NDIS integrity portal

Step-by-step guide to using the integrity portal

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Changes from the last version

The following updates have been made to the last published version of the Integrity portal step by step guide.

As of August 2026:

- Update to the “Accessing the integrity portal” section (Page 5)
- Additional section added, guide to “Provide Additional Evidence” (Page 21)
- Moved “Set up your Digital ID and link to your business in RAM” (Page 8)

Introduction

The integrity portal is a secure path for providers to attach evidence to a claim submission. This assists with claim reviews, creates a consistent experience, and improves processing times for claims under review.

This step-by-step guide describes how the integrity portal works and provides the general layouts of the menus and screens in the integrity portal.

It also includes instructions for using each of the functions in the integrity portal.

What can you do in the integrity portal?

You can use the integrity portal to:

- Submit a claim with accompanying evidence
- Submit and link evidence to an existing claim

Minimum internet browser requirements

To access the integrity portal on a personal computer, there are minimum browser requirements. These are:

- Google Chrome
- Microsoft Edge
- Safari on Mac OS X

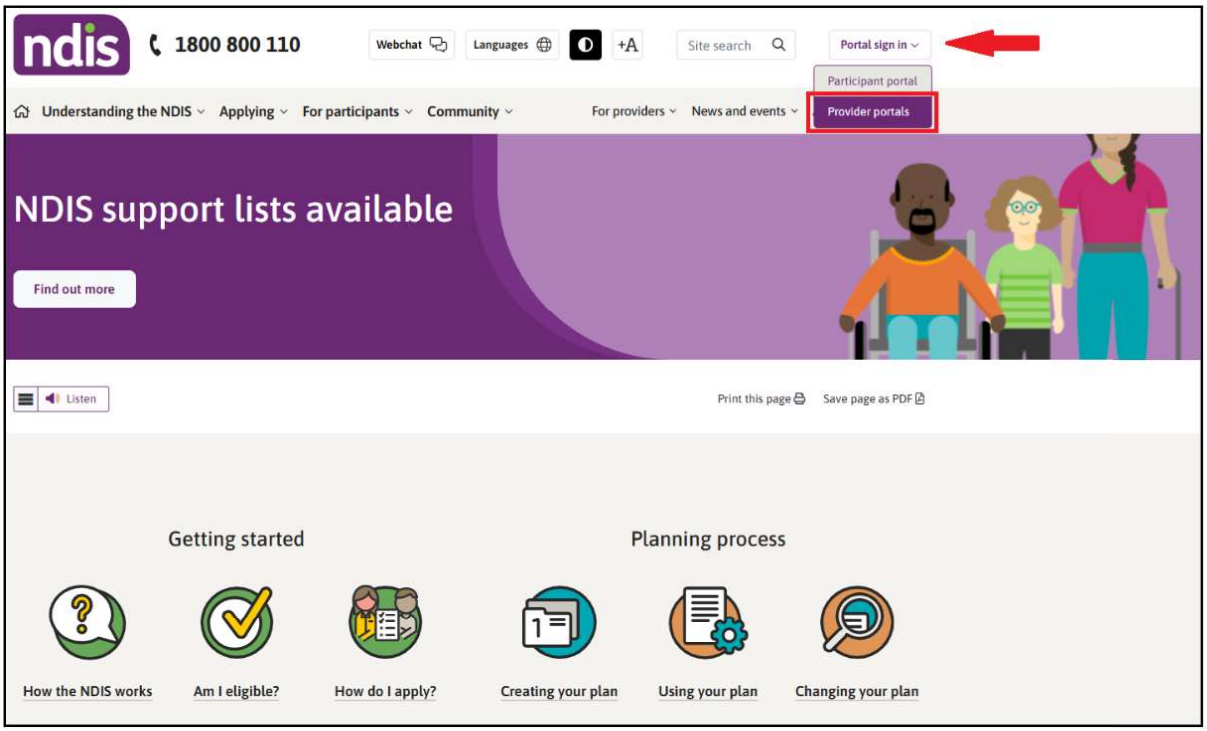
How to contact NDIS

Contact the NDIS by		
 NDIS Webchat	 Phone 1300 311 675	 myplace provider portal
You can live chat with us about: • my NDIS provider portal • Service bookings • Payment requests • Quotes • Referrals • Request for service • Searching for a registered provider	You can call us about: • my NDIS provider portal • Service bookings • Payment requests • Quotes • Referrals • Request for service • Searching for a registered provider • Submitting a general enquiry, feedback, compliment, or a complaint	You can use the provider portal to: • Submit a payment enquiry • Submit a general enquiry, feedback, compliment, or a complaint • Search for a provider • Upload documents

Contact the NDIS by		
 **Email us** enquiries@ndis.gov.au You can email us about: • Submitting a general enquiry, feedback, compliment or a complaint • Emailing a document, form report or letter	 **Contact and Feedback form** NDIS Online Form You can use the Online form to: • Submit a general enquiry, feedback, compliment or a complaint • Request a call back	 Mailing address **National Disability Insurance Agency** GPO Box 700 Canberra ACT 2601 You can mail us to: • Send us a compliment, complaint or provide feedback, • Send a document, form, report or letter

Accessing the integrity portal

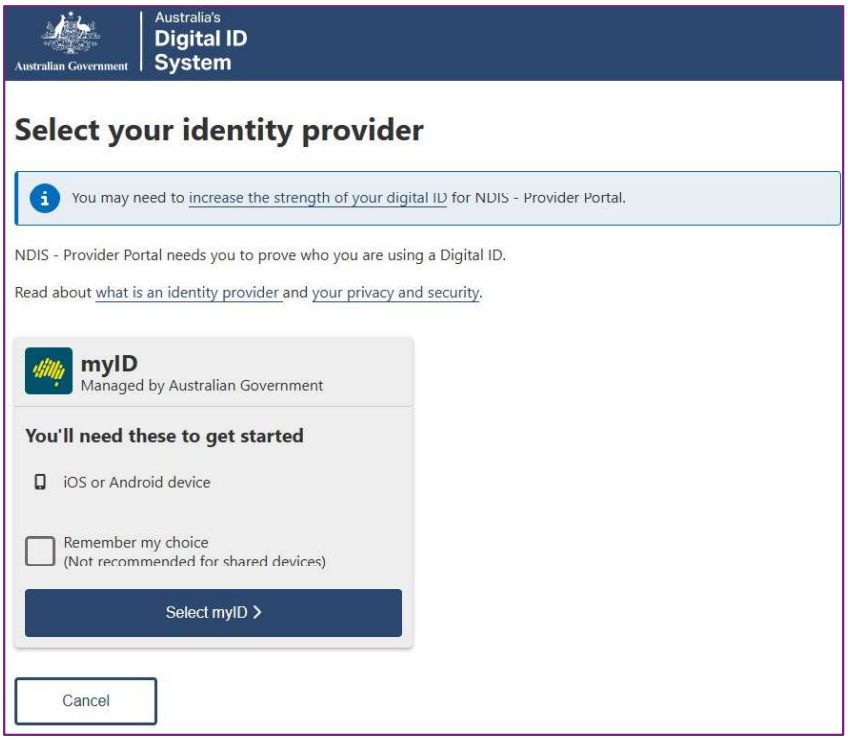
1. Access the integrity portal using the “Portal sign in” button on the NDIS website and selecting "Provider portals” from the drop-down menu.



