

INVOICE SUBMISSION REQUIREMENTS

Please email all original invoices to: planmanagement@headwaygippsland.org.au

As **we are processing this claim on behalf of the participant** in an intermediary payments capacity only, the **invoice needs to be addressed directly to the participant** and not to Headway Gippsland.


To ensure your invoice can be processed in a timely manner, please ensure it contains the following information:

- ☒ provider's NDIS business name and lists professional memberships/registrations held
- ☒ invoice number
- ☒ provider's ABN
- ☒ participant's name and NDIS number
- ☒ support item number listed in the NDIS Support Catalogue
- ☒ amount and quantity claimed for each unit of the support provided for example, \$51.09 each x 2 units
- ☒ date/s the support was delivered
- ☒ date of invoice (must be after the date/s the support was delivered)
- ☒ total invoice amount
- ☒ GST component if applicable (most services are GST free).

Please note: An invoice can only be for one participant, but can include multiple supports and multiple days

AMENDED INVOICE SUBMISSION

If you need to amend your invoice, please email it to planmanagement@headwaygippsland.org.au with **AMENDED** clearly in the subject line.

 Send	To	planmanagement@headwaygippsland.org.au
	Cc	
	Subject	Amended: Invoice # 1234



INVOICE STATUS ENQUIRIES

Please email all follow-ups for previously submitted invoices to invoiceenquiries@headwaygippsland.org.au

As per NDIS Guidelines, please allow 5 business days for Plan Managers to validate invoices and 2 business days to reimburse the provider (excluding public holidays).

OTHER QUERIES

Email intake@headwaygippsland.org.au for:

-  Sending copies of plans
-  Requests to join or cease services

CONTACT US



(03) 5127 7166



www.headwaygippsland.org.au



planmanagement@headwaygippsland.org.au