

# INVOICING FACT SHEET

## A guide for service providers with payment processing through ADEC

Dear Providers,

At ADEC, we assist our participants through management of their claims and payments under the new National Disability Insurance Scheme (NDIS), paying invoices as a Plan Manager. We aim to support our participants be alleviating the pressures associated with making a claim through the NDIS portal and payment whilst they continue to pursue the goals of their NDIS Plan.

Under the NDIS, ADEC require valid tax invoice/s for all goods and services supplied, regardless of their value.

This fact sheet has been designed to help you understand ADEC's processes. Delivering all the necessary information will assist ADEC to promptly process your invoice/s within 10 working days.

### Issuing a detailed tax invoice

A detailed tax invoice should consist of the following:

#### Provider's Information

- Entity Name
- Australian Business Number (ABN)
- Contact Details
- Email Address / Postal Address

#### Recipient's Identity

- Participant's Name  
(NOTE: ADEC IS NOT THE RECIPIENT OF THE GOODS OR SERVICES)
- Participant's Residential / Postal Address, or;
- ADEC'S Postal Address

This is an example of how to address your invoices:

Mr. John Johns C/-ADEC 1 Example Street Melbourne VIC 3000
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The following table should be used as a guide on how to provide ADEC with the necessary information required to receive payment

Date	Description	Service Information	Rate	Amount
Date/s in which the good/s and/or service/s were provided, specifying: <ul style="list-style-type: none"> <li>• Weekday</li> <li>• Weekend</li> <li>• Evening</li> <li>• Public Holiday</li> </ul>	Referencing the NDIS price guide, the description should contain key words that best explain the good/s and service/s provided. This can include: <ul style="list-style-type: none"> <li>• Support Item</li> <li>• Support Item Ref No.</li> <li>• Description</li> </ul>	<ul style="list-style-type: none"> <li>• Duration</li> <li>• Quantity</li> </ul>	Price / Hourly Rate	<ul style="list-style-type: none"> <li>• The total figure charged.</li> <li>• Inclusion / exclusion of GST.</li> </ul>

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Please note, ADEC does not hold the funds to any plan. Funds must be process and claimed from the NDIS Portal against the support area where the good/s and service/s has been included in the plan. ADEC can only pay according to the NDIS price guide, published at: <https://www.ndis.gov.au/providers/pricing-and-payment>

### **Transport Associated Costs**

If you are a provider of self-care activities or access to community, social and recreational activities you are not permitted to submit invoices where mileage (kilometres) or other costs for participant travel have been converted into a proportion of hours.

Participant travel costs can only be claimed if the participant has a transport allocation in their NDIS Plan which is Plan Managed. If this is an arrangement that is made between you and the Participant a copy of your service agreement must be supplied which clearly states this arrangement which gives permission for the plan manager to claim these costs from the NDIS Portal.

If the budget is paid directly to the Participant, providers must send accounts for these costs directly to the client for payment, not to ADEC.

### **Payment Option**

Please ensure you provide ADEC with your preferred payment method.

If you are supplying banking details, include:

- Account Name
- BSB
- Account Number

### **Submitting your Invoice**

Once you have established that all information is supplied on your invoice/s, please forward them to ADEC via the following method:

**Submission via email to [ndispayments@adec.org.au](mailto:ndispayments@adec.org.au)**

If you are unable to forward ADEC invoices via this avenue, please send them to our office by mail to:

ADEC  
175 Plenty Road Preston VIC 3072

### **Tracking your Invoice**

ADEC identifies invoices through the invoice number provided by service providers on their invoices.

From the date of receipt of an invoice ADEC will ensure payment within 10 working days, provided there are no issues with claiming from the NDIS Portal.