

Allied Health Recommendation Letter

Nelli Smart Hub Pro and Nelli Smart Hub Max · Template for NDIS supporting evidence · Version 3, October 2026

How to use this template

This template is for Occupational Therapists, Psychologists, Speech Pathologists, Behaviour Support Practitioners and other allied health professionals supporting an NDIS participant to access a Nelli Smart Hub.

- Copy the letter on page 3 onto your own practice letterhead.
- Complete every field marked in [brackets].
- Choose either the Pro or the Max, and delete the sections that do not apply.
- Delete the italicised guidance notes, and delete these first two pages, before sending.

Choosing between the Pro and the Max

The two devices run identical software and offer identical features. The difference is the screen size and how the device is placed in the home.

- Nelli Smart Hub Pro. Free-standing device for a bench, desk or shelf. This is the right choice for most participants.
- Nelli Smart Hub Max. Larger display, with the option to wall mount. Choose this where the placement or the display size is itself part of the clinical reasoning.

If you recommend the Max, say why. Section 6 of the letter is there for it. Reasons that carry weight include:

- Low vision, visual processing difficulties, or a need to read the schedule from across a room.
- A fixed wall-mounted position at an accessible height for a participant who uses a wheelchair or has limited reach.
- A household where a free-standing device is likely to be moved, handled, carried off or damaged.
- A shared living area where more than one participant, or the whole household, works from the same routine display.
- A participant for whom a permanent, unchanging location supports routine predictability.

If none of those apply, recommend the Pro. A recommendation for the larger device with no stated reason is easy for a plan manager to query.

What makes the biggest difference to the outcome

These elements most often decide whether a claim is approved. They are built into the letter, but worth knowing before you write.

- A clear description of the functional limitation, in terms of routines, task initiation and independence.
- An explicit note that the participant is physically capable of the tasks, and that the barrier is cognitive, regulatory or executive rather than physical.
- The lower cost strategies already trialled, and why each was insufficient. This is the single most common gap in declined claims.
- A plain statement that Nelli is a closed, single-purpose AT device with no browser, app store, social media, streaming or gaming. Misclassification as a generic tablet is the most common reason for rejection.
- The participant's plan goals quoted exactly as written in the plan.

Funding context, so you can write to the right budget

Both Nelli devices are low cost assistive technology. The NDIS low cost AT threshold is under \$1,500 per item, and low cost AT is funded from the participant's Core budget under Consumables. Both devices sit well inside that threshold, so a formal AT assessment and NDIA pre-approval are not required as standard.

Device	NDIS price	Retail price
Nelli Smart Hub Pro	\$417.27 GST free	\$459.00 inc GST
Nelli Smart Hub Max	\$499.09 GST free	\$549.00 inc GST

NDIS purchases are GST free, so the price on a participant's tax invoice is the GST free figure.

Registration groups and line items

Nelli Co is a registered NDIS provider across four registration groups: 0103, 0112, 0123 and 0124. Low cost AT claims are made under 0103 or 0124, which are the two groups that carry low cost AT line items:

- 0103 Assistive products for personal care and safety · 03_090000911_0103_1_1
- 0124 Communication and information equipment · 03_222100911_0124_1_1

If there is no Consumables funding in the plan

Nelli cannot be claimed against a therapy or Improved Daily Living line item. The support item that previously allowed low cost AT to be claimed from a Capacity Building budget was removed by the NDIA effective 24 November 2025.

Where a participant has no Core Consumables funding, they can request a plan variation to add it. A variation is a partial change to the existing plan rather than a full reassessment, and the NDIA aims to decide within 21 days. A letter like this one supports that request, so it is still worth writing.

A participant who already has Capital (AT) funding may be able to claim from that budget instead. Their plan manager or support coordinator can confirm.

Questions? Contact Nelli at support@nelli.com.au. We can provide product specifications, the NDIA correspondence of 13 May 2026, or an AT comparison document for your records.

Delete this note and everything above it. The letter begins here. Place your practice letterhead at the top.

