



**ALL DISABILITY
PLAN MANAGEMENT**

Providers

*We look forward to working with you as you
support NDIS participants*

Table of Contents

03. About All Disability Plan Management

04. What to include on your invoice
Tips to ensure fast payment

05. Provider payment process

06. Our Commitment to our participants

07. A guide to service agreements

10. Our Commitment

11. Feedback & Complaints



About All Disability Plan Management

All Disability Plan Management is an **independent** plan management service. We are 100% Australian owned and operated.

We have grown our team of skilled and knowledgeable staff to ensure that we offer clients and their representatives individual expert Plan Management advice at all times.

Our NDIS Provider Number is: 4050 008 632.

Service Location: Australia Wide

Head Office:
5b, 116 Gordon Street
Port Macquarie NSW 2444

Contact us

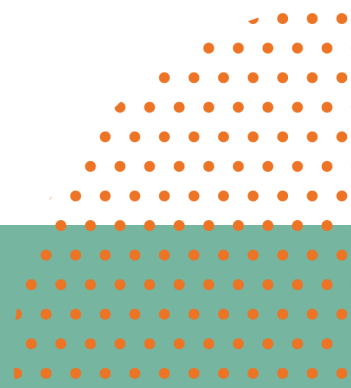
Invoices

accounts@alldisability.com.au

Payables

payables@alldisability.com.au

General enquiries: 1300 399 913
Office hours 8.30am—4.30pm.





What to include on your invoice

Proper invoicing is critical if you are a provider who works with NDIS participants. Invoices with all necessary components will be processed quickly and efficiently.

- **General details**—business name and logo (if you have one), Australian Business Number (ABN), phone number, email address, contact person's name, invoice date and invoice number.
- **Payment information**—BSB and account number, account name and an email address for remittance advice.
- **NDIS Service information**—Client name and NDIS number, service provided, description of the service, NDIS service code (contained in the NDIS support catalogue booklet), dates services were delivered, units or hours of service, unit price per service line total and grand total of all services included on the invoice.

Access the NDIS price guides here: <https://www.ndis.gov.au/providers/price-guides-and-pricing>

Register your details on our website:

You can now register your business and banking details directly via our website, by simply clicking on the button and following the prompts! <https://alldisability.com/providers.html>

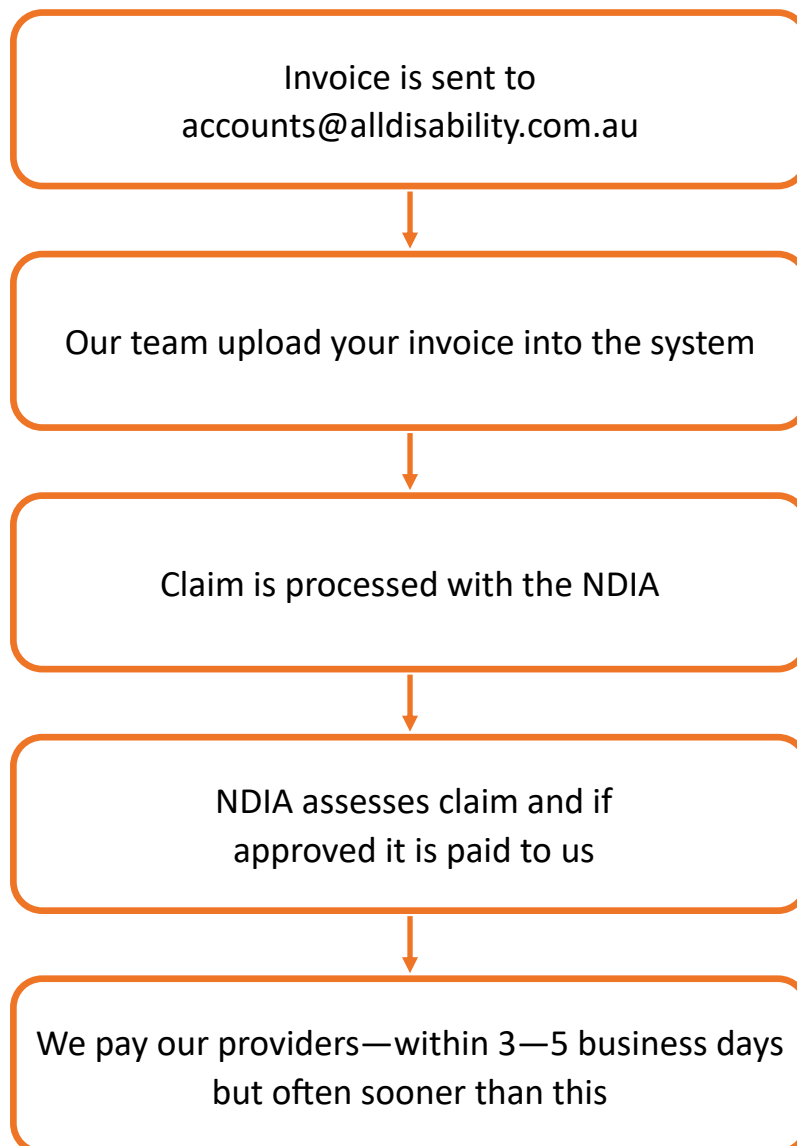
[Register as a Provider](#)

