

NDIS INVOICES

Invoicing Under the National Disability Insurance Scheme Explained

NDIS Invoicing Guide

Do you struggle to navigate NDIS invoicing compliance? This comprehensive guide is designed to support you every step of the way by ensuring accurate information.

To prevent non-compliance, it's essential to adhere to NDIS invoicing criteria, comply with NDIA rules and regulations, and follow relevant Australian laws.

Include detailed provider and participant information, service descriptions, invoice totals, and other essential details to streamline invoicing and ensure timely reimbursement for services provided to NDIS participants.

This guide will cover:

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What Is an NDIS Invoice

An invoice, also known as a bill, is a document that charges a customer for goods or services provided, showing all transaction details including:

- Quantity
- Rate
- Total cost
- Description
- Payment terms.

Invoices differ from quotes by presenting the actual time and cost of a job. For customers, it's a 'purchase invoice,' while for suppliers, it's a 'sales invoice.'

Accuracy, descriptiveness, and timeliness in invoices are essential for maintaining a steady cash flow in your business.

Understanding Invoices Within The NDIS Context

An invoice is a source document given to the buyer (NDIS Participant) by the seller (NDIS Service Provider) to collect payment once a service has been delivered. It must include the cost of the services rendered or products purchased, it can also serve as a legal record.

Invoicing is a critical part of a business process and is the last step between receiving payment for a product or service. Invoices for services provided to NDIS participants will be prepared in the same way as an invoice would be prepared for any other customer.

There are a few details specific to the NDIS that providers must include on their invoices to ensure they can be processed and paid in a timely manner. Commonly this is referred to as NDIS invoicing compliance.

Understanding NDIS Invoicing Compliance

Providers who deliver supports and services under the NDIS must operate and comply with relevant Australian laws, rules and regulations.

Not adhering to NDIS rules and regulations is referred to as non-compliance which includes

not following rules set forth in the NDIS pricing arrangements and price limits document.

All providers are responsible for ensuring their claims for payment are complete, truthful and accurate. This includes keeping full and accurate records of supports delivered, as any claim can be subject to review by the NDIA Provider Payment Assurance Program.

Essential Information to Include on Your Invoice

As a provider of services to the National Disability Insurance Scheme, it's important you invoice the NDIS correctly to avoid delays in payment.

The National Disability Insurance Agency (NDIA) has strict rules around invoicing, so any mistakes or missing information will lead to your invoice being rejected and you having to start the process again.

Invoices should be addressed to the NDIS Participant, as the title holder of the funded NDIS plan. Enabled4Life does not grant consent for any third party to establish a debit account in its name. The NDIS Participant should be recognised as the account holder, and invoices should be issued accordingly to ensure compliance with NDIS guidelines and proper financial arrangements.

A compliant invoice will show the following information.

Provider's Identity

When submitting invoices to Enabled4Life, please ensure the following **provider details** are clearly included:

- **Provider Name**
(Your business or trading name)
- **Provider ABN**
(Important: Any invoice that references or includes Enabled4Life's ABN will be

rejected.)

- **Provider Registration Number** (*where applicable*)
(If you are a registered NDIS Provider)
- **Provider Invoice Number**
(Must be **unique** for each invoice submitted)
- **Provider Invoice Date**
(Use **Australian date format**: DD/MM/YYYY)
- **Provider Account Name**
(Name under which payments should be made)
- **Provider BSB**
(Bank State Branch number for electronic transfer)
- **Provider Account Number**
(For payment deposits)
- **Provider Email Address**
(Used for issuing remittance advice once payment is processed)

Recipient's Identity (Participant Details)

Important: Enabled4Life is not the recipient of the goods or services. The NDIS Participant must be listed as the recipient.

When preparing your invoice, ensure the following **Participant details** are included:

- **Participant's First and Last Name**

(e.g., Mr John Smith)

- **Participant's Address**

(e.g., 123 Maple Street, Springfield, VIC 3000)

- **Participant's NDIS Reference Number**

(e.g., NDIS#: 45XXXXXX9)

Do not list Enabled4Life as the recipient of goods or services on the invoice.

	X	X
<input type="checkbox"/> Mr John Smith 123 Maple Street, Springfield, VIC 3000 NDIS#: 45XXXXXX9	Enabled4Life Level 2, Riverside Quay, 1 Southbank Blvd, VIC 3006	Enabled4Life (Mr John Smith)

Description of Goods or Services

Your invoice must also clearly itemise the service details:

- **Support Delivered From Date**

(Start date - DD/MM/YYYY)

- **Support Delivered To Date**

(End date - DD/MM/YYYY)

- **NDIS Support Item Number**

(e.g., 01_011_0107_1_1)

- **Description of Service Provided**

(Clear and specific description of the support delivered)

- **Service Claim Type**

(e.g., Face-to-face support, Telehealth, etc.)

