

# BUDGET NET

## PLAN MANAGEMENT

### PROVIDER HANDBOOK

#### WHAT WE DO

Our job is to manage the funds of National Disability Insurance Scheme (NDIS) participants across Australia.

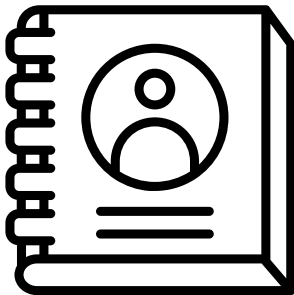
Invoices are processed by BudgetNet using the allocated funding within the NDIS plan for each individual participant. Once you have provided the service you will create an invoice and it is sent to us for payment processing- this can either be sent directly from you the provider or you may wish to send it to the participant who will then forward it on to us.

When providing supports or services to NDIS participants that are plan managed, you do not need to be registered with the NDIS.

Should you have any questions about our service you can contact us on 1300 402 568 or at [ndis@budgetnet.com.au](mailto:ndis@budgetnet.com.au).



#### PROVIDER DIRECTORY



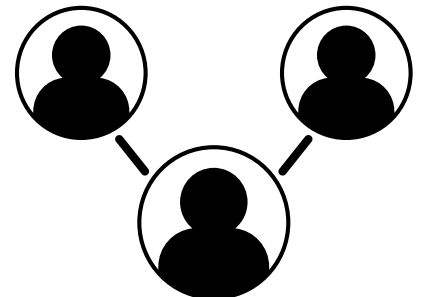
Linking with providers can be difficult for NDIS participants. For this reason, we have created a provider directory on our website. We regularly send participants to our directory to find suitable providers that fulfill their needs.

The directory is FREE for providers and is a great way to advertise your service! Follow the link below to create a listing: <https://budgetnet.com.au/add-listing/>

#### REFERRALS

If you wish to refer a participant to our services feel free to pass on our details or direct the participant to our referral page on our website: <https://budgetnet.com.au/referral/>

Here they can complete the form and one of our expert plan managers will contact them to explain our service and answer any questions they may have.



### INVOICING

When invoicing a participant for supports provided, there are a few details that must be included to ensure the payment can be processed. Your invoice will need to include some items that you wouldn't usually need to include on a standard invoice. For this reason, we have created an example below to assist you with the process. You can also download an invoice template from our website.

#### EXAMPLE INVOICE

**Provider Name**  
Address

ABN:

Provider Contact Number  
Email

Here you will list your company details. Ensure you include the correct ABN as our system uses it as your unique identifier

Ensure each invoice sent has a distinct invoice number

**Tax Invoice #: INV-0171**

**Date:** January 1<sup>st</sup> 2018

**Invoice to:**

Budget Net  
40 Smith Street, Melton, VIC, 3337  
[ndis@budgetnet.com.au](mailto:ndis@budgetnet.com.au)

**Participant Details**

Michael Coyne  
123 Smith Street  
Melton, VIC, 3337  
NDIS #000000000

List the participants details including the NDIS number to ensure the payment is processed using the correct plan

This is number of service hours provided to the participant

The unit price is the hourly rate being charged. You must ensure this amount does not exceed the price cap listed in the NDIS price guide

Description/NDIS Support Code	Quantity/Hours	Unit Price	Amount AUD
01_005_0104_1_1 Assistance with Self-Care Activities - Complex - Public Holiday	8.00	107.33	856.64
01_011_0104_1_1 Assistance with Self-Care Activities - Standard - Weekday	3.00	48.14	144.42
14_034_0127_8_3 A monthly fee for the ongoing maintenance of the financial management arrangements.	1.00	100.18	100.18
<b>Total AUD</b>			<b>\$1,103.24</b>

**BANKING DETAILS**

Account Name:

