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Step 1: Get prepared

You need to have the following information ready before making a claim:

- date your support began and the date it ended
- support category it falls under
- payment amount
- provider, business or person’s name
- provider’s Australian Business Number (ABN)
- description of the support.

You also need to make sure you have the correct types of evidence, including a:

- receipt or tax invoice from the provider or third party
- bank statement or a payroll record for any worker employed
- bank statement showing the purchase or transaction.

Self-managed participants can:

- upload evidence from a computer file or a photo
- claim multiple NDIS supports from one provider if they are in the same support category
- use the same invoice more than once for several claims.

Self-managed participants can’t claim:

- for more than one NDIS support category in any one claim
- from more than one provider in any one claim.

Tip: You have 2 years to submit claims for payment.

You must make a claim within 2 years after an NDIS support has been delivered to you.

Step 2: Choose which platform to use

There are 3 platforms available to make a claim. You only need to claim through one platform. The 3 platforms are:

- my NDIS participant portal
- myplace participant portal
- my NDIS app.

When using a participant portal, you'll automatically be directed to the portal connected to your current NDIS plan once you have signed in.

Step 3: Sign in to the app or portal

Sign in to the my NDIS app or participant portal using your own sign-in details.

You must enter your own NDIS number and personal details if you're signing in as a child representative or nominee, not the NDIS number and details of the participants you support.

Step 4: Make a claim

When using the my NDIS app or my NDIS participant portal

Select the 'Claims' button after you've signed in, then select 'Make a claim' from the top menu or quick links on your homepage.

Next, enter the provider details on the payee details screen for the product or service you have purchased.

Three options appear after the screen opens:

- Choose a new payee.
- Select a saved payee.
- Choose a favourite claim you've saved previously.

When using the myplace participant portal

Select the 'My payment request' option after you've signed in.

Select 'Add my payment request' on the 'My payment request' screen.

Step 5: Enter your claim information

When using the my NDIS app or my NDIS participant portal

Option 1: start with a new payee’s name and ABN to make a claim with them

Enter their ABN. You can find the ABN on the proof of purchase.

You can also search for the ABN by using the ABN lookup .

Sometimes the payee might not be able to provide an ABN. You need to select the reason from the drop-down menu if so.

Option 2: select a payee from the saved list

You can select the payee you have previously saved.

Option 3: select ‘Favourites’ from the menu and find the favourite claim

You must fill out the mandatory information.

You must choose the date of the support. The support date can run over multiple days, so you need to enter the dates.

Select the support category so you can view the available balance for the support category you’ve chosen.

Enter the amount of the claim to see the remaining balance and update the description of the claim.

Upload a receipt or invoice to support your claim.

You can choose whether to save the claim as a favourite.

Select ‘Declare and submit’ once all the details have been added.

When using the myplace participant portal

Fill out the mandatory details of your request.

Enter the provider’s ABN or select the reason why you can’t from the drop-down menu.

Upload a receipt or invoice to support your claim.

Preview, declare and submit your payment request.

Step 6: Keep a record of your claims

You need to keep receipts, invoices, dates and any notes you have about the NDIS supports you receive.

This can help you keep track of how much money you have left in your budget.

You need to keep receipts of your purchases for 5 years if you self-manage your funding. This is so you can show us how you’ve paid for your supports.

Learn more about your responsibilities.

Related information

How to use the my NDIS app

How to use the participant portals

What are your responsibilities

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