- **Time Value/ Quantity**
Refer below for additional information
- **Unit Price / Hourly Rate**
(Your agreed rate, in line with NDIS Pricing Arrangements)
- **Invoice Total**
(Total amount being claimed)

NDIS Invoices Must Not Include Seconds

Please note that the NDIS **does not recognise seconds** as a valid unit of time on invoices.

All time-based values or quantities must be recorded in **hours and minutes only**. For example:

- **Correct:** 1 hour 30 minutes (or 1.5 hours)
- **Incorrect:** 1 hour 30 minutes and 45 seconds
- **Incorrect:** 1.5125 hours

Any invoices submitted with **seconds included in time entries** will be:

- Returned to the provider as **non-compliant**

To avoid delays in processing and payment, please ensure all time entries are rounded to the nearest **minute**, not second.

NDIS Service Claim Types

When claiming supports under the NDIS, different codes are used depending on the type of service provided. Here's a simple guide:

Standard Service Claim Types

- **STAN** – Standard Support (Face-to-face service)
- **NF2F** – Non-Face-to-Face Support (includes preparation or follow-up work)
- **THLT** – Telehealth Service (support delivered online or over the phone)

Additional Service Claim Types

- **CANC** – Cancellation (if a participant cancels within the required notice period)
- **REP** – Report Writing (writing reports as part of the participant's plan)
- **TRAN** – Provider Labour Travel (claiming for time spent travelling to deliver a service)
- **IRSS** – Irregular Supported Independent Living (SIL) Supports (for unusual or one-off SIL support needs)

NDIS Cancellation Claim Types

If a participant is unable to attend a scheduled appointment, cancellations may be claimed under the following categories:

- **NDDH** – No Show: Due to Health Reasons
- **NSDF** – No Show: Due to Family Issues

- **NSDT** - No Show: Due to Transport Availability
- **NSDO** - No Show: Due to Other Reasons

Service Agreements and Payment Responsibilities

Important: Always confirm, via a **Service Level Agreement (SLA)** or Service Agreement, how the Participant wishes to pay for your services, ensuring alignment with their **Plan Managed Support Budgets**.

Enabled4Life is **not a party** to agreements between Providers and Participants. It is **not** the responsibility of the Plan Manager to:

- Select the most appropriate support budget category; or
- Determine the correct support item number on behalf of the Provider.

Providers must ensure that the services they deliver, and the support item numbers they claim, are **pre-agreed** with the Participant and are aligned with the Participant's NDIS Plan.

Key Reminders:

- Service agreements should clearly state funding categories and support item numbers.
- Providers are responsible for confirming funding availability with the Participant (or Support Coordinator if applicable).
- Incorrect claims may result in delayed payments or invoice rejections.

Example Invoices for NDIS Claims

Example 1: Therapy Invoice (e.g. Occupational Therapist)

Tax Invoice

Client: John Smith
10 Example St
Brisbane QLD 4000
NDIS: 1234567890

From: Thrive Therapy Services
ABN: 11 111 111 111

Invoice #: INV-1001

Issue Date: 30 June 2025

Due Date: 7 July 2025

Provider: Emma White
AHPRA: OCC123456
Medicare: 4567891X

Item Code	Description	Date	Unit	Qty	Unit Price	Amount
15_617_0118_1_3	Occupational Therapy Appointment - Face-to-Face	05/06/2025	Each	1.00	\$193.99	\$193.99
15_617_0118_1_3	Non-Face-to-Face Clinical Documentation & Admin	05/06/2025	Each	0.50	\$193.99	\$96.99
15_617_0118_1_3	Telehealth Follow-up Review Session	12/06/2025	Each	1.00	\$193.99	\$193.99
						\$484.97

Total Amount Due: \$484.97 (GST not applicable)

Payment Info:

- **Account Name:** Thrive Therapy Services
- **BSB:** 064 000
- **Account:** 123 456 78

- **Remittance:** remittances@thrivetherapyservices.com.au

Example 2: Support Work Invoice (e.g. Community Support)

Tax Invoice

Client: Logan James
17 Willowbend Crescent
Greenview QLD 4120
NDIS Number: 9876543210

From: Caring Hands Community Support
ABN: 22 222 222 222

Invoice #: INV-2233

Issue Date: 30 June 2025

Due Date: 7 July 2025

Item Code	Support Provided	Date	Unit	Qty	Unit Price	Amount
04_104_0125_6_1	Access Community - Sunday Support (Individual)	07/06/2025	Each	3.00	\$122.59	\$367.77
04_104_0125_6_1	Provider Travel (Staff Travel)	07/06/2025	Each	0.50	\$122.59	\$61.30
04_104_0125_6_1	NF2F Support Provision	07/06/2025	Each	0.16	\$122.59	\$19.61
04_590_0125_6_1	Activity-Based Transport	07/06/2025	Each	11.88	\$1.00	\$11.88
						\$460.56