Tips to ensure your invoice is paid as quickly as possible.

- Ensure all of the above is included.
- Remember GST is not payable on most supports under the NDIS
- Set up Service agreements with your clients
- Stick to an invoicing schedule
- Send your invoices in PDF format
- Use consecutive invoice numbers
- Understand an invoice is not a timesheet



Provider Payments Process



A Guide to Service Agreements with your Participants



Service Agreements are not compulsory, but are a great tool to support you in aiming towards and achieving your participants NDIS goals.

The NDIA recommends that participants and providers are clear about what each party has agreed to **before** services commence. Doing this through a Service Agreement will help everyone know what is expected and what and how supports will be delivered.

A Service Agreement is an agreement between you and your participants. It is designed to protect both yourself and your participants from misunderstandings or disagreements.

They include:

- Your Clients Name, contact details & NDIS plan details
 - Your business name and contact details
 - Dates the services will start and end
 - The types of services being provided - can include NDIS support item numbers
 - How many services they will provide within the agreement - Including number of hours per day, week or month
 - Costs per service and the total cost of all services - Make sure these are in line with the NDIS price guide
- <https://www.ndis.gov.au/providers/price-guides-and-pricing>
- Terms & Conditions, including cancellation and termination policies



Our Commitment to our participants:

What we promise, we deliver.



ACCESSIBILITY

Location is no issue, we provide quality uninterrupted service, Australia wide.



FEEDBACK, COMPLAINTS AND RESPONSE

We proactively encourage your feedback and welcome complaints as an opportunity to improve our services.



APPROACH

You will benefit from your own allocated Plan Manager, with 24/7 access to view and monitor your Provider Invoices and funding balances, on your own personal dashboard.



SERVICE PROVIDER RELATIONSHIPS

We commit to maintaining your NDIS relationships by way of:

- Timely payment
- Prompt, courteous and friendly communication



COMMUNICATION

We will communicate with you in a clear, considerate and understanding way.



PROFESSIONALISM

Our knowledgeable, informed staff are committed 100% to providing quality, personalised service within the NDIS framework.



CHOICE & CONTROL

Our support and guidance will assist you to maintain choice and control throughout your NDIS journey.

- Choose your own support providers
- Control how you spend your funding
- Monitor your budget via our online dashboard
- Control your level of involvement



COMMUNITY ENGAGEMENT

Commitment to supporting the disability community with involvement in networks and events.

We also contribute to ongoing NDIS improvements for the benefit of all involved.



Feedback & Complaints

Your feedback is important to us.

We place high value on feedback from service providers.

All Disability Plan Management:

- Encourages feedback about how we carry out our services;
- Takes a client-focused approach to how we deal with complaints;
- Accepts complaints about our services verbally or in writing;
- You can make a complaint to any staff member;
- Uses information from complaints and feedback about our services to improve our business processes.

How to lodge compliments, feedback or complaints to All Disability Plan Management:

Email: info@alldisability.com.au

Phone us: 1300 399 913

Visit our website: www.alldisability.com.au

Write to us:

All Disability Plan Management
5b, 116 Gordon Street
Port Macquarie NSW 2444

If you would prefer not to complain directly to us, you can contact the NDIS commission by calling 1800 035 544 or by visiting their website www.ndiscommission.gov.au



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