

WELCOME TO 101 PLAN MANAGEMENT

*Your Boutique Plan Managers
Simplifying Your NDIS Journey*

Information Flyer

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Service Provider Contract



101Plan
MANAGEMENT

08 7071 1555

hello@101planmanagement.com.au

101planmanagement.com.au



101 Plan
MANAGEMENT

Your Boutique Plan Managers

Whether you are a participant or a service provider, we are committed to

Simplifying Your NDIS Journey

We do this by only providing Plan Management meaning we are a Boutique Plan Management Provider so you can be assured your funding and invoices are our focus.

We provide services to maximise the benefits of a Participant's NDIS Funding without the stress of navigating the rapids of the NDIS thus enabling participants and their families to focus on what is important to them.

www.101planmanagement.com.au



AT 101 PLAN MANAGEMENT WE PROVIDE:

- A personal service from a small friendly team where you are assured of never being treated like a number.
- Smarter processing, increasing claim accuracy and compliance resulting in faster payments, reduced claim rejection and reduced payment audits,
- Monthly reports and (optional) web portal access to track your funding and invoices.
- Access to the web portal for your Support Coordinator if you have one and with your consent.
- Ability to understand and discuss your plan, funding, services and how it works.
- Communication and liaison with your providers over any billing issues.

CONTACT US

101 Plan Management
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101 Plan MANAGEMENT

Your Boutique Plan Managers



OUR MISSION

To help empower individuals by freeing up their time and allowing them to live better through the provision of basic and simple, yet efficient, Plan Management Services to participants, and their family or nominee, who have NDIS Funding.

OUR PURPOSE

Our clients want the freedom of self-management without the stress of negotiating the rapids of the NDIS. We enable the participant and their families to focus on what is important to them. This frees up time for family to spend with their loved ones.

OUR VALUES

We endeavour to work collaboratively and cooperatively with all stakeholders while ensuring governance, compliance and scheme integrity for a sustainable NDIS well into the future. We do this while ensuring our Participants receive the supports they need to live a better life.



CONTACT US

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08 7071 1555
hello@101planmanagement.com.au**



101 Plan MANAGEMENT

Simplifying Your NDIS Journey

1 FIRST STEPS

To manage your NDIS funding and invoices, we complete our Intake Process with you, the Client.

This includes our Intake Form, signed Service Agreement, Consent to Exchange and NDIS Plan.

3 ONCE WE RECEIVE THE INVOICE

We will process your invoice with our plan management software according to the requirements of the NDIS.

5 PAYMENT IS MADE

Once the funds are approved and paid to us, we will pay your providers' invoices or your reimbursement. This whole process usually takes us 3-5 days.

Occasionally, this process may take longer if the requirements have not been met by the provider.

2 ONCE YOU ARE ONBOARD

Your providers can send their invoices for processing directly to:

invoices@101planmanagement.com.au

This includes all services and supports purchased during the current plan period.

4 SUBMISSION TO NDIS

A request is submitted to the NDIS to have funds paid to us from your plan for payment to you or your providers.

6 TRANSPARENCY

At the beginning of each month, you will receive a statement showing all the invoices paid for the previous month and your remaining funding.

You can also have access to our Participant Web Portal to check your funding and invoice status at any time.

HOW IT WORKS - THE PROCESS

IMPORTANT INFORMATION:

- If you are unsure if you can purchase something, we can work with you and guide you with your decision making or you can ask your Support Coordinator (if you have one), Local Area Coordinator or ECEI (Early Childhood Early Intervention) Partner.
- Ensure we always have your latest plan, otherwise there may be times where invoices are delayed.
- If you have paid for an item, you must provide proof of purchase and let us know that it is a reimbursement.
- We cannot process payments without a valid invoice or receipt (with the participants name).
- You can use any service provider, they do not need to be a registered provider, however they must have an ABN* and not be immediate family members.

**There are strict exceptions to this.*



101 Plan MANAGEMENT

Simplifying Your NDIS Journey

Service Provider Information

At 101 Plan Management we pride ourselves on governance and compliance while complying with the NDIS Act 2013, NDIS Code of Conduct and endeavouring to work collaboratively and cooperatively with all stakeholders for a sustainable NDIS well into the future and enabling participants to live a better quality of life.

