certain criteria. It must:

- replace an NDIS support or supports in your plan

- help you do the same or more than the NDIS support or supports it's replacing
- cost the same or less than the NDIS support or supports it's replacing.

Case example

Four year old Isaac has autism spectrum disorder and doesn't use speech to communicate. Isaac's speech therapist recommends a tablet and specific apps to help him communicate. He has funding in his plan for mid-cost assistive technology.

Isaac's mother Anita asks us to fund a tablet and the cost of the apps as a replacement support. She supports her request with Isaac's therapist's written recommendation on apps, including information about the cost of a tablet and the apps.

The planner looks at whether:

- it is a replacement support from the pre-approved [replacement supports list](#). If the replacement support is not on this list, you won't be able to ask for it
- it will replace an NDIS support or supports in Isaac's plan
- it will help Isaac do the same or more than the NDIS support or supports it's replacing
- it costs the same or less than the NDIS support or supports it's replacing.

In Isaac's case, the planner decides that:

- Isaac has complex communication needs because he can't communicate using verbal speech
- a smart tablet used for communication and accessibility needs is on the replacement support list
- the tablet and communication apps are the only way that Isaac can communicate but the tablet must not be a shared device
- the tablet and communication apps are the best solution to meet Isaac's communication needs
- he can replace some of his mid-cost assistive technology budget for the tablet and communication apps.

The planner approves funding for the tablet and communication apps as a replacement support.

For more information, go to:

- [Our Guideline – Reasonable and necessary supports](#)
- [Our Guideline – Assistive Technology](#)
- [Replacement supports list](#).



Applying for a replacement support

This fact sheet explains:

- How to apply
- How we make our decision
- What to do if you have an approved replacement support

How to apply

To apply for a [replacement support](#), you or your authorised representative will need to give us information about it. You can do this by completing an [Application for a replacement support](#) on the NDIS website. Or you can provide the same information to us in an email or over the phone. You can also contact us on 1800 800 110 and we can help you.

When you apply, you will need to tell us:

- information about the replacement support, like what it is and how much it costs
- which NDIS support or supports in your plan you want to replace
- how you think it will work the same or better than the support you want to replace.

You don't need to give us any additional assessments or reports to apply for a replacement support.

Instead, when you apply, you need to tell us how it will help you. For example, the replacement support may help you to:

- participate in community and social activities
- do tasks more independently
- keep doing the things you need to do.

The replacement support may mean you need less help from support workers or from specialised assistive technology for your disability.

You can provide us with a quote for the replacement support if you would like to.

We'll check your application when we receive it. We'll let you know if we need more information from you before we make our decision.

How we make our decision

After you apply, we look at whether the information you've given us meets the criteria for approving a replacement support. We don't need any additional assessments or reports to make our decision.

The replacement support must:

- replace an NDIS support or supports in your plan
- help you the same or more than the NDIS support or supports it's replacing
- cost the same or less than the NDIS support or supports it's replacing
- be safe for you.

If your application is approved

We'll call and let you know that we have approved your application for a replacement support. Then, we'll send you a letter by post or email.

You can buy your replacement support as soon as it's been approved. You can show your letter to the provider to let them know the support has been approved by us.

You will need to use the funding in your plan for the NDIS support or supports to pay for the replacement support.

If the replacement support has extra costs, we'll tell you if they are also included. This might be things like delivery, or repairs and maintenance.

The approval for your replacement supports will last for your current plan. If you want to ask for this replacement support again, you will need to ask in your next plan.

In some situations, we may need to change how your plan is managed so you can buy your approved replacement support. We will talk to you about this when we contact you to tell you that we have approved the replacement support.

If your application is not approved

We'll call you to let you know that we have not approved your application. We'll give you the reasons your application has not been approved. We'll also send you a letter by post or email to confirm this in writing.

If we don't approve your application, you won't be able to use the funding in your plan to buy the replacement support.

You can't ask us for a review of this decision.

You can continue to use the NDIS support or supports that are described in your plan.

Reapplying for a replacement support

If your application is not approved, you can't apply for that same replacement support again for 12 months. For example, if you apply for a replacement support in January and we don't approve it, you will have to wait until January of the following year to reapply for the same replacement support.

If your circumstances change and we reassess your plan, you do not have to wait for 12 months before you apply for the same replacement support again.

Applying for a different replacement support

You can apply for a different replacement support at any time. Go to [How to apply](#) to learn more.

How to claim for your replacement support

How you claim for a replacement support depends on how your plan is managed.

If we approve your application for a replacement support, we'll explain how to claim in the letter we send you. When you claim, you'll need to include a tax invoice or receipt for the replacement support you bought.

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels

[Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: relayservice.gov.au



Replacement supports you can spend NDIS funding on



Easy Read



Help with this document

You can get someone to help you:



- understand this document
- find more information.



Contact information is at the end of this document.

About this document

The National Disability Insurance Agency (NDIA) wrote this document.



When we use the word we, it means the NDIA.

We deliver the National Disability Insurance Scheme or NDIS.



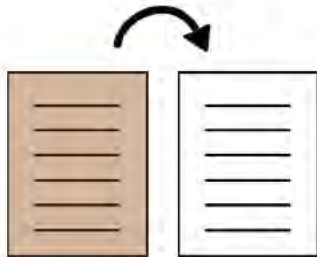
This document is about replacement supports that you can spend NDIS funding on.



Replacement supports are supports:

- we said you **cannot** spend NDIS funding on
- for you to use in some cases.

