Fact Sheet 7

Options for your record keeping system for self-managers

Options to manage your records

You can choose to manage your NDIS records in a variety of different ways. Please note that all the below options still require you to have access to a computer or smartphone. Self-managing an NDIS plan requires access to the online NDIS portal to submit payment requests and an email address to communicate with the NDIA.

1. Electronic or digital record keeping

You can keep your NDIS records on your computer or store in a cloud-based service. Whichever option you use, you should make sure you copy your records to a second place and update your backups regularly.

Some tips to help you create digital records on your computer:

- Create separate folders for each NDIS plan duration so you can easily find information from different plans. Think about how you want to keep your records: what kinds of information relating to the NDIS plan do you need to keep? Some subcategories or folders might include correspondence and emails, reports and progress, invoices and receipts, and spreadsheets or tracking costs.
- Save any electronic invoices or receipts you receive. You can scan or take a photo of any paper invoices or receipts and save them by date.
- When making bank payments or transfers, add a description of what is being purchased.
- Save your bank statements or make sure you have access to them in case you are audited and need to provide evidence.

You can also store your NDIS records digitally by using a cloud service. Cloud services allow you to access your records from anywhere but require an internet connection.

Some tips to help you when using a cloud service for your records:

- Keep all your NDIS records connected to one email account. Create folders for invoices, receipts, reports, correspondence, and anything else you may need. You can also use this to communicate with the NDIS and service providers. You may want to create a new email address solely for the NDIS.

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- There are many cloud storage systems available you can use, including Google Drive, Dropbox, iCloud, and OneDrive. You may have access to one or more of these already through your home computer or mobile phone plan.

Where can I find a sample of an Excel spreadsheet to track my plan and funding?

At the end of this resource, you can find a sample Excel document for budgeting and record keeping created by a parent of a person with disability. You can download the document and adjust it to your needs and funding categories.

Please note that the NDIS reviews its prices and updates them regularly, usually on an annual basis. You may find differences in funding after an NDIS price guide review. The NDIS may also update the price guide and add new items or make changes. It is a good idea to subscribe to the NDIS e-newsletter to be aware of any pricing changes.

As a self-manager, you can purchase supports and services above the rates in the NDIS Price Guide. However, funding allocated in your child or young person's plan will be based on the NDIS Price Guide.

You can find other examples of spreadsheets made by NDIS self-managers online.

The advantages of digital records

- Does not require physical storage
- Quicker to find information or create reports
- Easier to backup and access remotely

2. Manual record keeping

Some families may prefer to use a simple paper-based record system. Here are some tips and tricks to setting up a

- Create physical folders for each NDIS plan duration. If you have more than one NDIS participant in your family, create a separate folder system for each participant.
- In your plan folder, you can create subfolders for each funding category. You will only need to create folders for the categories you receive funding in.
- Keep physical records of all your invoices and receipts. Make a copy or take a photo of receipts, as the ink fades over time.
- You can separate your invoices or receipts into sections for payments pending, paid and reimbursed.
- Write on each receipt or invoice the NDIA payment request number and date paid to make it easy to match with your bank records.
- When making payments, add a description about the type of payment e.g. continence products for a month or payment for therapy session.

- Add extra notes along with your receipts or invoices to add or clarify information about a service or support when the information is limited. This is especially helpful if you are making a prorated payment or when you have made an error claiming from the NDIS Portal.
- Make sure your files are stored in a safe place.

The advantages of manual records

- Less risk of corrupted or ruined data
- If you are not familiar with Excel, electronic files or accounting software, manual record keeping is a much simpler option

3. Support with keeping records

You can get external support to help with keeping your records. Some types of support available include:

Purchasing record keeping apps or software

There are specific apps created for NDIS participants that can help you to store all your records, track your funding spent and organise payment of staff if needed. Apps and software will usually have training resources to help you learn how to use them.

Getting support to set up your own record keeping system

You can organise for support and training to help you set up a record keeping system. After you have received the support and training you need, you will be able to manage record keeping and payments independently.

Paying a bookkeeper or accountant to manage your records

You can organise a bookkeeper or accountant to take care of your payment responsibilities and manage your records. The NDIS can fund a bookkeeper or accountant to support you on a regular basis if it is included in the NDIS plan.

You should discuss your record keeping needs with your ECEI, LAC or Planner to ensure funding is included in the plan.

The advantages of getting support

- Can be a big time-saver if using an app or bookkeeper
- You have the option to generate reports automatically or have them done for you
- If using NDIS software or apps, there are extra advantages available including creating rosters for support staff or budget alerts

4. All of the above – a combination of record keeping options

You are not restricted to using any one method exclusively for your record keeping. For example, you might keep your correspondence and invoices in a cloud service and use an app or software to look after employee details and payroll. You might also use physical records for invoices and have an Excel spreadsheet on the computer to track your overall plan. The most important thing is to find a combination of record keeping options that is easy for you to use and provides you with the information you need, in line with the NDIA's requirements.