As the Plan Management Agency for your client we are legislatively required to be a registered NDIS provider and ensure that the supports delivered comply with the NDIS Pricing Arrangements & Price Limits and any relevant Support Catalogue as part of the NDIS Provider Payment Assurance Program.

At 101 Plan Management we understand that cashflow and income is important to any business - we are after all a business ourselves - and, therefore, for us to process invoices as efficiently as possible, to ensure a continuity of services for our participants, we need a few things from you.

WHAT DOES THIS MEAN FOR YOU?

- Please send invoices to: invoices@101planmanagement.com.au
- Only send invoices for one participant in one email. Do not group different participants' invoices in the same email or multiple invoices in the one file.
- Send invoices in pdf format or you can use our online invoice tool.
- We usually process compliant invoices, including making payment, within 3-5 business days.
- Occasionally payments may take a little longer. In this case we'll endeavour to resolve the issue quickly.

SERVICE PROVIDER CHECKLIST

To ensure your invoices are processed as quickly as possible, your invoice needs to include:

- Your ABN
- Your bank details (including your account name, number and BSB)
- Your client's name and NDIS number (e.g. 43xxxxxxx)
- Brief description of the service provided or item number
- Invoice date and date of service
- Serviced hours and hourly rate
- Total amount due (indicating any incl GST)

For full NDIA compliance and to reduce audits of invoices please refer to our Service Provider Letter.

Thank you,

101 Plan Management Team

Office: 08 7071 1555

invoices@101planmanagement.com.au ❖ PO Box 988, Strathalbyn SA 5255

ABN: 82 641 732 354

* All invoices to be emailed to invoices@101planmanagement.com.au



Dear Service Provider,

This letter is to advise you that a client of *101 Plan Management* has chosen your service/s and they are managed by a Plan Manager. 101 Plan Management will become the financial intermediary for your NDIS claims until our client decides to cease using our service.

It is important to understand what 101 Plan Management does and does not do, for this we recommend reading about Plan Management [here](#)¹ (NDIS - Operational Guidelines -13. Managing the funding for supports under a participant's plan).

At 101 Plan Management we understand that cashflow and income is important to any business – we are after all a business ourselves – and, therefore, we endeavour to process invoices as efficiently as possible to ensure a continuity of services for our participants.

As the Plan Management Agency, also known as the Financial Intermediary, for NDIS Participants we are legislatively required to be a registered NDIS provider.

By being a registered NDIS provider, we are required to ensure that the supports delivered comply with the NDIS Pricing Arrangements & Price Limits and any relevant Support Catalogue as part of the Provider Payment Assurance Program. This all forms part of the NDIS Act 2013.

Therefore, invoicing must be correct and compliant before we are able to claim the invoice and pay you as a provider (<https://www.ndis.gov.au/providers/working-provider/getting-paid>). For an invoice to be compliant it must meet certain criteria and so is expected to contain:

- **Service Provider's Name/Business Name & Contact Details**
- **Service Provider's ABN**
- **Date of Invoice**
- **Invoice Number**
 - This is to clearly identify between invoices for recipients with best practice, and as per most accounting software, being sequential/consecutive invoice numbers for all clients.
- **Participant's Full Name and NDIS number**
- **A Brief Description of Service Provided**
 - Including if standard/direct service vs cancellation
 - Including the relevant Line Item where possible <https://www.ndis.gov.au/providers/pricing-arrangements>

¹ <https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding/plan-managed-funding>

