



PROVIDER PAYMENT, INVOICING & GUIDELINES

Our main priority is to ensure that you are paid promptly for your services and that you are operating within the guidelines and code of conduct of the NDIS. By following the recommended 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 a 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. As a provider servicing a NDIS participant, you are bound to work within the NDIS code of conduct and within the guidelines of the NDIS pricing arrangements. I strongly suggest that you have a copy of both and thoroughly read through both documents on the NDIS webpage.

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.

SHORT NOTICE CANCELLATIONS OR NO SHOW

Where a provider has a Short Notice Cancellation (or no show), they are able to claim 100% of the agreed fee associated with the activity from the participant's plan, subject to the NDIS Pricing Arrangements and Price Limits and the terms of the service agreement with the participant. A cancellation is a short notice cancellation if the participant:

- Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- Has given less than seven (7) clear days' notice for a support.

Providers can only claim from a participant's plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:

- The NDIS Pricing Arrangements and Price Limits indicates that providers can claim for Short Notice Cancellations in respect of that support item; and
- The proposed charges for the activities comply with the NDIS Pricing Arrangements and Price Limits; and
- The provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed); and
- The provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

There is no hard limit on the number of short notice cancellations (or no shows) for which a provider can claim in respect of a participant. However, providers have a duty of care to their participants and if a participant has an unusual number of cancellations, then the provider should seek to understand why they are occurring. The NDIA will monitor claims for cancellations and may contact providers who have a participant with an unusual number of cancellations. **If you do not have a cancellation policy stated in your service agreement or you do not have a service agreement in place, you CAN NOT invoice for cancelled services. If you are charging on your invoice for cancellations, you must CLEARLY state the charge is for a cancelled service** as this needs to be recorded under a cancelled service when the plan manager enters the invoice.

SERVICE AGREEMENTS

Providers should support each participant to understand any service agreement using the language, mode of communication and terms that the participant can understand. The NDIA recommends having a written service agreement, so participants and providers are clear about what each party has agreed to. Service agreements help make sure the participant and provider have the same expectations of what supports will be delivered and how they will be delivered. Making a service agreement is a negotiation between the participant and the provider. Participants might involve a nominated person (such as a participant's family member or friend). Service Agreements outline the frequency and description of the supports, the agreed price rate per hour for the applicable line items and the cancellation policy. As a plan managed participant, they have the right to negotiate their hours, hourly rate and cancellation policy with you. The price guide with the max rates that can be charged, is exactly as it states. It is only a GUIDE. If you are a non-registered provider, I would not expect to see you charging the max price guide rate and have no more than a 24-hour cancellation period policy. You need to talk this out with the participant and come to an agreement that works for both parties.

A written service agreement is required for Specialist Disability Accommodation supports under the NDIS rules.

For other NDIS services, the NDIA does not require written service agreements although **we always encourage you to have a signed agreement in place for each participant as it covers all parties.**

Please forward all copies of your service agreements for approval to the plan manager or support coordinator once signed.

If at any time a participant requests additional services that is not outlined in your agreement, you must create a new agreement and have the hours and funding approved BEFORE providing the additional services. This also includes respite or STA. Many clients may not understand what is available in their plan and what they have already agreed to or allocated to other services, so it is so important you do not provide services outside of what has been agreed in your agreement. This is to ensure participants are not overspending and their funding lasts the duration of their plan dates. Soon there will be very strict guidelines and evidence required to request an early review or additional funding, so we need to make sure that a participant is only using their plan based on what they have been funded for. If you are ever not sure always contact the support coordinator first or if the participant does not have one, then you can contact the plan manager.

NDIS AUDIT MONITORING TEAM

The NDIS have now implemented new compliancy and auditing teams in all regions. Their role will be to randomly perform an audit on participants in their region. They will be looking at the participants plan spending, their service providers by the ABN on your invoices, the amounts service providers are charging and ensuring you are invoicing correctly, charging an appropriate rate and not exceeding service hours allocated in the NDIS plan. They will also be asking for details on the services you are providing and what a typical shift would include. **Do not be surprised if you start getting a call here and there from the monitoring team as this will be an ongoing and regular part of the new NDIS strategies to reduce non-compliance and fraud from providers.**

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 NDIS number.
4. NDIS support code 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).

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.

PLAN MANAGED INVOICE PROCESS

There is a few steps involved for a 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

2. 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 2-5 business days. Many times, you will receive payment the following evening 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 7 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 your obligations as a provider to a NDIS participant and how invoicing and payments for NDIS services is to be conducted and the process involved. Plan managers, support coordinators and the new NDIS monitoring and compliancy team will be more thorough, they will be asking more questions and making sure you are providing the best supports possible to participants. Non complaint invoices will now be returned to be amended and you will be requested to provide your service agreements. If you have any questions, please email Colette at cbbookkeeping@outlook.com.au

All invoices are to be sent to cbpminvoice@outlook.com

Regards,
Colette Bessell
NDIS Plan Manager
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