2. Select the option "Continue with Digital ID" to log in with your myID.

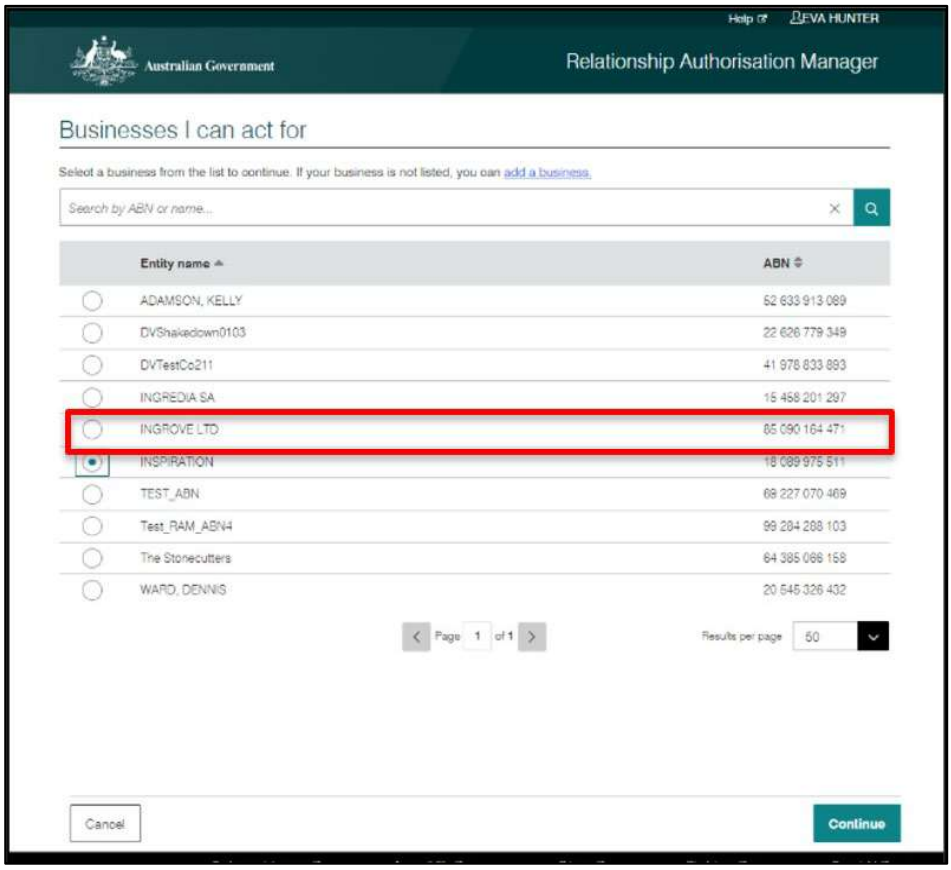


3. Sign in with Digital ID



4. Select your identity provider to login using your myID.
5. When you have selected myID, please log in using your personal myID login details.

6. Once you have successfully logged in to myID, if you hold the authority for more than one provider organisation, you will be directed to the RAM Australian Business Number (ABN) selection page where you will need to select which organisation you wish to act on behalf of in the integrity portal. The organisation you select must have been registered at the time the service was provided.



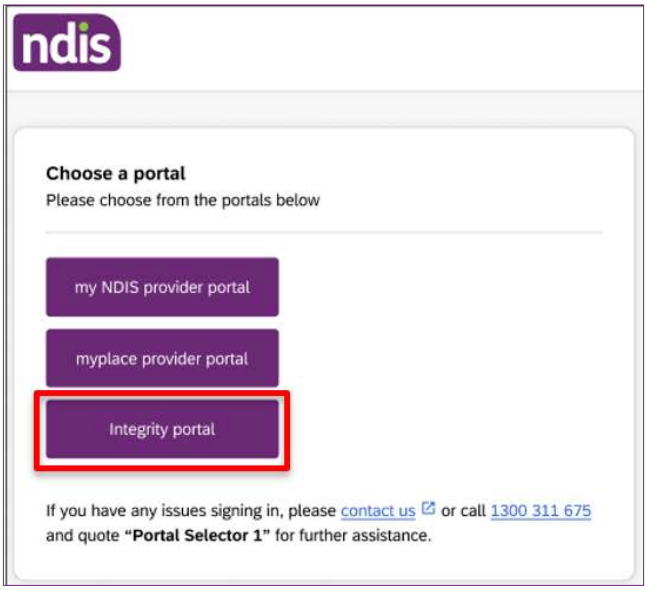
If you only hold authority to one provider organisation, this page will not appear.

If you are authorised to access the NDIS provider portals for one provider organisation only, or once you have chosen an organisation from the RAM ABN selection page, the NDIS provider portals landing page will load where you will see the integrity portal tile.

Set up your Digital ID and link to your business in RAM

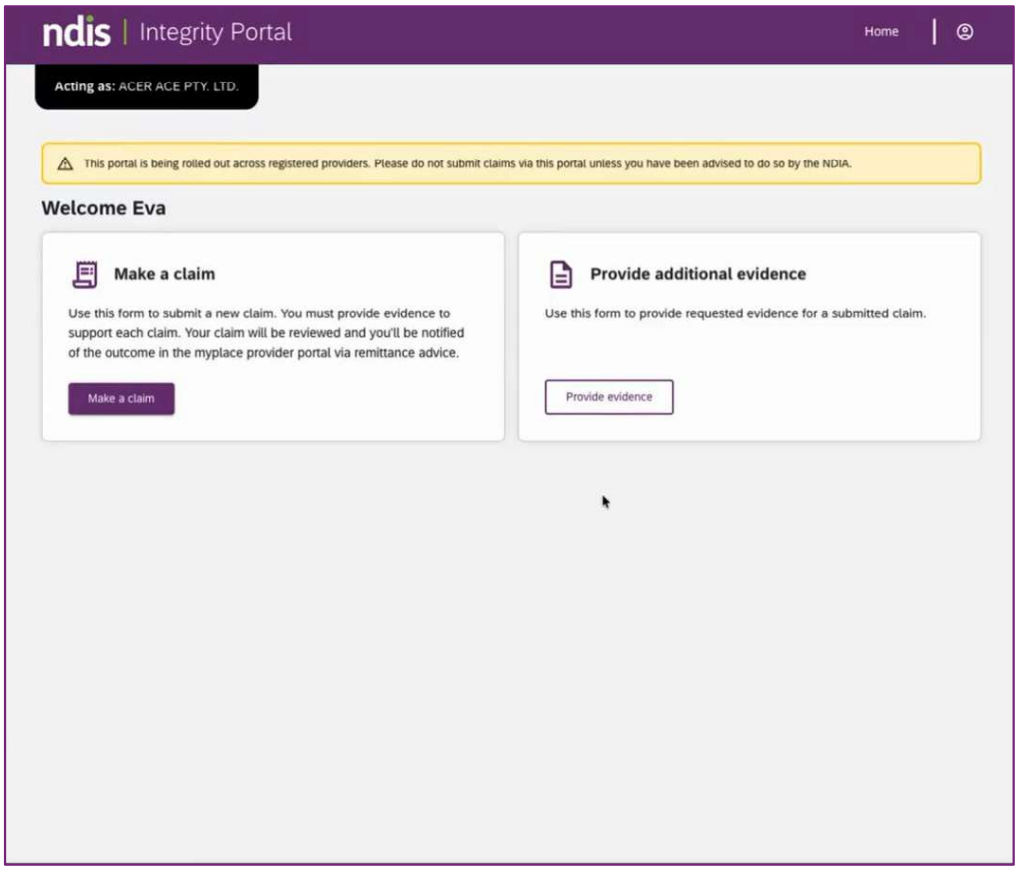
If you do not have your myID set up, or you are not linked to a provider organisation in RAM, please refer to the myID and RAM step-by-step guide found on the NDIS website.

7. Choose the Integrity portal tile on the landing page.



Integrity portal home page

You can use the integrity portal to make a new claim or submit evidence for an existing claim.



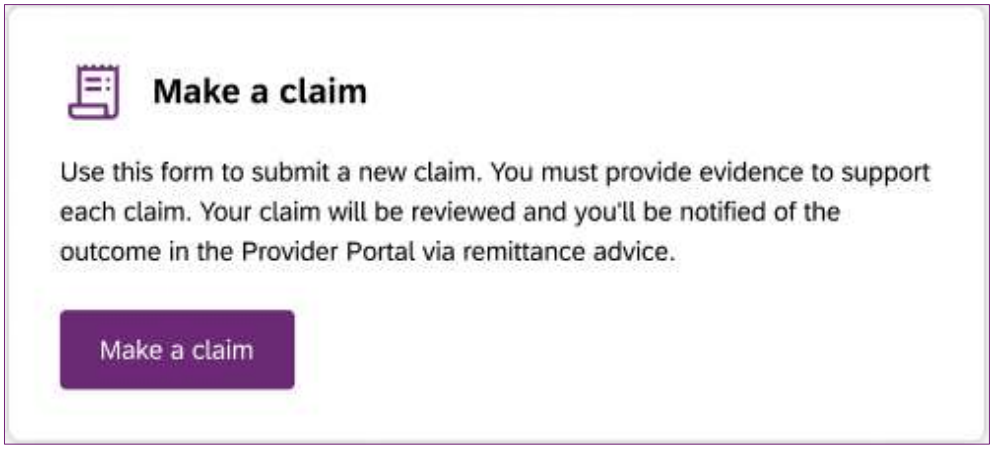
Submit claims

To submit a claim you will need:

- Evidence to attach to the claim
- The participant's NDIS Number
- Service details, such as start and end dates
- The support item and financial details such as unit price, quantity, GST code.
- Travel details, if applicable
- Reference details, eg invoice number, document reference number.
- The provider's ABN, or an ABN exemption reason
- Service booking number, if applicable.

