

Dear Providers,

At MOIRA, we assist our participants through management of their claims and payments under the new National Disability Insurance Scheme (NDIS), paying invoices as a Financial Intermediary (FI). We aim to support our participants by alleviating the pressures associated with making a claim through the NDIS portal and payments whilst they continue to pursue the goals of their NDIS plan.

Under the NDIS, MOIRA require valid tax invoice/s for all goods and services supplied, regardless of their value. Further information can be found on the following web link:

<https://www.ato.gov.au/business/gst/issuing-tax-invoices>

This fact sheet has been developed to help you understand MOIRA's processes. Delivering all the necessary information will assist MOIRA to promptly process your invoice/s.

### Issuing a detailed tax invoice

A detailed tax invoice should consist of the following components:





#### Provider's Identity

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

#### Recipient's Identity

- Recipient's Name  
(NOTE: MOIRA IS NOT THE RECIPIENT OF THE GOODS OR SERVICES)
- Recipient's Residential/Postal Address, or;
- MOIRA's Postal Address

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

Mr John Smith C/- 928 Nepean Highway Hampton East VIC 3188 	Mr John Smith C/- MOIRA Inc 928 Nepean Highway Hampton East VIC 3188 	MOIRA Inc (Mr John Smith) 	MOIRA Inc 928 Nepean Highway Hampton East VIC 3188 
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### Ensuring you get paid

Every NDIS plan is developed to suit individual requirements of the participants, MOIRA encourages service providers to familiarise themselves with the participant's plan by facilitating active communication with the participant's support co-ordinator (if applicable) and/or family.

Please note, MOIRA does not hold the funds to any plan. Funds must be processed and claimed from the NDIS against the support area where the good/s and service/s has been included in the plan.

MOIRA can only pay according to the NDIS price guide, published at:

<https://www.ndis.gov.au/providers/pricing-and-payment>

The following table should be used as a guide on how to provide MOIRA with the necessary information required to receive payment.

Date	Description	UOM	Rate	Amount
Date/s in which the good/s and/or service/s were provided, specifying: <ul style="list-style-type: none"><li>• Weekday</li><li>• Weekend</li><li>• Public Holiday</li></ul>	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"><li>• Support Item</li><li>• Support Item Ref No.</li><li>• Description</li></ul>	<ul style="list-style-type: none"><li>• Duration</li><li>• Quantity</li></ul>	Price/ Hourly Rate	<ul style="list-style-type: none"><li>• The total figure charged.</li><li>• Inclusion/ Exclusion of GST.</li></ul>

### Payment Option

Please ensure you provide MOIRA with your preferred payment method.

- If supplying banking details, include:
  - Account Name
  - BSB
  - Account Number

### Submitting your Invoice

Once you have established that all mandatory information is supplied on your invoice/s, please forward them to MOIRA via the following method:

Submission via email to [pmp@moira.org.au](mailto:pmp@moira.org.au)

#### Email Subject Line:

Initial (First Name) Full (Last Name), Service Provider Name, Invoice Number

E.g. J Smith, MOIRA Inc. PMP, Invoice No. 0000123

If you are unable to forward MOIRA invoices via this avenue, please give our friendly staff a call to discuss other available options.

### Tracking your Invoice

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.

### Authorisation

MOIRA acts on behalf of its participants in helping them claim and pay their invoices, accordingly, MOIRA will require the participant or authorised representative to provide approval before MOIRA proceeds with the processing of payment.

This is to ensure MOIRA is assisting in strengthening the participant's ability to undertake tasks associated with the management of their supports. An approved invoice received directly from the participant or authorised representative will assist MOIRA in processing your invoice/s quickly.