

# Participant Handbook



## Thank you for choosing BudgetNet as your NDIS Plan Manager!

Our job is to make managing your NDIS funds as easy as possible.

That's why we've created this handbook, to help you understand how we pay your NDIS invoices.

As your plan manager, we make sure all the providers you are linked with get paid on time, so you can continue receiving support through your NDIS plan.

We are available to answer your questions - feel free to call us on 1300 402 568 or email [ndis@budgetnet.com.au](mailto:ndis@budgetnet.com.au).

There are no out of pocket costs for our plan management service.

The NDIS adds the required funds into your plan under the improved life choices category, this funding can only be used for Plan Management.

The monthly fee charged for our services is the same for all participants across Australia, whether they we have processed 50 invoices or no invoices within the month.

## The Process



### Step 1: Sign up

Once you've completed a service agreement either online or over the phone, you'll receive a welcome email with more information about Plan Management.

### Step 2: Download the app

The Careview Advantage App is available on Android and Apple devices. Your log in details will be emailed to you. This is the best way to track your funding and invoices.



### Step 3: Get Started

Let your providers know you are Plan Managed with BudgetNet. Your providers can send us invoices directly or send them to you and you can send them in.

### Step 4: Invoice Approval

For any invoices sent in by a provider who is not on of your trusted provider list, we will email you to approve the payment. You can check the amount and approve/decline or place the invoice on hold.

You can add a provider to your Trusted Provider list at any time by calling or emailing us. This means you won't approve their invoices and they will automatically be paid when we receive them.

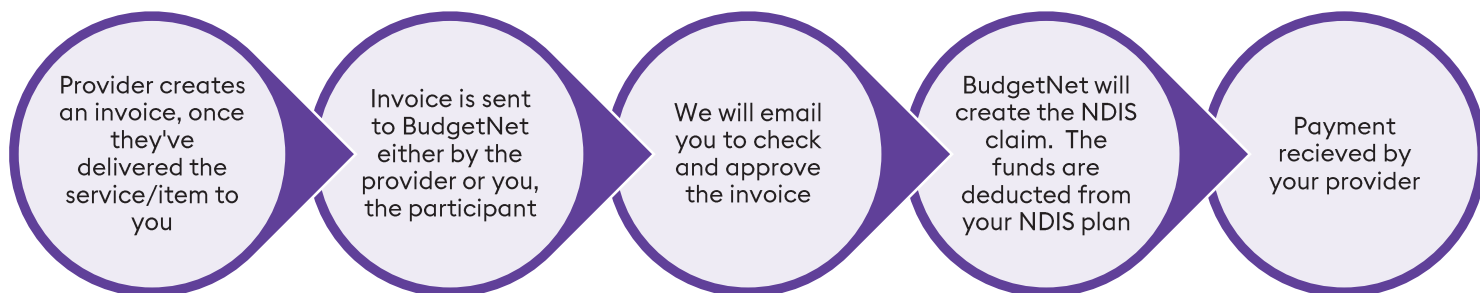


### Step 5: New Plans

When you receive a new NDIS plan, send us a copy so we can update your funding and continue your plan management service.

## Invoicing

Here is a step-to-step guide of how we pay providers who are NOT on your trusted provider list:



If we receive an invoice from one of your trusted providers, this is our process:



Invoices can be sent to BudgetNet for payment in any of the following ways

**Email:** [ndis@budgetnet.com.au](mailto:ndis@budgetnet.com.au)

**SMS a photo:**

**Mail:** PO Box 28, Melton VIC 3337

## Invoice Approval

If a provider isn't on your Trusted Provider list and we receive an invoice from them, we will send you an email like this:

Remember: we are not able to process the payment until you approve the invoice. If you find something wrong with the invoice you can contact the provider directly or call us on 1300 402 568.

## Example Invoice

You providers will create an invoice that might look something like this. If the provider is not on your trusted provider list we will email you a copy of the invoice with the option to approve, place on hold or decline the invoice. It's important that you check the invoice is correct and raise any questions with your provider if something doesn't look correct.

