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Step 1: Get prepared

Understand how maintenance is funded

NDIS funding for repairs and maintenance of your assistive technology is usually included in your plan. You don’t need an assessment to have these funds included in your plan. We’ll include funding in your plan for repairs and maintenance if you have mid-cost or high-cost assistive technology.

Let us know if you don’t have enough funding in your plan to maintain your assistive technology. You can speak with your my NDIS contact or call us on 1800 800 110.

> **Tip: Need to replace or repair your assistive technology?**
>
> Sometimes assistive technology needs to be repaired, even with proper maintenance, or it is better value to replace the item. Learn how to repair assistive technology or learn how to replace assistive technology.

Create a maintenance schedule

A maintenance schedule is a calendar for when you organise ongoing servicing for your item. It outlines what tasks need to be done, when they should be completed and who is responsible for each task. Your assistive technology provider can help you understand the maintenance your item requires.

Regular, scheduled maintenance helps you maintain your assistive technology. This means it’ll be less likely to break down.

You should arrange for this to be carried out with either the provider (if they provide this service) or another suitable assistive technology provider.

Read the warranty

Be aware of the warranty period and conditions, including any maintenance or repair coverage. Your item’s warranty may be void under Australian Consumer Law if it isn’t properly maintained.

You should contact your assistive technology assessor or the provider if your item isn’t of acceptable quality or doesn’t work properly when it is first delivered to you. Let them know and work out how they can fix the problem.

Create a backup plan

You should think about a backup plan for times when your assistive technology is being maintained or repaired.

This is particularly important if you can’t live safely without the item and you don’t have another support. For example, a ventilator, transfer hoist or power wheelchair.

You should discuss this with your my NDIS contact when your plan is being developed.

Step 2: Look after your assistive technology daily

Look after your assistive technology

Regularly check your assistive technology for signs of wear and tear, worn tyres, rust or missing parts such as bolts. You can ask a family member or support person to help you check your items.

Cleaning

Regularly clean your assistive technology according to the manufacturer's instructions. Keeping it clean often prolongs its lifespan.

Storage

Store your assistive technology in a safe and secure location.

Step 3: Schedule regular servicing

Book appointments with qualified providers

Find repairers or service providers who specialise in your specific equipment.

Schedule regular servicing and inspections with your chosen provider, as recommended by the manufacturer or your assistive technology advisor.

Keep service records

Maintain a record of all servicing and repairs for warranty claims and future reference.

Related information

How to repair assistive technology

How to replace assistive technology

What is a my NDIS contact

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