



Supporting you on your NDIS journey

## PROVIDER PAYMENT INFORMATION FOR NDIS PARTICIPANT PLAN MANAGED BY INFOCUS

Dear families and providers,

### INVOICING PROCESS

For your information, business details for InFocus Disability Services as follows,

**InFocus Disability Services**, PO Box 156, Coorparoo QLD 4151 ABN 24 547 377 893

Please email your invoices (PDF file preferred) to [supports@infocusdisability.org.au](mailto:supports@infocusdisability.org.au)

Our team manually reviews, enters and files the invoice into our system. We await approval from the participant/participant nominee and make payment once approved.

### ACCOUNTS/PAYMENT ENQUIRIES

Please either call us on 07 3339 8450 or email [supports@infocusdisability.org.au](mailto:supports@infocusdisability.org.au). To assist with enquiries, please include an invoice number included in the email's subject heading when emailing us and/or quote the invoice number when contacting us via phone.

### INVOICING REQUIREMENTS

The following must be included on the invoice to be processed and to meet ATO requirements:

- Preferred email subject heading: Please include invoice number and Participant's name
- The words 'Tax Invoice'
- Business name / contact name
- Current ABN, Contact details, including phone, email address and bank details
- Participants full name and NDIS Number
- Invoice date
- Invoice number
- Service date(s)
- Description of service(s) and NDIS support line number (if known)
- Hours, quantity, rate (including GST if applicable, please check NDIS Price Guide)
- Invoice total
- See Invoice Template in the attachment

*\*Please note invoices that do not meet the above requirements will be returned with a request to update*

### PAYMENT PROCESSING TIME

InFocus Plan Management team endeavour to process payment within 14 days from the day we receive your invoice, your assistance with the above will assist us in paying your invoice on a timely manner.

*\*Please note there are delays in payment processing out of our control such as approval by Participant, discrepancies, invoice does not meet the NDIS Price Guide, and unscheduled NDIS plan reviews, etc.*