

Podiatry and foot care supports

Quick summary: podiatry and foot care supports are supports to help treat and manage conditions that affect your feet, ankles and legs. The Australian health system may provide podiatry and foot care supports. We can only fund these supports if they're related to your disability.

These NDIS supports might include specialised shoes or funding to treat your foot problems. Podiatry and foot care are important if you have a disability that affects sensation to your feet.

Note:

- When we say 'your plan', we mean your NDIS plan.
- As part of the recent changes to the NDIS laws we are moving towards a new framework for planning. Rules need to be developed for this new framework. We're working on how and when we'll introduce these changes.

Until then, the information in this Our Guideline is about our 'old framework' for planning, which include the legislative changes that became operational when the law commenced. All current plans will be known as 'old framework' plans, and we will continue to develop these until all participants have transitioned to the new framework.

What's on this page?

This page covers:

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You might also be interested in:

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- [Mainstream and community supports](#)

- [Diabetes management supports](#)
- [Would we fund it – Specialised footwear](#)
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What do we mean by podiatry and foot care supports?

Podiatry and foot care supports are supports that help you manage conditions that affect your feet, ankles and legs. Podiatry and foot care supports can include things like the assessment and development of a podiatry care plan. This care plan will describe how to care for your feet, or foot orthotics, to help you move. Foot orthotics are specialised shoe inserts that support your feet and posture.

Your disability might mean you can't manage your foot care on your own. In this case, we may include funding for a podiatrist to help you manage your foot care. Foot care may include cutting your toenails to prevent foot problems.

Podiatry and foot care supports could also include funding for a support worker to help you manage your foot care. For example, helping you use specific shoe supports or to help you with foot exercises.

Podiatry and foot care supports are what we call disability-related health supports. We can only fund these supports if they relate to your disability and help you undertake activities involved in day-to-day life.¹

Learn more about [what we mean by disability-related health supports](#).

If you need podiatry and foot care supports, you should talk to your doctor first. They can link you to health services that are paid for through Medicare. You can continue to access health services from Medicare, even when you're an NDIS participant.

Learn more about the [help you can get through the health system or other services](#).

What help can you get to manage foot care through the health system or other services?

The [Australian health system](#) provides foot care services that are available to everyone, whether or not they have a disability.

The Government and community services make sure all Australians, including people with disability, have access to their supports. We call these supports mainstream and community supports. The NDIS was set up to work alongside government and community services, not replace them.

Learn more about [Mainstream and community supports](#).

What help can you get through Medicare?

Medicare helps all Australians with the costs of their health care. You may be able to get podiatry and foot care supports from Medicare, or another system. For example, you can get podiatry and foot care supports through Medicare if you have a [Chronic Disease Management Plan](#).

Learn more about [Medicare](#).

How do we decide what podiatry and foot care supports we fund?

The laws for the NDIS determine what we can and can't fund. Things we can fund are called NDIS supports. You can use the funding in your plan to buy NDIS supports if they're related to your disability and are in-line with your plan.²

Like other NDIS supports, we can only include podiatry and foot care supports in your plan if they meet all the [NDIS funding criteria](#).³

Learn more about [how we decide what disability-related health supports we may fund](#).

Read examples about podiatry and foot care supports we may fund in our [Would we fund it - Specialised footwear](#).

What types of podiatry and foot care supports do we fund?

If you need podiatry and foot care supports related to your disability, we may fund:

- a [podiatrist](#) to create a podiatry care plan, assess your foot care needs or provide foot care
- [assistive technology](#) such as orthoses or medical grade footwear
- a support worker to help you with your foot care if your family or friends can't help.

Under NDIS laws, there are things we can't fund or provide.⁴ Learn more about [Supports that are not NDIS supports](#).

Learn more about [How we decide what disability-related health supports we fund](#).

What if you need a podiatrist to help with your foot care?

Sometimes you might need a podiatrist to help manage your foot care needs. Podiatrists can develop a podiatry care plan that will outline how you, or someone else, can help you manage your foot care.

The podiatry supports we can fund may include:

- an initial consultation and assessment by a podiatrist
- the development of a podiatry care plan
- foot care, such as toenail cutting or callus removal to prevent foot-related problems
- regular reassessment during your care plan
- a detailed assessment at the end of your care plan. This is to make sure your next plan includes the right amount of support.

What if you need assistive technology?

