

## PLAN MANAGEMENT TERMS OF BUSINESS

As a plan management agency NDIS Participants engage Southern Stay to act as the financial intermediary between the NDIA and their providers, both registered and non-registered. Funds are claimed by us from the NDIA and then paid to the support provider directly.

### NDIS Code of Conduct

**The NDIS Code of Conduct applies to all providers (registered and non-registered) found here:**

<https://www.ndiscommission.gov.au/workers/ndis-code-conduct>. Anyone can raise a complaint with the NDIS Quality & Safeguards Commission about a provider or an individual worker. The NDIS can take action against all providers (registered and non-registered) or individuals for any breaches of the Code of Conduct.

### Invoicing & Payment

Providers can submit invoices directly to Southern Stay at [planmanagement@southernstay.org.au](mailto:planmanagement@southernstay.org.au).

Southern Stay will process your invoice in a timely manner. Once processed all invoices go to Participants for review. They have 2 days to approve this for claiming to the NDIA.

**The NDIA can take up to 10 days to approve claims.** We then make this payment to your nominated bank account the following business day. A remittance will be sent via email. Invoices received with payment terms of less than this will not be processed quicker.

**Any queries on your invoice should be deferred until two weeks from the day submitted to us due to the NDIA payment times above.**

### Payment Assurance

As a Plan Management Agency, we regularly inform the participant/representative and/or their Support Coordinator on their NDIS plan budgets and remaining funding. Southern Stay are not responsible for supports engaged by a participant that exceed their NDIS budget. Invoices need to be submitted frequently to ensure funds are available.

### Service Agreements

We encourage all registered and non-registered providers to email us a copy of your service agreement with the Participant. This enables us to assist them with budgeting their NDIS funding.

### Invoice Details

All invoices must adhere to the ATO tax invoice requirements found here: <https://www.ato.gov.au/businesses-and-organisations/gst-excite-and-indirect-taxes/gst/tax-invoices>. The following information is required on all invoices, incorrect invoicing will not be processed and returned to the Provider:

- Title: Tax Invoice
- Participant First & Last name
- Participant NDIS Number (if known)
- Unique Tax Invoice Number for each invoice
- Business name
- Billing Address
- ABN
- Bank Account details for EFT payments
- Email address for remittance advice
- Total
- Support Details:
  - Date
  - Times
  - Hours/Quantity
  - Rate
  - Description of Support and/or NDIS Support Item
  - Note if it is Cancellation/Travel Time/Non-Face to Face Support

### GST

As per the NDIS Price Guide <https://www.ndis.gov.au/providers/pricing-arrangements>, "Most items are GST exempt, as per Australian Tax Office information about GST and NDIS and the application of section 38-38 of the GST Act". It is your responsibility to know whether your support is GST exempt. Information is available on the ATO website [here](#)

### Pricing

All providers are responsible for adhering to and keeping up to date on NDIS Price Limits and Claiming rules. These are set by the NDIA and reviewed regularly,. <https://www.ndis.gov.au/providers/pricing-arrangements>. These are price limits only and Participants have the right to negotiate prices. Plan managers are bound by the NDIS guidelines and process payment of supports accordingly. Southern Stay can only pay up to the support price limit. If a Provider charges a higher rate the Participant is responsible for paying the 'gap'.

### Important information for ABN Holders/Non-Registered Providers (Liabilities and Checks)

As an ABN holder and a non-registered NDIS provider you are solely responsible for knowing the NDIS Code of Conduct, NDIS claiming rules and changes, insurances, work cover, taxes, worker checks, qualifications and liability requirements. It is not our role to advise you on these requirements.

We encourage all Participants to check all non-registered Providers have the appropriate insurances, checks and qualifications in place.

### NDIS Payment Assurance, Non-Compliance and Fraud

The National Disability Insurance Agency (NDIA) monitors claims to ensure participants receive the supports they need and providers are paid correctly. We regularly receive payment assurance requests from the NDIA auditing the validity of claims. At times we will request further evidence of your support to provide to the NDIA. We are required to report fraudulent claiming to the NDIA. This applies to Registered and Non-Registered Providers.

<https://www.ndis.gov.au/about-us/fraud-and-non-compliance>

### Acceptance of terms

The conditions outlined in this document must be adhered to by all registered and non-registered providers for Southern Stay to claim funds from a participant's NDIS plan. By submitting an invoice to Southern Stay for payment this is your confirmation that you are meeting those conditions.

### Contact Us

For all questions about our Plan Management services please contact our Team on 03 5564 3444 or email [planmanagement@southernstay.org.au](mailto:planmanagement@southernstay.org.au)