Total Amount Due: \$460.56 (GST not applicable)

Payment Info:

- **Account Name:** Caring Hands Community Support
- **BSB:** 032 111
- **Account:** 876 543 21

- **Remittance Email:** accounts@caringhands.org.au

Disclaimer:

The information provided in these sample invoices is **entirely fictional** and is intended for **illustrative purposes only**. Any names, dates, prices, or service details are examples only and do not represent actual participants, providers, or claims.

Understanding The NDIS Rounding Principle

When a dollar amount has more than two digits after the decimal point (e.g., \$50.3456), it must be rounded according to standard financial conventions. Here's how the rounding works:

1. Rounding Up

If the third digit after the decimal point is 5 or higher (e.g., \$.005, \$.006, \$.007, \$.008, or \$.009), the amount is rounded up. This means these values will be rounded up to the nearest cent:

- \$.005 becomes \$.01
- \$.006 becomes \$.01
- \$.007 becomes \$.01
- \$.008 becomes \$.01
- \$.009 becomes \$.01

2. Not Rounding Up

If the third digit is 4 or lower (e.g., \$.004, \$.003, \$.002, or \$.001), the amount does not round up and remains the same:

- \$.004 stays as \$.00
- \$.003 stays as \$.00
- \$.002 stays as \$.00
- \$.001 stays as \$.00

This rounding convention is standard for financial transactions and is followed by the NDIS.

Implications for Provider Invoices:

Accuracy is Crucial: When submitting an invoice directly to the NDIS for payment, it is essential that the rounding is done correctly.

Risk of Rejection: If the rounding is not correct, the NDIS will refuse to pay the invoice.

Delays in Payment: Incorrectly rounded invoices will be returned to you for correction, which will delay payment processing.

What Are NDIA Payment Guidelines

The NDIA is continuing to implement measures to strengthen the NDIS by reducing instances of fraud and non-compliant behaviour.

As a result, the NDIA may require additional time to review claims before they are paid to the Plan Manager.

Once Enabled4Life has received a compliant invoice from the service provider, we will submit a payment request to the NDIA.

Effective March 2024, valid payment requests will generally be processed and paid to the Plan Manager within 2 to 3 business days, though some payment requests may take up to 10 days to be paid to the Plan Manager.

Enabled4Life will facilitate payments to service providers via Electronic Funds Transfer (EFT) on the same business day upon receipt of payment from the NDIA. However, providers should anticipate that payment time-frames may not align with historical patterns due to the updated NDIA payment terms.

Service providers are encouraged to review and adjust their business processes to align with these updated payment terms.

Further information can be found here, [Claims and Payments](#)

All concerns regarding these updated NDIA Payment Terms, please contact:

NDIA National Contact Centre (Enquiries)

Phone: 1800 800 110

Email: enquiries@ndis.gov.au

NDIA Feedback (Complaints)

Email: feedback@ndis.gov.au

Where Should I Submit My Invoice



paymyinvoice@enabled4life.com.au

How To Properly Format Your Invoice



Accepted



PDF Files

Accepted

PDFs are smaller, making them easier to store, transfer, and download. They provide advanced security features like encryption and password protection, safeguarding sensitive business information



Image Files

Accepted

Whilst PDFs are the preferred file type for submission, we also accept JPEGs and PNGs as

alternative formats.



Not Accepted



Editable Files

Not accepted

Enabled4Life does not accept editable file types such as Word and Excel. For businesses sharing files with external parties, we recommend using PDFs as the safest and most commonly accepted format.



Third Party Links

Not accepted

Enabled4Life policy prohibits clicking on third-party links to view or download an invoice to prevent the sharing of viruses or malicious software. Providers who share invoices via an accounting system should ensure their settings include sending a PDF file as an attachment.

Additional Invoicing Resources



ATO



Provider Compliance



Business Support



Pricing arrangements



Business Register

Stay on Track with Your NDIS Funding

NDIS Plan Calculator



[Budget Calculator](#)

Do you need help preparing a budget for your NDIS plan?

We've linked to the **NDIS Budget Calculator**, a publicly available tool connected to the NDIS Support Catalogue, to help you explore your funding needs and stay on track.

Disclaimer: The NDIS Budget Calculator is an external tool provided by the National Disability Insurance Scheme (NDIS). It is not developed or maintained by Enabled4Life. We provide this link as a helpful reference only and are not responsible for its accuracy or functionality.