

Providers who deliver supports and services under the NDIS must operate and comply with relevant Australian laws, rules and regulations.

Not following the NDIS rules and regulations is [non-compliance](#). This includes following the rules in the [NDIS Pricing Arrangements and Pricing Limits](#) and [previous NDIS Price Guides](#).

Non-compliance can range from a simple mistake to criminal matters such as fraud. It can be accidental or deliberate.

We have a range of resources to help providers do the right thing including guidance on:

- [making service agreements](#)
- records keeping
- making claims.

The NDIS Quality and Safeguards Commission also has [information and guidance on their website to help providers](#) do the right thing including [NDIS Practice Standards](#) and the [NDIS Code of Conduct](#).

We also provide [updates about our provider compliance activity](#) in our Latest news section.

If you receive a provider compliance letter you can contact us for further information on 1800 800 110.

## Making complete, truthful and accurate claims

Providers are responsible for ensuring that claims for payment are complete, truthful and accurate.

We review claims regularly to ensure they are compliant.

A correct claim will show the:

- right participant
- exact support delivered and line item
- correct rate and correct date.

As part of our compliance monitoring, we might contact you to provide information about supports and/or services you have been paid for.

More information about our approach to compliance is on our [Fraud and non-compliance](#) page.

## Record keeping

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To show your claims are correct you must maintain complete and accurate records of supports delivered to NDIS participants. These include:

- invoices
- service agreements
- other documents that can validate the claim for supports provided.

Providing this documentation allows us to verify the quantity, type and duration of the support delivered if selected for a compliance review.

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