

# Provider Handbook



## Working together to support participants throughout their NDIS journey.

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

For providers, this means we pay your invoices on behalf of our mutual participants.

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).

## Invoice Process

Let's take you through our invoicing process. Here is what is involved when you are not listed on the participants account as a trusted provider:



If you ARE listed as a trusted provider on the participants account, 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 an image:** 0428 583 575

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

Please note, when emailing us an invoice- we recommend attaching a PDF version of the invoice to avoid any formatting issues.

## Example Invoice

When invoicing an NDIS participant for supports provided, there are a few details you may not normally see on a standard invoice that must be included to process the payment.

You may also like to generate an invoice by inputting the information directly into our Invoice Generator on our website. Once you're done, save the invoice to your device and send it to us in any of the ways previously listed.

Unique invoice number

### INVOICE

INVOICE # 123  
DATE: 28/02/28

We are unable to pay any more than the price cap outlined in the NDIS price guide

#### Provider Name

Address  
Contact Number  
ABN

List your business name and ABN.  
We cannot pay an invoice without an ABN.

#### PARTICIPANT DETAILS

Participant Name: John Smith  
NDIS Number: #123456789  
Participant Address

Include at least 2 points of identification for the participant

#### INVOICE TO

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

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>

Dates the service was provided

Clear description or NDIS item code

This is the total amount that will be paid to the account details provided

#### 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)

Remittance details for your payment receipt

## 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: [budgetnet.com.au/list/](https://budgetnet.com.au/list/).

## Referrals

If you wish to refer a participant to our services, feel free to pass on our details or complete our referral form on their behalf on our website: [budgetnet.com.au/referral/](https://budgetnet.com.au/referral/).

Our friendly staff can also complete sign up over the phone by calling 1300 402 568.

## 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](mailto:ndis@budgetnet.com.au), we will be happy to follow up the payment for you.

Please note participant's must manually approve your invoice if you are not 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.

To avoid insufficient funding within a participant's plan, we suggest sending a quote through to us PRIOR to providing services to confirm sufficient funding is available. We can also set aside funding within a plan for your services if you email us a signed service agreement.

## 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>