To access this function:

8. Go to the integrity portal home page and select the **Make a claim** tile

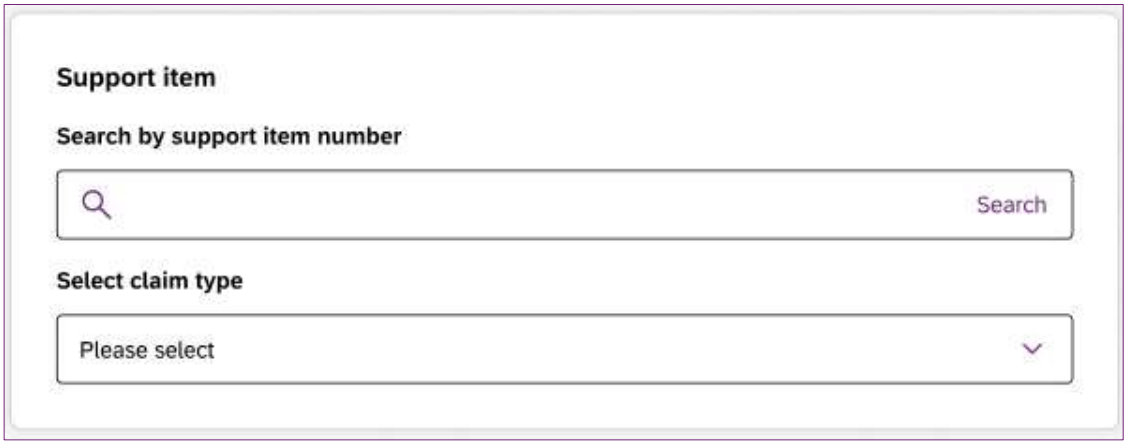


9. Enter details into the **Participant NDIS Number** field



10. Add the service date. If the service spanned multiple dates, **click the toggle button to change to "Yes".**

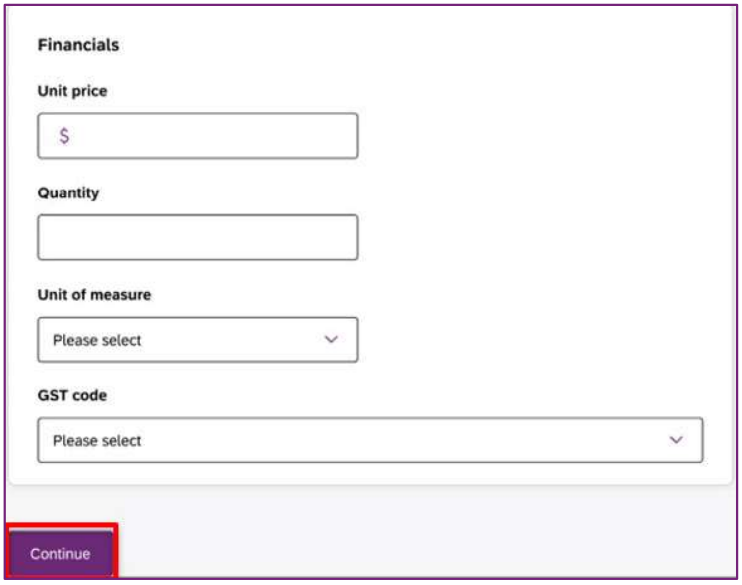




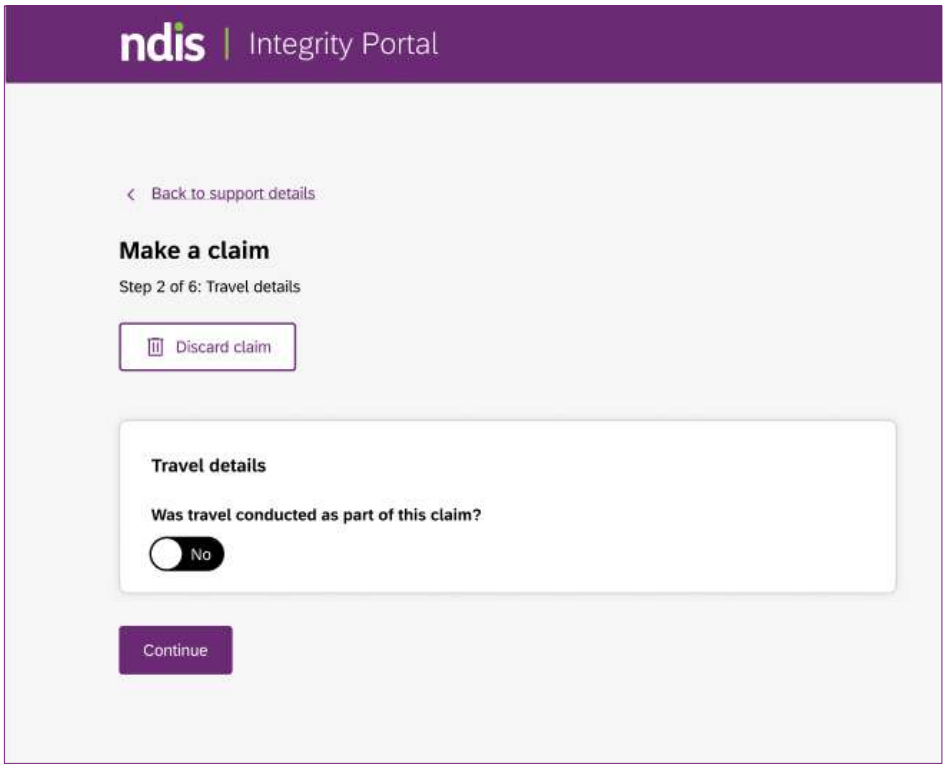
11. Select the support item and claim type. Note, support items can be searched by item number, or by name.

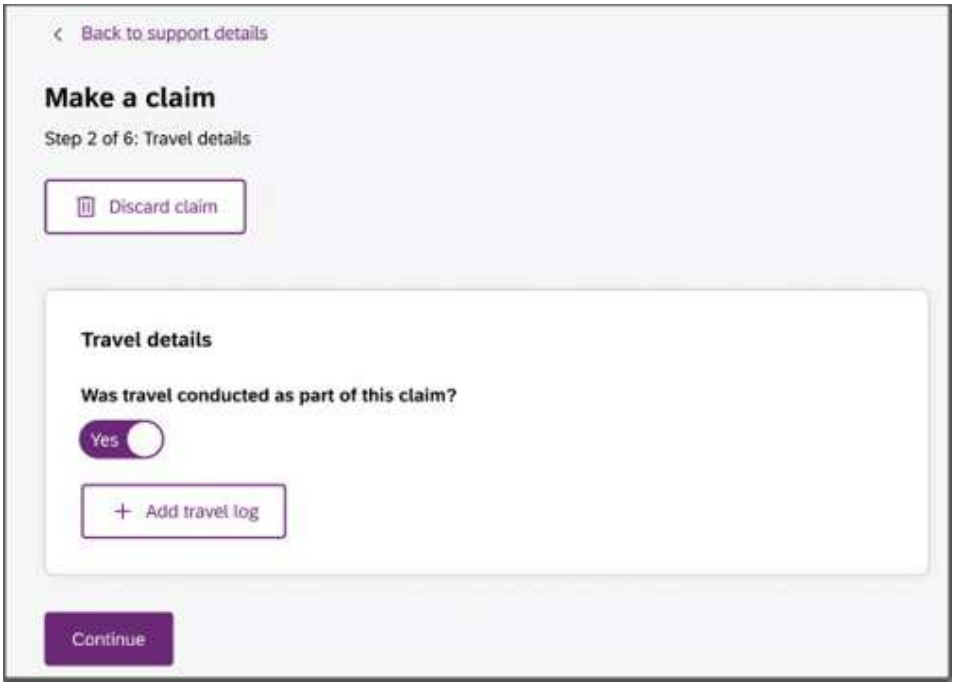


12. Add details into the **Unit Price and Quantity fields**. Include decimal places if necessary. Select Unit of measure and GST code values from the dropdown boxes.

