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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 and $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 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 helps participants get the right item.

Both advisors and assessors can provide advice on if 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 show 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'll 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’ll help the participant with their disability support needs and to work towards 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’ll help the participant with their disability support needs and to work towards 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, but they can help to make sure you’re providing all the evidence we need to make a decision.

Download a template:

- General assistive technology assessment template (DOCX 79KB)
- Prosthetics and orthotics assistive technology assessment template (DOCX 113KB)
- Continence related assistive technology assessment template (DOCX 104KB)
- Nutrition and dysphagia assistive technology assessment template (DOCX 66KB)
- Complex home modifications assessment template (DOCX 101KB)
- Vehicle modification assessment template (DOCX 92KB)
- Assistance animal assessment template (DOCX 80KB)
- Dog guide assessment template for a first time handler (DOCX 106KB)
- Dog guide assessment template for an experienced handler (DOCX 110KB)
- Hearing devices and technology assessment template (DOCX 76KB)

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

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. They can then purchase the item, if they already have mid-cost assistive technology funding in their plan.

They can bring the evidence to a plan reassessment or check-in, if they don't have mid-cost assistive technology funding in their plan.

High-cost assistive technology

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

The participant can upload the assessment documents and quotes to their portal. It can also be sent by either the participant or assessor to enquiries@ndis.gov.au.

Related information

What is an assistive technology advisor

What is an assistive technology assessor

Guide to assistive technology

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