

Welcome

Dear Service Provider,

One of our clients has chosen your services, and as their NDIS Plan Manager, we are here to support them and you by ensuring your invoices are processed smoothly and paid on time.

To make this as easy as possible, please include all the necessary details outlined on Pages 2 & 3.

For quick and secure processing, we kindly ask that you send your invoices as PDF files to invoices@thepeopleproject.com.au, with the participant's name and the invoice number in the 'subject' line. This helps us avoid any delays or compliance issues. If something needs adjusting on your invoice, we'll ask you to make the changes and resend it – unfortunately, we cannot do this on your behalf.

We recommend sending invoices within 7 days of service delivery, & we aim to process and pay within 10 business days of receiving a compliant invoice – more about these timelines can be found on Page 4.

Please note that if your participant changes provider during a plan period, you may need to seek payment from their new plan manager.

Having a service agreement in place with all your participants is a great practice, and we'd appreciate it if you could share these with us as well.

We're really looking forward to working with you and building a strong partnership!

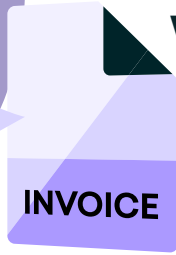
Best regards,
The People Project team

opportunity.
supported.
happy.

Did you know?

As an NDIS service provider you can ensure a

smooth transaction.



Why it matters?

When we don't have all the required information on an invoice, payment may not be able to be processed until we have this.

Below is the information required on an invoice for The People Project to be able to pay you:

01 Details of your business



- Business name
- Australian Business Number
- Address or Suburb
- Phone number

02 Invoice information



- Invoice date
- Unique invoice number for each invoice
- Payment due date

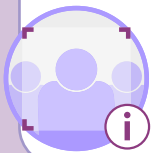
03 NDIS service information



- Date/s of the service provided
- Description of the support, also called a 'Support Category' (Also tell us if it was a cancellation, report writing or non face to face support, rather than direct support)

- NDIS support item number (contained in the NDIS support invoicing codes pamphlet)
- Units of hours of service
- Unit price per service (or hourly rate)
- Line totals
- Grand total of all services included on the invoice

04 Details of participant



- Participant name
- Participant NDIS number
- Participant address

05 Payment details



- Your account name
- Your BSB number
- Your account number

Refer to the invoice example on page 3

Invoice Example

Doin' Good Inc

ABN 32 978 465 313
Address Line 1 Level 1
Address Line 2 43 Barron St
City, State, Madeups Ville, TAS
Postcode 7000
Phone/Mobile 0477 234 456
Email info@doingood.com.au

Details of your business

Tax Invoice

DATE 19/07/2024
INVOICE #. INV00675
DUE DATE 26/07/2024

Invoice information date, unique number & due date

BILL TO

Participant Name John Smith
NDIS # 430067676
Address Line 1 Unit 1
Address Line 2 53 Schrodinger Lane
City, State, Postcode Franklin TAS 7233

Details of participant

Email invoices to: invoices@thepeopleproject.com.au

Date of service	Support Description	Support Item Number	Qty	Rate	GST	Line Total
17/07/2024	Community Access – attended the football	04_104_0125_6_1	4	\$67.56	Nil	\$270.24
18/07/2024	Daily Activities – personal care	01_011_0107_1_1	3	\$67.56	Nil	\$202.68
19/07/2024	Daily Activities – house cleaning and other household activities	01_020_0120_1_1	2	\$56.23	Nil	\$112.46
					SUBTOTAL	\$585.38
					TOTAL	\$585.38

Here you can enter the date of delivered service

Type of support being provided is to be placed here.

This is also called a 'Support Category'.

Enter the Support Line item here.

Refer to NDIS Pricing Arrangements.

Hourly rates go here and must be no higher than the rates set by the NDIS (but can be lower).

Included total overall amount for invoice

Payment Details

Account Name: Barry Franklin
BSB: 454-656
Account Number 7825345

Enter your payment details here to be paid into your chosen bank account.

Notes:

*Rates above were correct at the time of writing. See the latest price guide to ensure up to date hourly rates <https://www.ndis.gov.au/providers/pricing-arrangements>

When will I be paid?



We aim to pay you within **10 business days** of receiving your compliant* invoice. When your invoices are submitted to us, the client is invited to review the invoice.

Once approved by the client we will submit the claim to the NDIA and pay you as soon as we receive the funds from the NDIA.



We know cashflow is important and are always working to minimize payment delays, ensuring that your payments are processed promptly and efficiently to support your financial stability.



If you have a payment enquiry, please email planmanagement@thepeopleproject.com.au and a team member will get back to you.

Please email invoices to invoices@thepeopleproject.com.au



If it's still within 10 business days of submitting your invoice, please be patient.

Our team are working hard to process each and every claim, and your patience helps us to achieve this in a timely way.

*See pages 2 & 3 on this pamphlet to explain what makes an invoice compliant.

Refer to the invoice example on page 3

Claims Process



1 Invoice Submission
Send your compliant* invoice to invoices@thepeopleproject.com.au.



2 Invoice Approval
Participants and their support teams may need to approve the invoice prior to payment.



3 Claims Submissions
Our team will submit your claim to the NDIA Portal once approval is received from the Participant/Nominee.



4 Claims Review
The NDIS now screens all claims. This can take up to 10 business days, although it is usually 2 to 3 business days.



5 Funds Received
Once payments are received from the NDIA, we distribute these to providers.



6 Payment Confirmation
Remittance is sent to the provider after the deposit is made to their bank account.

*See pages 2 & 3 on this pamphlet to explain what makes an invoice compliant.