

Help Us, to Help You, Get Paid Faster

Be sure to include the following information on every client invoice you submit to My Plan Choice:

- 1 Unique invoice number for each invoice
- 2 Your Provider ABN
- 3 Provider bank details – including BSB and account number
- 4 Provider contact information – email address, street address and phone number
- 5 Participant name
- 6 Date of each service provided
- 7 A detailed description of each service provided, including the NDIS line item number (split by weekdays, Saturday and Sunday, as required) quantity of support/hours delivered in each session
- 8 Hourly rate charged (refer to current **NDIS Pricing Arrangements and Price Limits**).
- 9 If you also add your client's NDIS number this helps us to save time searching to find them in our system and helps you to get paid quicker.



Suggested Invoice Template

You can use our Invoice Template [here](#), remember to save each invoice in your file with its unique invoice number.

Always submit you invoice to invoice@myplanchoice.com.au

One final note!

We round payments made to providers to align with the National Disability Insurance Agency's (NDIA) formatting requirements. The NDIA requires quantities, unit prices/hourly rates, and totals to be rounded to a maximum of two decimal places.

This means both the unit price and quantity used to calculate the total cost mustn't exceed two decimal places, or the total amount charged may not be calculated correctly and rounding will be applied.

When will I get paid?

Most invoices are paid within 5 business days. When an invoice is submitted to us, the client is sent a copy and notified to approve the invoice. Once approved, we will claim from the NDIS and pay you as soon as we receive a remittance from the NDIS. We want to pay you as soon as possible, because we understand that cash flow is important.

