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Step 1: Know when to provide evidence

[Advisors](#) and [assessors](#) may need to provide evidence to support a participant's request for assistive technology.

The evidence needed depends on the cost

The type of evidence each can provide depends on the cost of the item.

An advisor needs to provide evidence when a participant requests [mid-cost assistive technology](#). Mid-cost assistive technology costs between \$1,500-\$15,000.

An assessor will need to provide an assessment for assistive technology that costs over \$15,000. We call this [high-cost assistive technology](#).

Assessments for high-cost items can only be done by an assessor.

You may need to provide advice based on support risk

Advice is different to evidence. It helps participants learn which item is right for them and helps them use it safely.

You will need to provide written advice to a participant on [higher-risk items](#), even if it is low-cost.

Advice is not required for low-risk items, but we still suggest it. This will help participants get the right item.

Both advisors and assessors can provide advice on whether the item is safe for them to use and will meet their support needs.

Participants can upload written advice to their [portal](#).

Step 2: Gather the evidence

You need to work with the participant, and the people who support them, to understand:

- their needs
- how the assistive technology will help them meet their goals.

We need information on the participant's disability and function. The information needs to outline how the assistive technology will meet their long-term support needs.

You may need to trial multiple items in the participant's home or community to work out which item will best meet their needs.

We need to know:

- what assistive technology was trialed and considered
- why the recommended item is the best option to meet the participant's needs.

Identify what risks the assistive technology might create and how you will work with the participant to lessen the risks.

Step 3: Prepare the evidence

An advisor's evidence shows why it's the right support

This evidence for mid-cost assistive technology can be in a letter, email or report. It needs to be in writing so we can keep it for our records.

It must tell us:

- what item the participant needs
- why it's the best value
- how it will help the participant with their disability support needs and to pursue the goals in their plan
- how much it might cost.

A high-cost assistive technology assessment needs to include more information

We usually need an assessment from the past 2 years. We may need a more recent report, or an update to an earlier report, if the participant's needs are changing quickly.

The assessment needs to show:

- what item the participant needs
- why it's the best value
- how it will help the participant with their disability support needs and to pursue the goals in their plan
- how the item will affect other supports
- what training they need to use the assistive technology
- what risks there might be when using the item and how it can be safe for them to use.

We have templates to help complete an assessment

These templates are not mandatory. They can, however, help to make sure you are providing all the evidence that we need to make a decision.

- [Download the General assistive technology assessment template docx file](#) - DOCX 78.84 KB
- [Download the Prosthetics and orthotics assistive technology assessment template docx file](#) - DOCX 112.74 KB
- [Download the Continence related assistive technology assessment template docx file](#) - DOCX 103.74 KB
- [Download the Nutrition and dysphagia assistive technology assessment template docx file](#) - DOCX 66.04 KB
- [Download the Complex home modifications assessment template docx file](#) - DOCX 101.42 KB
- [Download the Vehicle modification assessment template docx file](#) - DOCX 91.91 KB
- [Download the Assistance animal assessment template docx file](#) - DOCX 80.31 KB
- [Download the Dog guide assessment template for a first time handler docx file](#) - DOCX 109.01 KB
- [Download the Dog guide assessment template for an experienced handler docx file](#) - DOCX 109.88 KB
- [Download the Hearing devices and technology assessment template docx file](#) - DOCX 75.67 KB

We will generally need at least one quote for high-cost assistive technology

Although one quote is usually all we need, we might ask for a second quote where the price is more than we expect.

This helps us include the right amount of funding in the plan. It also makes sure the item is value for money.

Quotes should include delivery and installation charges by the supplier.

Step 4: Submit the evidence

Mid-cost assistive technology

Written evidence for mid-cost assistive technology can be given to the participant. If the participant already has mid-cost assistive technology funding in their plan, they can then purchase the item.

If the participant doesn't have mid-cost assistive technology funding in their plan, they can bring the evidence to a [plan reassessment](#) or [check-in](#).

High-cost assistive technology

We first need to approve the funding of high-cost assistive technology. For us to do this, you need to give us the evidence.

The participant can upload the assessment documents and quotes to their portal. The participant or assessor can also submit an enquiry to our [service hub](#) .

Related information

[What is an assistive technology advisor](#)

[What is an assistive technology assessor](#)

[Guide to assistive technology](#)

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