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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.

> **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

This page current as of
3 June 2026