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Step 1: Know when it’s best to trial assistive technology

Trialling assistive technology you’ve never used before helps you decide if it meets your needs and is right for you.

We ask you to sometimes trial high-cost assistive technology if you haven’t used the item before so we can consider adding funding to your plan to buy it.

> **Tip: Think you might need mid-cost to high-cost assistive technology?**
>
> Your NDIA planner can include funding in your capacity building improved daily living budget to seek advice from an assistive technology advisor or to prepare an assessment.

Step 2: Decide what item you want to trial

Work with your assistive technology advisor

It’s best to start by talking to an assistive technology advisor to find out about the right piece of assistive technology for you. Assistive technology advisors are usually allied health practitioners. They give you independent advice to help you choose a safe and appropriate item.

> **Tip: Choosing the right assistive technology advisor.**
>
> Your assistive technology adviser 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. Your adviser might be an occupational therapist or physiotherapist if you need assistive technology to help with your mobility.

Step 3: Check the funding in your plan

You may have some rental funding in your plan that can be used to fund a short trial if you already use assistive technology.

You can find rental funding in your assistive technology – maintenance, repair and rental budget.

Step 4: Gather evidence

Let us know why you need to trial assistive technology

Mid-cost assistive technology

You don't need to show us a quote if the item costs between $1,500 and $15,000. But you do need to give us written advice from your assistive technology adviser that tells us:

- what type of item you need to trial
- why you need to trial the item
- how the item will help with your disability support needs
- how long you'll need to trial it for
- how much the item might cost to trial.

Guide for minor trial and rental funding

Our guide for minor trial and rental funding gives information on how much we can fund for mid-cost item trials.

Download the guide for minor trial and rental funding:

- Guide for minor trial and rental funding (DOCX 61KB)

High-cost assistive technology

You'll need to give us a quote and an assessment from an assistive technology assessor if the item you want to trial costs more than $15,000 and is high-cost to rent.

Step 5: Find a provider

Ask the provider how a trial works

You can choose the provider you want to supply your trial item. Use our provider finder to research providers online or get information about trial items.

Ask your assistive technology advisor to help you choose providers that might have the items you want to trial.

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 any terms and conditions they have for trialling the item.

Some providers offer 'trial to buy' arrangements. You can ask the provider if the cost of a trial will be taken off the price if you buy the item after your trial.

Step 6: Contact us

How to tell us

Gather your evidence and quote (if you need one) if you need funding added to your plan and:

- give it to your my NDIS contact
- call us on 1800 800 110
- enquire through our service hub
- upload your advice to the participant portal
- bring the information to your check-in or plan meeting.

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

Step 7: Get the item and trial it

Contact your assistive technology advisor and your chosen supplier to get the assistive technology item delivered for trial once the funding is in your plan.

Get help

Your assistive technology item might involve a complicated set-up process. Ask your assistive technology advisor for help.

Step 8: Decide if you want to buy it

If the item is right for you

Ask your assistive technology advisor for help to work out if a mid-cost assistive technology item is right for you. They can provide you with a letter or report that supports you buying the item. Keep this document for your records.

You can buy mid-cost assistive technology item if you already have funding in your plan.

Your assistive technology assessor will need to complete a general assistive technology assessment if the item is a high-cost item. They'll need to give the assessment and a quote for the item to us. We'll then consider funding the item.

If the item isn't right for you

Contact the provider to organise the item's return if it doesn't suit you and your situation.

You can work with your assistive technology adviser to find a better match for your needs.

Related information

What is an assistive technology advisor

What is a check-in

What is a plan meeting

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