

Applying for a replacement support

This fact sheet explains:

- How to apply
- How we make our decision
- What to do if you have an approved replacement support

How to apply

To apply for a [replacement support](#), you or your authorised representative will need to give us information about it. You can do this by completing an [Application for a replacement support](#) on the NDIS website. Or you can provide the same information to us in an email or over the phone. You can also contact us on 1800 800 110 and we can help you.

When you apply, you will need to tell us:

- information about the replacement support, like what it is and how much it costs
- which NDIS support or supports in your plan you want to replace
- how you think it will work the same or better than the support you want to replace.

You don't need to give us any additional assessments or reports to apply for a replacement support.

Instead, when you apply, you need to tell us how it will help you. For example, the replacement support may help you to:

- participate in community and social activities
- do tasks more independently
- keep doing the things you need to do.

The replacement support may mean you need less help from support workers or from specialised assistive technology for your disability.

You can provide us with a quote for the replacement support if you would like to.

We'll check your application when we receive it. We'll let you know if we need more information from you before we make our decision.

How we make our decision

After you apply, we look at whether the information you've given us meets the criteria for approving a replacement support. We don't need any additional assessments or reports to make our decision.

The replacement support 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
- be safe for you.

If your application is approved

We'll call and let you know that we have approved your application for a replacement support. Then, we'll send you a letter by post or email.

You can buy your replacement support as soon as it's been approved. You can show your letter to the provider to let them know the support has been approved by us.

You will need to use the funding in your plan for the NDIS support or supports to pay for the replacement support.

If the replacement support has extra costs, we'll tell you if they are also included. This might be things like delivery, or repairs and maintenance.

The approval for your replacement supports will last for your current plan. If you want to ask for this replacement support again, you will need to ask in your next plan.

In some situations, we may need to change how your plan is managed so you can buy your approved replacement support. We will talk to you about this when we contact you to tell you that we have approved the replacement support.

If your application is not approved

We'll call you to let you know that we have not approved your application. We'll give you the reasons your application has not been approved. We'll also send you a letter by post or email to confirm this in writing.

If we don't approve your application, you won't be able to use the funding in your plan to buy the replacement support.

You can't ask us for a review of this decision.

You can continue to use the NDIS support or supports that are described in your plan.

Reapplying for a replacement support

If your application is not approved, you can't apply for that same replacement support again for 12 months. For example, if you apply for a replacement support in January and we don't approve it, you will have to wait until January of the following year to reapply for the same replacement support.

If your circumstances change and we reassess your plan, you do not have to wait for 12 months before you apply for the same replacement support again.

Applying for a different replacement support

You can apply for a different replacement support at any time. Go to [How to apply](#) to learn more.

How to claim for your replacement support

How you claim for a replacement support depends on how your plan is managed.

If we approve your application for a replacement support, we'll explain how to claim in the letter we send you. When you claim, you'll need to include a tax invoice or receipt for the replacement support you bought.

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)

Follow us on our social channels

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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