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## Step 1: Get prepared

Before making your claim, you need to have the following information ready:

- 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.

You also need to make sure you have the correct types of evidence. This includes:

- a receipt or tax invoice from the provider or third party
- a bank statement or a payroll record for any worker employed
- a bank statement showing the purchase/transaction.

Self-managed participants can:

- upload evidence from a computer file or a photo
- claim multiple NDIS supports from one provider if they are in the same support category
- use the same invoice more than once for several claims.

Self-managed participants can't:

- claim for more than one NDIS support category in any one claim
- claim from more than one provider in any one claim.

### **Tip: You have 2 years to submit claims for payment**

You must make a claim within 2 years after an NDIS support has been delivered to you.

## Step 2: Choose which platform to use

There are 3 platforms available to make a claim. You only need to claim through 1 platform. The 3 platforms are the:

- my NDIS participant portal
- myplace participant portal
- my NDIS app.

When using a participant portal, you will automatically be directed to the portal connected to your current NDIS plan once you have signed in.

## Step 3: Sign in to the app or portal

Sign in to the [my NDIS app](#) or [participant portal](#) using your own sign in details.

You must enter your own NDIS number and personal details, not the NDIS number and details of the participants you support, if you are signing in as a child representative or nominee.

## Step 4: Make a claim

### When using the my NDIS app or my NDIS participant portal

Once you've signed in, choose the 'Claims' button.

When the claim page opens, choose 'Make a claim' from the top menu or quick links on your home page.

On the payee details screen, you can enter the provider details for the product or service you have purchased.

Once the screen opens, there are three options:

- choose a new payee
- select a saved payee
- choose a favourite claim you've saved previously.

### When using the myplace participant portal

Once you've signed in, select the 'My payment request' option.

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On the 'My payment request' screen, select 'Add my payment request'.

## **Step 5: Enter your claim information**

### **When using the my NDIS app or my NDIS participant portal**

#### **Option 1: To claim with a new payee, start with their name and ABN**

Enter their Australian Business Number (ABN). You can find the ABN on the proof of purchase.

You can search for the ABN by using the [ABN lookup](#) .

Sometimes the payee might not be able to provide an ABN. If so, you need to select the reason why from the drop-down menu.

#### **Option 2: Select a payee from the saved list**

You can select a payee you have previously saved.

#### **Option 3: Select 'Favourites' from the menu and find the favourite claim**

Now you must fill out the mandatory information.

You must choose the date of the support. The support date can run over multiple days, so you need to enter the dates.

Select the [support category](#). Once selected, you will see the available balance for the support category you have chosen.

Enter the amount of the claim to see the remaining balance and update the description of the claim.

Upload a receipt or invoice to support your claim.

You can choose whether to save the claim as a favourite.

Once all details have been added you can now select 'Declare and submit'.

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## **When using the myplace participant portal**

Fill out the mandatory details of your request.

Enter the provider's ABN or select the reason why you can't from the drop-down menu.

Upload a receipt or invoice to support your claim.

Preview, declare and submit your payment request.

## **Step 6: Keep a record of your claims**

You need to keep receipts, invoices, dates and any notes you have about the NDIS supports you receive.

This can help you keep track of how much money you have left in your budget.

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

Learn more about [your responsibilities](#).

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## **Related information**

[How to use the my NDIS app](#)

[How to use the participant portals](#)

[What are your responsibilities](#)

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