

# Replacement supports

This fact sheet explains:

- What a replacement support is

## What is a replacement support?

NDIS laws determine what we can and can't fund. Things we can fund are called NDIS supports. NDIS supports are the services, items and equipment that can be funded by the NDIS. You can find out more about [what we do and don't fund on our website](#).

In some specific circumstances, we can fund supports that are not NDIS supports. We call these [replacement supports](#). When we say replacement support, we mean this is a service, item or equipment you would like to use instead of an existing NDIS support or supports in your plan.

A replacement support must meet certain criteria. It must:

- replace an NDIS support or supports in your plan
- help you the same or more than the NDIS support or supports it's replacing
- cost the same or less than the NDIS support or supports it's replacing.

A replacement support must be for your disability support needs.

A replacement support is not an extra support. It replaces an existing NDIS support or supports in your plan. This means your total budget amount will not change if we approve a replacement support.

The supports that can replace an existing support or supports in your plan are:

- standard commercially available household items, like a washing machine or dishwasher
- smart watches
- tablet devices
- smartphones
- an app for accessibility or communication

If the replacement support is not on this list, you won't be able to ask for it.

## National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

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### **For people who need help with English**

**TIS:** 131 450

### **For people who are deaf or hard of hearing**

**TTY:** 1800 555 677

**Voice relay:** 1800 555 727

**National Relay Service:** [relayservice.gov.au](https://relayservice.gov.au)