



Information For Providers - Invoice and Document Requirements

Invoice Requirements

Relevant information to include on your invoice is as follows:

- Your business name and ABN
- Your billing contact details - name, phone number, and email address
 - Ideally it is also recommended that you include your business address
- Your invoice number - invoice number need to be unique
- NDIS Participant name and NDIS number
- Date the support was delivered
 - This is separate or in addition to the invoice date
 - Ideally it is also recommended to include start and end times
- A description of the support provided or the NDIS code
 - Please include a more detailed description than "Support" or "Support work". We need a bit more information about the type of support you have provided, to help us determine which part of the participant's plan to claim your invoice from.
- Rate and quantity for each unit of the support provided
- Total invoice amount
- GST component if applicable (most services are GST free)
- Your bank details for payment (BSB and account number)

Note:

- An invoice can only be for one participant but can include multiple supports.
- Must adhere to the NDIS Pricing Arrangements and Price Limits and Operational Guidelines.
- Plan managers must also include the ABN of the third-party provider for participant reimbursements.

Refer to the ATO website for more about [tax invoices](#) and [GST-free NDIS supplies](#) .

Retaining documentation of support delivery

Based on the NDIS website, the following documentation must be retained (either electronically or paper-based) and provided as evidence of support delivery when requested:

- Approved service agreement containing the schedule, cost, quantity, type, and quality of supports to be delivered and their location, as well as the expected outcomes for the participant
- Approved quotes as appropriate
- Evidence of support quantity
- Evidence of support type
- Staff rosters
- Final report or assessment



- Logs for individual support provided to the participant and rosters for group supports are the best method of documenting the quantity of supports delivered

Wherever possible, these logs should be signed by the participant, a parent/guardian, nominee, or carer, as confirmation the support was delivered as claimed. Rosters should also include the ratio or intensity of group supports.

A log or roster may be sufficient evidence of both quantity and support type for some simple supports. More complex supports require additional information as evidence, and a case note should be completed.

Effective case notes document activities engaged in and how they relate to the support type claimed. Depending on the support type a case note may also document progress and plans for future sessions.

Non-compliance

Unsupported claims may need to be repaid to the NDIA or referred to the [NDIS Quality and Safeguards Commission](#), which could result in revocation of your registered provider status.

Providers concerned they may be in breach of, or at risk of breaching, their responsibilities under the Provider Payment Assurance Program should contact the NDIA by telephone on 1800 800 110

Provider Payment Assurance Program

You must keep full and accurate records of supports delivered as part of any review under the Provider Payment Assurance Program. Failure to do so may result in monies having to be repaid to the NDIA.

The Provider Payment Assurance Program confirms the accuracy of payment requests submitted by registered providers.