On this page:

Step 1: Make sure you have read all the information on claims and payments
Step 2: Follow the claims and payments checklist
Step 3: When to cancel a claim
Step 4: What to check if your claim is rejected
Step 5: If you need more support

Step 1: Make sure you have read all the information on claims and payments

We know that sometimes a payment or claim might not get processed, so we have resources to help.

Read our guide to getting paid and how to make a payment request to learn more.

Step 2: Follow the claims and payments checklist

We have a checklist that will help you understand the claims and payments process.

Things to check include:

- Have you been recorded as a my provider for an NDIA-managed funds or specialist disability accommodation, home and living supports or behaviour supports?
- Have you confirmed the management type of the funding is correct?
- Have you confirmed the budget still has funding available to support your claim?
- Have you confirmed the claim dates fit within the correct plan?
- Have you confirmed that your claim aligns with the NDIS pricing arrangements and limits?
- Have you confirmed that the claim was not a duplicate?

Claims and payments checklist

- Download the Claims and payments checklist pdf file - PDF 171.82 KB
- Download the Claims and payments checklist docx file - DOCX 294.1 KB

Step 3: When to cancel a claim

If you make a mistake with a payment request, you can cancel the claim, when it is “pending” or “paid”.

You can follow the myplace portal step-by-step guide to cancel your claim.

Step 4: What to check if your claim is rejected

If a claim is rejected, you will see advice in the myplace provider portal. The error message will show the reason why the claim has not been processed.

Most claim payment errors can be corrected by you in the myplace provider portal.

For example:

- administrative errors like wrong dates
- a duplicate claim missing banking or ABN details
- the claim includes a unit price that is more than the maximum price.

Your claim may also be rejected if you are claiming for NDIA-managed funding and you aren't recorded as a my provider.

If your claim is rejected, or you receive an error message, you can refer to the bulk payments request self-help guide for more information:

- Download the Bulk payment request self-help guide for providers pdf file - PDF 1.93 MB
- Download the Bulk payment request self-help guide for providers docx file - DOCX 3.34 MB

Step 5: If you need more support

If you have followed the above steps and still need support, you can:

- raise a claim and payment enquiry through the my NDIS provider portal
- call us on 1300 311 675.

Related information

Guide to getting paid

How to make a payment request

How to be recorded as a my provider

This page current as of
3 May 2026