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Step 1: Check your plan

Repairs and maintenance are included in your plan

We include funding in your plan for repairs and maintenance for all assistive technology items that you are currently using. You don't need an assistive technology assessment to have these funds included, we include it when we approve [mid-cost to high-cost assistive technology](#).

Tip: What to do if your assistive technology is out of warranty or getting older.

If your assistive technology is likely to need expensive repairs, or repairs more frequently, you can let us know in your [plan meeting](#) and we can include reasonable funding to cover these costs.

Smaller repairs

For small repairs like a tyre puncture, we include funding in your core supports budget under 'consumables'. You can use your consumables budget flexibly to make the repairs you need, as you need them.

Major repairs

For major repairs or regular servicing, we include funding in your capital supports budget under 'assistive technology repairs and maintenance'.

Repairs not covered by warranty

Even though new assistive technology will have a warranty, we'll still include funding for repairs and maintenance you may need due to things like accidental damage. This is something that won't

usually be covered by your warranty.

Remaining funds

If you have remaining funds available in your assistive technology budget after you've bought your new item, you can also use these funds on repairs and maintenance for the equipment.

Using your warranty

[Consumer rights](#) apply to any assistive technology you buy with your NDIS funding. Make sure to keep your proof of purchase, in case you need to make a warranty claim.

You should speak to your provider about the product warranty if your item isn't of acceptable quality or is faulty when it's first delivered to you. Or you can contact your [assistive technology advisor](#) for help.

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

You can get in touch with our National Contact Centre on 1800 800 110 to ask about additional funding for assistive technology repairs.

Step 2: Find a repair provider

If you own your assistive technology

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

- find a registered provider with our [provider finder](#)
- speak to your assistive technology advisor or support coordinator
- call us on 1800 800 110.

If you hire or lease your assistive technology

The provider you hired or leased your assistive technology from will normally repair it.

Step 3: Work out if you need a quote

If the repair is more than \$1,500

You need to give us a quote before a payment request can be accepted if the cost of the repair is more than \$1,500,.

If the repair is less than \$1,500

You don't need to give us a quote if the cost of the repair is under \$1,500.

Step 4: Get it repaired and make a claim

Get it repaired

Once your request has been approved, you can have your assistive technology repaired. You might want to think about a back-up plan for times when your assistive technology is away for repair or there is a delay in your provider completing the work.

This might include using your support workers differently or short-term hire of equipment. We sometimes cover the cost of [renting equipment](#).

Make a claim

If you're NDIA-managed

Contact your provider to confirm there are enough funds available in your plan and tell them a repair is needed.

If you're plan-managed

Contact your [plan manager](#) to confirm that there are enough funds available in your plan and tell them a repair is needed. Then, contact a repair provider. Once your assistive technology is repaired, you or the provider can send the invoice to your plan manager.

Your plan manager will pay for the repair and claim against your plan. If you have asked us for more funding for the repair, your plan manager will need to speak to our National Contact Centre to get a pre-claim authorisation number.

If you're self-managed

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

Related information

[What is a plan meeting](#)

[What are your consumer rights](#)

[NDIS Provider finder](#)

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