How to Claim in the my NDIS portal

Participants who self manage funds in their NDIS plan will be able to use the my NDIS portal to make claims through our new computer system

To make a claim from the main menu, first select claims, then make a claim on the payee details screen.

You can choose a favourite claim you've saved, a payee you have claimed for before, or enter a new payee to enter a new payee first into their name.

This is for your information only, if you can provide the payees ABN select Yes to Can you provide the payees ABN? then enter their 11 digit Australian business number.

You can find the ABN on your receipt or tax invoice.

Then select next.

Claim details on the claim Details page you can enter the rest of the information for your claim.

Select selective. The support ran over multiple days, then enter the support dates by typing them in or using the calendar.

Select the category you're claiming from the dropdown box.

The dropdown box will show the available support categories for the dates chosen into the amount of the claim.

You'll see the available balance for the support category chosen and what will be available after your claim is processed.

Next, you can add a description of the claim for your records.

You can attach up to five receipts or invoices to the claim by choosing files from your computer, you can choose to save the claim as a favourite.

This saves the payee description and support category so that next time you need to make a similar claim, it is easier.

Once you have entered and checked all the claim details you can select, declare and submit.

A declaration will appear.

Please read it carefully.

If you are ready to submit your claim, you can rate and check the declaration checkbox and select the submit button.

Once your claim is submitted, you'll see the claim receipt page.

This has the details of the claim and the updated balance of the support category from which you claimed.

From this page you can print a copy of the claim receipt or easily start a new claim by selecting Make another claim.

For more information, visit NDIS.gov.au or phone 1800 800 110.

YT link: <https://youtu.be/1LHgQvm3a60>

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