

Invoicing Fact Sheet

A guide to help submit NDIS invoices to MOIRA FPM



MOIRA requires valid tax invoice/s for all goods and services supplied, regardless of their value. Providing all the necessary information will help us quickly process your invoice/s.

For further information on issuing a valid tax invoice, please see: ato.gov.au/Business/GST/Tax-invoices/

Invoicing Requirements

A detailed tax invoice should consist of the following components:

> Provider's Identity

- Entity Name
- Australian Business Number (ABN)
- Contact Details
- E-mail Address/Postal Address

> Recipient's Identity

- Recipient's Name (*Note: MOIRA is not the recipient of the goods or services*)
- Recipient's NDIS number
- Recipient's Date of Birth
- Recipient's Residential/Postal Address and MOIRA's Postal Address

Please refer to the following examples on how to address your invoice/s.

Mr John Smith C/- Level 3 42 Lakeview Drive Scoresby VIC 3179	Mr John Smith C/- MOIRA Ltd 42 Lakeview Drive Scoresby VIC 3179	MOIRA Ltd 928 Nepean Highway Hampton East VIC 3188	MOIRA Ltd (Mr John Smith)
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Please note that MOIRA does not hold the funds available within any NDIS Plan. MOIRA must process and claim funds from the NDIS against the relevant support area.

Invoicing Requirements

> Description of Support/Service

Referencing the NDIS price guide, the description should contain keywords that best explain the good/s and service/s provided. This can include:

- Support Item
- Support Item Ref Number
- Description of support
- Location where the service has taken place - Standard/Remote/Very Remote

> Unique Invoice Number

MOIRA identify invoice/s through the unique invoice number assigned by service providers, which supports MOIRA's ability to track down your invoice and ensure the process runs smoothly.

- A unique invoice number can be any combination of numbers and letters that will help you identify your invoice.
- This detail should be clearly visible on the invoice issued.
- Invoice number should be no longer than 22 characters.

> Summary

Invoice Number	Date	Description	UOM	Rate	Amount
A unique sequence of numbers and/or letters to assist in identifying, processing, and tracking claims.	Date/s in which the goods and or services were provided, specifying: <ul style="list-style-type: none"> • Weekday • Weekend • Public Holidays 	Referencing the NDIS price guide, the description should contain key words that best explain the good/s and service/s provided. This can include: <ul style="list-style-type: none"> • Support Item • Support Item Ref No. • Description of support • Location where the service has taken place - Standard/Remote/Very Remote 	Duration Quantity	Price / Hourly Rate	The total figure charged plus the inclusion + exclusion of GST

Payment Information

Please ensure you provide MOIRA with your preferred payment method on your invoices.

- Account Name
- BSB
- Account Number

Submitting your Invoice

Once you have prepared your invoices and confirmed that all mandatory information is included, you can submit your invoices via:

> Submit via Email

- Email your provider invoices to fpm@moira.org.au

> Submit Via MOIRA FPM Portal:

- Look for the  'Submit an Invoice' button under your "My Actions" tab.

*Email Subject Line: Initial (First Name) Full (Last Name), Service Provider Name, Invoice Number
E.g. J Smith, MOIRA Ltd, Financial Plan Management, Invoice No. 0000123*

Eftsure

Service Providers must provide their business information through Eftsure for independent verification before receiving payment from MOIRA FPM. MOIRA FPM will communicate this simple verification process by sending an "Onboarding Invitation" email from verifications@moira.org.au.

Tracking your invoice

The MOIRA FPM Portal features an accessible dashboard where you can view and track the progress of your invoices on demand.

All you need is a verified email and your Vendor ID linked to your provider profile with MOIRA.

Click here to log in: fpmportal.moira.org.au/account/login

*MOIRA can only pay according to the NDIS price guide, published here
- ndis.gov.au/providers/pricing-and-payment*