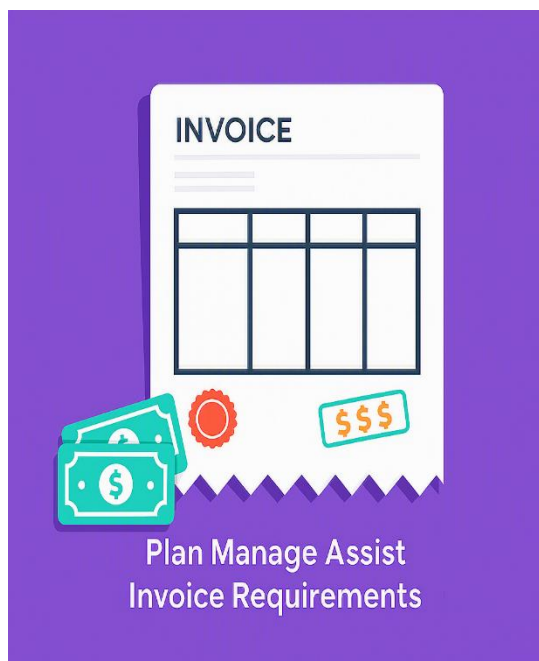




Invoice Requirements for Plan Manage Assist



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

- **The participants full name** -this must be the **name of the NDIS participant**, even if they are under 18. Do not list parents, guardians etc.
- **Participant's NDIS number** - ensures accurate identification and faster processing.
- **Providers name, ABN, and bank details** – the ABN must match the listed on the [ABN Lookup](#).
- **A unique invoice number** - duplicates may be rejected; each invoice must be unique.
- **Provider contact phone/email** – for any follow-up if needed.
- **A clear description of the service provided** - **include the relevant NDIS line item** to avoid delays. [\(Click here to view the 2026/2027 price guide\).](#)

- **The invoice issue date** - **Plus** the date(s) the service was delivered
- **The total hours of support provided** – including the hourly rate charged for the day, evening or night and a **total amount owing**

Please send your **invoice as a PDF for automatic upload**. If received in another format, this may cause delays

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

- Need an invoice template? [Click here to get started.](#)

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