- **Date of Service for Service Provided**
 - Start & end dates if multiple dates for the period of the invoice.
 - Dates of service must be itemised for transparency, not grouped together.
 - Start date must be before the end date.
 - Invoice cannot be for periods of service in the future (exceptions apply – please contact us to discuss further).
- **Line Item (Support Item Number)**
 - Line Item should be indicated with these being available from the NDIS website and/or please refer to subsequent Rate/Price information below.
 - As per the NDIS Pricing Arrangements & Price Limits (previously known as NDIS Price Guide) *“Providers are responsible for ensuring that the claims for payment that they make accurately reflect the supports delivered, including the frequency, volume and type of support. Claims need to be made against the specific support item that aligns to the service delivered.”*
- **No. of Hours / Quantity**
 - Number of hours for relevant support must be listed for each date of service.
 - Quantity should only be used for Consumables or where support hours are not applicable such as transport, inactive/passive overnight sleepover, short term accommodation.
- **Rate / Price**
 - Prices must be within Price Limits of the relevant Line Item in accordance with the relevant NDIS Pricing Arrangements & Support Catalogue (please refer to the following for a copy of the Pricing Arrangements <https://www.ndis.gov.au/providers/pricing-arrangements>).
 - Prices can be negotiated and be below the Price Limits.
- **GST if applicable**
 - If not registered for GST your invoice is not a Tax Invoice <https://www.ato.gov.au/Business/Record-keeping-for-business/Setting-up-and-managing-records/Setting-up-your-business-invoices/>
 - Charging GST-free is applicable for some services due to being exempt <https://www.ato.gov.au/business/gst/in-detail/your-industry/gst-and-health/?page=6>
 - GST cannot be charged on top of the total hourly rate
- **Reply Email Address for Provider**
 - Receipts/payment notifications will be sent to this address.
- **Bank Details including:**
 - **Name of Account** (e.g. Victoria Person trading as VIP Caring)
 - **BSB**
 - **Account Number**

Disclaimer: Failing to provide the above information will result in delayed payment requests.

101 Plan Management recommends that invoices are forwarded within 7-14 days of the provision of service with the ATO advising that invoices are required to be sent within 28 days of being requested. Invoices are processed in the order they are received, and 101 Plan Management will endeavour to pay invoices as per our payment terms within 14 business days (excluding weekends and public holidays) upon receipt of compliant invoices. Processing times for compliant invoices for existing providers, including making payment, are currently within 3-5 days (excluding weekends and public holidays).

For legal reasons, invoices sent as word or excel files are not secure from being edited and therefore invoices should be sent as a pdf to reduce the risk of editing and ensuring compliance.

Invoices must also be sent to invoices@101planmanagement.com.au to avoid them being lost among general emails including spam and other unsolicited emails thus delaying the processing of your invoice.

Please refer to our website www.101planmanagement.com.au for other helpful information that will be updated intermittently.

There are occasions where Participants change providers during a plan period and in these circumstances, whereby your Participant is no longer a client of 101 Plan Management, you may be required to seek payment from the new Plan Management Agency as all funds will have been released.

A simple Service Contract is included on the following page or you can use your own Contract / Service Agreement. (While Service Agreements are not mandatory under the NDIS Act 2013 they are recommended and please refer to the following ATO link regarding charging GST-Free <https://www.ato.gov.au/business/gst/in-detail/your-industry/gst-and-health/?page=6>).

We look forward to working with you as a provider partner for our mutual participant.

Kind regards,

101 Plan Management Executive Team

SERVICE CONTRACT

I, _____ (Full Name)

Address: _____

Date of Birth: _____ / _____ / _____

Request the service of: _____

Service Agreement Start Date: _____ / _____ / _____ to End Date: _____ / _____ / _____

Australian Business Number: _____

Phone: _____ Email: _____

For the purposes of GST legislation, the Parties confirm that:

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the [National Disability Insurance Scheme Act 2013](#) (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act;
- the participant's NDIS plan is expected to remain in effect during the period the supports are provided; and
- the Participant, or Participant's Representative / Nominee, will immediately notify the provider if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.

Other Information (eg: Days, No. of Hours, Hourly Rate, Price, etc.)

Important Note: Prices must be within the NDIS Price Arrangements and Price Limits & Support Catalogue for relevant year. Prices above the Price Limit for the supports being delivered can/will result in delays in processing invoices.

Participant NDIS No.: _____

Participant Name: _____

Participant Signature: _____ Date: _____ / _____ / _____

Participant's Representative / Nominee Signature: _____
(If Participant is under the age of 18 or unable to sign)

Service Representative's Name: _____

Service Representative Signature: _____ Date: _____ / _____ / _____