

Can The NDIS Help With Moving House? | Fragile Removals

Canonical: <https://www.fragileremovals.com.au/moving-tips/can-ndis-help-with-moving/>

Details:

NDIS funding for a move is not automatic. Start by discussing your disability-related housing needs with your NDIA contact before committing to expenses you expect your plan to cover. A removalist can describe and quote the work, but the quote itself does not establish whether the NDIA will fund it.

Keep two decisions separate: whether the proposed home and move meet your needs, and how the costs will be paid. Once the funding position is clear, use how to choose a good removalist to check the service, equipment, responsibilities and written terms. Use the moving timeline for practical preparation, allowing additional time for assessments or plan decisions where needed.

Ask about the disability-related reason for the move

Moving is usually treated as an ordinary living expense. The NDIA's published moving-house decision guidance allows consideration of removalist support where relocation is related to disability needs and is better value than modifying the current home. It asks for evidence about the present home, alternatives and the suitability of the proposed property. A preference for a larger home alone does not establish eligibility.

Talk to your planner, local area coordinator or support coordinator about the barriers you face. Describe the practical issue: stairs you cannot manage, a bathroom that cannot be used safely, doorways that restrict a wheelchair, or a layout that prevents the support you need. Ask what assessment and evidence are required for your circumstances.

The NDIA moving-house decision guide is an authoritative starting point. Its example discusses an assessment comparing extensive alterations with a move to a more accessible home. It does not turn every disability-related relocation into an approved expense. Confirm the decision for your own plan before committing.

Keep the cost questions specific

Ask which removal, packing, unpacking, storage, cleaning or modification costs, if any, are approved for your move. Itemise them separately when collecting quotes. Listing a service in a relocation plan does not mean the NDIS will fund it, and a removalist cannot decide that a particular budget can be used.

There is a difference in wording between NDIA publications about some costs associated with changing properties. The home-modifications guidance discusses possible help with some selling or buying costs, while the moving-house decision guide excludes conveyancing and real-estate fees as well as stamp duty and bonds. Do not assume those expenses are covered: ask the NDIA to confirm the current rule for the exact cost before relying on funding.

House and land purchases, rent, rental bonds, deposits, stamp duty, mortgage repayments and strata fees should not be treated as part of an approved removalist quote. The NDIA's home-modifications guidance distinguishes these ordinary housing expenses from disability supports. Keep your household budget and any approved support funding clearly separated.

If the move is urgent because your housing is unsafe or unavailable, seek the relevant emergency housing assistance rather than assuming a removalist booking creates an NDIS accommodation entitlement. Discuss changed support needs with your NDIA contact. Any temporary accommodation arrangement needs its own confirmation; it should not be promised as an automatic part of moving.

Prepare the assessment and quote information

Discuss an assessment before deciding on alterations or relocation

A home modification assessor can identify the barriers in the current property and explain what changes might address them. An occupational therapist with relevant housing expertise can help assess the barriers. Ask your NDIA contact which assessment is appropriate and how it should be provided.

Describe likely changes in your support needs as well as the present difficulty. The purpose is to help assess whether modifying the existing home, using other supports or moving is suitable. Do not commission or pay for work on the assumption that it will later be reimbursed without checking the funding arrangements.

Describe the removal work accurately

For the quote, give both addresses, the dates or delivery windows you are considering, an inventory and the access conditions. Note stairs, lifts, narrow doors, parking and the distance between the truck and the property. Include any packing, unpacking or storage you want separately identified.

Ask us to itemise the work and provide the information your planner needs in the written quote. Check that it matches the equipment and support arrangements you have discussed. A detailed quote makes the proposed work clearer; it is not a funding approval or a decision timeframe.

Keep the decision and booking consistent

Before accepting a quote, confirm what has been approved, the applicable limits or conditions, and the payment arrangement. If the dates, property, equipment or scope changes, ask whether the funding decision or quote needs to be revisited. Keep the relevant written information together so the removalist and your support team understand the same plan.

Plan equipment handling separately

Disability-related moves may include hospital beds, hoists, standing frames, mobility scooters or other assistive technology. Make a separate inventory and discuss these items early. Ordinary furniture instructions should not be assumed to apply to equipment you rely on every day.

Tell the removalist what the item is, its access requirements and whether dismantling or setup is involved. Check the handling instructions with the equipment supplier or relevant provider where needed. Agree who is responsible for preparation, transport and reassembly rather than assuming a standard crew can perform every task.

Ask about experience with medical and mobility equipment and whether the service has suitable lifting arrangements for bulky items. Ask how the proposed vehicle and equipment fit your actual job. This is a capability check for the booking, not a promise that every removal vehicle carries the same equipment.

If an item was funded through your plan, check whether the move requires a change-of-address notification or contact with the provider. Keep the information needed to use the equipment accessible

during the relocation rather than packed somewhere in the main load.

Keep daily supports available

Plan the period between leaving the old home and being settled at the new one. Prepare essentials for the first 24 to 48 hours, and for longer if the delivery window requires it. Match the contents to your routine and the time when the goods will arrive.

