

*Instructions for use: This template is suitable for Occupational Therapists, Psychologists, Speech Pathologists, Behaviour Support Practitioners, and other allied health professionals. Complete all fields marked in [brackets]. Delete italicised guidance notes before sending. Copy into your own practice letterhead.*

*Questions? Contact Nelli at support@nelli.com.au*

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**[Provider Name]**  
**[Professional Title]**  
**[Practice Name]**  
**[Contact Details]**  
**[Date]**

To Whom It May Concern,

**RE: Recommendation for Nelli Smart Hub — Low-Cost Assistive Technology**

<b>NDIS Participant</b>	[Full name]	<b>Date of Birth</b>	[DD/MM/YYYY]
<b>NDIS Number</b>	[Participant number]	<b>Date of Letter</b>	[DD/MM/YYYY]
<b>NDIS Plan Period</b>	[Start] – [End]	<b>Parent / Guardian</b>	[Name, if applicable]

I am writing in support of [Participant Name]’s request to include the **Nelli Smart Hub** as a low-cost assistive technology (AT) item in their NDIS plan. This letter is provided with the consent of [Participant Name / Parent or Guardian Name].

[Participant Name] is a [age]-year-old [child/adult] presenting with [brief description of diagnosis, e.g. Autism Spectrum Disorder (Level 2), ADHD, executive functioning difficulties]. Based on my clinical observations and ongoing assessment, the Nelli Smart Hub is an appropriate and clinically indicated AT solution that will directly support [Participant Name] in working toward their NDIS goals.

**About the participant**

[Participant Name] experiences significant challenges with [task initiation / self-regulation / routine management / time awareness / emotional regulation — *delete as applicable*], which impacts their ability to complete daily living and self-care activities independently.

It is important to note that [Participant Name] is functionally capable of completing many aspects of their routine from a physical standpoint. The primary barriers to independence relate to [regulation / cognitive demands / executive functioning / motivation — *delete as applicable*] rather than physical ability.

At present, [Participant Name] requires [frequent verbal prompting / full adult assistance / significant support — *describe current level of support*] to initiate and complete routine tasks. [Add specific examples relevant to the participant, e.g. morning routine, self-care tasks, transitions.]

**Lower-cost options trialled**

Prior to recommending the Nelli Smart Hub, the following lower-cost strategies have been trialled:

- *[e.g. Visual schedule boards / laminated schedules — trialled with limited success due to reason]*
- *[e.g. Verbal prompting from parent/carer — describe outcome]*
- *[e.g. Printed checklists, timers, apps on existing devices — describe outcome]*

These approaches have not provided consistent or sustained engagement and have not been sufficient to support [Participant Name] to develop independence in daily routines.

### **Nelli Smart Hub - Nelli Co Pty Ltd (Registered NDIS Provider)**

The Nelli Smart Hub is a purpose-built, closed-system assistive technology device. Unlike generic tablets or smart devices, it has no access to web browsing, app stores, social media, games, or streaming content and cannot be used as a general-purpose device. It is designed exclusively to support daily routine management, task initiation, and independence through structured visual schedules, audio prompts, and a reward-based system.

This makes Nelli functionally distinct from generic smart devices and directly addresses [Participant Name]'s identified support needs in the following ways:

- Provides consistent, external auditory and visual prompts at the time tasks are required, reducing the need for adult verbal prompting
- Supports task initiation and sequencing for participants with executive functioning difficulties
- Reduces the perception of demands, which is particularly beneficial for participants who present with demand avoidance or high anxiety
- Builds capacity for independent routine management over time, reducing reliance on ongoing carer and paid support
- The reward-based star point system supports motivation, positive behaviour reinforcement, and goal-setting
- Flexible prompts can be adapted as the participant's skills and routines evolve, reducing the need for ongoing clinician resource creation

### **Link to NDIS goals**

The Nelli Smart Hub will directly support [Participant Name] to work toward the following goals outlined in their current NDIS plan:

1. [Copy participant's goal from their NDIS plan exactly as written]
2. [Copy participant's goal from their NDIS plan exactly as written]
3. [Add further goals as applicable]

### **Equipment trial**

The Nelli Smart Hub has not been formally trialled with [Participant Name] in a clinical setting. As noted above, lower-cost alternatives have been trialled with limited success. Given [Participant Name]'s profile and positive response to [technology / structured systems

/ gamified approaches — *delete as applicable*], the Nelli Smart Hub is considered an appropriate next step.

### **NDIS registration and classification**

I recommend this item be considered under the following registration group (tick applicable):

- 0103 — Assistive products for personal care and safety
- 0112 — Assistive equipment for recreation
- 0123 — Assistive products for household tasks
- 0124 — Communication and information equipment

Nelli Co Pty Ltd is a registered NDIS provider (registered 25 February 2025). The NDIS defines assistive technology as equipment or devices that help a participant do things they cannot do because of their disability, or that may help them do something more easily or safely. Physical modification is not a requirement for a device to qualify as assistive technology under NDIS guidelines.

### **Equipment recommended**

<b>Item</b>	<b>Cost</b>
Nelli Smart Hub Pro — nelli.com.au	\$417.27 (GST free)
Shipping	\$13.00
<b>Total</b>	<b>\$430.27</b>

Based on my clinical assessment, I consider the Nelli Smart Hub to be a **reasonable and necessary support** for [Participant Name]. It is directly linked to their NDIS goals and addresses functional barriers that lower-cost alternatives have been unable to resolve.

Thank you for considering this request. Please do not hesitate to contact me should you require any further information.

Sincerely,

**[Full Name]**

**[Professional Title]**

**[Organisation]**

[Email Address]

**[AHPRA / NDIS Practitioner Registration Number]**