[Practitioner name]

[Professional title]

[Practice name]

[Address, phone, email]

[AHPRA or professional registration number]

[Date]

To Whom It May Concern,

RE: Recommendation for the Nelli Smart Hub [Pro / Max] as low cost assistive technology

Participant	[Full name]	Date of birth	[DD/MM/YYYY]
NDIS number	[Participant number]	Date of letter	[DD/MM/YYYY]
Plan period	[Start] to [End]	Parent or guardian	[Name, if applicable]

I am writing in support of [Participant name]'s request to fund the Nelli Smart Hub [Pro / Max] as a low cost assistive technology item under their NDIS plan. This letter is provided with the consent of [Participant name / parent or guardian name].

I am a [profession] and have worked with [Participant name] since [month, year]. The recommendation below is based on my clinical assessment and ongoing observation.

1. About the participant

[Participant name] is a [age]-year-old [child / young person / adult] presenting with [diagnosis or presentation, for example Autism Spectrum Disorder Level 2, ADHD, intellectual disability, executive functioning difficulties].

[Participant name] experiences significant difficulty with [task initiation / routine management / time awareness / transitions / emotional regulation / self-care sequencing. Delete as applicable], which limits their ability to complete daily living and self-care activities independently.

Describe the functional impact in everyday terms. A delegate or plan manager who has never met the participant should be able to picture what a morning looks like. Give one or two concrete examples.

For example: [describe a typical morning or evening routine, the number of prompts required, and the impact on the participant and the household].

2. The nature of the support need

It is important to note that [Participant name] is physically capable of completing most aspects of these routines. The primary barriers to independence relate to [cognitive load / executive functioning / self-regulation / motivation and demand avoidance. Delete as applicable] rather than physical ability.

At present, [Participant name] requires [frequent verbal prompting / step-by-step adult direction / full adult assistance] to initiate and complete routine tasks. This level of prompting is currently provided by [parent, carer, support worker], and is a sustained daily demand on that person.

This paragraph matters. It explains why a prompting device, rather than a physical aid, is the right support, and it heads off the assumption that the participant simply needs more therapy hours.

3. Lower cost options trialled

Prior to recommending the Nelli Smart Hub, the following lower cost strategies were trialled:

- [Visual schedule boards or laminated schedules. Trialled from [date]. Outcome: [describe why it was insufficient].]
- [Verbal prompting and checklists from parent or carer. Outcome: [describe].]
- [Timers, alarms, or routine apps on an existing device. Outcome: [describe].]
- [Other: [describe].]

These approaches did not achieve consistent or sustained engagement, and were not sufficient to build [Participant name]'s independence in daily routines.

Be specific about what was tried and why it failed. A claim that skips this step is frequently declined on the basis that a cheaper option has not been ruled out.

4. About the Nelli Smart Hub

The Nelli Smart Hub is a purpose-built, closed-system assistive technology device supplied by Nelli Co Pty Ltd, a registered NDIS provider (provider number 4050166888, ABN 43 665 507 326).

It is not a general-purpose tablet or smart device. It has no web browser, no app store, no social media, no streaming and no gaming functionality, and no additional applications can be installed on it. Its only function is supporting daily routine management, task initiation and independence through structured visual schedules, timed audio and visual prompts, and a reward-based star system.

Nelli is supplied in two models. The Nelli Smart Hub Pro is a free-standing device. The Nelli Smart Hub Max has a larger display and can be wall mounted. Both run identical software with identical features.

5. How Nelli addresses the identified needs

- Delivers consistent external auditory and visual prompts at the time each task is due, reducing reliance on adult verbal prompting.
- Supports task initiation and sequencing for a participant with executive functioning difficulties.
- Shifts the source of the prompt from a person to a device, which reduces the perception of demand. This is particularly relevant for participants who present with demand avoidance or anxiety around directives.
- Builds capacity for independent routine management over time, reducing reliance on informal carer support and on funded paid supports.
- Provides motivation and positive reinforcement through a star and reward system chosen with the participant.
- Can be adapted as skills and routines change, without ongoing clinician time spent recreating printed resources.

Delete any point that does not apply, and add any that are specific to this participant. A shorter, accurate list is more persuasive than a complete one.

6. Why the Max model is recommended

Include this section only if you are recommending the Max. Delete the whole section if you are recommending the Pro. Keep only the reasons that apply, and make them specific to this participant.

