

Record keeping options for NDIS self-managers

What is covered in this fact sheet

- [Why do I need to keep records?](#)
- [Things to be aware of when record keeping](#)
- [Making payment requests in the NDIS Portal](#)
- [Do I need a separate bank account for NDIS funds?](#)

Why do I need to keep records?

When you choose to self-manage an NDIS plan, it is your responsibility to keep records of how funding is spent. There are two main reasons why you need to keep records of how NDIS money is spent:

- You may be audited by the NDIA at any time. If you are audited, you will need to prove how the funding was spent, and that purchases are disability related and aligned with the participant's goals
- If you experience conflict with a service provider, your records can be used as evidence for complaints, legal action and reporting fraud or misuse of funds

Keeping records also means you can keep track of services and supports used. Having records means you know what you're paying for each service and can log changes to services and supports delivered. You can easily see differences in service charges or hours and request clarification and make sure you are not being overcharged.

Things to be aware of when record keeping

When keeping your own records, here are some things to be aware of:

- The best approach is to create a record keeping option that is suitable for you and easy to manage. Several options are outlined below.
- You will need to keep records of your NDIS spending for five years.
- If you employ your own staff, you will need to keep your employee records for seven years
- Keep separate records for your NDIS funding and employment/payroll. These systems have different legal requirements.
- You are not required to upload receipts/invoices onto the NDIS portal – this is not the purpose of the system. You should keep your invoices and receipts separately in case you get audited by the NDIA.
- Many NDIS participants, families or plan nominees use spreadsheets to keep track of their NDIS budgets and expenses. This is not a requirement but is an option to help keep records organised.

- If you need help with record keeping or another self-management skill, you can ask for funding in your child or young person's NDIS plan for training. You may also be able to use core funding to receive training.
- You can find information and professional advice about good record keeping from legal advocacy agencies in your local area.

Making payment requests in the NDIS Portal

Before you keep records, you will need to get the funds from the NDIS to pay for your supports and services. You can make a payment request in the NDIS portal. To do this, you enter the start and end date of the service, the amount to be paid and select the category the funds will come from.

Once you submit the payment request, you will be able to see the payment request number. You can then use this payment request number to match your receipts and invoices and for your record keeping. Once a payment request is submitted, you will receive the funds within 24 to 48 hours into the nominated bank account.

If you need help with the NDIS portal or to lodge a payment request, you can call the NDIS on 1800 800 110. The NDIS has also provided two guides on logging into the NDIS portal and making a payment request:

- video [How to log into the Myplace participant portal](#)
- [Step by step guide my payment request](#)

Do I need a separate account for my NDIS funds?

You are not legally required to have a separate account to receive NDIS funds. However, a separate account for NDIS funds may help you to keep track of funds spent and to avoid confusion with other incoming money, including your salary or support payments.

When creating a new bank account for NDIS funds, you have several different options:

- Creating a new linked account under your existing bank account
- A separate bank concession account in your child or young person's name where you are a signatory and authorised user
- A new separate joint account in both yours and your child or young person's name

When you are creating a new bank account, discuss the purpose of the account with the bank. Some banks may offer you lower fees or waive them entirely for an account used only for NDIS funds. You should also request full access to the account.

Disclaimer: CYDA's In Control Our Way resources have been created to support families of children and young people with disability to self-manage their NDIS plans. Information provided is intended as a general guide and may not contain the most recent information and updates. CYDA is not responsible for decisions made by the NDIA or its partners in the community. For the most current information on the NDIS, refer to the NDIS website. These fact sheets are current as of September 2020.

View the full set of In Control Our Way resources at: cyda.org.au/



Funded by the National Disability Insurance Agency