

Connect Support Group: Invoicing Fact Sheet



A Guide for NDIS Service Providers

Welcome to Connect Support Group. To ensure your invoices are processed efficiently and payments are made promptly, please follow this guide. A valid tax invoice is required for all goods and services provided to NDIS participants.

For detailed information on what constitutes a valid tax invoice, please visit the Australian Taxation Office (ATO) website: **ato.gov.au/Business/GST/Tax-invoices/**

Essential Invoice Requirements

To avoid delays, please ensure every invoice you submit includes the following details:

1. Your Provider Details

- Your Business Name / Entity Name
- Your Australian Business Number (ABN)
- Your primary contact details (email and/or phone number)

2. NDIS Participant Details

Clearly identify the recipient of the service. **Please note: Connect Plan Manager is the plan manager, not the recipient.**

- Participant's Full Name
- Participant's NDIS Number
- Participant's Date of Birth

3. Invoice Specifics

- **Unique Invoice Number:** Every invoice must have a unique identifier (e.g., INV-1024) for accurate tracking.
- **Date of Invoice:** The date the invoice was created.
- **Dates of Service:** Clearly list the date(s) when the services or supports were delivered.

4. Description of Services

Provide a clear and detailed description of each support, aligning with the NDIS Price



CONNECT SUPPORT GROUP

Connect Support Group

ABN: 36 251 651 424

E: hello@connectsupportgroup.com.au

W: www.connectsupportgroup.com.au

Guide.

- Support Item Name and Reference Number
- Clear description of the support provided
- The unit of measure (e.g., hours, quantity) and the rate per unit
- The total charge for each item, specifying if GST is included.



5. Your Payment Details

Include your bank details for direct deposit.

- Account Name
- BSB Number
- Account Number

Submitting Your Invoice

The most efficient way to submit your invoice is via email.

Email Address: invoice@connectsupportgroup.com.au

Email Subject Line: For fast processing, please use this format for your email subject:
Participant Full Name, Your Business Name, Invoice Number

- **Example:** Jane Doe, Quality Care Services, INV-1024

Invoice Tracking & Verification

- **Verification:** As part of our commitment to security, new service providers may be asked to complete a verification process. If required, our team will contact you with simple instructions.
- **Tracking:** You can monitor the status of your submitted invoices through our secure Provider Portal. To set up your account, simply click the link provided in your remittance email and follow the steps to create your login credentials.

Please Note: All payments are processed in accordance with the current NDIS Price Guide and payment terms.