**Provider Name**  
Address  
Contact Number  
ABN

*This should be the name of the provider who you received supports from*

## INVOICE

**PARTICIPANT DETAILS**  
Participant Name: John Smith  
NDIS Number: #123456789  
Participant Address

*This will be your details, make sure these are correct. Especially your NDIS number*

**INVOICE TO**  
BudgetNet Plan Management  
40 Smith Street, Melton  
VIC 3337  
[ndis@budgetnet.com.au](mailto:ndis@budgetnet.com.au)

INVOICE # 123  
DATE: 28/02/28

*Check this is the rate you agreed on and isn't more than what's in the NDIS price guide*

DATE OF SERVICE	DESCRIPTION/ NDIS CODE	QTY/HOURS	HOURLY RATE	TOTAL
21/02/28	01_019_0120_1_1 House or Yard Maintenance	5 Hours	\$49.42	\$247.10
22/02/28	01_004_0170_1_1 Assistance with Personal Domestic Activities	6 Hours	\$51.22	\$307.32
25/02/28	01_020_0120_1_1 House Cleaning	3 hours	\$50.33	\$150.99
<b>TOTAL</b>				<b>\$705.41</b>

*Check this was the date you received the support*

*This is the category the funds will come out of in your plan*

*Make sure this is the number of hours you received*

**PAYMENT TO BE MADE TO:**  
Account Name: Example Company  
BSB: 000 111  
Account Number: 123456789  
Remittance email: [accounts@examplecompany.com.au](mailto:accounts@examplecompany.com.au)

*This is the total that will be deducted from your plan*

## NDIS Budgeting Tips

### Tip 1: Shop around for a suitable provider

When you are looking for providers, get a couple of prices. Remember, because you're plan managed you do not have to use only NDIS registered businesses.

### Tip 2: Find providers near you with our directory

Use our NDIS provider Directory to find providers in your area by visiting our website [www.budgetnet.com.au/ndis](http://www.budgetnet.com.au/ndis)

### Tip 3: Learn more about what you can use your NDIS funding for

Visit [www.ourguidelines.ndis.gov.au](http://www.ourguidelines.ndis.gov.au) for more information about what you can claim through your NDIS plan

### Tip 4: Set aside funding for services, so you don't run out

Sign a service agreement with new providers. If you or your provider emails us a copy of the agreement, we can set aside the funding in your plan for that service.

This will avoid you overspending and not having the funds for future services.

### Tip 5: Visit our website to read through our helpful articles

Take a look at the 'Helpful Articles' on our website for more tips, tricks, and updates from the NDIS. Our expert team are always adding more articles as there is always something new to learn about your NDIS plan.

## Reasonable and Necessary Checklist

Will the NDIS fund my items/supports? Use the checklist below or visit [ourguidelines.ndis.gov.au/](https://ourguidelines.ndis.gov.au/)

We suggest reaching out to our team or your LAC, Support Coordinator or any other key workers who understand your NDIS funding if you are unsure if the NDIS will cover your purchase/support. Its also very important to ensure you have the funding available to cover the cost.

<b>Does it help you achieve the goals in your NDIS plan?</b>	
<b>Are you getting a good price?</b> Check with a few providers and remember they don't have to be registered with the NDIS	
Check the NDIS price guide to make sure the providers price is not more than what's listed in the price guide. If a provider is charging more than the NDIS price cap, you need to agree to pay the additional amount.	
<b>Will the purchase help with: finding/keeping a job, education, connecting with your local community and/or improving your relationships with family and friends?</b> Remember, it cannot replace the usual support given by family or friends	
<b>Can you afford it within your approved NDIS budget?</b> Remember, your funding needs to last until your plan end date	
<b>Can it be funded by other government services instead? E.g. Medicare or TAFE</b>	
<b>Is it safe? Make sure the product or service is safe for you and others</b>	