Items might include medication, continence supplies, communication devices, chargers for powered equipment, clothing, bedding and supplies your support worker needs. Keep these with you. Discuss any mobility aid that must remain available during collection and delivery so the loading plan does not remove access to it at the wrong time.

Coordinate the move with support workers and the people who help you day to day. Confirm when they need to be at each property and what must be available on arrival. A truck timetable and a support timetable need to fit together; neither should be left as an assumption.

Check the destination before collection

Confirm the new property's access and the status of any modifications before moving day. Ramps, grab rails, doorways and bathroom arrangements may affect whether the home is ready for you, not merely whether the furniture can be delivered.

If required work is incomplete, discuss the implications with your support coordinator and NDIA contact before relying on the property. Ask about suitable arrangements and any separately approved support. Do not assume that a temporary stay, extra storage or a changed moving date is funded because the original relocation was discussed.

At the same time, confirm ordinary building requirements such as parking, lift bookings and delivery windows. These details help the removalist plan access without disrupting the support arrangements you need.

Choose the removalist by the proposed service

Ask who will carry out the move, what experience is relevant to your equipment, and who will coordinate with your nominated contact. Read the quote, cancellation and rescheduling terms, insurance arrangements and any exclusions. A description such as "NDIS removalist" does not itself establish registration, funding approval or suitability for every assistive device.

Discuss your move with us so we can assess the proposed crew, equipment, packing, storage and timing against your requirements. Tell us who should coordinate the booking and identify specialist equipment before we prepare the quote.

If a quote is unclear about a specialist item or support requirement, ask for clarification before booking. If something changes, return to the agreed contact rather than expecting a crew to resolve a funding or equipment question during collection.

Request a move quote or call 1800 500 584 . For the broader preparation sequence, return to the moving advice index . Confirm current NDIS funding requirements with the NDIA; this guide helps you prepare the questions and the removal plan.

You can contact the NDIS on 1800 800 110 to discuss funding questions.

Can the NDIS pay for a removalist?

Sometimes, but funding is not automatic. The NDIA's published moving-house guidance considers disability-related need, whether relocating offers better value than alternatives such as modifications, and whether the proposed home is suitable. Discuss the circumstances with your NDIA contact before committing to costs you expect plan funds to cover. Ask what assessment and decision are required for your situation. A removal quote describes the work and price; it does not approve funding or establish that an ordinary household move qualifies.

What should I include in my moving funding request?

Ask your NDIA contact which evidence is required before commissioning assessments or relying on reimbursement. Relevant information can include the barriers in the current home, assessment of modifications or other alternatives, the suitability of the proposed home and itemised removal quotes. Describe access and assistive equipment needs clearly. Separate packing, transport, unpacking, storage and other requested services so each cost can be considered. Keep the decision and any conditions with the final quote, and revisit them if the property or scope changes.

Does the NDIS cover storage costs when moving?

Do not assume storage is covered because removalist support has been discussed or approved. Identify why storage is needed, the proposed period, format, retrieval needs and separate cost, then ask the NDIA about that specific expense before booking it against plan funds. Discuss what happens if keys or required modifications are delayed. Keep items and equipment needed every day outside the storage load. Any change to the period or services should be checked against the funding decision and the provider's quote.

How do I find a suitable removalist for disability-related needs?

Assess the proposed service against your actual needs. Ask about experience with your equipment, the collection and destination access, suitable handling arrangements and coordination with support workers or a nominated contact. Provide device details and obtain preparation or setup advice from the equipment supplier where needed. Request an itemised quote and clear responsibilities for each stage. A label such as "NDIS removalist" does not by itself establish registration, funding approval or competence with every assistive device.

Can I assume property transaction costs are funded?

No. Keep property transaction expenses separate from removalist support and ask the NDIA about the exact cost. The published moving-house decision guide excludes items such as stamp duty, bonds, conveyancing and real-estate fees, while home-modifications guidance uses broader wording about some selling and buying costs. Do not interpret that difference as approval for your transaction. Obtain clarification of the current rule and your plan's decision before committing money you expect to be funded, and retain that clarification with the relevant quote.

What should remain accessible during the move?

Plan for the entire period before delivery and required setup are complete. Keep daily essentials, medication, communication devices, chargers and needed support supplies accessible, and agree how essential mobility equipment remains available during collection and arrival. Coordinate those arrangements with support workers and the removal contact. Identify what must be ready at the new home before you arrive, including access or approved modifications. If dates change, revise the support plan as well as the truck booking rather than assuming both still fit.

How should assistive equipment be included in the move?

Create a separate equipment list with identification, dimensions, known weight, accessories and any preparation or setup requirements. Discuss items such as hoists, hospital beds and powered mobility equipment before the quote is finalised. Obtain the relevant supplier's handling instructions and agree who can carry out technical work. Keep the user's access to essential equipment central to the schedule. Confirm the destination position and required checks before use instead of treating delivery as completed setup.