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Step 1: Know when it's best to rent assistive technology

It can be better to rent an assistive technology item when:

- it's for a child, if they are likely to outgrow the technology in a short period of time
- your needs are changing quickly
- you only need the item for a short period of time, for example, you are waiting for a repair of your regular item or you are waiting on a new or replacement item
- you want to trial an item for an extended period, before deciding if it's right for you
- renting is better value for money than buying the item.

Tip: Think you might need to rent mid to high-cost assistive technology?

Your [NDIA planner](#) can include funding in your capacity building improved daily living budget to get advice from an assistive technology adviser and to prepare an assessment report.

Step 2: Decide what item you want to rent

Work with your assistive technology adviser

It's best to start by talking to an [assistive technology advisor](#) to find the right piece of assistive technology for you.

Tip: Choosing the right assistive technology advisor.

Your assistive technology advisor will have the right qualifications to assess your needs. For example, if you need assistive technology for your hearing, your adviser will be an audiologist. If you need assistive technology to move around more easily, your adviser might be an occupational therapist or physiotherapist.

Step 3: Check the funding in your plan

If you already use assistive technology, you may have some rental funding included in your plan. Rental funding in your plan can be found in your assistive technology – maintenance, repair and rental budget.

Step 4: Gather evidence

Let us know why you need to rent assistive technology

You need to give us written advice from your assistive technology advisor that tells us:

- what type of item you need to rent
- why you need to rent the item
- how the item will help with your disability support needs
- how long you will need to rent it for
- how renting the item is the best value way to help you pursue your goals
- how much the item might cost to rent. A cost estimate is appropriate for items under \$15,000).

If it's high-cost assistive technology

You'll need to show us a quote and an assessment from an [assistive technology assessor](#) if the item you wish to rent costs more than \$15,000.

Step 5: Find a provider

Talk to a provider about what you need

You can choose the provider you want to supply your rental item. You can use our [provider finder](#) to find a provider. You can also ask questions about rental items or research providers online. Or assistive technology assessor can help you to find providers that might have the items you want to rent.

You can talk to providers about the items they have to suit your needs and anything you need to know about using the item. It's also a good idea to ask about their rental policy.

The provider you choose should be able to give you a quote, if you need one.

Sometimes you can get rental assistive technology through a subscription service when your needs are changing quickly. Talk to someone who helps you with your plan, like your my NDIS contact, a support coordinator or assistive technology advisor, to see if this might be a good option for you.

If your NDIS funding is NDIA-managed, you'll need to use a registered NDIS provider. If you're plan-managed or self-managed, you can rent from any supplier.

Step 6: Contact us

How to tell us

If you need rental funding added to your plan, gather your evidence and quote (if you need one), and:

- give it to your my NDIS contact
- call us on [1800 800 110](tel:1800800110)
- send an enquiry using our [service hub](#)
- upload your advice to the NDIS myplace participant portal
- bring the information to your [check-in](#) or [plan meeting](#).

Once we approve the item and the cost, we can put funding to rent it in your capital – assistive technology budget.

Step 7: Get the item

Once you have the funding in your plan, you can contact your chosen provider and arrange to rent the assistive technology.

Some providers might ask you to sign an agreement to rent the item. It's a good idea to check the terms and conditions of this agreement to make sure you're comfortable with them.

Remember, rental equipment will need to go back to the supplier at the end of the rental agreement. If you need the item for longer, you will need to make sure you have enough funding to pay for a longer rental or organise for funding to buy your own if you are going to need it long term.

Get support if you need help or set up advice

Your rental item might involve a complicated set up process. If this is the case, you can contact your occupational therapist or your assistive technology advisor for support.

Related information

[What is an assistive technology advisor](#)

[What is an assistive technology assessor](#)

[NDIS Provider finder](#)

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