

Understand transport supports

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This article provides guidance for a planner delegate, planner (non-partnered area) or review officer to:

- decide the level of transport supports
- find the right support category
- understand what to consider if transport supports are part of community participation.

1 Recent updates

16 June 2025

Guidance updated to reflect changes in mandatory Technical Advice and Practice Improvement Branch (TAPIB) advice for transport supports.

19 May 2025

Guidance updated to include:

- additional PACE user roles, planner (non-partnered area) and review officer
- additional participant budget update article, Action a budget update with funding periods
- application of funding periods to core and recurring transport funding.

2 Before you start

You have read and understood:

- [Our Guideline – Reasonable and necessary supports \(external\)](#)
- [Operational Guideline - Including specific types of supports in plans – transport \(external\)](#)
- article [Support Categories](#).

3 Decide the level of transport supports

To help you decide how much funding to include in the participant's plan, use the levels of transport assistance below:

- **Level 1** - \$1,784 per year for participants who are not working, studying or attending day programs but are seeking to enhance their community access.
- **Level 2** - \$2,676 per year for participants who are currently working or studying part-time (up to 15 hours a week), participating in day programs and for other social, recreational or leisure activities.
- **Level 3** - \$3,456 per year for participants who are currently working, looking for work, or studying at least 15 hours a week, and are unable to use public transport because of their disability.

Note: you must use the exact value for each transport funding level outlined in the [Operational Guideline - Including specific types of supports in plans – transport \(external\)](#).

Technical Advice and Practice Improvement Branch (TAPIB) advice is no longer mandatory for any transport level. If you receive a request for transport funding that's significantly above Transport Assistance Level 3, or isn't related to activity based transport, talk with your team leader or practice lead to see if they can help. You may decide a non-mandatory advice request is needed. To learn more, go to TAPIB's [Mandatory and Non-Mandatory Advice Requests](#) page on Confluence.

4 Find the right support category

Transport can be funded in the Core or Recurring support budget under the Transport or Recurring Transport support categories.

When transport is funded in the **core supports budget** for plans approved after 9 October 2024:

- funding periods will be applied at the funding component level
- support categories will be grouped into funding components
- core flexible support categories will be grouped into funding components based on fund management type
- all core flexible support categories must have the same funding period length
- the funding period length for core transport supports will default to 3 months.

When transport is funded in the **recurring support budget** for plans approved after 9 October 2024:

- funding periods of 12 months will be applied
- funds will be paid in regular instalments during the funding period
- you aren't required to add a funding period
- you won't be able to edit the funding period for recurring transport.

Note: you must check the person account reflects the correct bank details for recurring payments. Go to article [View bank account details](#).

Use article [Support Categories](#) to choose the correct support category.

5 What to consider if transport support is part of community participation

A participant might request transport support as part of community participation. Participants can use their transport budget funding for a support worker to:

- help them participate in community activities
- help with transport from their home to the community.

Providers claim these labour costs at the relevant community participation hourly rate. For example, at individual or group rates.

You must also consider non-labour costs when you decide how much funding to include. Providers can claim non-labour transport costs to help the participant:

- access community participation supports
- access or maintain employment
- access or maintain higher education.

Non-labour costs associated with participant transport can include:

- public transport fares
- road tolls
- parking fees
- reasonable vehicle running costs
- taxi or ride-share fares.

To learn more about provider travel – labour and non-labour costs, go to the [NDIS Pricing Arrangement and Price Limits \(external\)](#).

6 Next steps

1. Use the plan conversation support tool (PCST) to calculate transport supports. Go to article [Understand and update the plan conversation support tool](#). It's optional to use the PCST when completing a budget update. However, you must use the PCST for all new plans and plan reassessments.
2. To add transport supports to the participant's plan as part of a:
 - Plan Approval case, go to article [Change the draft budget](#)
 - Plan Change or Participant Budget Update case where the plan was approved before 9 October 2024, go to article [Action a budget update](#)
 - Plan Change or Participant Budget Update case where the plan was approved on or after 9 October 2024, go to article [Action a budget update with funding periods](#).



Including Specific Types of Supports in Plans

Overview

1. What is the purpose of this operational guideline?

This Operational Guideline is intended to be used in conjunction with [Our Guideline – Creating your plan](#) and provides additional guidance in relation to the preparation and review of a participant's plan when specific types of supports are under consideration.

In particular, this Operational Guideline provides additional guidance in relation to making a decision to [approve a plan](#) that includes one or more of these specific types of supports.

