

Providers who deliver supports and services under the NDIS must operate and comply with relevant Australian laws, rules and regulations.

Not following the NDIS rules and regulations is [non-compliance](#). This includes following the rules in the [NDIS Pricing Arrangements and Pricing Limits](#) and [previous NDIS Price Guides](#).

Non-compliance can range from a simple mistake to criminal matters such as fraud. It can be accidental or deliberate.

We have a range of resources to help providers do the right thing including guidance on:

- [making service agreements](#)
- records keeping
- making claims.

The NDIS Quality and Safeguards Commission also has [information and guidance on their website to help providers](#) do the right thing including [NDIS Practice Standards](#) and the [NDIS Code of Conduct](#).

We also provide [updates about our provider compliance activity](#) in our Latest news section.

If you receive a provider compliance letter you can contact us for further information on 1800 800 110.

Making complete, truthful and accurate claims

Providers are responsible for ensuring that claims for payment are complete, truthful and accurate.

We review claims regularly to ensure they are compliant.

A correct claim will show the:

- right participant
- exact support delivered and line item
- correct rate and correct date.

As part of our compliance monitoring, we might contact you to provide information about supports and/or services you have been paid for.

More information about our approach to compliance is on our [Fraud and non-compliance](#) page.

Record keeping

To show your claims are correct you must maintain complete and accurate records of supports delivered to NDIS participants. These include:

- invoices
- service agreements
- other documents that can validate the claim for supports provided.

Providing this documentation allows us to verify the quantity, type and duration of the support delivered if selected for a compliance review.

This page current as of
15 October 2021