

NDIS CLAIMING

claiming Under the National Disability Insurance Scheme

NDIS Claiming

Enabled4Life processes compliant provider invoices and submits eligible claims to the NDIA on behalf of participants with Plan Managed NDIS funding.

The NDIA has introduced changes to its claiming and payment processes, including additional integrity checks on older claims and a new 90-day claiming deadline commencing on 1 December 2026.

These changes reinforce the importance of providers submitting complete and accurate invoices promptly, allowing sufficient time for review, corrections where necessary, and submission to the NDIA within the applicable claiming timeframe.

This page will cover:

- [Important Changes to NDIS Claiming Timeframes](#)
- [What This Means for Providers](#)
- [Submit Complete and Compliant Invoices](#)
- [Additional Checks on Older Claims](#)
- [Claims Outside the 90-Day Timeframe](#)
- [Invoice Requirements](#)

Important Changes to NDIS Claiming Timeframes

The NDIA has introduced a series of changes to NDIS claiming requirements, including additional integrity checks on older claims and a **new 90-day claiming deadline commencing on 1 December 2026**.

These changes are being introduced progressively and affect how claims are reviewed, processed and paid.

The table below provides an overview of the key changes, their commencement dates and what they mean for NDIS providers.

Date	Change	What Providers Need to Know
3 October 2024	Two-year claiming limit introduced	Claims must generally be made within two years of support delivery. Automatic rejection of claims older than two years commenced on 3 October 2025, following a grace period.
18 June 2026	Additional checks begin	The NDIA begins reviewing claims more than 12 months old. Affected claims may be held for up to 28 days.
During 2026, before 15 October	Checks expand to claims older than six months	Claims more than six months old may be held for up to 28 days while the NDIA reviews them.
15 October 2026	Checks expand to claims older than 90 days	Claims submitted more than 90 days after support delivery may be held for up to 28 days.
1 December 2026	New 90-day claiming deadline	The legal claiming limit reduces from two years to 90 days, subject to the exceptional-circumstances provision.

Important: Additional integrity checks and the legal claiming deadline are separate requirements. A claim may be held for review even when it is submitted within the applicable legal timeframe. From 1 December 2026, the general claiming deadline reduces to 90 days, subject to the NDIA’s exceptional-circumstances provisions.

- [NDIA – Increasing Integrity Checks on Older Claims \(5 October 2026\)](#)
- [NDIA – Guide to Getting Paid](#)
- [NDIA – Securing the NDIS for Future Generations](#)
- [NDIA – New NDIS Laws Pass \(19 August 2026\)](#)

What This Means for Providers

Providers should submit invoices to Enabled4Life as soon as possible after supports are delivered, rather than waiting until close to the 90-day claiming deadline.

The 90-day timeframe applies to the submission of a claim to the NDIA,

not simply to the date an invoice is received by Enabled4Life.

Before a claim can be submitted, several steps may be required:

Support Delivered → Invoice Issued → Invoice Received by Enabled4Life → Compliance Review → Corrections or Further Information (if required) → Claim Submitted to the NDIA

Providers are responsible for managing their invoicing processes, including:

- Invoicing promptly after supports are delivered.
- Regularly reconciling accounts to identify outstanding invoices.
- Ensuring invoices are complete and compliant when submitted.
- Responding promptly to requests for corrections or additional information.
- Allowing sufficient time for Enabled4Life to review and submit claims within the applicable NDIA timeframe.

Submitting an invoice to Enabled4Life does not mean that a claim has been submitted to the NDIA.

Invoices received close to the claiming deadline may not allow sufficient time for corrections or further information to be obtained before the claim must be submitted.

Submit Complete and Compliant Invoices

It is increasingly important that invoices are **complete and compliant when first submitted**.

If an invoice does not contain the information required for us to process the claim, it will need to be returned to the provider for correction.

Common issues that can delay invoice processing include:

- missing or incorrect NDIS Support Item Numbers
- incorrect rates
- incorrect participant names or NDIS numbers
- missing participant information
- missing or incorrect service dates
- missing provider or banking information
- Support Item Numbers that do not align with the supports delivered
- incorrect quantities or units
- invoices requiring clarification or amendment before they can be processed.

Incomplete or incorrect invoices may need to be returned to the provider for correction, delaying submission of the claim to the NDIA.

Providers should review invoices carefully before submission to minimise processing delays.

Additional Checks on Older Claims

Until 14 October 2026

The NDIA may hold claims for review when they are submitted more than six months after the support was delivered.

From 15 October 2026

The NDIA will introduce additional integrity checks on claims submitted more than 90 days after the support was delivered.

Claims subject to these additional checks may be held for up to 28 days while the NDIA verifies the claim. Further information or supporting evidence may be requested before payment can be made.

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

Source: [NDIA – Increasing integrity checks on older claims \(5 October 2026\)](#)

Claims Outside the 90-Day Timeframe

From **1 December 2026**, claims must be made within 90 days after a support is delivered.

Claims submitted outside this timeframe will not be paid unless **exceptional circumstances** apply.

Where an invoice is received outside the applicable claiming timeframe, Enabled4Life cannot guarantee that the NDIA will accept or pay the claim.

The existence of available funding in a participant's NDIS plan does **not automatically mean an older claim can be paid**.

If the claim falls outside the permitted timeframe, additional information may be required for the NDIA to consider whether exceptional circumstances apply.

Invoice Requirements

The NDIA claiming timeframe does not replace Enabled4Life's invoice requirements.

Invoices must contain the information necessary for Enabled4Life to assess compliance and determine whether a claim can be submitted against the participant's NDIS funding.

For detailed guidance on preparing and submitting compliant invoices, please visit our [NDIS Invoices](#) page.

NDIA claiming requirements and processes may change. Providers are responsible for remaining informed about the requirements relevant to the services they deliver.