2. What is the relevant legislation?

- Sections 3, 4, 5, 6, 9, 10, 17A, 31 – 50, 51, 74, 99, 100 and 209(2A) of the [National Disability Insurance Scheme Act 2013](#) (NDIS Act)
- [National Disability Insurance Scheme \(Supports for Participants\) Rules 2013](#) (Supports for Participants Rules).
- [National Disability Insurance Scheme \(Getting the NDIS Back on Track No. 1\) \(NDIS Supports\) Transitional Rules 2024](#).

3. Overview

Once a person becomes a participant in the National Disability Insurance Scheme (NDIS), they develop a personal goal-based plan with the National Disability Insurance Agency (NDIA).

A participant's plan must include the participant's statement of goals and aspirations, and a statement of participant supports. See **What is an NDIS plan?** in [Our Guideline – Creating your plan](#).

The statement of participant supports specifies, amongst other matters, the general supports (if any) that will be provided, and the [reasonable and necessary supports](#) (if any) that will be funded under the NDIS (section 33(2)).

When deciding to include any support in a participant's plan, the NDIA must have regard to a range of matters set out in the NDIS Act, including the participant's statement of goals and aspirations.

Specifically, before including any support in a participant's plan, the NDIA must:

- be satisfied that each support meets each of the criteria outlined in section 34(1)(aa)-(f) of the NDIS Act and the Supports for Participants Rules. See **Does the support meet the reasonable and necessary criteria?** in [Our Guideline – Reasonable and necessary supports](#)
- have regard to the specific principles relating to plans
- have regard to the other considerations which may apply when including supports in a participant's plan, and
- depending on the specific type of support being considered, refer to the additional guidance available for specific support types:
 - [Assistive technology](#)
 - [Home modifications](#)
 - [Work and study supports](#)
 - [Vehicle modifications and driving supports](#)
 - [Prosthetic limbs](#)
 - [Personal care supports](#)
 - [Social and recreation support](#)
 - [Sustaining informal supports](#)
 - [Transport](#)
 - [Specialist Disability Accommodation \(SDA\)](#).

See also [Our Guideline – Creating your plan](#).

4. Prosthetic limbs

Prosthetic (artificial) limbs are devices that provide a portion of functions normally provided by natural arms and legs. They are often used when there is absence of part or all of a limb. For example, due to an accident or birth defect, and help to improve function and quality of life.

Prosthetic limbs consist of a custom-made socket which fits the residual limb and a terminal device made up of different components that assist in performing functional tasks and providing compatible cosmesis.

Prosthetic limbs vary considerably in their sophistication by virtue of their complexity, cost, and specialisation and due to the varying levels of function they provide. For example, a prosthetic limb may be a simple device that is functionally efficient, or an enhanced limb that is configured to have an appearance and functional performance that is similar to that of a natural limb.

The NDIA must be satisfied, amongst other matters, that the funding of a prosthetic limb represents value for money in that the costs of the support are reasonable relative to both the benefits achieved and costs of alternative support (section 34(1)(c)).

In considering whether a proposed prosthetic limb represents value for money, the NDIA will consider whether:

- the total labour and associated costs, including the number of hours and hourly rate of the prosthetist, represents value for money in the participant's local market; and
- the cost of componentry proposed represents value for money when compared to the cost of similar prosthetic components that would meet the participant's functional needs and goals.

The NDIS will generally fund definitive limbs only where they are specified (prescribed) by health professionals who are designated and accredited (where applicable) by the artificial limb service in the state or territory where the participant resides.

For upper and lower limbs, the specifications should propose the minimum level or grade of socket materials, componentry and coverings required that relate to:

- the participant's weight
- the participant's goals and aspirations
- the ability to use, put on and remove the limb
- the ability to care for the limb
- the medical needs, that is, residual limb shape, fixed deformity to be accommodated, skin integrity and alignment-relevant co-morbidities.

In addition, the necessity for a particular level of componentry should relate to factors that include:

- the participant's expected or known functional level (based on standard measures such as the K classification)

- functional needs related to the environment of use. For example, typical floor surfaces and gradients, the use of stairs, the amount of time walking, typical terrain if used outside, expected impacts
- the impact of actual or expected vocational demands on limb type.

