



## PROVIDER PAYMENT AND INVOICING

Our main priority is to ensure that you are paid promptly for your services. By following the guidelines below and ensuring you submit a compliant and correct invoice will ensure a fast and prompt payment turnaround for the services you have provided to an NDIS participant.

As a National Disability Insurance Scheme (NDIS) service provider, it's important you invoice the NDIS correctly to avoid delays in payment. The National Disability Insurance Agency has strict rules around invoicing, so any mistakes or missing information will lead to your invoice being rejected and you having to start the process again.

### ADVANCE PAYMENT

Prepayment is not permitted for supports or services. You are not able to invoice in advance for services that have not been completed. You can only invoice the day of the service or after as the NDIS will not allow date claiming into the future. Only in the instance of some higher cost supports or capital modifications, you may be able to claim prepayment before the support is delivered. Prepayments without written approval from the NDIA can only be claimed in the specific circumstances outlined in the NDIS Pricing Arrangements and Price Limits.

### WHAT YOU MUST INCLUDE ON EACH INVOICE

Make sure you include all of the below details on your NDIS invoices to ensure they are processed first time:

1. The name of your business, your ABN (which must match the one on ABN Lookup), and your bank details for payment transfer.
2. A unique invoice number (using the same invoice number twice will lead to the NDIA's system rejecting it).
3. The customer's full name (and, while their NDIS number isn't compulsory, including this too can help speed up processing).
4. A brief description of the service you provided and the NDIS Line item found in the NDIS Pricing Arrangements). <https://www.ndis.gov.au/providers/pricing-arrangements>
5. The date the invoice was issued and the date or range of dates you delivered the service.
6. How many hours of support you provided and at what hourly rate (The rate per hour must not exceed the price guide maximum rate for the line item you are claiming which is found in the link above.
7. The total amount you're invoicing for (GST if applicable, must be inclusive of the hourly rate, majority of NDIS support work and services are GST Exempt so no GST is to be charged).

# INVOICE TEMPLATE

Below is a template that you may like to use for your invoicing. If you already have an invoice template that is fine, you just need to ensure all the required information is included on the invoice so it is compliant with the NDIA.

<Insert Company Name>

<ABN: Insert your valid ABN>

<Address Line 1>

<Address Line 2>

<City State Postcode>

Email: <Your preferred email address>

# INVOICE

INVOICE NO: <A unique invoice number>  
 DATE: <Invoice date>

**TO:**

<NDIS Participant Name & NDIS Number>

C/-

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 NDIS Plan  
 Management  
 PO Box 14142  
 Koorlong VIC 3501  
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DATE/DATE Range	DESCRIPTION/PRODUCT	NDIS LINE ITEM*	HOURS	RATE PH	AMOUNT
GST INVOICE TOTAL					

**PLEASE PROVIDE YOUR BANK DETAILS FOR PAYMENT OF THIS INVOICE:**  
 ACCOUNT NAME:  
 BSB:  
 ACCOUNT NUMBER:  
 EMAIL: <Your preferred email address for notifications about payments and payment issues>

\*A list of codes and descriptions of each line item can be found from the NDIS Pricing Guide  
<https://www.ndis.gov.au/providers/pricing-arrangements>

## PLAN MANAGED INVOICE PROCESS

There is a few steps involved for an NDIS invoice to be successfully processed. It is not a matter of simply sending a plan manager an invoice and they have a pool of money that they can pay you with straight away. Below is a brief guideline of the process.

1. Provider submits a compliant and correct invoice to the Plan Manager.
2. The Plan Manager receives and views the invoice and confirms the services are approved in the plan for that participant.
3. The Plan Manager ensures the invoice is correct and compliant and has all required information listed.
4. The Plan Manager inputs the data into a plan management software program with the relevant information.
5. The Plan Manager uploads a bulk file document to the NDIS PRODA portal at the end of each business day.
6. The NDIA review the data and approve or reject the payment.
7. If approved the NDIA will deposit the approved funds into the Plan Manager's NDIS trust account.
8. The Plan Manager must reconcile all payments claimed and ensure the amounts are correct.
9. The Plan Manager uses an ABA bank file transfer to create a scheduled payment to your bank.
10. The Plan Manager provides you with a remittance via email if supplied.

The steps above is an example of when everything has processed perfectly and there are no issues. 1 small issue can result in an additional 10 steps. We never like your payment to be delayed and understand you deserve payment for services ASAP but sometimes issues with the NDIA occur out of our control, but we are always working hard behind the scenes to get every payment processed as soon as possible.

## OTHER USEFUL TIPS FOR INVOICING

1. Rather than list services for each day on a separate line of your invoice, to save time on both ends and to streamline our processing, if a service and line item number you are claiming is the same you can just use a date range and total the hours and amount payable. For example if you provided a participant social and support services each Tuesday and Wednesday for 2 hours per day for the month under the same line item 04\_104\_0125\_6\_1 - Access Community Social and Rec Activ - Standard - Weekday Daytime you can summarise your services on your invoicing as shown below.

Date/Range	Description	NDIS Line Item #	Hours	Rate PH	Total
1-2-2022 – 28-2-2022	Social Support	04_104_0125_6_1 - Access Community Social and Rec Activ - Standard - Weekday Daytime	16	55.00	880.00
				GST	GST FREE
				TOTAL	\$880.00

For every different line item you use you will need to have a new line on your invoice. For example, if you also provided a Saturday service for 2 hours each week in addition to the Tuesday and Wednesday service your invoice could look like this.

Date/Range	Description	NDIS Line Item #	Hours	Rate PH	Total
1-2-2022 – 28-2-2022	Social Support	04_104_0125_6_1 - Access Community Social and Rec Activ - Standard - Weekday Daytime	16	55.00	880.00
1-2-2022 – 28-2-2022	Social Support	04_105_0125_6_1 - Access Community Social and Rec Activ - Standard - Saturday	8	75.00	600.00
				GST	GST FREE
				TOTAL	\$1480.00

- Invoicing turnaround timeframes will vary with each participant. Our priority is to receive your correct and complaint invoices and have them processed and payment made to you fast. As a guide, if we receive your invoice prior to 12pm on any business day and the invoice is correct and there is no issues with a rejected payment, you can expect your payment to be made within 1-3 business days. Many times you will receive payment the following day but sometimes this is not the case. It is also important to remember even if you submit multiple invoices for multiple participants at the same time on the same email, you may not always have all invoices paid at the same time. Many factors contribute to this as every participant and their plan is different. The only time you should contact the plan manager to question payments is if you have submitted an invoice and have not received payment within 5 business days. This may be due to a plan update, NDIS payment error or simply the invoice has not been received or you have sent to the incorrect email address.

I hope this guide has helped explain how invoicing and payments for NDIS services is to be conducted and the process involved. If you have any questions please email Colette at [cbbookkeeping@outlook.com.au](mailto:cbbookkeeping@outlook.com.au)

**Regards,**  
**Colette Bessell**  
**NDIS Plan Manager**  
**Colette Bessell NDIS Plan Management**