25 November 2026

The NDIA is strengthening its checks on claims to protect participants' NDIS funding from fraud, misuse and incorrect payments.

In June 2026, the NDIA began conducting extra checks on claims submitted more than 12 months after a support was delivered. This expanded in July to claims submitted after 6 months or more and in October to claims more than 90 days old.

Over the past 2 financial years, more than 265,000 high-risk claims worth more than $420 million were reviewed before payment. Over 135,000 of these claims were rejected. This stopped more than $255 million worth of suspicious claims from leaving participants' plans.

These results show why strong checks are important to protect the NDIS and ensure funding is used for eligible supports.

New claiming timeframe starts 1 December

From 1 December 2026, claims must be submitted within 90 days of the date a support was delivered.

Claims submitted more than 90 days after the support was delivered won't be paid unless exceptional circumstances apply.

The new timeframe follows the extra integrity checks introduced on 15 October 2026 for claims submitted more than 90 days after supports were delivered.

Older claims can be harder to verify because it may be harder to get the records and evidence needed to support them.

The changes strengthen accountability, support timely claiming and help prevent incorrect or inappropriate payments.

Act now to avoid payment delays

Providers, plan managers and self-managed participants must act now to prepare for the new 90-day claiming timeframe.

Providers must:

- Send invoices and submit eligible claims promptly after delivering supports.
- Check that claim details are complete, compliant and accurate.
- Keep records and evidence showing that supports were delivered.
- Follow up on unpaid invoices and outstanding claims.

Plan managers must:

- Review outstanding provider invoices and claims without delay.
- Check that claims are accurate, meet NDIS requirements and are supported by appropriate records.
- Work with providers to resolve missing information, outstanding invoices and payments delays.
- Submit eligible claims within the required timeframe.

Self-managed participants should:

- Review any outstanding claims and submit eligible claims promptly.
- Check that claims match supports received and their NDIS plan.
- Keep invoices, receipts and other records to support their claims.

Review outstanding claims now

Submit eligible outstanding claims before 1 December. Don’t wait until the new timeframe starts.

All claims must be for eligible NDIS supports that meet the participant’s plan and have been delivered.

The NDIA may ask for supporting evidence before paying a claim. Claims that are incorrect, inappropriate or don’t meet NDIS requirements may be rejected.

Providers and plan managers are responsible for making sure claims are accurate, supported by appropriate evidence and submitted on time.

For more information see our website or contact the National Contact Centre.

- For providers: Guide to getting paid
- For plan managers: Guide to working as a plan manager
- For self-managed participants: How to self-manage your funding

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