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:

- NDIS Pricing and Claiming Resources
- What Is an NDIS Invoice
- Understanding Invoices Within The NDIS Context
- Understanding NDIS Invoicing Compliance
- Essential Information to Include on Your Invoice
- Example Invoices for NDIS Claims
- Understanding The NDIS Rounding Principle
- What Are NDIA Payment Guidelines
- Where Should I Submit My Invoice
- How To Properly Format Your Invoice
- Additional Invoicing Resources

understanding nids pricing

NDIS Pricing and Claiming Resources

Pricing Rules & Limits

Access the official **NDIS Pricing Arrangements and Price Limits** to understand the rules for pricing and claiming NDIS supports, including provider travel, cancellations, non-face-to-face services and other claiming conditions.

NDIS Pricing Schedule

Access the current **NDIS Pricing Schedule** to find support item numbers, descriptions and applicable price limits. This resource helps providers identify the correct billing codes and understand the maximum rates for NDIS-funded supports.

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 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
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 **X**
- **Incorrect:** 1.5125 hours **X**

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

Support Item Number	Support Item Name	Service Descrtiption	Service Date	Unit	Qty	Unit Price	Amount
15_617_0118_1_3	Therapy – Occupational Therapist – Direct Service	Standard session	05/06/2025	Each	1.00	$193.99	$193.99
15_617_0118_1_3_NF	Non-Face-to-Face Clinical Documentation & Admin	Post-session clinical documentation and research	05/06/2025	Each	0.50	$193.99	$96.99
15_617_0118_1_3_TH	Therapy – Occupational Therapist – Telehealth	Follow-up review session with parent	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

Support Item Number	Support Item Name	Service Description	Service Date	Unit	Qty	Unit Price	Amount
04_105_0125_6_1	Access Community Social and Rec Activ – Standard – Saturday	1:1 – Supported participant with weekly shopping	07/06/2025	Each	3.00	$122.59	$367.77
04_104_0125_6_1	Provider Travel – Labour Costs (Time)	Travel from place of work to participant's home	07/06/2025	Each	0.50	$122.59	$61.30
04_590_0125_6_1	Activity-Based Transport	Transport to supermarket	07/06/2025	Each	11.88	$1.00	$11.88
							$440.95

Total Amount Due: $440.95 (GST not applicable)

Payment Info:

- **Account Name:** Caring Hands Community Support
- **BSB:** 032 111
- **Account:** 876 543 21
- **Remittance Email:** accounts@caringhands.org.au

Example 3: Acceptable Invoice Format

Sample_NDIS_Invoice.pdf

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

NDIA Payment Timeframes

The NDIA continues to implement measures to strengthen the NDIS and reduce fraud and non-compliant claiming. As part of these measures, some payment requests may require additional review before funds are released.

Once Enabled4Life receives a **compliant invoice**, we will submit the applicable payment request to the NDIA.

Standard Payment Requests

Valid payment requests will generally be processed and paid by the NDIA within **2–3 business days**. Some payment requests may take **up to 10 days** to be released by the NDIA.

Enabled4Life will facilitate payment to the service provider via Electronic Funds Transfer (EFT) on the **same business day that payment is received from the NDIA**.

Providers should therefore be aware that payment timeframes may vary and may not always align with previous payment patterns.

Claims Older Than 6 Months

Where the date of service is **more than 6 months old**, the NDIA may hold the payment request for additional review.

These reviews can take **up to 28 days**. Enabled4Life cannot release payment to the provider until the applicable funds have been released by the NDIA.

Maximum Claiming Timeframe – 2 Years

Payment requests must currently be submitted within **2 years of the date the NDIS support was delivered**.

Enabled4Life cannot accept invoices for services delivered more than **2 years ago**, as a payment request can no longer be submitted to the NDIA.

Service providers are encouraged to submit invoices promptly and ensure their invoicing processes accommodate the NDIA's current payment and review timeframes.

Further information can be found here: Guide to getting paid

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

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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.