



MOIRA maintain formal relationships with some of Australia's largest disability service providers, known as a Chargeback Arrangement. These arrangements combine the best of both worlds - controls and protections for participants and leading edge 1-2 business days invoice payments.

You do not need to do anything extra to get started, your service agreement with MOIRA allows us to enter a Chargeback Arrangement with eligible service providers.

Let's take a look at how it works and how chargeback agreements can benefit you.

### NDIS Participant

### NDIS Provider



Receive your NDIS support service or goods from a chargeback eligible service provider.

Service provider collects all the invoices due to be paid and sends them to MOIRA.



A copy of your invoice is sent to you for reference and review.



Contact your service provider and MOIRA if you think something is wrong.

MOIRA claim the invoices received from the NDIS portal.



MOIRA will work with you and your service provider to fix the problem.

Service provider receives payment in 1-2 business days.



Participants have control and visibility of all invoices, without the need for individual authorisation. Your NDIS funds are protected throughout the process.



Service providers can track each invoice throughout the payment process.

MOIRA is here to help.

If you have any questions regarding the Chargeback process or NDIS payments please contact our friendly team using the details below.