Understanding reasonable and necessary supports when developing an NDIS plan

20 September 2024

Sometimes, we get questions about why the NDIA does not wholly accept every recommendation provided by health professionals when developing an NDIS participant’s plan.

It’s important to note all decisions the Agency makes are based on the NDIS Act 2013 and the rules made under the NDIS Act.

The Act and the rules set out specific criteria which we have to consider when making a decision about reasonable and necessary supports for a person.

In determining what supports a person may need, the NDIA may require supporting evidence to inform a decision on what may qualify as reasonable and necessary funded supports.

While a health professional may recommend certain supports, we don’t always fund all of them.

This does not mean that it isn't a support which may help a person; it means that it isn't a support which is reasonable and necessary, against the criteria in the Act, for that individual.

For example, a health professional might recommend a high-priced piece of equipment for a participant.

In deciding whether that is reasonable and necessary for the person, the Act requires the Agency to consider if there is something more cost effective that could achieve the same outcome.

In making these decisions, our planners are trained to assess any evidence provided against the NDIS Act and criteria.

The NDIA employs a diverse range of people from different backgrounds to ensure staff are skilled and experienced and can deliver a quality service for all NDIS participants.

Our workforce includes allied and specialist health professionals and people living with disabilities and/or who have lived experience with disability.

The Agency is working hard to make sure our planners have the right tools, training, and resources to deliver a person-centred planning. Our planners are trained to assess any evidence provided against the NDIS Act.

The NDIA also employs subject matter experts within our access, planning and advisory teams. The Agency’s frontline workforce is also supported by a team of internal experts who are part of the Technical Advice team.

This team comprises staff with a range of allied and specialist health professional backgrounds, who assist staff with more complex technical and clinical matters.

For more information on reasonable and necessary supports, please visit the Reasonable and necessary supports page.

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