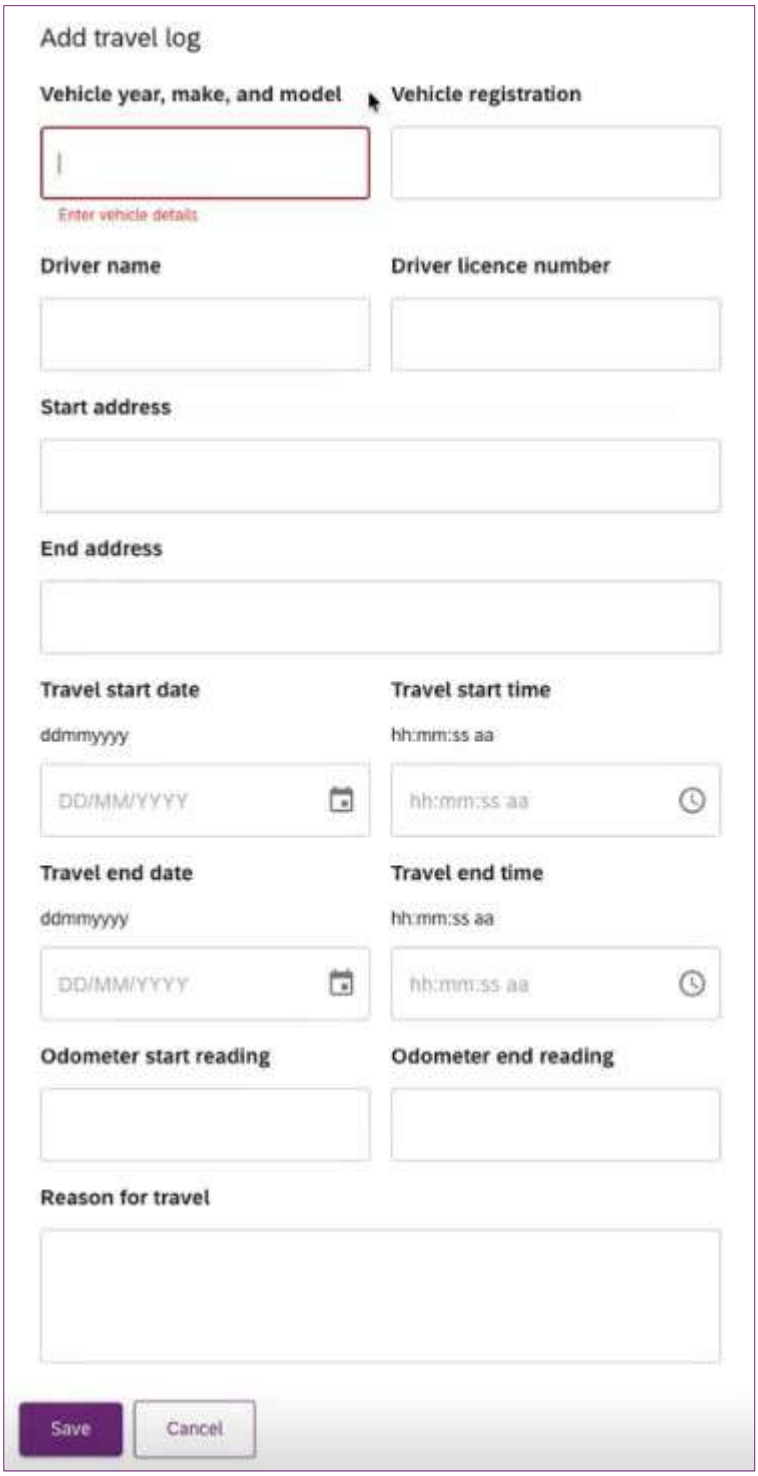


13. Click **Continue** to progress to the next screen
14. If travel was not conducted as part of this claim, click save and continue. If travel was conducted, select the toggle button and click add travel log.





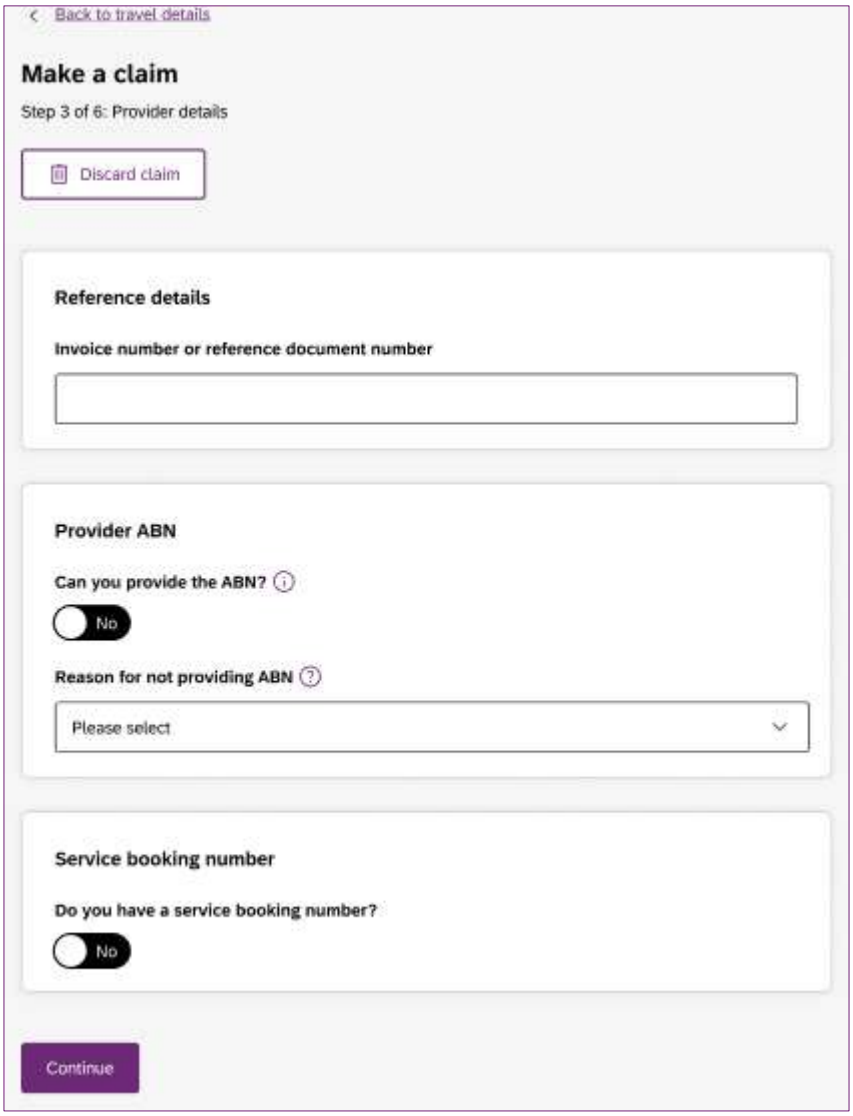
15. Add travel details, then click **save.**



Multiple travel logs can be attached by repeating the process of clicking add travel log, filling in details, and clicking **Save**.

16. When all travel has been recorded, click **Continue.**

17. You will be brought to a new screen.

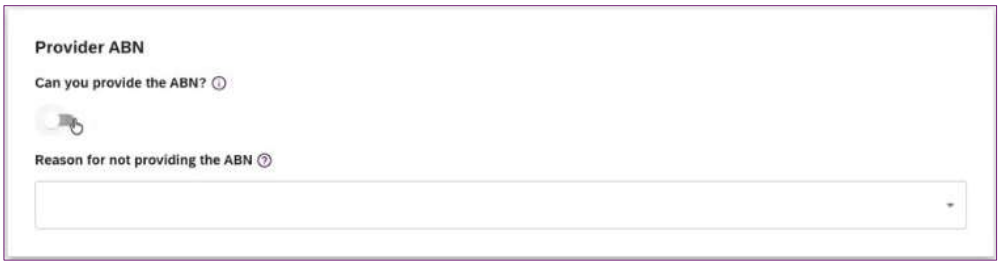


18. **Add** your reference details for this claim



19. **Add** your ABN. For plan managers, add the ABN of the provider the claim relates to. If you cannot add an ABN, select the toggle and choose an ABN exemption.



