11 September 2025

A change to the NDIS Act took effect on 3 October 2024.

It means you now have 2 years to submit claims for payment after the support start date.

Before this change, there was no time limit.

This update helps reduce mistakes and makes payments easier to check and approve.

It also encourages you to submit claims sooner.

To help people adjust, a 12-month grace period was introduced.

This grace period ends at midnight on 2 October 2025.

From 3 October 2025, our systems will automatically reject claims that are more than 2 years old.

If you have any older claims, please submit them before 2 October 2025.

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