

NDIS Technology Support Checklist

For participants, Support Coordinators & SIL house managers

Fixable On-Site IT Support Melbourne | 0435 955 429 | fixable.au

■ **2025 Change:** The "Low Cost AT — Capacity Building" line item was removed in November 2025. Everyday devices (tablets, iPads, smartphones) now require plan inclusion or a **Replacement Supports Approval Letter** before purchase.

■ For Participants & Families

Is this technology support NDIS-fundable?

- Is the technology needed because of my disability?** Yes
 The NDIS funds supports that are "reasonable and necessary" — directly linked to your disability.
- Does it connect to a goal already in my NDIS plan?** Yes
 E.g. "staying connected with family", "accessing services independently", "building digital skills".
- Am I plan-managed or self-managed?** Yes
 If yes, you can use any provider with an ABN (like Fixable). NDIA-managed requires a registered provider.
- Is it a device (tablet, iPad, smartphone)?** Maybe
 Since Nov 2025 these must be a stated support in your plan OR approved via a Replacement Supports Letter first.
- Is it training to use an existing device or app?** Yes
 Digital literacy coaching and AT training are strongly fundable under Capacity Building.
 Line item: [15_300_0103_1_3](#)
- Is it general tech help not tied to your disability?** No
 E.g. fixing a family computer, general Wi-Fi troubleshooting. This is generally not an NDIS support.
- Is it repairing a device already in your NDIS plan?** Yes
 AT Maintenance, Repair and Rental (Category 19) covers this since the PACE rollout.
- Do I have a Support Coordinator to help access funding?**
 Your SC can include technology goals in your plan and connect you with the right providers.

■ For Support Coordinators

Key line items & referral checklist

Line item	What it funds	Category
15_300_0103_1_3 AT Mentoring	Device setup, training, digital literacy coaching. On-site or remote.	Capacity Building Improved Daily Living (15)
15_056_0128_1_3 Other Professional	IT professional providing capacity-building support. Max \$193.99/hr.	Capacity Building Improved Daily Living (15)
Category 03 Low-cost AT (under \$1,500)	Low-risk AT items. No formal quote required.	Core Supports Consumables (03)
Category 05 Mid-cost AT (\$1,500–\$15,000)	Written evidence from AT advisor. Up to 28 days approval.	Capital Supports (05)

- Include technology goals in the participant's plan**
"Build skills to use my devices independently" / "Access telehealth services independently"
- Verify provider has NDIS Worker Screening clearance**
Required for in-home visits. Fixable holds current NDIS Worker Screening clearance (Service Victoria).
- Confirm participant's plan management type**
Plan-managed / self-managed = any ABN provider. NDIA-managed = registered provider only.
- Check if device purchase needs plan inclusion (post Nov 2025)**
Tablets, iPads, smartphones must be stated supports or have a Replacement Supports Approval Letter.
- Request service agreement and documentation from provider**
Fixable provides service agreements and claim-ready documentation for plan managers.

■ For SIL House Managers

Facility IT setup checklist

- Reliable whole-house Wi-Fi installed (mesh system recommended)**
Older properties often have dead spots. A mesh system ensures consistent coverage for staff and residents.
- Staff network separated from resident network**
Privacy compliance: keep staff rostering/incident reporting tools on a separate SSID.
- Staff tablets/devices configured for rostering software**
ShiftCare, SupportAbility, Brevity, CareMaster — Fixable configures and troubleshoots all platforms.
- NBN connected and tested at full speed**
Run a speed test on each floor/area. Minimum 25Mbps recommended for a SIL property with 3+ residents.
- Smart home technology installed (if in resident's plan)**
Voice-controlled devices, automated lighting, smart locks. Resident's NDIS plan may fund participant-specific AT.
- Security cameras and access systems functional**
Test all cameras are recording and accessible remotely. Check footage retention settings.
- Note: facility IT is a business expense, not participant-funded**
House Wi-Fi, staff devices, rostering software = organisational cost. Participant AT (personal devices, apps) = their plan.

Need help with any of the above?

Call **0435 955 429** or visit **fixable.au**

NDIS Worker Screening cleared • All Melbourne suburbs • Plan-managed & self-managed participants welcome