# Plan Management: Payment of Invoices Policy

## Policy

## *futures in sight* is committed to ensuring people with disability receive services which are value for money. We are also committed to support providers and their organisations being paid for the services they provide in line with relevant legislation and guidelines.

## Scope

## All Partners, Advisory Panel members, Contractors and Volunteers

## Legislation

* National Disability Insurance Scheme Act, 2013
* NDIA guidelines

## Principles

## Our Plan Management services operate to ensure maximum flexibility for the people we support, while adhering to the NDIA legislation and operational guidelines.

*futures in sight* will not claim any invoices on behalf of the NDIA participant without approval from the person we support or their nominee. We will not process invoices, which are to be claimed from the NDIS, that are above the benchmark set by NDIA.

## Procedure

**1. To process invoices on behalf of the person we support we:**

* Seek approval from the person we support or their nominee in terms of accuracy of services delivered (specially in relation to dates and times)
* Check invoices are in line with the budget of the person we support and highlight any concerns with the person/ their nominee immediately
* Check invoices for accuracy in terms of NDIA price guide, as all as ATO requirements
* Process invoices and claim from NDIA portal
* Once payment has been received pay the provider

***futures in sight* is unable to process nor pay invoices:**

* that are above the NDIS benchmark/capped price (to that end invoices need to be round down rather then round up)
* where only a part payment has been received (only invoices that have been full paid for by the NDIA will be paid by *futures in sight*). We will work with the person we support/their nominee and the provider concerned to resolve the outstanding issue
* that have been rejected for payment by the NDIA. We will work with the person we support/ their nominee, the NDIA and the provider to address the concerning issues

**Rounding down to comply with NDIA benchmark Prices**

* *futures in sight* does not pay invoices above the NDIS benchmark/capped price.
* Invoices received above the capped price will be paid at the capped price rate
* Futures in sight accounting systems will be adjusted to this practice
* Subsequent invoices sent by providers for the remaining amounts, which are the result of rounding up and exceeding the benchmark price, will be sent back to the provider with the suggestion to contact the NDIA directly if seeking above benchmark payment.

**Review**

This policy will be reviewed on a two-yearly basis.

However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

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