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## Step 1: Decide if the repair is urgent

### What an urgent repair is

It is when your assistive technology stops working, you can't access back-up supports and there's a risk to your safety or wellbeing.

Urgent repairs can be to any assistive technology you use for:

- transferring one item of assistive technology to another
- positioning or mobility
- communication
- daily living activities, such as showering.

### The urgent repair criteria

We pay for urgent assistive technology repairs in certain situations.

#### You own the equipment

The assistive technology being repaired is your property. This means it's not leased, hired or on loan. If you don't own the equipment, the provider you hire or lease your assistive technology from will normally repair it. It's best to contact them first to ask about repairs.

#### You are an NDIS participant using your plan

You have an active NDIS plan and get funding for the assistive technology from us.

#### The cost of the repair

As a general rule, the repair shouldn't be more than the following amounts:

- power wheelchairs and mobility scooters: \$3,000
- pressure care: \$3,000
- life critical: \$3,000
- high-cost assistive technology (above \$15,000 value): \$3,000
- installed home modifications: \$800
- all other assistive technology: \$800.

**Tip: For repairs due to a natural disaster**

It is an urgent repair if your assistive technology has been damaged in a natural disaster. You can hire a replacement item until a more permanent solution is available, if you need to.

## Step 2: Check your plan

### Repairs and maintenance are included in your funding

Repairs and maintenance should be included in your budget if you have approved funding for assistive technology supports in your plan.

If you're not sure, talk to your [my NDIS contact](#) or call our National Contact Centre on [1800 800 110](tel:1800800110). Please tell us why the repair is urgently needed.

**Tip: Check the funding you have available**

You will find funding in your capital budget, under assistive technology repairs and rental.

### If you don't have available funds to pay for the repair

If the cost of repairing your assistive technology is more than the funding you have available and your repair meets the urgent criteria, we can add funding to your plan.

Our National Contact Centre is open from 8am to 8pm, weekdays. You can get in touch with them on [1800 800 110](tel:1800800110) to get a pre-claim authorisation number. This makes sure the funding is available for the urgent repair.

### If it's outside National Contact Centre hours

We understand urgent repairs may be needed to your assistive technology outside National Contact Centre hours. For example, if you are unable to access alternatives or back up supports and there is a risk to your safety or wellbeing.

If this happens and you don't have funding included in your plan, you can organise repairs or hire assistive technology.

It is important to make sure your assistive technology is safe to use. Approvals for further funding, repairs, and claims can be given the next business day.

## Step 3: Find a repair provider

Contact your preferred repair provider. If you're not sure who to contact, you can:

- find a registered provider with our [provider finder](#)
- approach the supplier where you purchased your item
- speak to an [assistive technology advisor](#)
- speak to your my NDIS contact or [support coordinator](#), if you have one
- call the National Contact Centre on [1800 800 110](#).

## Step 4: Make a claim

### If you're NDIA-managed

#### Contact your provider

Contact your provider to confirm there are enough funds available in your plan and tell them an urgent repair is needed. If you have asked us for more funding for the repair, your provider will need your name, NDIS number and date of birth to call our National Contact Centre to get a pre-claim authorisation number.

We will also need your consent to share this information with your provider.

### If you're plan-managed

#### Contact your plan manager

Contact your [plan manager](#) to confirm there are enough funds available and tell them an urgent repair is required.

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## Contact a repair provider

Contact your preferred repair provider and tell them you need an urgent repair.

## Forward the invoice to your plan manager

Once your assistive technology is repaired, you or your repair provider can send the invoice to your plan manager. Your plan manager will pay for the repair and claim against your plan.

## If you're self-managed

Pay for the urgent repairs directly and then [claim against your plan](#).

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## Related information

[What is an assistive technology advisor](#)

[NDIS Provider finder](#)

[What is a my NDIS contact](#)

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