You may need equipment to help protect your feet so that you don't need as much regular foot care. We call this assistive technology. Assistive technology to help manage your foot care needs may include things like:

- orthoses, such as a brace or splint
- custom made orthoses
- medical grade footwear. These are shoes which have been modified to include special features. This includes heel lifts, rocker bottom soles, toe skates or flared soles to accommodate the wearing of braces and callipers
- custom footwear. For example, to accommodate the wearing of splints or braces
- maintenance and repair of your podiatry related assistive technology.

We may fund assistive technology if you can give us evidence that:

- the assistive technology will reduce your need for other supports. For example, less need for a support worker or podiatrist⁵
- you'll be able to do more things on your own. For example, using specialised shoes will help you go shopping, visit friends, or go to school or work⁶
- it's an NDIS support for you.⁷

You'll need to give us [evidence](#) from a podiatrist or other qualified professional that you need this disability-related health support. We'll use the evidence to work out if the support meets the [NDIS funding criteria](#).

Learn more about [assistive technology](#).

What if you need help to manage your podiatry and foot care support needs?

You might be able to manage your podiatry and foot care needs by yourself. Or you may need help to manage your podiatry and foot care. If you don't have family or friends that can help, we may fund a support worker to help you. For example, to help you use your foot supports or to help you with foot exercises.

There are some tasks that a support worker can't help you with. For example, cutting your toenails or removing calluses. We may include funding for a podiatrist to help you with these tasks. We can only fund these NDIS supports if they relate to your disability.

How do you get podiatry and foot care supports in your plan?

When we think about what podiatry and foot care supports to include in your plan, we'll look at what other supports you get through the health system and other [mainstream and community supports](#). Your my NDIS contact, support coordinator or recovery coach will work with you and other services to help you get the support you need.

Once we've identified the supports and decided they meet the [NDIS funding criteria](#), we'll include the description and funding for the NDIS support in your plan.

Learn more about [how we include the reasonable and necessary supports in your plan](#).

If your situation changes or you think your current plan doesn't have enough funding for the podiatry and foot care supports you need, you can ask for a change to your plan.⁸

Learn more about [changing your plan](#).

Do you need to provide us with evidence?

Yes. To get podiatry and foot care supports in your plan, you need to give us evidence. This evidence should help us understand the podiatry and foot care supports you need. Talk to your my NDIS contact or support coordinator to work out what evidence we need.

Learn more in our [Factsheet — What evidence you need to give us before we can create or change your plan?](#)

You can give us any new information or evidence about your podiatry and foot care support needs when you get it, or anytime we talk with you. If you have a podiatry care plan, we may ask for a copy. We'll also ask for any other assessments or reports about your foot care supports.

We'll ask you, your family, or carers to explain how your disability affects your ability to manage your podiatry and foot care.

We'll talk to you about what podiatry and foot care supports you currently get. We'll ask who you get your supports from, and how often you get them. We'll also ask what supports you might need but don't have yet.

We'll use this information to decide if the podiatry and foot care supports you need meet the [NDIS funding criteria](#) for you. If they do, we'll work out the amount of funding for podiatry and foot care supports to include in your plan.

What happens after you have podiatry and foot care supports in your plan?

Once you have the disability-related health support funding in your plan, you can use it to get the podiatry and foot care supports you need. Your plan will describe how you can use your funding to get podiatry and foot care supports. Remember, you can only use your funds on NDIS supports, in-line with your plan.⁹ We'll also talk to you at your plan meeting.

If you need help to use the funding, talk to your my NDIS contact, support coordinator or recovery coach.

Learn more in [Our Guideline – Your plan](#).

You can also go to [What happens once you have disability-related health support funding in your plan](#).

What if you don't agree with our decision?

If we decide podiatry and foot care supports don't meet our [NDIS funding criteria](#), we can't include them in your plan.

We'll give you written reasons why we made the decision.¹⁰ You can [contact us](#) if you'd like more detail about the reasons for our decision.

If you don't agree with a decision we make about your request for podiatry and foot care supports, you can ask for an internal review of our decision.¹¹ You'll need to ask for an internal review within 3 months of getting your plan.¹² Learn more about [reviewing our decisions](#).

Reference List

¹ NDIS (Supports for Participants) Rules r 7.4.

² NDIS Act s 34(1)(f).

³ NDIS Act s 34(1).

⁴ NDIS (Getting the NDIS Back on Track No. 1)(NDIS Supports) Transitional Rules 2024.

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- ⁵ NDIS Act, s 34(c).
⁶ NDIS Act s 34(a).
⁷ NDIS Act s 34(1)(f).
⁸ NDIS Act ss 47A, 48.
⁹ NDIS Act s 46.
¹⁰ NDIS Act s 100(1).
¹¹ NDIS Act s 100.
¹² NDIS Act s 100(2).