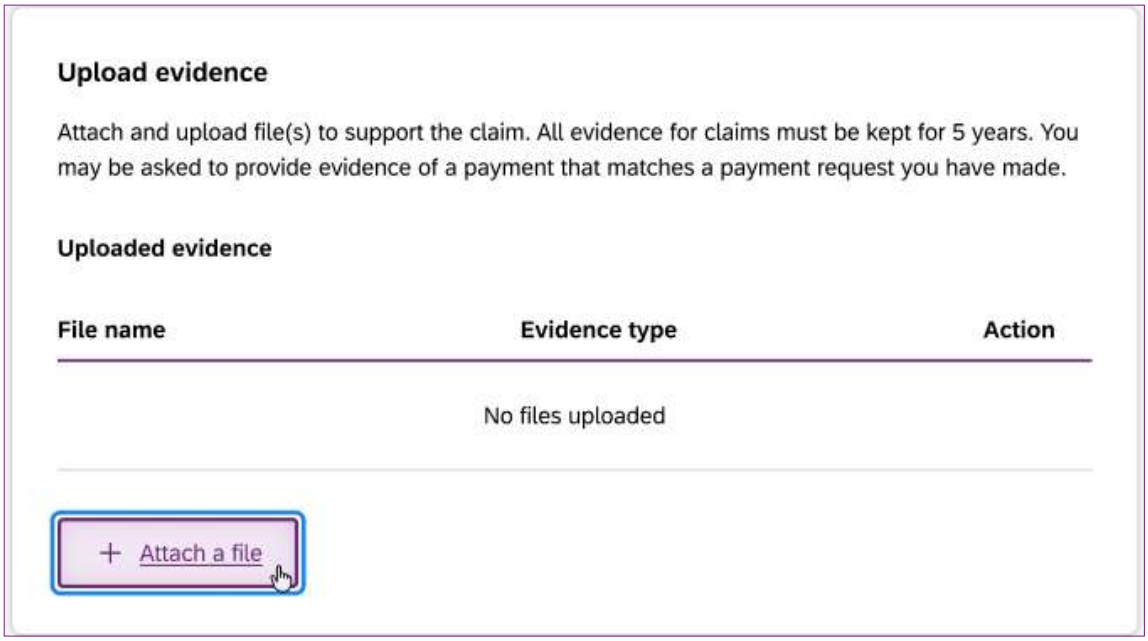


20. If you have a service booking number, **select the toggle to add it in**. Service booking numbers are a requirement for participant plans in the old NDIS computer system.

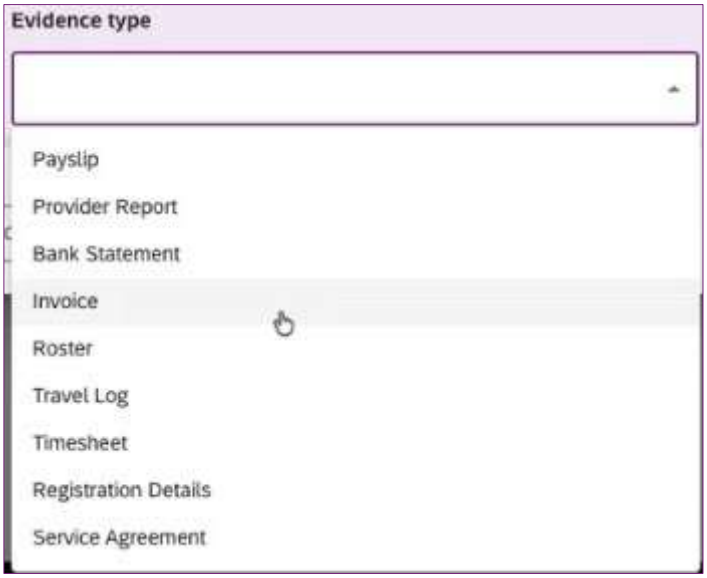


21. Click **Continue,** you will come to an evidence upload screen.

22. To upload evidence, **click attach a file**, then select the appropriate file to upload. Only one file can be uploaded at a time, however multiple files can be attached to a single claim with a maximum upload limit of 5 items per session. Accepted file extensions are pdf, doc, jpg, jpeg, png, xls, xlsx. Files should not be password or PIN protected.



