



What is an NDIA Compliance Review?

A compliance review is when the National Disability Insurance Agency (NDIA) compliance team contacts plan managers (but could also contact providers or participants) regarding invoices for supports that have been paid with NDIS funding. The NDIA has questions about the invoice and payment, and requires more information.

The reason for these reviews is to make sure that the invoice and payment of supports are compliant and adhere to the NDIS Price Guide and/or NDIS Pricing Arrangements and Price Limits guide, NDIS Operational Guidelines, are Reasonable and Necessary, and are Value for Money.

The NDIA does these reviews to protect participants and to educate providers. The focus recently has been on Short Term Accommodation (STA), but Parent to Parent has now participated in six compliance reviews.

Below is from the NDIS website:

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

From August 2021, the Compliance Response Taskforce is reviewing potential overcharging and sending letters to providers who have submitted claims for payment that look incorrect or unusual.

The NDIS is carefully monitored to make sure participants get the supports they need, and providers are paid correctly.