



Documents you need to show a support is reasonable and necessary

If you are making an internal review application of an NDIA decision or at the Administrative Appeals Tribunal (Tribunal), it is important that your documents demonstrate the supports you are seeking meet the reasonable and necessary supports criteria. This fact sheet is aimed at people appealing an NDIA decision, but may also help with preparing for a planning meeting.

This fact sheet should be read together with our [Frequently Asked Questions - Reasonable and Necessary Supports](#) fact sheet, which provides more information about the considerations the NDIA will make in assessing a support against the reasonable and necessary support criteria and rules.



It is not enough for you, your family or even your treating health professional to say that a particular support 'is reasonable and necessary'.

The NDIA is a government body and is required to fund supports which meet the criteria in the law. The legal requirements are in the [NDIS Act](#) and the [NDIS \(Supports for Participants\) Rules](#).

The NDIA may also use [Operational Guidelines](#) to help it make decisions about what supports to fund. Sometimes the Guidelines do not match the Act and the Rules, and if that happens, the Act and Rules have priority over the Guidelines.

What are the criteria to fund supports?

To fund supports the NDIA need evidence that all the criteria in [section 34 of the NDIS Act](#) are satisfied. These criteria are called the 'reasonable and necessary' support criteria.

The criteria are:

- a Support your goals:** The support must help you achieve your goals
- b Facilitate participation:** The support must help you with activities that facilitate your social and economic participation

- c Value for money:** The cost of the support must be reasonable, when compared to the benefits achieved and the cost of alternative supports
- d Effective and beneficial:** The support must be likely to be effective and beneficial for you
- e Account for reasonable support from informal supports:** The support must not be something that could be reasonably expected to be provided by your family or friend
- f Responsibility of the NDIS:** The support must be most appropriately funded by the NDIS and not more appropriately funded through a mainstream service system, for example by the health or education systems.

What documents do I need?

Documents will be most useful to the NDIA if they address the reasonable and necessary support criteria.

The documents should also show the support meets the general criteria in the [NDIS \(Supports for Participants\) Rules](#).

The support:

- Is safe
- Is related to your disability
- Does not duplicate other supports
- Does not relate to day-to-day living costs

Good documents to give to the NDIA include:

- 1 A clear list of the supports you need:** Sometimes it is not clear to the planner, reviewer or the Tribunal what supports you want. Before a planning meeting, internal review or at the beginning of a Tribunal matter, carefully review the supports you need and the ones that have already been funded.

You can find our [template 'supports in dispute' table here](#) to help you with creating your list. You can use this as an index of your requested supports and the evidence you have already provided, or intend to provide, to the NDIA for each support.



- 2 A statement of lived experience:** A statement from you which helps to paint the picture for the NDIA about how your disability impacts you, and why you need the supports you are requesting. The more detail and examples you give, the better.

You can find our [template 'statement of lived experience' here](#).

- 3 Carer Statement:** A statement from people who support you is important, as informal supports are able to talk about the impact the lack of sufficient supports is having both on you and the people who support you.

You can find our [template 'carers statement' here](#).

- 4 Professional reports:** Requests for supports should be backed-up by recommendations from health professionals, such as allied health therapists. Reports should provide as much detail as possible about the support and how it meets the criteria. For example, if your therapist has been supporting you for some time, they need to demonstrate the benefit of the therapy, why it needs to continue, and at what levels. This is also important for value for money. If there is no measurable benefit between 2 hours of therapy per week and 1 hour per week, the value for money criterion may not be met. However, if there are benefits which cannot be achieved by the lower number of hours, that needs to be articulated and why.

You can find our [template 'letter to expert' here](#) to request the report/s you will need.

Who pays for professional reports?

You may have funds in your NDIS plan to pay for the assessments and reports you need. Assessments by doctors (e.g. a GP or surgeon) cannot be paid for out of your NDIS funds.

If you do not have funds in your NDIS plan, and you are unable to afford to pay for the reports yourself, you may ask the NDIA to provide financial assistance to help you cover the costs (this is provided for under [section 6 of the NDIS Act](#)). However, the NDIA will generally prefer to pay for reports by their own experts rather than a participant's treating practitioners.

If the NDIA say you can use funds to pay for a report by one of your allied health therapists (e.g. an occupational therapist), we recommend you ask the NDIA to confirm that in writing before you proceed with the report.



Now I have all the information, what next?

You should review your documents to check that, together, they address the relevant criteria and rules.

You may do this by using the [template 'table of evidence' found here](#). You may wish to complete this table and provide it to the NDIA as a record of the documents you intend to rely on for your appeal.

If you identify gaps in your evidence, consider asking the NDIA what further information they think will be helpful. See our Navigating an NDIS Appeal fact sheet for more information about independent assessments.

Where can I get help?

You can seek advice from an advocate or Legal Aid lawyer.

You can find an advocate using [Ask Izzy's disability advocacy finder](#).

