



Information For Providers - Provider Compliance

Information was modified from the NDIS website:

<https://www.ndis.gov.au/providers/provider-compliance>

Provider Compliance

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.
-

Making complete, truthful and accurate claims

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

The NDIA/NDIS 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 the NDIA/NDIS compliance monitoring, they might contact you to provide information about supports and/or services you have been paid for. More information about the NDIA/NDIS approach to compliance is on the [Fraud and non-compliance](#) page.

Record keeping

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 verifies the quantity, type, and duration of the support delivered if selected for a compliance review.