

SD - Plan Management - Provider Information

Please ensure that all invoices comply with Australian Tax Laws and NDIS requirements, this means that invoices received by us must contain the following information:

- That the document is intended to be a tax invoice
- Business Name and all contact details
- The sellers Australian Business number (ABN)
- The date the invoice was issued
- NDIS line item number and description of service or items sold
- Quantity and price per unit
- Total amount of invoice
- Date of service
- The GST amount payable (if any)
- Participant name and NDIS number
- Your EFT details for payment
- Ensure an email address is provided for remittance advice.

If we receive invoices from you that do not meet the above requirements, the invoice will be returned to you and payments will be delayed.

- We are happy to receive invoices via email or through the post and of course in person. Some participants may request you send their invoices direct to them for their approval prior to forwarding to us. We hold no responsibility for the delays in payments under these circumstances.
- Plan managed participants can choose registered or non-registered providers but all invoices for payment will be made available to the NDIA for auditing so you need to ensure that invoices meet the above requirements.
- Once your account is received, we bill for the funds through the client's plan in the portal. Once we receive the funds from NDIA the account is paid.
- Invoices or accounts will be paid within 14 business days once everything is approved and verified.
- It would be appreciated if invoices could be sent in PDF format, for faster processing.

Our Plan Management team is available Monday to Friday, business hours are 9.00am until 5.00pm.

Please refer to the NDIS for further information or updates, or contact us if we can be of further assistance.

Contact Us: planmanagement@headwaygippsland.org.au
03 5127 7166