

Service bookings are used to set aside funding for an NDIS registered provider for a support they will deliver. Service bookings are not the same as service agreements.

A service booking should only cover the supports that you and your provider have agreed to.

Registered providers claim payments against the service booking on the [myplace portal](#). A service booking will show the type of support to be provided, the length of time it is needed, and sets aside funding to pay for the support or service.

Service bookings can be made by your NDIS registered provider on the myplace portal. You can also make the service booking - you can find out how to do this by using the [myplace portal step-by-step guides](#).

- If your NDIS funds are self-managed - you don't need to use service bookings because you pay your providers directly.
- If your NDIS funds are plan-managed - your plan manager will make one service booking on the myplace portal, which allows the plan manager to claim payment from the NDIS for all services and supports in your plan. In this case, both NDIS registered and unregistered providers can be included in the service booking.
- If your NDIS funds are NDIA-managed - you will need to give your NDIS registered service providers your NDIS number, date of birth and surname and the relevant support areas you have been funded for, so your providers can receive payment. You need to have service bookings in place so your provider can claim payment through the myplace portal.

Editing a service booking

You can [edit a service booking](#) on the [myplace portal](#) before the end date of the service booking. When the service booking is edited, any unspent money allocated for that service will be refunded back to your budget.

You can [end a service booking](#) by updating the end date. Service bookings should not be deleted.

This page current as of
20 May 2022