

On this page:

[What NDIA-managed funding is](#)

[What NDIA-managed funding is for](#)

[What having NDIA-managed funding is like](#)

What NDIA-managed funding is

NDIA-managed funding is when we help with your plan, taking care of payments to providers and keeping records of your [NDIS supports](#).

[Your goals](#), supports and the kinds of providers you want to use for NDIA-managed funding will be reflected in your plan.

Tip: You can ask for your plan to be NDIA-managed at any time.

You might like to start with an NDIA-managed plan if you are not sure which plan management option suits you. You can ask us to change your plan management type at any time.

Talk to your [my NDIS contact](#) if you want to become NDIA-managed.

What NDIA-managed funding is for

We may decide your plan will be NDIA-managed if you:

- don't want to or can't self-manage your funding
- have been bankrupt
- have been convicted of an offence punishable for 2 or more years imprisonment
- have been convicted of a fraud or dishonesty offence.

We may need to NDIA-manage your plan if you're spending your plan too quickly or use funding for items or activities that aren't NDIS supports.

When your funding is NDIA-managed, we'll:

- keep records of your NDIS supports, like invoices and receipts
- ask you who your [my providers](#) are
- check with you before we pay a provider not recorded for your plan
- pay your my providers when they make a correct claim from your NDIS plan.

What having NDIA-managed funding is like

You can choose the providers of your NDIS supports, but they must be registered providers.

You can't use unregistered providers for NDIS supports you have NDIA-managed funding for.

Your providers will make a claim against your plan in the provider portal. We'll usually pay this claim within 2-3 business days if it comes from one of your my providers and has all the correct details.

We'll check with you before we pay a claim if we receive it from someone who isn't one of your my providers.

We'll SMS you or your nominee every time provider who isn't recorded makes a claim. This is to make sure it is for a NDIS support you agreed to.

You can 'accept' or 'decline' the claim in the my NDIS participant portal when you get an SMS from us about a claim, or by calling us on [1800 800 110](tel:1800800110).

Tip: When we SMS you:

We'll never ask you for personal information, ask you to reply to the SMS or give you a link to click when we send you an SMS to check about a claim on your plan.

Learn more about [how to NDIA-manage your funding](#).

Related information

[How to NDIA-manage your funding](#)

[What is a my NDIS contact](#)

[What is a my provider](#)

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