BSB: 000-000

Account Number: 0000-0000-0000

Ref: Invoice No

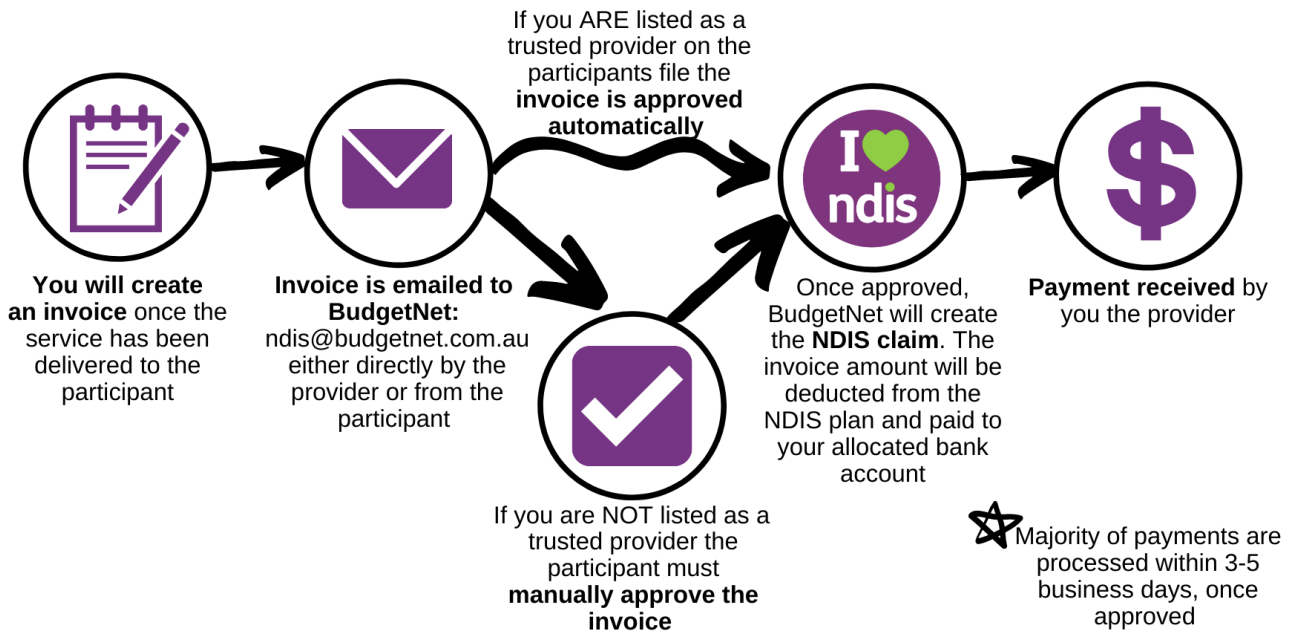
Please email all remittances to: [company@company.com.au](mailto:company@company.com.au)

List the relevant NDIS support code, as per the NDIS price guide and your service agreement with the participant. This needs to be listed correctly for us to allocate the funds to the appropriate category of the participants NDIS plan

Banking details are needed so we can process the payment into the correct account.

## THE INVOICE PROCESS

Here we detail the process for paying the invoice. Most payments are processed between 3-5 business days from the approval stage.



## PAYMENTS

We pride ourselves on efficient payment times and will process your invoice between 3 - 5 business days on average, however, there are some factors that may affect processing times.

If you do not receive payment within 5 business days please call us on 1300 402 568 or email ndis@budgetnet.com.au, we will be happy to follow up the payment for you.

Please note that we do require a participant to manually approve your invoice if you are not been listed as one of their "Trusted Providers". We are unable to process the invoice until we have received their authority, this can be one of the factors that can delay payment.

## GOODS & SERVICES TAX

If you are a supplier of disability supports and registered for GST, your supplies to an NDIS participant may be GST-free.

We suggest heading to the ATO website to gain further information on whether you are GST exempt or not. <https://www.ato.gov.au/business/gst/in-detail/your-industry/gst-and-health/?page=6>