You can claim from your self-managed budget in the app. You can also upload an invoice or receipt and save favourite claims to make claiming for regular supports even faster.

Can I copy and paste the ABN from a tax invoice on my phone?

Yes. You can copy the ABN from a file or tax invoice on your phone and then paste the number into the ABN field in the mobile app.

Can I still make a claim if I cannot provide the payee's ABN?

Yes.

Do I need to enter the ABN every time I make a claim?

No. After the claim is submitted, the payee name and ABN are saved in your payee list.

Next time you make a claim for the same payee, you can choose them from your payee list and their name and ABN will be included in the claim.

I cannot find the payee on my payee list, do I choose "new payee"?

Yes. If the payee is not on your payee list, please create a new payee.

Can I manage the payees in my saved payee list?

Yes, you can edit your saved payees name and ABN, or delete saved payees.

How do I find my payee's ABN?

You can find the ABN for a payee in three ways:

- On your receipt or tax invoice
- You can contact the payee to ask for their ABN
- You can search for the ABN by using the ABN lookup tool

Do I have to upload a document for each claim?

No, uploading a document is optional. If you would like to upload a document, we suggest uploading your receipt or tax invoice related to the claim.

What size and type of documents can I upload for a claim?

You can upload a maximum of 5 files per claim. They must be in PDF, JPG or PNG format and be under 5MB each.

What dates can I make a claim for?

You will need to make the claim between the start and end dates of your current plan. If your support was given over more than one day, select the option ‘Support ran over multiple days’ and enter the start and end dates for your support.

Why has my claim been rejected?

You can't view the reason a claim has been rejected in the app. Log into the myplace portal to see why a claim has been rejected.

Can I delete a claim?

No. You can discard the claim before you submit it by selecting the cross (x) in the top corner of the screen. You can't delete a claim after submitting it.

Can I cancel a claim that has been made?

Yes. You can cancel a claim but only when it is either paid or pending payment.

Do I have to include a description of the support or service I am claiming for?

Yes. You will need to include a description of the support or service your received to submit a claim in the my NDIS participant portal or my NDIS app.

What is saved when I save a favourite claim?

When you save a favourite claim the app saves the payee's name, ABN (if available), description and support category.

If you have previously saved a favourite claim without a description of the support or service related to the claim, then you will need to update it.

You can do this the next time you make a claim using the favourite claim.

Can I manage my favourite claims?

Yes. You can change the support category and description for a favourite claim. You can also delete favourite claims you don’t need anymore.

Can I see the claims that I have submitted in the myplace portal?

Yes. Claims submitted using the my NDIS app will be visible in the myplace portal and vice versa.

Can I see the claims that providers submitted against my agency or plan managed funds?

No. The my NDIS app only displays self-managed claims.

Can I see the invoices or receipts that I have attached to my claims in the my NDIS app?

Yes. You can view all invoices or receipts that are uploaded in the my NDIS app at any time in 'claims history'.

What happens to the feedback I give after submitting a claim?

Your feedback goes to the app stores. We use any feedback to help improve the app. Giving feedback is voluntary.

Can I use the my NDIS app to make a claim from my old plan?

Yes. You can use the my NDIS app to make a claim within 90 days of your old plan ending.

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