Generally, the NDIS will fund:

- entry level or standard grade prostheses for participants up to K2 classification and will consider higher prosthesis for people up to K3 and K4 classification
- repairs, maintenance, minor and major adjustments to prosthetic limbs (or prosthetic limbs funded by other systems prior to the participant joining the NDIS)
- ancillary costs related to prosthetic limbs such as residual limb socks and sheaths (typically 6 per year)
- limbs external to osseointegrated implants; and
- upper limb myoelectric prostheses where the participant is either a bi-lateral amputee or has contralateral overuse syndrome which prevents the use of body powered prosthetics and where there is demonstrated commitment and success using a training device.

Generally, the NDIS won't fund:

- repairs due to damage resulting from use of a limb outside of recommended use and care guidelines;
- more than one prosthetic limb (i.e. a spare prosthetic limb), unless reasonable and necessary to do so having regard to any vocational demands or other relevant considerations (for a second limb for recreational use, [recreational supports](#)); and
- for K4 level, microprocessor joint and computerised components unless reasonable and necessary to do so having regard to the functional benefits expected to be achieved and whether such benefits can be achieved in other ways.

Limbs will be replaced at typical replacement intervals unless more frequent replacement is warranted. Typical replacement periods are 3 years for most adults and, as needed, due to growth for children under 18 years of age (typically no more than bi-annually).

The NDIA may consider whether more frequent replacement is warranted on the basis of the participant's needs.

5. Personal care supports

Personal care supports relate to assistance with daily personal activities including assistance with, or supervision of, personal tasks of daily life. For example:

- personal hygiene, including showering, bathing, oral hygiene, dressing and grooming;
- toileting, bladder and bowel management and menstrual care;
- eating and drinking;
- attending appointments;
- use of aids and appliances, hearing and communication devices;
- mobility and transferring. For example, moving in and out of bed and on or off the toilet; or
- application of splints, basic first aid due to injuries sustained as a result of a participant's disability.

Personal care supports may be required across a variety of settings. For example, a participant living alone in their own home, living with family or other people, when undertaking social, recreational, education or employment activities or during holidays away from home.

When personal care supports are being considered, the NDIA will have regard to the degree to which these supports:

- maximise the independence and functional skills of the participant;
- are appropriate to the participant's age and circumstances; and
- whether alternative arrangements or supports could meet a participant's needs in a less intrusive manner. For example, aids and equipment may enable a participant to complete tasks for themselves or the provision of training may increase the participant's independence in the tasks.

Before including any personal care support in a participant's plan, the NDIA must, amongst other matters, be satisfied that the support will assist the participant to pursue their goals, objectives and aspirations (section 34(1)(a)).

Personal care supports are likely to be supports which assist a participant to pursue a number of different goals, rather than being related to a specific goal.

Personal care supports for children are not intended to replace the usual care and supervision provided, or paid for, by a parent. However, the NDIS may fund personal care supports for children with complex needs where the level of support needed is beyond the level usually required for children of the same age.

A participant's request that intimate personal care not be provided by family members or friends should always be respected and taken into account when determining the level of assistance that should be funded.

Supports to provide assistance with daily personal activities should generally be limited to a maximum of 6 hours per day. This level of support is based on:

- bathing, dressing, toileting and grooming up to 2 hours per day – including bowel management, skin care, bladder management, menstrual care;
- assistance with eating up to 2 hours per day which may include assistance with medication;
- mobility including exercise, positioning, moving up to 1 hour per day; and
- where toileting assistance alone is required, up to 1 hour a day.

In some circumstances, the NDIA may decide to fund higher levels of personal care support. In considering whether a higher level of support is needed, the NDIA will give consideration to:

- whether the participant has high care needs. For example, unstable seizure activity or respiratory support;
- the weight (and other physical aspects) of the participant;
- the medical condition of the participant, including any medication required;
- whether the need for a higher level of support is of a temporary nature. For example, due to waiting for a suitable home modification, such as a bathroom modification to be completed;
- whether two people are required for transfers;
- whether there are behavioural concerns which require more intensive assistance with personal care activities and there are no other options, for example behavioural support intervention; and

- whether additional time-limited funding is likely to reduce a participant's longer term support costs by building their capacity to independently perform personal care activities.

The NDIA will also consider whether [assistive technology](#), [home modifications](#) or other supports can be used to reduce the level of assistance with daily personal activities.

6. Sustaining informal supports

The NDIA recognises informal support provided by family, friends and the community is vitally important to people with disabilities. Informal supports mean the family and friends who provide unpaid, active, disability-related support. The things informal supports do for and with participants is vital to participant wellbeing. The NDIA understands how important it is for informal supports to be able to keep supporting participants.

The NDIA considers how illness, ageing and other caring responsibilities can put the wellbeing of those providing informal supports at risk, and impacts their ability to continue providing care. Sustaining informal supports is an important part of meeting a participant's needs.

