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## Getting paid as a provider

You need to submit payment requests within 2 years after an NDIS support has been delivered.

To make the payment claim, you need the following information:

- participant name
- participant reference number or NDIS number
- dates of support
- support item reference number
- support item price.

You'll make a payment request in one of our online systems, like the myplace provider portal.

Learn more about [how to make a payment request](#).

## Getting paid is different for different management types

How your participant manages their NDIS budget will determine how you get paid.

### Option 1: Self-managed

Send your invoice to self-managed participants and they'll pay it.

After they've paid your invoice, please send them a receipt to acquit the expense against their plan.

They do this by entering your receipt or paid invoice into their participant portal.

### Option 2: Plan-managed

You need to send invoices directly to a participant's plan manager if they have a plan manager helping them.

The invoice must include a valid Australian Business Number (ABN) – unless you are exempt from providing an ABN.

You must include a [statement by a supplier form if you are exempt from providing an ABN](#) . This form is available from the Australian Taxation Office's website.

The plan manager will process the claim for payment after they receive your invoice.

The plan manager enters your claim into the relevant provider portal.

Plan managers must keep all invoices and [records](#) for claims they submit.

### Option 3: NDIA-managed

You'll need to submit a payment request through the myplace provider portal if your participant has NDIA-managed funding.

You need to submit a payment request within 90 days from the end of a service booking.

You also need to be recorded as a my provider before you submit your payment request.

Learn [how to be recorded as a my provider](#).

## Payment terms

You should ask for payment as soon as possible after delivering an NDIS support. Valid claims from my providers are usually paid within 2 to 3 business days.

Payment can take about 10 business days if you are not recorded as a my provider, or if we need to check your payment claim is accurate.

For example, if you submit a valid claim:

- on Monday before 12 midnight, generally it will be processed into your bank account by Wednesday.
- on Friday, Saturday or Sunday before 12 midnight, generally it will be paid by Tuesday.

Read more on [getting paid as a my provider](#).

## Claims and payment reviews

Sometimes we may review claims before or after we process payments.

The claim will be put on hold while we review if we need more information to verify a claim.

We'll let you know in writing if we need more information.

You'll have at least 14 business days to provide this information.

You need to let us know in writing if you need more time. Your claim will be paid within 2 to 3 business days if it is approved.

Your claim will be rejected and not paid if it isn't compliant or valid. We'll contact you in writing to let you know your claim has been rejected and the reasons why.

We may hold the claim for review if you submit a claim more than 12 months after delivering a service.

The review can take up to 28 days. Only the specific claim under review will remain open if your claim is part of a bulk upload. All other claims will be paid in line with our payment terms.

## Your responsibilities when requesting payment

Make sure your claim details are accurate and in line with the approved funding in the participant's plan when you request a payment.

You also need make sure you are compliant and follow the rules and regulations in the [NDIS pricing arrangements and price limits](#).

Price limits are the maximum prices registered providers can charge NDIS participants for specific supports. You can negotiate with your participants for lower prices.

Registered providers must follow the rules in this document when supports are delivered to NDIA-managed or plan-managed participants.

Learn more about your [responsibilities as a provider](#).

## Registered provider manual claim form

You can submit a claim using the manual claim form if you are a registered provider and unable to submit the claim via the provider portal.

Download the form:

- [Registered provider manual claim form](#) - PDF 173.16 KB
- [Registered provider manual claim form](#) - DOCX 52.84 KB

## Related information

[How to make a payment request](#)

[What record keeping is required](#)

[Guide to getting paid as a my provider](#)

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