5 October 2026

What’s new

From 15 October 2026, we’ll do extra checks on claims submitted more than 90 days after a support is delivered.

Claims submitted within 90 days will continue through the usual claiming process.

Older claims can be harder to verify. Information and evidence may be harder to access, and information may no longer be correct.

What you need to know

Claims submitted more than 90 days after a support is delivered may be held for up to 28 days. This gives us time to complete extra checks.

We may ask for more information or evidence before an older claim can be paid.

If your claim is rejected, we’ll tell you the reason why.

Submit claims within 90 days of a support being delivered to avoid the extra integrity checks that apply to older claims.

Why we’re doing this

We’re strengthening our claims and payment processes to protect participants’ funds and help make sure claims are accurate.

Participants, plan managers and providers should claim as soon as possible after a support is delivered.

Timely claiming means self-managed participants can be paid back faster for any out-of-pocket expenses.

It also helps providers get paid faster for supports they deliver.

Find out more

We check claims both before and after they are paid.

This is part of our work to make sure that all NDIS funds are spent on NDIS supports.

It’s also how we protect participants’ funds against fraud.

- Further information for self-managed participants.
- Further information for providers and plan managers.

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