You **might** be allowed to get a replacement support if we agree.



A replacement support must:

- replace a support in your plan
- cost the same or less than the support in your plan
- be the same or better for you than the support in your plan.

Supports that you might be allowed to spend NDIS funding on

Standard commercially available household items

This means things for a home that are proven to help:



- with disability needs
- you be independent.

Some people might be able to spend NDIS funding on assistive technology.



Assistive technology means things that help people with disability.

Smart watches



A smart watch is something that:

- connects to the internet
- you can wear on your wrist.

You **might** be allowed to spend NDIS funding on a smart watch if it:



- helps you communicate
- is the best way for you to communicate.

Tablets



A tablet is something that:

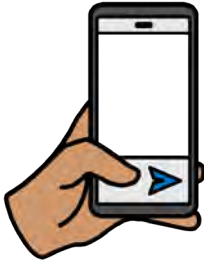
- connects to the internet
- you can carry around with you.

You **might** be allowed to spend NDIS funding on a tablet if it:



- helps you communicate
- is the best way for you to communicate.

Smart phones



A smart phone is something that:

- connects to the internet
- you can carry around with you.

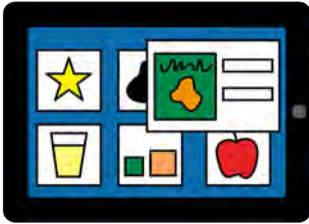
You **might** be allowed to spend NDIS funding on a smart phone if it:



- helps you communicate
- is the best way for you to communicate.

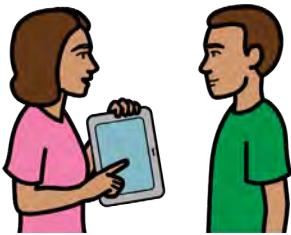
Apps for accessibility and communication purposes

Apps for accessibility and communication purposes are programs that:



- you put on something, like a tablet
- help you communicate.

You **might** be allowed to spend NDIS funding on apps if they:



- help you communicate
- are the best way for you to communicate.

More information about this document

For more information about this document, please contact us.



You can call us

1800 800 110



You can send us an email

enquiries@ndis.gov.au



You can visit one of our offices in person

You can find your local office on the NDIS website.

[ndis.gov.au/contact/locations](https://www.ndis.gov.au/contact/locations)

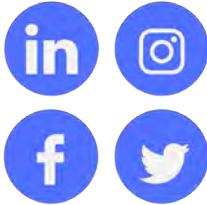
Learn more about the NDIA



Visit our website

ndis.gov.au

Follow us on our social channels



[Facebook](#), [Twitter](#), [Instagram](#),
[YouTube](#), [LinkedIn](#)

Get help to contact us

For people who need help with English



You can call the Translating and Interpreting Service (TIS).

131 450

For people who are deaf or hard of hearing



You can use the National Relay Service.

relayservice.gov.au



You can use text telephone mode (TTY).

1800 555 677



You can use voice relay.

1800 555 727

This Easy Read document was created by Scope (Aust) Ltd. in November 2024 using Picture Communication Symbols (PCS). PCS is a trademark of Tobii Dynavox, LLC. All rights reserved. Used with permission. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit scopeaust.org.au



Supports that are not NDIS supports that may be considered replacement supports

Replacement supports

The following information outlines items that are not NDIS supports but may be considered a replacement support for participants in specific circumstances.

Category – Day to day living

Replacement support: standard commercially available household items

Specific circumstances the support may be considered for replacement

- Where there is clear evidence that the need for the item relates specifically to the participant's impairment that meets the disability or early intervention requirements.
- This item must increase whole task independence and reduce or eliminate the need for a support worker or disability specific assistive technology.

Proposed support category

- Consumables.
- Assistive Technology.

Replacement support: smart watches, tablets, smart phones, apps for accessibility/communication purposes

Specific circumstances the support may be considered for replacement

- Participants who require the use of a smart watch, tablet or smart phone required to meet communication and accessibility needs.
- For example, a participant with complex communication needs who uses a tablet as an alternative communication device, which is their only way to communicate and so cannot be shared, where this is the most appropriate solution for their needs.
- Note: Any smart device used for tracking purposes could be considered a restrictive practice and needs to be considered in this context.

Proposed support category

- Consumables.
- Assistive Technology.

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels

[Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: relayservice.gov.au



Replacement supports

This fact sheet explains:

- What a replacement support is

What is a replacement support?

NDIS laws determine what we can and can't fund. Things we can fund are called NDIS supports. NDIS supports are the services, items and equipment that can be funded by the NDIS. You can find out more about [what we do and don't fund on our website](#).

In some specific circumstances, we can fund supports that are not NDIS supports. We call these [replacement supports](#). When we say replacement support, we mean this is a service, item or equipment you would like to use instead of an existing NDIS support or supports in your plan.

A replacement support must meet certain criteria. It must:

- replace an NDIS support or supports in your plan
- help you the same or more than the NDIS support or supports it's replacing
- cost the same or less than the NDIS support or supports it's replacing.

A replacement support must be for your disability support needs.

A replacement support is not an extra support. It replaces an existing NDIS support or supports in your plan. This means your total budget amount will not change if we approve a replacement support.

The supports that can replace an existing support or supports in your plan are:

- standard commercially available household items, like a washing machine or dishwasher
- smart watches
- tablet devices
- smartphones
- an app for accessibility or communication

If the replacement support is not on this list, you won't be able to ask for it.

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels

[Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: [relayservice.gov.au](https://www.relayservice.gov.au)