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Getting paid as a provider

You need to submit payment requests within 2 years after an NDIS support has been delivered.

To make the payment claim, you need the following information:

- participant name
- participant reference number or NDIS number
- dates of support
- support item reference number
- support item price.

You will make a payment request in the myplace provider portal.

Learn more about [how to make a payment request](#).

Getting paid is different for different management types

How your participant manages their NDIS budget will determine how you get paid.

Option 1: Self-managed

If your participant is self-managing their plan, send them your invoice and they will pay it.

After they have paid your invoice, please send them a receipt to acquit the expense against their plan.

They do this by entering your receipt or paid invoice into their participant portal.

Option 2: Plan-managed

If your participant has a plan manager helping them, you need to send invoices directly to their plan manager.

The invoice must include a valid Australian Business Number (ABN) – unless you are exempt from providing an ABN.

The plan manager will process the claim for payment after they receive your invoice.

The plan manager enters your invoice into the myplace provider portal.

Plan managers must keep their invoices for [their own records](#) as we can request invoices if needed.

Option 3: NDIA-managed

If your participant has NDIA-managed funding, you will need to submit a payment request through the myplace provider portal.

You need to submit a payment request within 90 days from the end of a service booking.

You also need to be recorded as a my provider before you submit your payment request.

Learn [how to be recorded as a my provider](#).

Payment terms

We check all claims submitted are valid. We also check payments are going to the right providers and equipment suppliers.

Valid claims and claims from [my providers](#) are usually paid within 2 to 3 business days.

Payment can take about 10 business days if you are not recorded as a my provider, or if we need to check your payment claim is accurate.

For example, if you submit a valid claim:

- on Monday before 12 midnight, generally it will be processed into your bank account by Wednesday.
- on Friday, Saturday or Sunday before 12 midnight, generally it will be paid by Tuesday.

Read more on [getting paid as a my provider](#).

Pre-payment claim reviews

Sometimes we review claims before we process the payment.

If we decide to review the claim, we will send you an email to let you know and to request more information.

If the information we receive from you is not enough, the claim will stay open for up to 10 business days until we receive the right information to validate the claim.

The same applies if you don't respond to our email.

If your claim is not compliant or valid, it will be rejected and not paid. We will email you to let you know your claim has been rejected and the reasons why.

If your claim is part of a bulk upload, only the specific claim under review will remain open. All other claims will be paid in line with our payment terms.

Tip: Please don't resubmit your open claim.

This will duplicate your claim and will trigger a deeper review. This could delay our claim process further.

Your responsibilities when requesting payment

Make sure your claim details are accurate and in line with the approved funding in the participant's plan when you request a payment.

You also need make sure you are compliant and follow the rules and regulations in the [NDIS pricing arrangements and price limits](#).

Price limits are the maximum prices you can charge NDIS participants for specific supports. You can negotiate with your participants for lower prices.

You must follow the rules in this document when supports are delivered to NDIA-managed or plan-managed participants.

Learn more about your [responsibilities as a provider](#).

Registered provider manual claim form

You can submit a claim using the manual claim form if you are a registered provider and unable to submit the claim via the provider portal.

Download the form:

- [Registered provider manual claim form](#) - PDF 173.16 KB

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- [Registered provider manual claim form](#) - DOCX 52.84 KB
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Related information

[How to make a payment request](#)

[What record keeping is required](#)

[Guide to getting paid as a my provider](#)

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