

"What Can I Claim?" NDIS IT Support Guide

6 real scenarios — find your situation and understand what NDIS is likely to fund

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The one question that determines everything: "Would I need this technology specifically because of my disability?" If yes, and it connects to a goal in your plan — there's a real chance it's funded. If it's something most people need regardless of disability, the NDIS generally won't pay for it.

6 Real Scenarios — Find Yours

1 Physical disability — can't use standard keyboard or mouse

✓ Very likely fundable

Situation: You have a disability affecting your upper limbs and need adaptive technology (switch access, eye-gaze, voice control) to use a computer independently.

What NDIS would likely fund: The equipment itself (Capital — AT, Cat. 05) and setup/training sessions (Capacity Building — Improved Daily Living, line item 15_300_0103_1_3). OT assessment may also be funded.

The technology is needed specifically because of the disability, directly linked to independence goals. This is exactly what NDIS AT funding exists for.

2 Vision impairment — needs screen reader or magnification set up

✓ Very likely fundable

Situation: You have low vision and need screen reader software (VoiceOver, NVDA) or magnification set up properly on your devices, plus one-on-one training to use them confidently.

What NDIS would likely fund: Setup and training under Capacity Building — Improved Daily Living (AT Mentoring, 15_300_0103_1_3). Specialised magnification software (e.g. ZoomText) may be funded as Capital AT.

Built-in accessibility features are powerful but need expert configuration to work well. Setup + training is directly disability-related and supports independence goals.

3 Communication device — AAC app broken or needs reconfiguring

✓ Very likely fundable

Situation: Your child or family member uses an iPad with an AAC app (like Proloquo2Go) as their primary communication device. A software update broke the custom boards and it needs reconfiguring.

What NDIS would likely fund: Reconfiguring an approved AT device is funded under Category 19 — AT Maintenance, Repair and Rental. The original device may have been funded under Capital AT (Cat. 05) if it was in the plan.

When a device is a participant's primary communication tool, maintaining it is as essential as maintaining a wheelchair. Category 19 exists specifically for this situation.

4 Acquired brain injury or stroke — relearning to use technology

✓ Likely fundable

Situation: You had a stroke or ABI and are relearning how to use devices, apps, video calling, and online services that you could manage before your injury.

What NDIS would likely fund: One-on-one digital literacy coaching sessions under Capacity Building — Improved Daily Living. Framed as rebuilding functional capacity lost due to disability, connected to independence goals.

Relearning lost skills isn't general education — it's rebuilding capacity that the disability removed. Strong connection to independence and community participation goals.

5 Progressive condition — smart home tech for independence

~ Fundable with OT evidence

Situation: You have a progressive condition and want smart home technology (smart lighting, voice control, motorised blinds) to manage your environment independently as your condition changes.

What NDIS would likely fund: Smart home AT that directly replaces a need for support may be funded as Assistive Technology, but an OT assessment is essential. Motorised blinds have a particularly strong case.

KEY STEP: See an OT before purchasing anything. An OT assessment identifying which features address your functional limitations transforms a "nice to have" into approved AT.

6 General computer help — fixing a slow computer

✗ Generally not fundable

Situation: Your computer is slow or has general issues. This is something that happens to most people's computers regardless of disability.

What NDIS would likely fund: General computer maintenance is not an NDIS support — it's a general life expense. NDIS excludes supports not directly related to disability.

GREY AREA: If your disability (e.g. cognitive impairment) means you rely on a computer for essential communication and cannot manage maintenance independently, there may be a case with the right framing and goals.

The 3 ways NDIS funds IT support

■ **1. Training & learning** One-on-one sessions to learn devices, apps, accessibility features. [Capacity Building — Improved Daily Living](#)

■ **2. Buying assistive tech** Devices/software needed because of your disability. [Capital — Assistive Technology \(Cat. 05\)](#)

■ **3. Maintaining AT** Repairs and reconfiguration of approved devices. [AT Maintenance, Repair & Rental \(Cat. 19\)](#)

What to say to your Support Coordinator

✗ Less likely to be funded	✓ Connects to goals — more likely funded
"My computer is slow and needs fixing"	"I need my communication device maintained — it supports my independence goal"
"I want someone to help me with technology"	"I need training to use video calling to stay connected with family — this supports my community participation goal"
"Can I get a new iPad?"	"My disability means I can't use a standard keyboard — I need adaptive technology set up and training"

3 questions to ask at your next plan review meeting

- 1 "Does my current plan have Capacity Building — Improved Daily Living funding that could cover technology training?"
- 2 "Could we add a technology goal to my next plan — around building skills to use [specific app] to [specific outcome]?"
- 3 "If I need a device set up that relates to my disability, which budget does that come from and what evidence do I need?"

■ ■ **2025 rule change:** From November 2025, everyday consumer devices (tablets, iPads, smartphones) can no longer be purchased using NDIS funding without being listed as a stated support in your plan OR having a Replacement Supports Approval Letter. Talk to your Support Coordinator **before** you purchase — not after.

Not sure if your situation qualifies? Call us — it's free.

Call 0435 955 429 | fixable.au

We'll listen to your situation and tell you honestly whether NDIS is likely to fund what you need. No jargon, no obligation. NDIS Worker Screening cleared. All Melbourne suburbs.

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