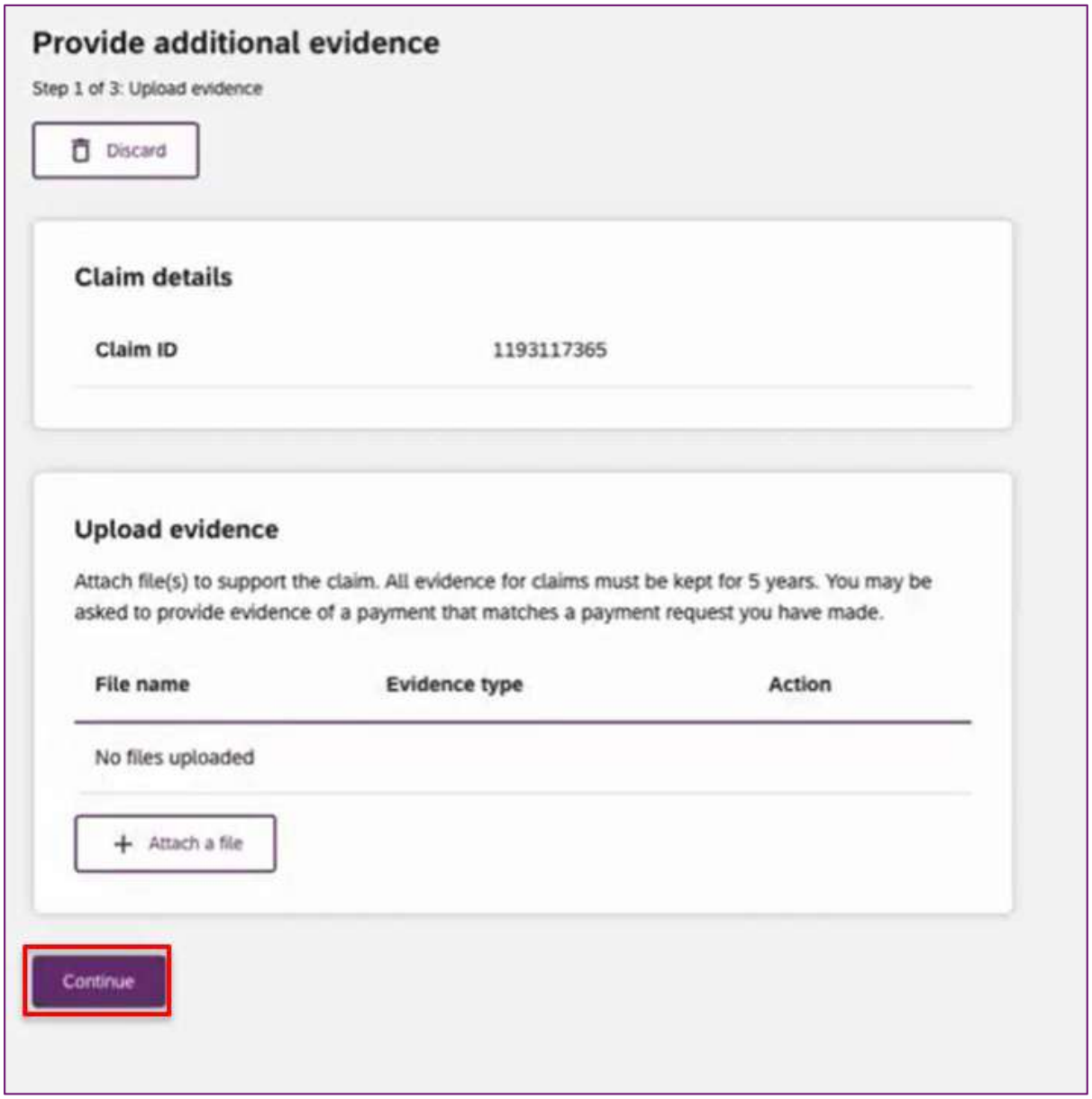
23. Label the type of evidence



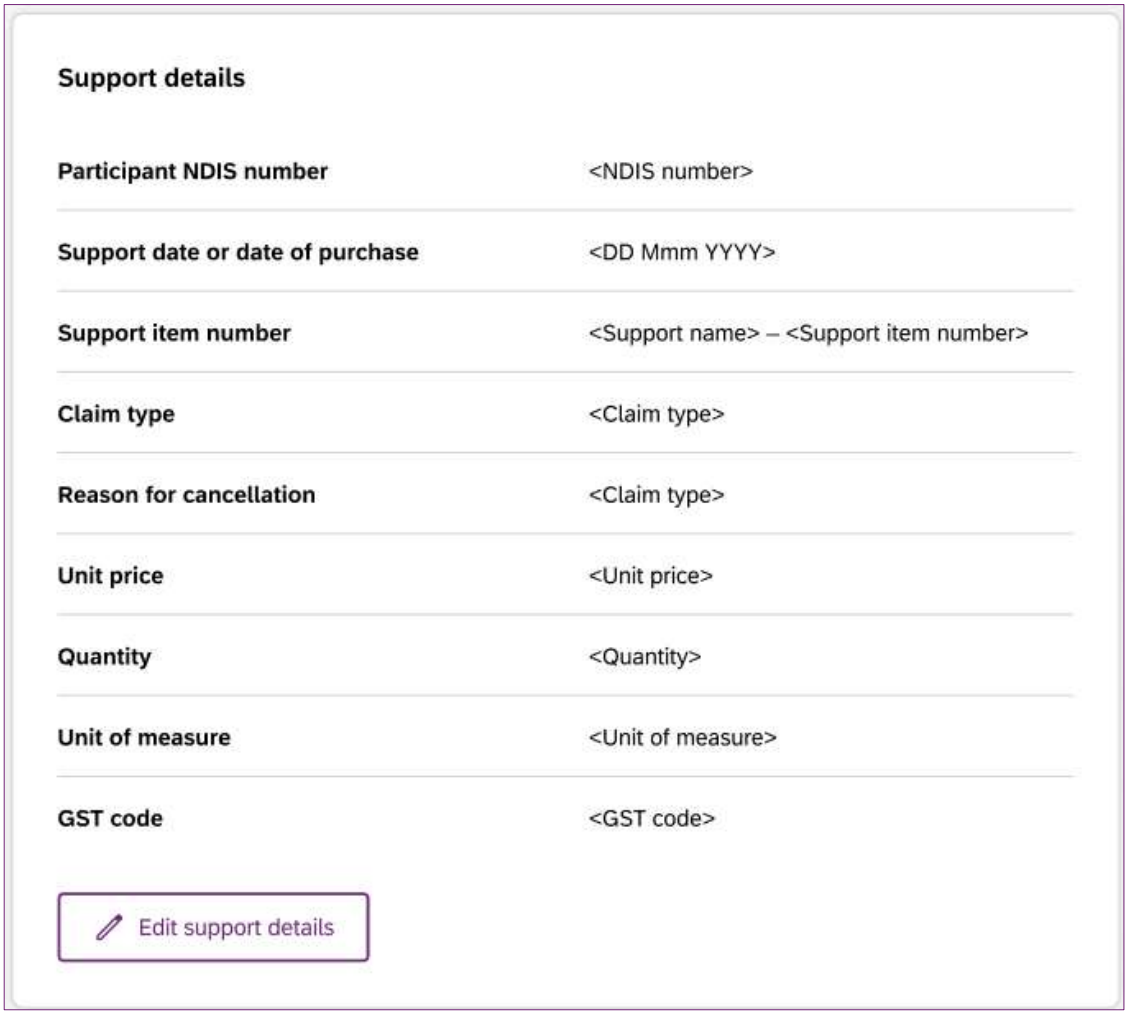
24. Select **Upload File**



25. When all evidence is uploaded, select **Continue.**



26. You will be brought to a review screen, you can edit the claim by clicking the **Edit support details**

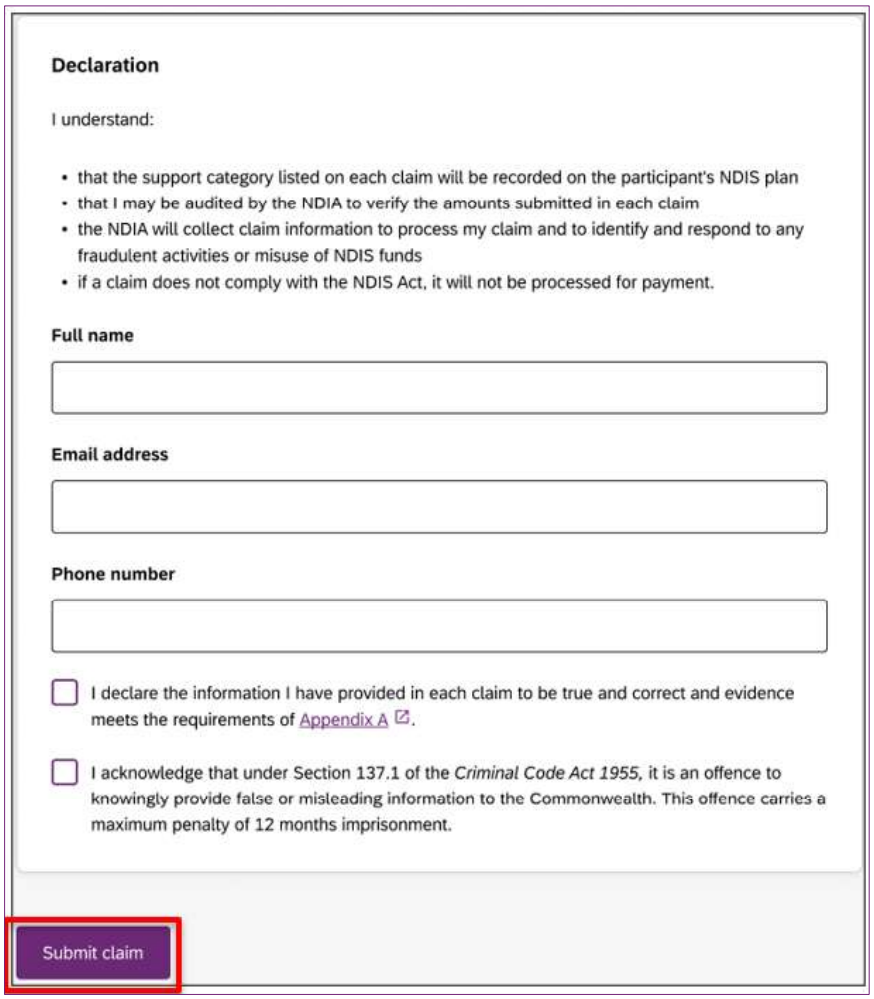


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27. Select **Declare and submit** when you have reviewed the claim details and are happy to submit

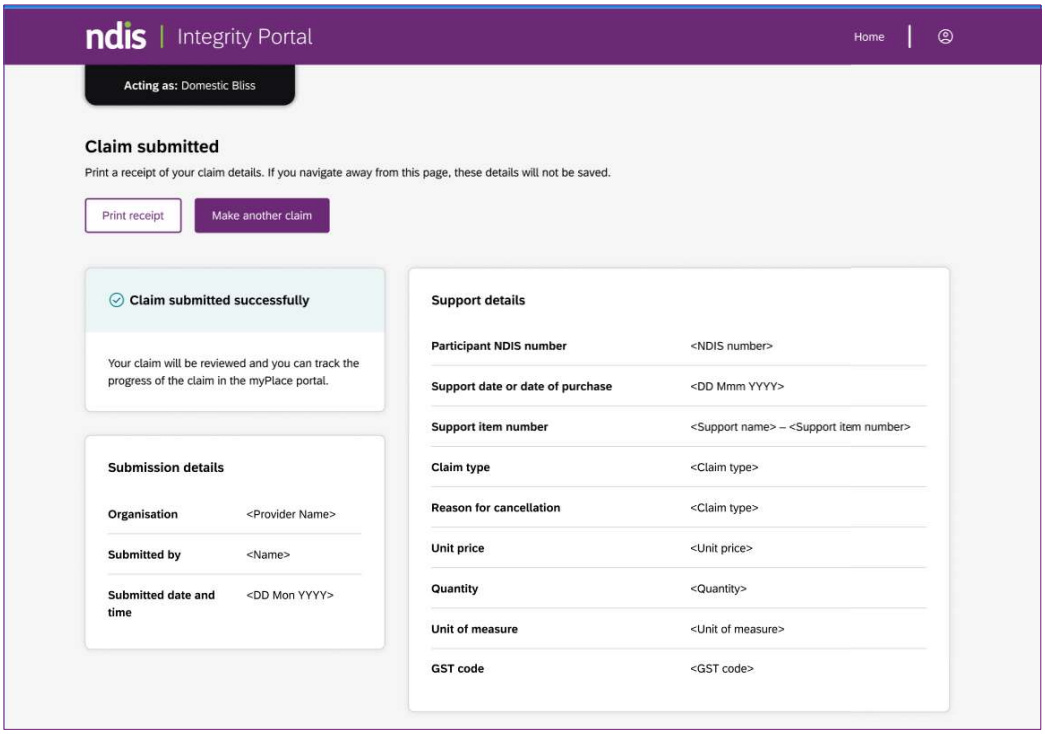


28. Complete the declaration, including your full name, email address and phone number. Tick the declaration and acknowledgement, then click **Submit claim.**



