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## What the record keeping requirements are

As a provider, you need to keep complete and accurate records of NDIS supports delivered to participants.

Records include:

- invoices
- support logs
- rosters
- case notes
- service agreements.

It is your responsibility to make sure your claims for payment are complete, truthful and accurate.

## Minimum identifying information

All record keeping should include the:

- participant's name
- participant's NDIS number
- date(s) the support was delivered
- amount and quantity or hours of the support delivered
- support type.

This is the minimum identifying information needed under our requirements.

## Invoices

You need to give participants an invoice after delivering a support or service.

In addition to the minimum identifying information, invoices need to include your:

- business name
- ABN

- participant's address (including postcode if it is for specialist disability accommodation)
- support item number listed in the [NDIS support catalogue](#)
- claim type
- total invoice amount
- GST component if applicable (most services are [GST free](#) )
- ABN of the third-party provider (for plan managers only).

Each invoice can only be for one participant. Invoices can include multiple NDIS supports.

Learn more from the [ATO about creating invoices](#) .

## Support logs

Support logs keep track of individual NDIS supports delivered to a participant. Support logs need to be signed by either:

- the participant
- a child representative
- a nominee
- legal guardian.

Here's an example:

- [Download the Support log example pdf file](#) - PDF 367.38 KB
- [Download the Support log example docx file](#) - DOCX 96.46 KB

## Rosters

Group rosters show the group activities a participant has engaged in.

In addition to the minimum identifying information, rosters need to include:

- details of the activity
- the names of participants and staff (the participant to staff ratio)
- a record that shows that a participant attended the activity as scheduled.

Here's an example:

- [Download the Group roster example pdf file](#) - PDF 107.95 KB
- [Download the Group roster example docx file](#) - DOCX 106.69 KB

## Case notes

Case notes outline the activities a participant has engaged in and how they relate to the:

- specific support item
- participant's goals.

Case notes may also include a participant's progress and plans for future sessions.

## Service agreements

We highly recommend you make [service agreements](#) with participants. A service agreement is a signed agreement between a you and a participant.

It outlines what NDIS supports and services you will deliver and how you will deliver them.

**Tip: Service agreements are a requirement for specialist disability accommodation (SDA).**

You need to make written service agreements with participants if you're providing SDA.

## Records providers need to keep for each support category

The documentation by support type document shows a list of different support categories. These include assistance with daily life or improved daily living skills.

It also shows what type of record keeping is required for each category.

- [Download the Documentation by support type pdf file](#) - PDF 293.86 KB
- [Download the Documentation by support type docx file](#) - DOCX 106.14 KB

## What the record keeping requirements are for

### We review claims regularly to make sure they are compliant

It is important you [do the right thing](#). We can verify that claims for payment are compliant with your complete and accurate records.

### The provider payment assurance program

The provider payment assurance program makes sure claims for payment are accurate. Failure to provide complete and accurate records during a review may result in funds having to be repaid to us.

## Related information

### [How to do the right thing as a provider](#)

4 Sep 2025

### [What is a service agreement](#)

29 Aug 2025

### [What is the support catalogue](#)

4 Sep 2025

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