

Invoicing for NDIS Supports

A guide for providers working with Boon Consulting Plan Managers

Boon Consulting is an NDIS Registered Plan Management Provider and has been engaged by your client to assist them with managing their NDIS funding. To make life as simple as possible for you and our client, here's what you need to know to ensure quick and accurate payments for services and supports you provide.

Ensuring compliant supports: We recommend having service agreements with your client that include details of the services, costs, and confirming that the support you are providing has been approved in the participants plan, and you are aware of any funding restrictions, including maximum hours, maximum cost, and funding periods.

Addressing your invoices: We are financial intermediaries only, and as we are not the person receiving the service or support, all invoices need to be in the name of the participant. To process and claim for invoices, we only need to receive a copy and be endorsed as the participant's plan manager. Please email all invoices to pm@boonconsulting.com.au.

Ensure compliance with NDIA requirements: All businesses that provide NDIS supports, regardless of whether they are NDIS registered or not, are required to operate within the rules set out in the [NDIS Act \(2013\)](#), the [NDIS Operational Guidelines](#), the [NDIS Supports Lists](#), and the [NDIS Pricing Arrangements and Price Limits \(PAPL\)](#).

[For plan-managed participants, providers must follow NDIS pricing arrangements and price limits.](#)

Participant privacy: Unless we have received written consent from the participant to discuss their personal information, plan information or budget details, we can not provide anything other than general compliance information.

Ensuring business security: Our cyber security policy does not permit the opening of any links sent via email. All invoices must be sent as either PDF's or as JPEG images. All accounting software has the ability to produce PDF copies of invoices, although you may need to activate this feature if it is not the default option.

Sending compliant and accurate invoices: Please ensure that all invoices include the following information:

Identification requirements	
<p>Identify your business</p> <ul style="list-style-type: none"> Legal business name and trading name (if applicable), ABN, Details of payment method (bank account or BPAY), An email address for remittance advices, and A contact phone number. 	<p>Identify the client</p> <ul style="list-style-type: none"> Their full name*, NDIS number*, Date of birth, Residential address, or Phone number. <p><i>*mandatory details as per NDIS requirements, however please include as many details as possible</i></p>
Description of the service or support requirements	
<p>For supports that are delivered using an hourly rate:</p> <ul style="list-style-type: none"> The support or service provided (including the NDIS Line Item if you know it), Date/s the service was provided, [^] Whether the service was a direct support, non face-to-face, provider travel, or reporting, The hourly rate and amount of time worked (separated by each date), [*] Whether GST is applicable, and The total amount due. 	<p>For supports that are delivered using set rate:</p> <ul style="list-style-type: none"> The support or item provided (including the NDIS Line Item if you know it), The date/s the support or item was provided/ordered, [^] The number of items and cost per item, [*] Whether GST is applicable, and The total amount due.

[^] This is not the same as the invoice date. The date of service must be listed separately.

^{*} Please only use rates and time amounts to two decimal places. Refer to the table on page 2 for a time to decimal conversion chart.



Processing and payment terms: We aim to pay all invoices within 3-5 business days of receiving a correct invoice, however there can be delays due to public holidays, changes to client's plans, or if there are errors or missing information on the invoice.

We are unable to adhere to payment terms, as we are not in control of the time the NDIA takes to review, process and release funds for each claim we submit. If there are any concerns, we will contact you directly to notify you, so you are able to resolve the issue as quickly as possible.

Education for new providers: We understand that operating a business in the NDIS space is often confusing, difficult and time-consuming. Where possible we will do our best to support you and your team to learn how to manage the invoicing side of the supports your business provides. This is not part of our role as plan managers; however, we understand that a little extra support to get set up correctly is highly beneficial to our clients.

If you would like to have more personalised or extensive support, we offer a Business-to-Business (B2B) service for all NDIS providers. You can see more information on our [website](https://www.boonconsulting.com.au).

Contacting the Boon team: You can contact the team using any of the details below. Please remember that our aim is to ensure we are providing a quality, consistent and efficient service to the NDIS participants we support. We operate under strict legal and ethical requirements and understand that this sometimes means we look to be overly rigid with our requirements, but we do this to protect all parties. We appreciate your understanding, and ask that everyone maintain appropriate professional standards in all written and verbal interactions.

Phone: (02) 6106 9989

SMS message: 0400 615 619

Email: pm@boonconsulting.com.au

Web: www.boonconsulting.com.au

Minutes to Decimal Conversation Table

Minutes	Hour Decimal	Minutes	Hour Decimal	Minutes	Hour Decimal	Minutes	Hour Decimal
1	0.02	16	0.27	31	0.52	46	0.77
2	0.03	17	0.28	32	0.53	47	0.78
3	0.05	18	0.30	33	0.55	48	0.80
4	0.07	19	0.32	34	0.57	49	0.82
5	0.08	20	0.33	35	0.58	50	0.83
6	0.10	21	0.35	36	0.60	51	0.85
7	0.12	22	0.37	37	0.62	52	0.87
8	0.13	23	0.38	38	0.63	53	0.88
9	0.15	24	0.40	39	0.65	54	0.90
10	0.17	25	0.42	40	0.67	55	0.92
11	0.18	26	0.43	41	0.68	56	0.93
12	0.20	27	0.45	42	0.70	57	0.95
13	0.22	28	0.47	43	0.72	58	0.97
14	0.23	29	0.48	44	0.73	59	0.98
15	0.25	30	0.50	45	0.75	60	1.00

