On this page:

Step 1: Choose what works for you
Step 2: Use the participant portal or app
Step 3: Enter your claim information
Step 4: Keep a record of your claims

Step 1: Choose what works for you

When you self-manage NDIS funding you're responsible for paying your providers.

Once you've arranged providers to deliver your NDIS supports, you'll need to pay them using your NDIS funding. There are 2 ways to pay for your supports.

Make a claim and then pay for your supports

You can make a claim after your provider sends you an invoice or timesheet.

Once your claim is submitted, money from your NDIS funding will be paid into your nominated bank account. You can then use this to pay your provider.

Pay for your supports and then make a claim

You can use your own money to pay your providers and get a receipt for this payment.

With the receipt you can make a claim for money from your NDIS funding. It'll usually be sent to your bank account within 2 business days.

> **Tip: You only need to pay providers yourself for self-managed funding.**
>
> Providers who deliver NDIA-managed funded supports submit claims themselves. We'll then pay the provider from your NDIA-managed funding on your behalf.
>
> If you have a plan manager, they'll submit claims and pay your providers on your behalf using your plan-managed funding.

Step 2: Use the participant portal or app

When to use which portal

If you have a plan in our new computer system, you'll manage your transactions through the my NDIS participant portal.

If your plan is in our old computer system, you need to use the myplace participant portal until your plan moves across to our new computer system.

We'll tell you which computer system your NDIS plan is in when we approve your plan.

You can use the my NDIS app for your transactions, regardless of which computer system your plan is in.

Make a claim with the my NDIS app or portal

Once you've signed in to the app, choose the 'Claims' button on the homepage. When the claim page opens, choose 'Make a claim' at the top of the page.

Make a payment request with the myplace participant portal

Once you've signed in to the myplace portal, choose 'My Payment Request' on the homepage. Then, choose 'Add my payment request'.

Learn more about how to make a claim.

Step 3: Enter your claim information

Tell us the details of your claim so we can process it for you

You'll need to enter:

- the date your support began and the date it ended
- the support category it falls under
- the payment amount
- the provider, business or person's name
- the provider's ABN
- a description of the support
- a copy of the receipt or invoice.

Manual self-management claim form

You can ask for help by calling us on 1800 800 110 or talking to your my NDIS contact if you're having trouble submitting your claim via the portal or app.

If you still can't use the portal or app to claim, you can download the manual self-managed claim form:

- Participant claim form (self-managed) - DOCX 56 KB

Step 4: Keep a record of your claims

Keep receipts, dates and notes

It's important to keep records of things like receipts, dates and any notes you have about a particular support you received. This can help you keep track of how much money you have left in your funding.

If you self-manage your funding, you need to keep receipts of your purchases for 5 years. This is so you can show the NDIA how you paid for your supports.

Let us know if you make a mistake

We know self-managers try to do the right thing, but can sometimes make mistakes. If you make a mistake, we'll work with you to fix it.

Learn more about how to take steps when something is wrong.

Related information

What is self-managed funding

How to make a claim

How to use the my NDIS app

This page current as of
28 September 2026