

## **NDIS Provider Invoice Requirements & Information**

As an NDIS provider it is your responsibility to make sure your invoices are complete, accurate and compliant with the NDIS pricing arrangements and both NDIS and ATO legislation. By submitting an invoice for claiming, you are confirming that the supports or service on the invoice has been provided and is an approved NDIS support. The checklist below shows the invoice items which assist with efficient processing and payment times.

1. Your company logo or name
2. Your ABN
3. Business Name and address
4. Contact details including phone number and email address
5. Invoice to: Participant first & last name
6. Participant NDIS Reference Number (this is an NDIS invoicing requirement) see below link to NDIS website getting paid.
7. Unique invoice number
8. Invoice Date
9. Support Dates – please note **all** support dates applicable to support provided must be included
10. Support Description
11. Support Item Number
12. Support type – ie Direct, NF2F, Transport, Report writing (Refer to pricing arrangements page 14).
13. Quantity – (Refer to the NDIS pricing arrangements for the correct way to reflect quantities Page 16)
14. Unit price inclusive of GST
15. Subtotal
16. Total
17. Your bank details – please see link to ATO guidance on bank accounts. If you are operating a business through a partnership, company or a trust, you must have a separate bank account for that business.
18. Please ensure you are utilising the correct invoice type for your GST registration. Link included to the business.gov website for details. This is part of compliance with GST legislation

**All invoices should be emailed to [info@onpointplanmanagement.com.au](mailto:info@onpointplanmanagement.com.au)**

## **Important Information about processing claims and payments**

- Please note that all invoices should be addressed/invoiced to the participant. The agreement is between the provider and participant. Plan managers are intermediaries only and invoices addressed to the plan manager will not be accepted.
- Providers are responsible for ensuring that the participant has sufficient funding allocated in each funding period to ensure all supports can be paid for. Best practice is to provide a schedule of supports which shows the cost of supports for each funding period.
- Upon receiving your invoice, it is checked to ensure completeness of information. If there is missing or incomplete information you will be notified of any issues via email. Incomplete invoices cannot be processed.
- Once an invoice is verified as complete, the participant/representative is contacted for approval. Please note we allow 2 business days for invoices to be approved.
- In line with the NDIS guide to plan management claims are reconciled and payments disbursed within 2 business days.

## **Useful Links**

<https://www.ndis.gov.au/providers/pricing-and-payments/payments/guide-getting-paid>

<https://www.ndis.gov.au/providers/pricing-and-payments/pricing/pricing-arrangements-and-price-limits>

<https://business.gov.au/Finance/Payments-and-invoicing/How-to-invoice>

<https://www.ato.gov.au/businesses-and-organisations/gst-excise-and-indirect-taxes/gst/tax-invoices>

<https://www.ato.gov.au/businesses-and-organisations/preparing-lodging-and-paying/record-keeping-for-business/detailed-business-record-keeping-requirements/running-your-business-records/banking-records>