

Invoice Requirements for Plan Manage Assist

To ensure your invoice can be processed quickly and accurately in line with NDIS guidelines at Plan Manage Assist, please include the following details:



Your business name, ABN, and bank details - Please ensure your ABN exactly matches the information listed on ABN Lookup.

A unique invoice number - Duplicate invoice numbers, whether for the same or different customers may cause the NDIA system to reject the invoice, so each invoice must have its own unique number.

The customer's full name - This must be the name of the NDIS participant, even if they are under 18. Do not list parents, guardians etc.

The participant's NDIS number - This provides accurate identification of the participant and ensures faster processing.

The provider contact phone – In case we have to contact them.

A clear description of the service provided - **include the relevant NDIS line item** to avoid delays. (You can view the price guide by [clicking here.](#))

The invoice issue date - **Plus** the date(s) the service was delivered

The total hours of support provided - **And** the hourly rate charged and a **total amount owing**

NB: Invoices can't be future dated / If you amend an invoice let us know / GST component if applicable (most services are GST free) / An invoice can only be for one participant / Please send your **invoice as a PDF** for automatic upload

If you don't have an invoice template [please click to download](#)

Invoices are processed within 5–7 business days; however, occasional delays may occur that are outside of our control.

Need help or have a question?

 **Call us:** [1300 199 960](tel:1300199960)

 **Email:** accounts@planmanageassist.com.au

 **Visit:** www.planmanageassist.com.au