14 October 2024

As part of our improvements to systems and processes in the NDIS, from today, self-managed participants who submit claims to the NDIA may be asked to upload supporting evidence for claims.

NDIS participants who self-manage their plans have always been asked to keep their invoices and receipts, to show what supports they have paid for with their NDIS funding.

This change brings the NDIA into alignment with other government agencies, such as Medicare, where claimants are requested to provide evidence when making claims.

Attaching an invoice or receipt to a claim means we can make sure the right payments are going to the right people for the right NDIS supports.

There are no changes to how claims are made for participants who have their supports plan managed or NDIA-managed.

Find out more about self-management on our making claims page.

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