29. You will now come to a summary screen.

Click print receipt, or make another claim

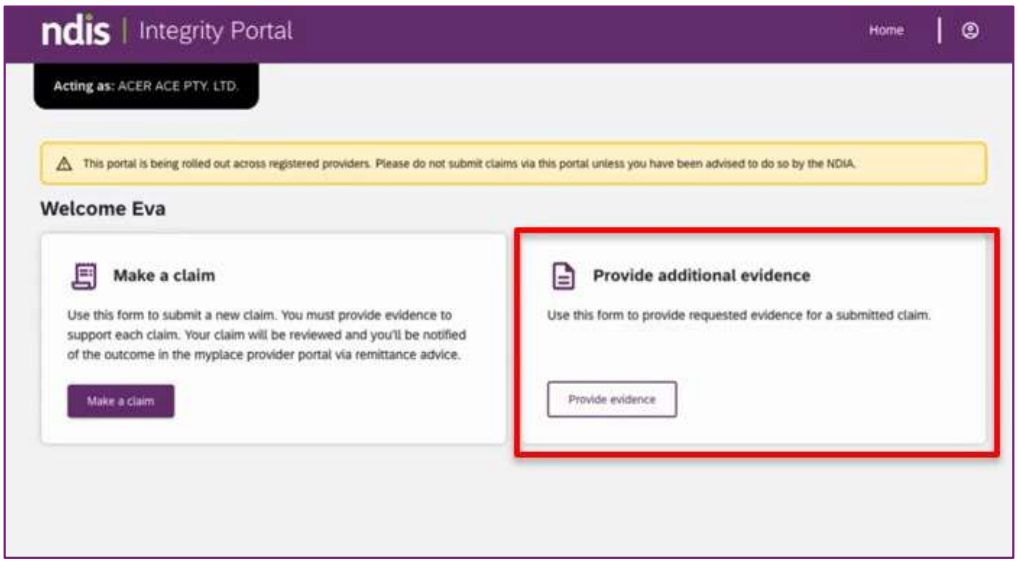


Provide Additional Evidence

You can also use the integrity portal to submit evidence for an existing claim where it was requested by the NDIA, or where it was not attached to a claim that has been submitted. This function should be used where the NDIA has requested that you provide additional information to assist with a claim review. Unless otherwise directed, evidence should only be uploaded for claims that are under review or pending payment.

To access this function:

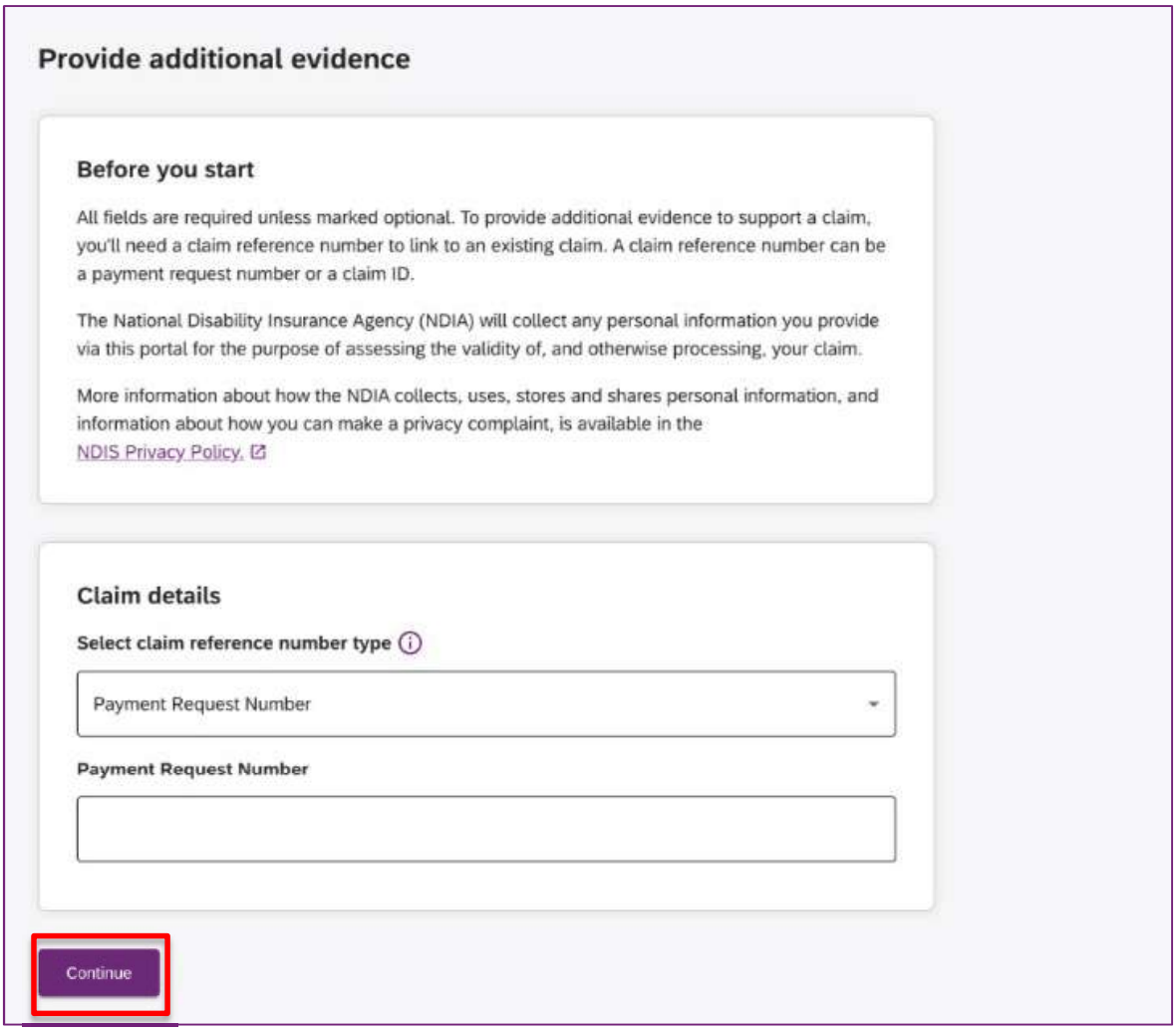
30. Go to the integrity portal home page and select the **Provide additional evidence** tile.



31. Select between the Select between the **Payment request number** and the **Claim ID** drop down.
    a. Payment Request Number (PRN) is the claim identifier associated to claims that are part of SAP plans
    b. Claim ID is the claim identifier associated to claims that are part of PACE plans

32. Enter details into the **Payment Request Number** or **Claim ID** field.

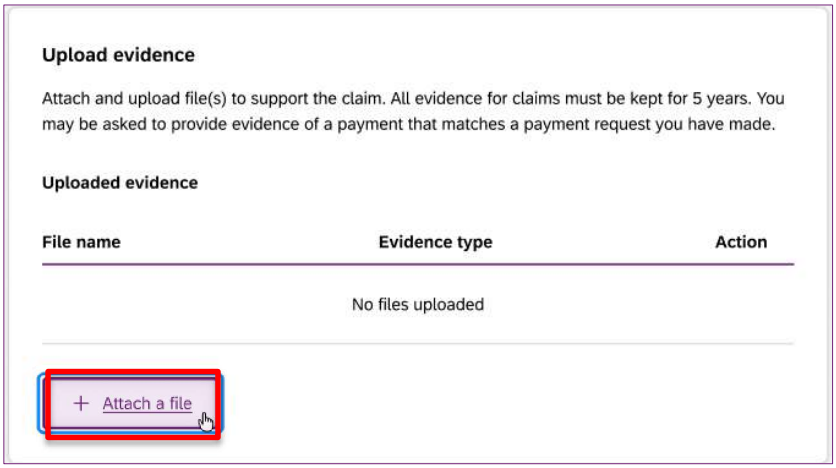
    a. Please note that if an incorrect number has been input you will receive an error message and you will not be able to continue.



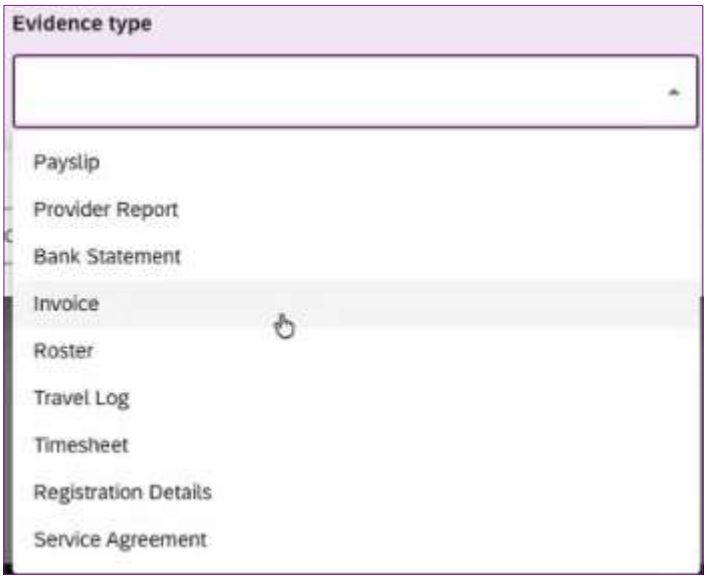
13. Select **Continue**

33. To upload evidence, click **attach a file**, then select the appropriate file to upload. Only one file can be uploaded at a time, however up to **5 files** can be attached to a single session.

