NDIS fact sheet:
Lodging your assistive technology request

To access assistive technology (AT) under NDIS, you must lodge an assistive technology request with the NDIA to have your funding approved.

Your NextSense assistive technology assessor has provided you with recommendations for technologies based on your goals and aspirations and requirements and quotes for the identified equipment.

If you wish to change these recommendations, you will need to discuss with your assessor, as they have made these in line with your objectives and the legal requirements of the NDIA.

How do I submit my request to NDIA?

Once your assessor has provided you with an assessment form and quotes, you can submit these to your regional AT office by email. We recommend you use a subject line that includes the participants full name and NDIS number. You can find **contact details of your regional AT office on the NDIS website.**

You can also upload your assessment and quotes to the 'myplace' portal, under the documents tab. However, you will also need to email your local office to advise that you have uploaded new documents, as they will not receive automatic notification.

Note: If you have been advised by your Local Area Coordinator (LAC) or NDIS planner to follow a different process, please follow their instructions instead, as there may be special circumstances in place for your request.

Tip: Follow up regularly with NDIA to check on how your request is progressing by calling **1800 800 110** or emailing your local office.

What happens now?

The NDIA will contact you directly to inform you of the outcome. For approved requests, they will contact your equipment supplier(s) to initiate the process of purchasing the equipment.

What if my request is declined?

If you are advised that your request is unsuccessful, you have an option to lodge a review of the decision. It is important that you request a copy of the letter outlining the reason your request was declined, as you will need this for a review.

For further information, contact us:

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