

Understand assistive technology evidence, advice, assessments and quotes

This guide helps you understand when you need to get evidence, advice, assessments, or quotes for your assistive technology.

	Low cost assistive technology	Mid cost assistive technology	High cost assistive technology
What is the cost per item?	Under \$1,500	\$1,500 - \$15,000	Over \$15,000
What do I need to get funding in my plan?	You don't need written evidence. You can tell us what you need.	Written evidence from an assistive technology advisor.	Assessment from an assistive technology assessor.
What do I need to do before I buy the item?	Low risk - we suggest you get advice from an assistive technology advisor. Higher risk - you need written advice from an assistive technology advisor.	Written advice from an assistive technology advisor.	Assessment from an assistive technology assessor.
Do I need a quote?	No	No	Yes
Where is the funding in my plan?	Core budget	Capital budget	Capital budget

Some things you need to know are:

- if you don't give us the evidence we need, then we won't be able to put the assistive technology in your plan
- you need to use the advice of your advisor or assessor to make sure your item is safe and right for you. Assistive technology can hurt you if it's not right for you, or if you use it the wrong way
- if you buy an item that's not right for you without getting the advice you need, we usually won't pay for another similar item.

How do I get assistive technology in my plan?

Low cost assistive technology (under \$1,500)

You should:

- ☐ tell us what you think you need at your planning meeting.

If you want to buy a **tablet or computer based technology**, you should look at [Our Guideline – Assistive technology](#) for what you need.

Mid cost assistive technology (between \$1,500 and \$15,000)

You need to give us evidence in writing from an assistive technology advisor that includes:

- ☐ what item you need
- ☐ how the item helps with your disability support needs
- ☐ why the item is the best value way to help you pursue your goals
- ☐ how much the item might cost.

If you have other evidence, you might want to give it to us to help us understand your needs better. This might include:

- ☐ information about your lived experience
- ☐ your experience using or testing the item, or a similar item
- ☐ information from peer support groups or peak bodies that shows us the item is right for you.

High cost assistive technology (over \$15,000)

You need to give us:

- ☐ an [assessment](#) from a qualified assistive technology assessor that shows what item you need

- ☐ a [quote](#) for the item.

What do I need to do before I buy assistive technology?

Low cost assistive technology (under \$1,500)

If the assistive technology you want to buy with your Core budget is low cost and **low risk**, we suggest you:

- ☐ get [advice](#) from an assistive technology advisor about the specific item that will best meet your needs.

If the item is low cost and **higher risk**, you need to:

- ☐ get **written** [advice](#) from an assistive technology advisor about whether the item is safe and right for you or if there are other options. Make sure they tell you how to use your item safely
- ☐ keep a copy of the advice. We might ask you for it later.

Learn more about [assistive technology risk levels and examples](#).

Mid cost assistive technology (between \$1,500 and \$15,000)

You need to:

- ☐ get **written** [advice](#) from an assistive technology advisor to help you choose a specific item (in the category we have approved) that is safe and right for you. Make sure they tell you how to use it safely and get the best outcomes
- ☐ keep a copy of the advice. We might ask you for it later.

High cost assistive technology (over \$15,000)

You need to:

- ☐ work with your assistive technology assessor and use the assessment and quote to help make sure your item is safe and right for you. If the assessment doesn't cover this, you will need to talk to your assessor again.

What do we mean by advice, assessments and quotes?

Advice

Assistive technology advisors help you:

- learn what assistive technology is available and choose the best options for your needs
- make sure your assistive technology is safe for you
- set up your assistive technology
- use your assistive technology.

Learn more about advisors in [Our Guideline – Assistive technology](#).

Assessments

Your assistive technology assessment will be:

- from a qualified assistive technology assessor
- recent, for example from the past 2 years.

Learn more about assessors in [Our Guideline – Assistive technology](#).

You may also want to check out [providing assistive technology](#).

Quotes

Quotes can help you:

- understand what the price for your assistive technology includes
- compare prices from different providers so you can choose the best value for your money.

Quotes also help us put the right amount of funding in your plan for:

- high cost assistive technology
- delivery
- set up
- help for you to learn how to safely use your item.

Sometimes we might need a second quote to check the item is value for money.

How do I send information to the NDIS?

You should:

- ☐ bring your **evidence** along to your next planning meeting or check in
- ☐ keep a copy of your **advice** or upload it to your NDIS myplace portal
- ☐ send **assessments** and **quotes** to us at enquiries@ndis.gov.au.

Where to get help

You can find more information about assistive technology on the [NDIS website](#), including:

- [Our guideline – Assistive technology](#)
- [Assistive technology explained](#)
- [Assistive technology product risk table](#)
- [Providing assistive technology](#)

If you would like to ask a question about assistive technology:

- talk to your local area coordinator, early childhood partner, support coordinator or recovery coach
- email enquiries@ndis.gov.au
- call our National Call Centre on 1800 800 110.