



## Guide to Reimbursements from your NDIS Plan

Sometimes you may choose to purchase an item from your own money and ask to be paid for the item back from your NDIS funding.

This guide gives you information about how to claim a reimbursement for things you have paid for that are related to your disability.

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## What does P2P need to reimburse me?

P2P can refund you if you have purchased something from your NDIS plan, but we need some information to be able to claim this from the NDIS.

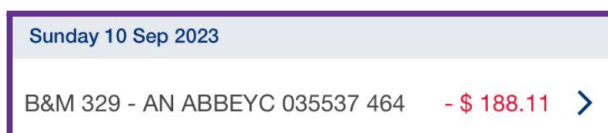
### You need to send an invoice (showing as paid) or a receipt with the following details:

- What the item is
- How much you paid for it
- The date you bought it

If the invoice is not showing as paid, we can process this if you can give us some information showing that you have paid the amount. For example, this could be a snippet of your bank statement or a card payment receipt.

You do not need to share private information when giving us proof of payment, just the payment amount.

*Example of proof of payment:*



If for any reason you have purchased something from overseas P2P will need to see the exact amount that has been paid in Australian Dollars. Your bank statement or card account should show the Australian dollar amount you paid.

## What if I choose to pay a support worker or other service invoice?

If you choose to pay a support worker, we can reimburse this as well, however there is some more information required.

### You should get an invoice from the support worker that shows as paid with the following information:

- Participant name and NDIS number
- Invoice number
- The Service Provider or Support Worker's ABN (or statement by supplier)
- Description of the type of service - eg cleaning, yard maintenance, weekday support
- The support or service date(s)
- The number of hours of support and the cost per hour

We have [A Guide for Providers for NDIS invoicing](#) which tells your provider what information needs to be given on their invoice that may help. You can share this with your providers.

## **I paid for something in advance, when can I claim this?**

The NDIS does not allow for support to be claimed in advance.

You can choose to pay for the support before it is provided, but we will not be able to reimburse you until the support date has passed.

There are some exemptions for some subscription type services but certain criteria must be followed. If unsure, you can ask P2P for more information.

## **What if I bought something using Pay Later services like Afterpay, Zip or Humm?**

P2P can reimburse you for items purchased using a Pay Later service but only once the purchase has been made in full.

This is because the item could be returned and the payments refunded. It may also cause issues with the claim if multiple invoices are paid for the same item.

## **I received an email from P2P about Reasonable and Necessary.**

We may need more information from you before we can proceed with claims for items that have special rules or may not be typically claimed from the NDIS.

P2P may send you an email about [Reasonable and Necessary](#) and ask you to provide more information or supporting documents.

This is to make sure that the items you claim meet your goals and are in line with the NDIS guidelines.

If you receive this email, please consider the information we provide and let us know how you would like to proceed. Your LAC, or support coordinator may be able to help you with any questions you have.

## **I need to change my bank account details for reimbursements**

Will store your bank account details on your file. If you are unsure if we have the right information for you, please feel free to ask us to check.

**If you change your bank account details, please let P2P know as soon as possible.** This will make sure that the correct bank account is used. If you do not tell P2P, we may pay your reimbursement into your old bank account.

You may also receive a phone call from P2P to make sure this change is real. We often make follow up calls to protect your account from changes you did not ask for.


## How do I know when the money has been paid to me?

It may take a few days for the reimbursement to be made, if for some reason it has not been made in 10 days, please let P2P know.

Once the payment is made, we will send you an email with remittance advice. Remittance advice is a confirmation showing that a payment has been made to your bank account.

The remittance advice tells you the payment date, amount and the invoice number which will be the reference in your bank statement.

*It will look like this:*



REMITTANCE ADVICE

The following invoices have been paid to BSB: 638-010 ACC: 100000 . Please review and keep this as a record of the transaction.

Invoice No.	Invoice Date	Payment Date	Participant	Invoice Amount	Paid
Darren34	30/08/2023	12/09/2023	John Smith	\$60.00	\$60.00
				<b>Total Payment</b>	<b>\$60.00</b>