

Why Pocket Support is Not a Replacement Support

Clarifying Its Role as Assistive Technology for Personal Care & Safety

1. About Pocket Support

Pocket Support is a secure, participant-led app designed to help individuals manage and coordinate their disability supports. It centralises information, schedules, and support worker details in one easy-to-use platform. The app empowers participants to maintain safe and organised care without replacing any formal NDIS-funded service.

2. What Are Replacement Supports? (As Defined by the NDIS)

As outlined in the NDIS guidance released on 3 October 2024, replacement supports are: “Supports that directly substitute a funded human service or task”

Common examples include:

- A dishwasher replacing a home support worker
- A smartwatch or app replacing the need for a person to provide prompts or reminders
- An AAC app replacing in-person communication support

These types of supports may require prior approval, especially when they replace a service that was already funded in the participant’s plan.

3. Why Pocket Support Is Not a Replacement Support

Pocket Support does not replace any human-delivered service or therapy. It is a tool that complements existing supports by improving safety, organisation, and communication.

Criteria	Replacement Support	Pocket Support
Replaces human service?	Yes – substitutes a funded worker or therapist	✗ No – complements existing supports without replacing them
Performs clinical function?	Often (e.g., therapy or communication aid)	✗ No – does not deliver therapeutic or clinical services
NDIS engagement tasks?	Managed by a coordinator or professional	✗ No – Pocket Support does not liaise, interpret, or act
Support coordination role?	May be replaced or reduced	✗ No – coordinators still needed for plan delivery, provider engagement

Criteria	Replacement Support	Pocket Support
Use of app	Substitutes specific human task	✔ Supports organisation, not substitution
Line Item Fit	May require pre-approval	✔ Fits under 03_090000911_0103_1_1 – no pre-approval needed

4. Appropriate NDIS Line Item

03_090000911_0103_1_1 – Assistive Products for Personal Care and Safety

Pocket Support is best aligned with this line item, as it:

- Enhances personal care and safety by providing structured access to vital support information
- Supports participants who are unable to manage this information themselves
- Prevents risks like missed appointments, miscommunication, and lack of service follow-through

It is considered low-cost, low-risk assistive technology that is reasonable and necessary under Core Supports.

For more information or documentation to support a funding request, please contact:

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