

Reasonable and necessary supports

The National Disability Insurance Scheme (NDIS) funds reasonable and necessary supports that help a participant to reach their goals, objectives and aspirations, and to undertake activities to enable the participant's social and economic participation. A participant's reasonable and necessary supports take into account any informal supports already available to the individual—those informal arrangements that are part and parcel of family life or natural connections with friends and community services—as well as other formal supports, such as health and education.

Reasonable and necessary supports are funded by the NDIS to help a participant to reach their goals, objectives and aspirations in a range of areas, which may include education, employment, social participation, independence, living arrangements and health and wellbeing. These supports will help participants to:

- pursue their goals, objectives and aspirations
- increase their independence
- increase social and economic participation, and
- develop their capacity to actively take part in the community.

How does the National Disability Insurance Agency (NDIA) know what is reasonable and necessary?

NDIA staff make decisions based on the *National Disability Insurance Scheme Act 2013* (NDIS Act) and the rules made under the NDIS Act. The operational guidelines also provide practical guidance for decision makers.

When NDIA staff members make decisions about which supports would be reasonable and necessary for a particular participant, they refer to the particular operational guideline that relates to each specific support. In order to be considered reasonable and necessary, a support must:

- be related to the participant's disability
- not include day-to-day living costs that are not related to a participant's disability support needs
- represent value for money
- be likely to be effective and beneficial to the participant, and
- take into account informal supports given to participants by families, carers, networks, and the community.

What types of supports are funded?

The types of supports that the NDIS may fund for participants include:

- daily personal activities
- transport to enable participation in community, social, economic and daily life activities

- workplace help to allow a participant to successfully get or keep employment in the open or supported labour market
- therapeutic supports including behaviour support
- help with household tasks to allow the participant to maintain their home environment
- help to a participant by skilled personnel in aids or equipment assessment, set up and training
- home modification design and construction
- mobility equipment, and
- vehicle modifications.

There are some kinds of supports that will not be funded or provided by the NDIS

The NDIS Act and the rules made under the NDIS Act also tell us which supports will not be funded by the NDIS. A support will not be funded if it:

- is not related to the participant's disability
- is the same as other supports delivered under different funding through the NDIS
- relates to day-to-day living costs that are not related to a participant's support needs, or
- is likely to cause harm to the participant or pose a risk to others.

What choice and control do I have over my funded supports?

You have choice and the control over how you use funded supports in your plan. That includes choice of how the supports are given and which service providers you use.

In some cases the NDIA or others will manage the funding for supports. For example, where there is an unreasonable risk to a participant.

What if I don't agree with the decision about the supports in my plan?

You can contact the NDIA and ask us to review your plan. Usually, a review of a plan happens when there have been big changes to your circumstances or at your next scheduled plan review.

When the NDIA reviews a participant's plan it will look at all of the funded supports in the plan, not just one of them. This helps to make sure there are no gaps in your plan.

You can also ask for an internal review of the decision to approve your statement of participant supports in your plan. This request needs to be made within three months after you are notified of this decision.

Feedback

The NDIA welcomes your feedback. There is information about feedback, complaints and plan reviews on the [NDIS website](#) and in the operational guidelines, including in the [Operational Guideline – Monitoring and Review of a Participant's Plan – Review of the Plan](#) and the [Operational Guideline – Review of Decisions – Overview](#).

More information

Please contact us if you need more information about the NDIS.

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

Email enquiries@ndis.gov.au

Call 1800 800 110 – Monday to Friday, 8:00am to 8:00pm EST.