

Service Provider Invoicing Guide

DEAR SERVICE PROVIDER

Our team at Essential Plan Support Services (EPSS) is here to ensure prompt and accurate processing of invoices. Below is a comprehensive guide to help you meet NDIS requirements and expedite the payment process.

WHAT DOES THIS MEAN FOR YOU?

- Send invoices to invoices@essentialplan.com.au.
- Add your client's email address in the CC field.
- Invoices are paid within 1-2 business days of receiving funds from the NDIA.
- Occasionally, payments may take a little longer due to missing or incorrect information. In this case we will endeavour to resolve the issues quickly.

EPSS Contact Details

If you have any questions regarding this invoicing guide, please contact EPSS.

admin@essentialplan.com.au

0474 329 544

1. DETAILED INVOICE COMPONENTS

Ensure each invoice includes the following:

✓	Full Name or Business Name and Contact Details
✓	Valid and Active ABN
✓	Unique Invoice Number and Date
✓	Bank Details
✓	Client's Full Name and (if available) their NDIS Number
✓	Date of Service(s)
✓	Description of Services(s) per the NDIS Pricing Arrangements and Price Limits (PAPL) and/ or Line Item per the NDIS catalogue
✓	Duration of Service(s)
✓	Hourly Rate
✓	Number of Kilometres and Applicable Rate (if relevant)
✓	Total Amount Due

2. COMMON MISTAKES TO AVOID

✓	Incorrect or Missing ABN: Ensure the ABN is correct and valid.
✓	Incomplete Service Descriptions: Provide complete descriptions per PAPL to avoid confusion and delay. For example, the term "support work" is not descriptive enough as support work can be provided in various settings (in the home and in the community). The line item for claiming will differ depending on the type of support work.
✓	Wrong Client Information: Double-check that all client information, including the NDIS number and full name (not nickname), is accurate.
✓	Mismatch in Dates: Verify that the service date and the invoice date are correctly entered.
✓	Total Amount Calculation Errors: Ensure the total amount due is accurately calculated based on the services rendered.

3. INVOICE SUBMISSION TIPS

✓	Timely Submissions: Submit invoices promptly after the service is provided.
✓	Check invoice email: Ensure you send the invoice to the correct email address.
✓	Keep Records: Maintain a record of submitted invoices for future reference and follow-ups.

4. TOOLS AND TEMPLATES

✓	Invoice Templates: Use pre-designed templates available on platforms like Canva.com or Word templates to maintain consistency and professionalism.
✓	Accounting Software: Consider using accounting software like Xero or MYOB to manage your invoicing and financial records.
✓	Accountant/Bookkeeper: Contact your accountant or bookkeeper to make sure you meet ATO requirements.

5. RESOURCE REFERENCES AND SUPPORT

✓	NDIS Invoicing Guidelines: Familiarise yourself with the official NDIS invoicing guideline.
✓	NDIS Pricing Arrangements and Price Limits (PAPL): Make sure you do not charge above the allowable rate. This is also where you will find the correct line item/s.
✓	Support Networks: Join support networks or forums where you can share experiences and get advice from other independent support workers.
✓	NDIS Website: For information on being an NDIS Provider.
✓	NDIS Provider Support: For questions about being an NDIS Provider, email provider.support@ndis.gov.au .

6. FINAL QUALITY CHECK

✓	Proofread: Always proofread the invoice for any errors before sending it out.
✓	Consistency Check: Ensure consistency in formatting and information across all invoices.
✓	Confirmation: Double-check with the Detailed Invoice Component list to ensure all required details are included and comply with NDIS standards.
✓	Client Approval: Consider obtaining client approval for the invoice details before the final submission to avoid any disputes.

Interested in Streamlining Your Invoice Processing?

As an NDIS provider, you must meet the NDIS invoicing requirements and the NDIS Pricing Arrangements and Price Limits. At EPSS, our role as plan managers is to process correct and approved invoices, and our agreement is with the participant. While administrative support, such as advising providers on invoicing, falls outside our compensated scope, we understand that having accurate and compliant invoices is crucial.

If you feel you need additional help to streamline your invoicing process, we can provide this service to you for a fee. This is a business expense to you and is not covered by NDIS funding. You are welcome to book a consultation to better understand how to invoice correctly, meet NDIS requirements, and get paid quicker.

To book a consultation, please email Cathy at cathy@essentialplan.com.au.