I recommend the Nelli Smart Hub Max rather than the Pro model for the following reasons:

- [The larger display is required because [Participant name] has [low vision / visual processing difficulties / a need to read the schedule from a distance across the room].]
- [A wall-mounted position at a fixed, accessible height is required because [Participant name] [uses a wheelchair / has limited reach / needs the display within their line of sight from a specific position].]
- [A free-standing device is not viable in this household because [it is likely to be moved, handled or damaged / bench and floor space is limited].]

- [The device will be placed in a shared living area and used by [number] participants or by the household as a whole.]
- [A permanent, unchanging location supports routine predictability for [Participant name].]

The additional cost of the Max model over the Pro is \$81.82 GST free. In my clinical opinion this is warranted for the reasons above.

7. Link to NDIS plan goals

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

- [Copy the goal from the participant's plan exactly as written.]
- [Copy the goal from the participant's plan exactly as written.]

Quote the goals word for word from the plan. Paraphrasing is the second most common reason these letters fail to carry weight.

8. Equipment trial

[Choose one and delete the other.]

The Nelli Smart Hub has not been formally trialled with [Participant name] in a clinical setting. As set out above, lower cost alternatives have been trialled with limited success. Given [Participant name]'s profile and their positive response to [structured systems / gamified approaches / visual and auditory cues], the Nelli Smart Hub is considered an appropriate next step.

Or: [Participant name] trialled the Nelli Smart Hub from [date] to [date]. During this period [describe the observed change, for example a reduction in prompts required, improved transitions, increased task completion].

9. NDIS classification and funding

I recommend this item be considered as low cost assistive technology under the following registration group:

- ☐ 0103 Assistive products for personal care and safety · 03_090000911_0103_1_1
- ☐ 0124 Communication and information equipment · 03_222100911_0124_1_1

Tick whichever group most closely matches the participant's primary goals. Self-care, hygiene and morning or evening independence usually sit with 0103. Task sequencing, time awareness and information processing usually sit with 0124.

Low cost assistive technology is funded from the participant's Core budget under Consumables. Both Nelli models sit well under the NDIS low cost AT threshold of \$1,500 per item, so a formal AT assessment and NDIA pre-approval are not required as standard.

The NDIS defines assistive technology as equipment or devices that help a participant do things they cannot do because of their disability, or that help them do something more easily or safely. Physical modification is not a requirement for a device to qualify as assistive technology, and commercial availability does not disqualify a support. The test is functional purpose and the relationship to disability.

In written correspondence dated 13 May 2026, the National Disability Insurance Agency advised Nelli Co that the Nelli Smart Hub may be considered low cost assistive technology, and that low cost AT is typically funded through a participant's Core budget under the Consumables support category. A copy of that correspondence is available from Nelli Co on request.

10. Equipment recommended

Delete the row for the model you are not recommending.

Item	Cost	Total
Nelli Smart Hub Pro · nelli.com.au	\$417.27 GST free	\$417.27
Nelli Smart Hub Max · nelli.com.au	\$499.09 GST free	\$499.09
Standard shipping, Australia wide	Included	

Confirm the current price with Nelli Co or at nelli.com.au before sending, so the figure in this letter matches the tax invoice the participant receives.

11. Clinical opinion

Based on my clinical assessment, I consider the Nelli Smart Hub [Pro / Max] to be a reasonable and necessary support for [Participant name]. It is directly linked to their stated NDIS goals, it addresses functional barriers that lower cost alternatives have not resolved, and it represents value for money relative to the ongoing support hours currently required to prompt and supervise daily routines.

I have no financial or commercial interest in Nelli Co Pty Ltd.

Include the line above if it is accurate. Plan managers and delegates give noticeably more weight to a recommendation that states it.

Please contact me if any further information would assist your assessment.

Yours sincerely,

[Signature]

[Full name]

[Professional title]

[Practice or organisation]

[Email and phone]

[AHPRA or professional registration number]

Template provided by Nelli Co Pty Ltd · Registered NDIS Provider 4050166888 · ABN 43 665 507 326 · nelli.com.au · support@nelli.com.au

Version 3, October 2026. This template is provided as a drafting aid. The clinical content, opinion and recommendation remain entirely those of the practitioner.