

Service Provider Instructions

This pertains to a mutual customer, a participant in the National Disability Insurance Scheme. Specialised Plan Management acts as Plan Manager for the customer. This means that we facilitate the payment of invoices on the participant's behalf.

The NDIA have clear rules outlining how an invoice should be presented, whether your organisation is an unregistered business or a NDIS registered business. The purpose of this letter is to outline the NDIA invoicing requirements, as well as to inform you of the process you need to follow to ensure prompt payment for the services you have provided.

Firstly, it is recommended that a **Service Agreement** is completed between the provider and the NDIS participant, and/or representative. This agreement can be in the form of a simple quote signed by both the provider and participant, outlining the agreement between the two parties. Provide us with a copy of this agreement so we can monitor invoices being received and ensure budgets are being maintained.

Service Agreements ensure both parties are clear on:

- the supports and services being provided.
- the prices of those supports and services.
- how, when and where the supports and services are to be provided.

Secondly, once supports and services have been provided, send an invoice in pdf format to payments@specialisedplanmanagement.com.au. Both non-registered and registered providers must adhere to the NDIS invoicing requirements. If your invoice is missing any of the below information, it is considered noncompliant under the NDIA and will not be accepted for payment.

Please ensure that your invoice meets the NDIA invoicing requirements and contains the following details:

1. Business name and valid Australian Business Number (ABN)
2. NDIS Participant's name
3. Date of service for each line of support
4. A description of service and preferably the relevant NDIS line item. Please see the [current NDIS Price Guide](#) which outlines all line items and associated maximum pricing. If you're still unsure about what line item to use, please contact us and we can assist.
5. Quantity (can be measured in hours or units)
6. Hourly rate
7. Amount per line item of support
8. Total amount of invoice
9. Bank Account details for EFT payment
10. Email address to send the Remittance Advice (confirmation of payment)

PLEASE NOTE: Most NDIA supports provided to NDIS participants are GST-free.
[Click here](#) for more information about GST and the NDIS.

Lastly, we will liaise with the customer to ensure that the invoice is correct and approved for payment. Specialised Plan Management completes two payment runs per week (Thursday and Monday), and generally, this means all invoices are processed and paid within 3 -5 business days. Typically, invoices received before Tuesday at 12:00pm are included on Thursday's payment run, and invoices received before Friday at 12pm are included on Monday's payment run.

Example:

Tax Invoice

Business Name
 Business Address

Date:
 Invoice No:

Phone:
 Email:
 ABN:

INVOICE TO: *This should be the NDIS participant - not the family member or Support Coordinator*
 NDIS Number: (If Known)
 Address: (If Known)

Date	Item Description	Line Item	Qty	Unit Rate	Amount
01.01.2024	Home Maintenance	01_019_0120_1_1	1.5	\$49.30	\$73.95
06.01.2024	Assistance With Self-Care Activities - Standard - Saturday	01_013_0107_1_1	2	\$77.81	\$155.62
				Subtotal	\$229.57
				GST *	\$0.00
				Total Due	\$229.57

Payment Terms & Conditions

Account Name:
 BSB:
 Account number:

Thank you

Would you like a template invoice? Do you have more questions? – Feel free to contact our Plan Management team on 3317 8344, or payments@specialisedplanmanagement.com.au.