The NDIA aims to increase the social and economic participation of people with disabilities within the context of their families and existing support networks. The NDIA will use the planning process to build an understanding of a participant's overall support needs. Information about the informal supports provided will be identified and recorded. The NDIA will consider how this informal support can be sustained and also take into account what level of support it is reasonable to expect others to provide.

6.1 Can family members be paid to deliver NDIS supports?

[NDIS supports](#) are the supports funded in a participant's plan which meet all the [NDIS funding criteria](#). They don't replace the informal supports reasonably provided by family and friends.

The NDIS generally does not pay family members to provide NDIS supports.

This is because evidence says funding a family member to replace paid supports can impact relationships, health and wellbeing of participants and their families.

This may:

- limit a participant's choice and control in the delivery of their supports
- stop family members who provide paid supports from taking a break

- create a [conflict of interest](#).

That's why the NDIS won't pay family members to deliver NDIS supports unless there are exceptional circumstances.

In considering whether to fund a family member to deliver NDIS supports, the NDIA will think about if:

- there's a risk of harm or neglect to the participant
- there are cultural or religious reasons for funding family members to provide support
- there are significant risks to the participant's privacy or dignity that can only be managed by paying a family member to provide these supports
- all other options to find a suitable provider for supports including personal care and community access have been exhausted.

The NDIA will work with the participant and their family to identify suitable support providers. The individual circumstances for each participant will be considered, including any wishes they've expressed.

If the funding for supports under a participant's plan is managed by the NDIA, a family member can only be paid to provide NDIS supports if they are a [registered provider](#).

If the NDIA approves a family member to be paid to deliver NDIS supports, that person stops being considered an informal support.

See also [Our Guideline – Your plan](#).

7. Transport

Transport supports include supports that enable participants to build capacity to independently travel, including through personal transport-related aids and equipment, or training to use public transport.

A participant's transport supports may also include the reasonable and necessary costs of taxis or other private transport options for participants who are not able to travel independently, as well as transport to and from school for students.

Transport supports only relate to participants and do not relate to travel for families, carers or providers of supports. However, providers of supports may claim reasonable travel time when delivering reasonable and necessary supports in the home, or when accompanying participants to access the community.

When considering whether transport meets the NDIS funding criteria, the NDIA must consider, amongst other matters, whether the support is related to the participant's disability. See **Does the support meet the reasonable and necessary criteria?** in [Our Guideline – Reasonable and necessary supports](#).

A support will not be provided or funded under the NDIS if it relates to day-to-day living costs (rule 5.1(d) of the Supports for Participants Rules).

Day-to-day living costs may include rent, groceries or utility fees, however, this is not an exhaustive list. Transport is an incidental cost of everyday life for most people and, therefore, can also be considered to be a day-to-day living cost.

However, the NDIS may fund day-to-day living costs that are incurred by a participant solely and directly as a result of their disability support needs (rule 5.2(a) of the Supports for Participants Rules).

These additional living costs (i.e. those incurred by a participant solely and directly as a result of their disability support needs) may be funded under the NDIS if they are [NDIS supports](#) that meet the NDIS funding criteria.

Before including any transport support in a participant's plan, the NDIA must also be satisfied that the support will assist the participant to pursue their goals, objectives and aspirations.

In addition, the NDIA must take into account what is reasonable for families, carers, informal networks and the community to provide. In relation to transport, this consideration may be different for participants who are children as compared to participants who are adults.

When considering whether a proposed transport support represents value for money, the NDIA will compare the costs of transport to the overall costs of alternative supports which may provide a similar level of independence or reduce a participant's future needs for supports. For example, [vehicle modifications and driving supports](#).

The NDIA may also consider what options may be available for the participant in their local community, or whether funding other supports has the potential to build a participant's capacity to engage in local community activities.

Transport should only be funded where it has been determined to be reasonable and necessary, where it is an additional cost incurred solely and directly as a result of a participant's disability support needs and, where ancillary to another funded support, it is a cost which the participant would not otherwise incur.

It does not follow, merely because transport is ancillary to a funded support, that it should be funded. The circumstances in which transport may be funded are strictly limited. Transport must:

- relate to an NDIS support that has been determined to be reasonable and necessary; and
- be an additional cost and incurred solely and directly as a result of disability support needs; and
- where transport is ancillary to another funded support, it must be a cost which the participant would not otherwise incur (see [JQJT and NDIA \[2016\] AATA 478 at \[35\]](#)).

