

Dear Providers,

The participant you are working with is Plan Managed by MyLinks Plan Management.

This means that MyLinks act as the intermediary on behalf of the participant to claim and process payments for their supports and services they have accessed under the National Disability Scheme (NDIS).

To help ensure this process can run as smoothly as possible, we ask that you read this fact sheet carefully and get in touch with us if you have any questions.

Step 1: Submitting a Tax Invoice

Under the NDIS, MyLinks Plan Management require a **valid tax invoice/s for all good and services supplied, regardless of their value.**

Help around issuing tax invoices can be found here:

<https://www.ato.gov.au/business/gst/tax-invoices/>

A tax invoice should have the following details

1. Invoice Details

- a. Invoice date
- b. Invoice Number

2. Provider Details

- a. Entity name
- b. Australian Business Number (ABN)
- c. Contact Details (Address, email, contact number)

3. The recipient's Details

- a. Recipient's Name *(Please Note: MyLinks Plan management is NOT the recipient of the good or services).
- b. Recipient's address
- c. Recipient's NDIS number if provided

Please refer to the examples below of how to correctly address a Tax Invoice.

Mr John Smith 1 Smith Street, Helensvale QLD 4212 NDIS #: 123456789 	Mr John Smith c/o MyLinks Plan Management PO Box 701, Helensvale QLD 4212 NDIS #: 123456789 	MyLinks Plan Management (Mr John Smith) 	MyLinks Plan Management PO Box 701, Helensvale QLD 4212 
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Step 2: Identifying the Goods, Supports/Services Supplied:

As each NDIS plan is different It is important that providers understand what supports a participant can access under their NDIS plan.

MyLinks Plan Management can only pay according to the NDIS Price guide.

<https://www.ndis.gov.au/providers/price-guides-and-information>

Please use the below reference table as a guide when completing an invoice.

Date:	Description:	UOM:	Rate:	Amount:
Support or service start date and service or support end date. Include if needed: <ul style="list-style-type: none"> • Weekday • Evening • Saturday • Sunday • Public Holiday 	Referencing the NDIS price guide with a description should contain details that reflect good/s and/or services provided. This can include: <ul style="list-style-type: none"> • Support Item Name • Support item reference number • Description 	Duration Quantity (E.g. Hour, Each)	Price Hourly rate	The total amount charged and if it includes or excludes GST* *For more information regarding GST please see attached Fact Sheet.

Step 3: Payment Details

Please ensure you provide MyLinks Plan Management with your preferred payment method (E.g. Bank Transfer, Credit Card, BPay).

If supplying banking details, please include:

- Account Name
- BSB
- Account Number

Step 4: Submitting an Invoice for payment

Please forward all invoices to: accounts@mylinks.com.au for processing and enter the preferred subject line format below.

Email Subject Line: Participants Last Name (Full), First Name (Initial), Service Provider Name and Invoice Number.

e.g. Smith, J ABC Cleaning INV-123

If you are unable to complete an invoice as per these instructions, please email or call us to discuss further.

Step 5: Getting Paid

Authorisation:

MyLinks Plan management acts on behalf of the participants in helping them claim and pay their invoices.

Unless a provider is pre-authorised for payment or the invoice is sent directly from the participant or their representative, we will require the participant to approve/authorise any invoices prior to processing them for payment.

To avoid delays, having the participant pre-approve or send us the invoice directly will help us process the invoice quicker.

Payment:

Payment will be made within 7 business days of the invoice being received and approved by the participant.

Please include an email address for us to forward remittance advice to.

Further information and recourses regarding provider payments can be accessed here:

<https://mylinks.com.au/help-for-provi>