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An overview of assistive technology

Assistive technology is equipment or devices that help you do things you can’t do because of your disability.

It ranges from low-cost to high-cost and can be bought from a store, modified or custom-made.

We fund assistive technology that’s directly related to your disability.

Assistive technology can help you do something more easily or safely. It can also help you live more independently.

We only fund assistive technology that’s:

- directly related to your disability
- helpful to work towards your goals
- something our rules say we can fund
- supported by evidence.

What we won’t fund

We can’t fund assistive technology that’s:

- not related to your disability
- more appropriately funded by another government service or another program
- common items that everyone needs, like everyday household furniture.

Learn more about what assistive technology is.

How to know it’s right for you

It helps to consider what makes assistive technology a reasonable and necessary NDIS support for you.

Have you received a recommendation?

It’s very common for participants to request assistive technology because a health professional recommended it. It’s important to know a recommendation doesn’t guarantee we can fund it.

Whether it’s been recommended or not, we still need evidence to decide if we can fund it for you.

Does it need to be approved and quoted first?

There are some kinds of assistive technology you can buy without needing to get advice.

You might feel comfortable buying an item if you’ve bought it before, you know it’s less than $1,500 and it’s low-risk.

It’s worth asking if you haven’t bought it before and you’re not sure whether you need advice from an assistive technology advisor. Or you could check with your my NDIS contact, plan manager or support coordinator (if you have one).

For assistive technology that’s more than $1,500, you need to provide advice from an assistive technology advisor. You need a quote for high-cost assistive technology.

Is the assistive technology cost effective?

We generally fund the standard level of assistive technology you need based on your goals. We’ll fund the most cost-effective item if you ask for a more expensive option that achieves the same outcome as a lower cost option.

Is there evidence it's the best option for you?

Information and evidence play a big role in our decision-making process for funding assistive technology. Evidence could come from various sources. These include:

- product trials
- previous use of assistive technology
- research or literature reviews
- expert opinions.

We typically look for evidence that supports the effectiveness and safety of any recommended assistive technology. If there’s little or no evidence to support it, we may need more information before we can consider it.

Tablets and smart devices: what we will fund

People often ask us if they can use their NDIS plan to buy tablets and smart devices. We have rules about what we can and can't fund.

A tablet or smart device is a day-to-day household item. This means they're not usually an NDIS support.

For some people, a tablet or smart device will be a replacement support

Sometimes, we fund smart devices such as tablets as a replacement support. This means we might replace an existing NDIS support in your plan with a tablet.

A replacement support must be related to your disability. It replaces a current support in your plan. It isn't an extra support. You need to apply for a replacement support. You can only buy this support if we approve it in writing.

Our Guideline

Download the assistive technology guideline:

- Assistive technology (PDF 291KB)
- Assistive technology (DOCX 104KB)

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