

Payment Process for a Service Provider

How to Submit a Tax Invoice

For a tax invoice to be processed it must be **valid** in accordance with the [ATO requirements of a tax invoice](#) and the [NDIS Pricing Arrangements and Price Limits](#).

What the Tax Invoice should include

- Service Provider name, ABN, and bank account details
- Invoice number and date
- Participant's name. (NDIS number, optional)
- The service delivered. (Only registered NDIS Service Providers must include the support item number)
- Service delivery date
- Number of hours delivered
- Hourly rate
- Amount payable

How we Validate a Tax Invoice

1. The Service Provider emails a **valid** PDF tax invoice to accounts@plantingtheseed.com.au upon completion of the service.
 - o Goods and services for disability supports are as a (general) rule - **GST** free, as outlined by the [ATO](#).
 - o Prepayments are generally not permitted, without NDIA written approval, as outlined by the [NDIA](#).

When a disability support service requires **prepayment** or charges **GST**, the Service Provider must include the written approval from the NDIA, when submitting the tax invoice.

2. An auto-reply email is generated to acknowledge receipt of the tax invoice.
3. Once the tax invoice is validated, a Confirmation of Payment Request is created and emailed to the Service Provider, which includes the bill number, Service Provider tax invoice number, Participant's name, amount payable, and proposed payment date for the validated payment request.
4. The request for payment is then submitted to the NDIS, on behalf of the Participant.

How we Process a Payment

5. Upon confirmation and receipt of the funds from the NDIS, the Service Provider is paid within 5 business days (in normal operational circumstances) from the date a valid tax invoice was received.
6. Payment is made by direct deposit to the nominated bank account.
7. A remittance advice outlining the payment number (displayed on bank statement), payment date and payment amount is emailed to the Service Provider.

For More Information

The exclusive role of [Planting The Seed™](#) as the independent NDIS Plan Management Service (Financial Intermediary), is to **facilitate a payment request for a delivered service**, on behalf of the participant, via the NDIS, by means of a validated tax invoice for non-registered and registered NDIS Service Providers.

For additional information about Plan Management Service Provider **roles, responsibilities and activities**, please visit the [NDIS website](#) or call 1800 800 110.