The NDIS won't be responsible for:

- ensuring that public transport options are accessible to a person with disability, including through the funding of concessions to people with disability to use public transport;
- compliance of transport providers and operators with laws dealing with discrimination on the basis of disability, including the *Disability Standards for Accessible Public Transport 2002*;
- transport infrastructure, including road and footpath infrastructure, where this is a part of a universal service obligation or reasonable adjustment (including managing disability parking and related initiatives); or
- support to compensate for the lack of a public transport system.

See also [Supports that are not NDIS supports?](#)

7.1 Transport and considerations relating to children

Parents of NDIS participants aged under 18 years have a responsibility to meet their child's daily transportation requirements. However, some children may require additional assistance, for example children who cannot use public transport or their parent's vehicle, even if modified, due to their disability.

The NDIS will generally not fund day-to-day living costs associated with caring for children, including transport costs, as parents are expected to meet a child's everyday transport requirements (see [JQJT and NDIA \[2016\] AATA 478 at \[35\]](#)).

When considering whether transport meets the NDIS funding criteria for a child, the NDIA must take into account what is reasonable for families, carers, informal networks and the community to provide (section 34(1)(e)).

What is reasonable for a family to provide in respect of a particular support should be considered in light of the support they have to provide the child generally because of his or her disability (see [JQJT and NDIA \[2016\] AATA 478 \[39\]](#)).

When considering whether funding for transport for a participant who is a child takes account of what it is reasonable to expect families, carers, informal networks and the community to provide, the NDIA will consider:

- that it is normal for parents to provide substantial care and support for children;
- whether, because of the child's disability, the child's care needs are substantially greater than those of other children of a similar age;
- the extent of any risks to the wellbeing of the participant's family members or carer or carers; and
- whether the funding or provision of the support would improve the child's capacity or future capacity or would reduce any risk to the child's wellbeing (rule 3.4(a) of the Supports for Participants Rules).

The NDIS will be responsible for supports that a student requires that are associated with the functional impact of the student's disability on their daily living activities, such as transport to and from school (rule 7.13 of the Supports for Participants Rules).

When considering if specialist transport to and from school for a participant who is a child meets the NDIS funding criteria, the NDIA will consider:

- if any other transport option is available and appropriate; and
- whether providing the supports would substitute for parental responsibility.

7.2 Transport and considerations relating to adults

A participant will generally be able to access funding through the NDIS for transport assistance if the participant cannot use public transport without substantial difficulty due to their disability.

The funding the NDIS provides will take into account any relevant taxi subsidy schemes available to the participant and does not cover transport assistance for carers or family members to transport the participant for everyday commitments.

There are generally three levels of funding support for transport. The levels are used to provide a transport budget for participants. In exceptional circumstances, participants may receive higher funding if the participant has either general or funded supports in their plan that enable their participation in employment.

Level 1

- the NDIS may provide \$1,784 per year for participants who are not working, studying or attending day programs but are seeking to enhance their community access.

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Including specific types of supports in plans

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This document is correct at the date of publication.

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Level 2

- the NDIS may provide \$2,676 per year for participants who are currently working or studying part-time (up to 15 hours per week), participating in day programs and for other social, recreational, or leisure activities.

Level 3

- the NDIS may provide \$3,456 per year for participants who are currently working, looking for work, or studying, at least 15 hours per week, and are unable to use public transport because of their disability.

When considering whether funding for transport for a participant who is an adult takes account of what it is reasonable to expect families, carers, informal networks and the community to provide, the NDIA will consider:

- the extent of any risks to the wellbeing of the participant arising from the participant's reliance on the support of family members, carers, informal networks and the community; and
- the suitability of family members, carers, informal networks and the community to provide the supports that the participant requires, include such factors as:
 - the age and capacity of the participant's family members and carers, including the extent to which family and community supports are available to sustain them in their caring role;
 - the intensity and type of support that is required and whether it is age and gender appropriate for a particular family member or carer to be providing that care; and
 - the extent of any risks to the long-term wellbeing of any of the family members or carers (for example, a child should not be expected to provide care for their parents, siblings or other relatives or be required to limit their educational opportunities); and
- the extent to which informal supports contribute to or reduce a participant's level of independence and other outcomes;
- for all participants – the desirability of supporting and developing the potential contributions of informal supports and networks within their communities.



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.

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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 s100(1).
- ⁸⁵ NDIS Act s 10.
- ⁸⁶ NDIS Act s 100.
- ⁸⁷ NDIS Act s 100(2).