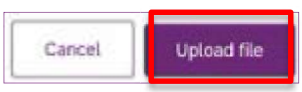
Accepted file extensions are pdf, doc, jpg, jpeg, png, xls, xlsx. Files should not be password or PIN protected.



34. Label the type of **evidence.**



35. Select **Upload File**



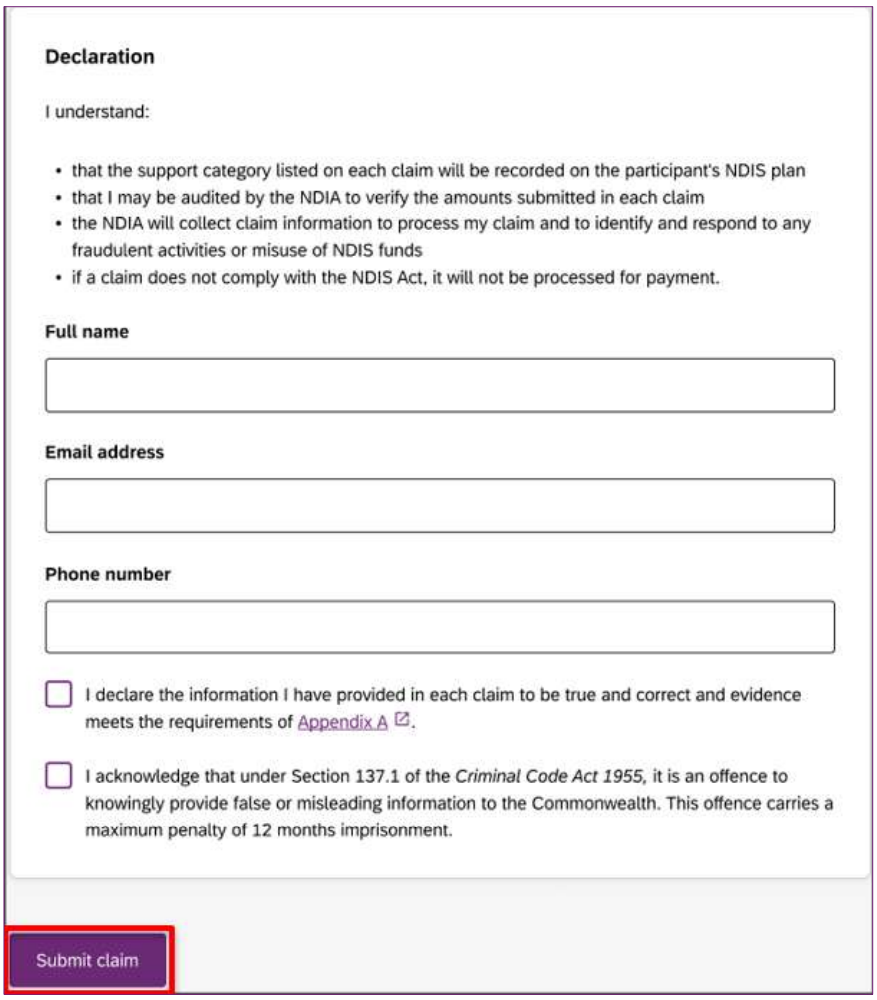
36. When all evidence is uploaded, select **Continue**

37. Select **Declare and submit** when you have reviewed the claim details and are happy to submit



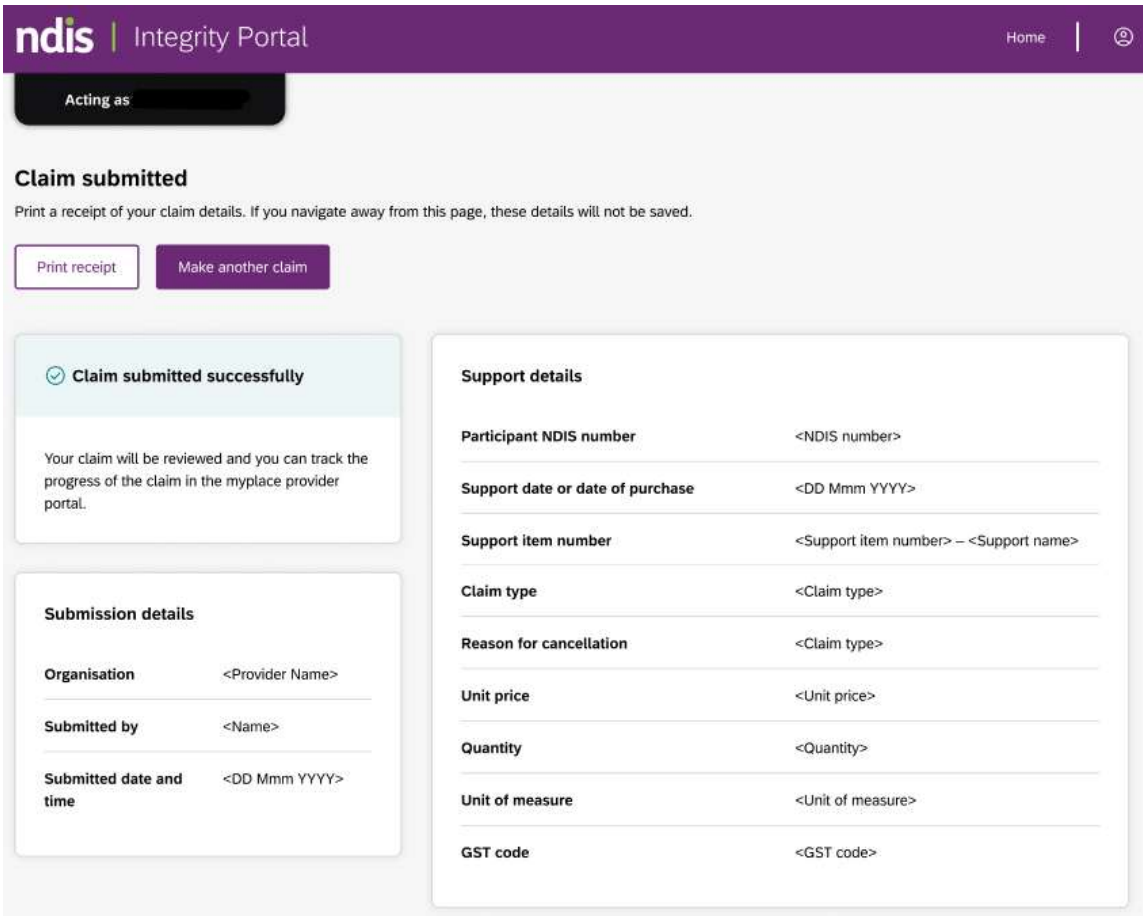
38. Complete the declaration, including your full name, email address and phone number. Tick the declaration and acknowledgement, then click **Submit Claim**.

Please note, claims or submitted evidence cannot be amended or deleted after this step.



39. You will now come to a summary screen. If you scroll down, this screen will show you your claim details, any travel details if applicable, and a summary of the documents you have uploaded.

40. Click print receipt, or make another claim



Evidence requirements

Claims submitted via the integrity portal are subject to review under section 45 of the NDIS Act. The Agency will need to be satisfied that the claim can be substantiated and is therefore payable. The Agency takes into account (but is not limited to) the following information in substantiating your claims. To assist in reviewing your claims, the Agency requests that you provide documents containing the following information:

Information requested for all claims:

- Name and NDIS number of the participant who received the support
- Date/s and time/s the support was provided
- Description of how the support was provided
- Price charged for the support
- Name and contact details of the support worker
- Support worker/participant ratio, or number of participants in the group (where applicable)

Additional information requested if the claimed support was provided by an allied health professional:

Full name, contact details (including email address and phone number) and the professional certification of Services Australia Provider Number of the professional who delivered the support.

Additional information requested for claims for Provider Travel and Participant Transport:

- Registration plate number
- Driver details
- Travel start and end times
- Odometer start and end readings
- Start and end addresses
- Reason/s for travel

Additional information requested if the claim is for a Short Notice Cancellation

- Date and time the cancelled support was booked for
- Date and time of the cancellation
- Reason for the cancellation
- Efforts by the provider to find alternative billable work for the relevant support worker.

Types of evidence

The documents most likely to show the requested information include, but are not limited to:

- Invoices
- Receipts
- Case notes
- Support notes
- Handover notes
- Clinical notes
- Rosters
- Timesheets
- Pay slips
- Service agreements
- Travel logs.

Help and feedback

This document will be updated periodically to reflect future developments and enhancements to the portal.

Getting help

Call NDIA on 1300 311 675 if you are unable to resolve a problem or need help to use the integrity portal.