

A Guide on how to fast track NDIS payments

ALLDISABILITY.COM



**ALL DISABILITY
PLAN MANAGEMENT**

About All Disability Plan Management

We make life easier for NDIS participants by looking after the financial side of their plan. We are supportive, award winning, friendly experts. We help NDIS participants, Service Providers and support coordinators and we operate Australia wide.

Our trusted team of Plan Managers understand the importance of paying participant's providers as quickly as possible. All Disability Plan Management makes things easier for providers by utilising customised NDIS invoice processing software that allows you to receive your payments within a few days. We are now one of the fastest payers in the industry, and our customers satisfaction score of 96% speaks for itself.

Providers work hard every day to ensure NDIS participants get the best care possible - but they have to wait days, or sometimes weeks, to receive payments for the services they deliver. If you're a busy provider, it's stressful and tiresome to keep track of outstanding payments and to wait for the funds to roll in. Many Plan Managers claim that they process invoices within 24 hours, but this can be misleading and is not relating to the actual time providers will receive their funds.



We work to get your funds in your hands as soon as possible.



**Founder and CEO
Jo Hollis
CPA, MIPA AFA**

RECOGNISING AUSTRALIA'S
**BUSINESS,
INNOVATION
& TECHNOLOGY LEADERS**



AUSTRALIAN
SMALL BUSINESS
CHAMPION
AWARDS 2021
FINALIST



What you can do as a provider, to ensure there is no delay to your payment.

You can make a big difference in ensuring that your invoice does not get held up due to a variety of reasons.

Ensure your invoices always include the following:

General Details

- Business name and logo (if you have one)
- Australian business number (ABN) – mandatory for us to process your invoice
- Phone Number
- Email address
- Contact person's name
- Invoice Date
- Unique invoice number for each invoice

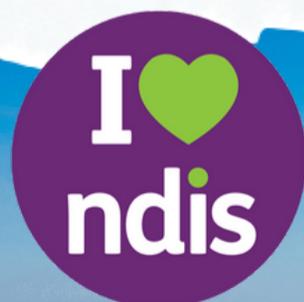
There is some very specific information that the NDIA requires on every invoice.

Payment Information

- BSB and Account number
- Account name
- Email address for remittance advice
- Add a little bit of body text

NDIS Service Information

- Client name and NDIS number
- Description of the service provided
- NDIS service code (contained in the NDIS support catalogue) Pricing arrangements | NDIS
- Dates services were delivered
- Units of hours of service
- Unit price per service
- Line totals
- Grand total of all services included on the invoice.



Registered NDIS Provider



Tips to avoid delays in payments.

Spending a little more time to get invoices right, means they can be paid within a few business days, without the team needing to request further details or amendments.

- Send your invoices in PDF format.
- Send as an attachment not as content in the body of an email.
- Send via email to accounts@alldisability.com.au
- Send a separate email for each invoice
- Do not send multiple invoices on one document.
- Remember GST is not payable on most supports under the NDIS
- Ensure your service dates are correct. The NDIA will reject invoices that have weekday rates weekend rates and public holiday rates if the dates don't match.
- Know the NDIS price limits – we cannot process invoices exceeding the maximum price limit.
- Ensure you are using a different invoice number on each invoice (unless an amendment).
- Do not send an amendment if you need to add additional line items, send a new invoice.
- If providing an amended invoice include that information in your email.
- Check that the total of your line items is correct.
- Check the grand total of your invoice is correct.
- Always include the number of hours based on one person eg. 2 cleaners doing 1 hour each equates to 2 hours. If you only include 1 hour on your invoice with no description that there were 2 people it will appear to be exceeding the maximum price limit
- Provide separate line items for each date that services have been delivered. Sometimes invoices dates can cross over 2 plans and we need those dates to separate the funding.
- If you are using an invoice book and you start a new one remember to add a letter or number to the invoice number or it will appear as a duplicate.
- Do not send in pre-dated invoices – we cannot process them..
- If you are updating any of your contact details contact payables at payables@alldisability.com.au.



Registered NDIS Provider



The importance of Service agreements

Spending a little more time getting things organised upfront will be beneficial for you and the participant you are providing services for in the long run. It is important to send service agreements and a schedule of supports to your participant's Plan Managers so they can allocate funding.

For providers, a service agreement is like a negotiated contract and you work with your participant to agree on terms that are beneficial for both sides. At a minimum, a service agreement should include the following:

- A description of the supports being provided
- The cost of the supports
- Provider responsibilities
- Participant responsibilities
- Dates of all services
- The length of the agreement and steps for making changes
- The dispute resolution and termination process

Do agreements have to be signed?

- There is no formal requirement for signed service agreements, and the NDIA realises that it's not always possible or practical to get signatures from everyone involved. However, it's good practice to get signatures when possible. Additionally, it's important to date all agreements and keep extra copies.

What guidelines should be followed for creating service agreements?

- When dealing with NDIS, it's important to always consult the NDIS Price Guide along with the NDIS Terms of Business. These documents have stipulations regarding what can or cannot be included in a service agreement. It's wise to create a companion document called a Schedule of Supports that lists out each support with its NDIS code, per-unit cost, and other relevant information. Once we receive a schedule of support we can then allocate that funding against your participants plan which ensures those funds remains available for your services.

What type of terms should be included in the agreement?

- It's critical to create clear terms and conditions regarding cancellations, service agreement renegotiations, payment methods and frequency, matters regarding participant consent or information sharing, and the provider's expectations for participants. Describe everything in plain terms so that the agreement is easy to interpret.



We are embracing automation - but we haven't lost our human touch.

Although we're devoting time and energy to automating our systems, we maintain our personalised service by ensuring that every participant has their own plan manager.

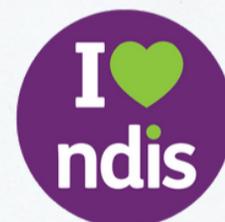
Our systems not only shorten the payment process, but they also save time so that our team can provide the highest level of customer service to our participants and their providers.

Additionally, All Disability plan managers go the extra mile and do regular budget reviews to help analyse and track participant's spending.

This helps streamline interactions and planning with providers, which simplifies things all around.

"The online Genius system gives me access to my clients' funding in real-time and helps me to ensure my clients are using their funding to meet the goals they have stated in their NDIS plan. I always suggest All Disability Plan Management to my clients not only because they provide a great service, but also they are local and provide local people with jobs. I am happy to give All Disability Plan Management 5 stars as I truly believe they support my clients with 5-star service."

Ann - Support Coordinator



Registered NDIS Provider



**We empower and create easier lives for
those living with disability.**



**ALL DISABILITY
PLAN MANAGEMENT**

alldisability.com.au

1300 399 913