18 June 2019

The NDIA is making changes to its assistive technology (AT) and home modification (HM) working arrangements with state equipment providers in Victoria and NSW. This is part of an ongoing program of changes to ensure our AT and HM processes are nationally consistent and easy to use for NDIS participants and providers.

From 1 July 2019, NDIS participants and providers throughout Australia should send all AT and HM assessments and quotes directly to your local NDIA office via email. The NDIA and its partners in the community will have full responsibility for managing those assessments and related quotes and advising the participant of the outcome.

Further information for participants and providers in Victoria only

NDIS participants and providers in Victoria should now send all AT and HM assessments and quotes directly to your local NDIA office via email.

On 1 July, the Victorian State-wide Equipment Provider (SWEP) will forward any outstanding AT and HM quotes or assessments in their system to the NDIA for action. If you attempt to submit a new quote or assessment for an NDIS participant via the SWEP portal after 1 July, you will be advised to redirect the submission to your local NDIA office for action. You do not have to re-submit assessments already submitted to SWEP.

SWEP continues to be a NDIS registered provider for a wide range of AT and HM services and supply, you can find more information on the SWEP website . This includes for repair and maintenance of a wide range of AT, loan and refurbished AT.

If you have any questions about these changes, please call the NDIS National Call Centre on 1800 800 110.

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