

At MOIRA, we assist participants through management of their claims and payments under the new National Disability Insurance Scheme (NDIS), paying invoices as a financial intermediary. We alleviate the pressures associated with making a claim through the NDIS portal.

To facilitate this service MOIRA require valid tax invoice/s for all goods and services supplied, regardless of their value. Providing all the necessary information will assist MOIRA to promptly process your invoice/s.

For further information on issuing a valid tax invoice please see - [www.ato.gov.au/Business/GST/Tax-invoices/](http://www.ato.gov.au/Business/GST/Tax-invoices/)

## 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
- E-mail 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/- 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, MOIRA does not hold the funds available within any NDIS plan. Funds must be processed and claimed by MOIRA from the NDIS against the relevant support area

MOIRA can only pay according to the NDIS price guide, published here - [www.ndis.gov.au/providers/pricing-and-payment](http://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
<p>Date/s in which the goods and or services were provided, specifying:</p> <ul style="list-style-type: none"> <li>• Weekday</li> <li>• Weekend</li> <li>• Public Holiday</li> </ul>	<p>Referencing the NDIS price guide, the description should contain key words that best explain the good/s and service/s provided. This can include:</p> <ul style="list-style-type: none"> <li>• Support Item</li> <li>• Support Item Ref No.</li> <li>• Description</li> </ul>	<p>Duration Quantity</p>	<p>Price / Hourly rate</p>	<p>The total figure charged + inclusion / exclusion of GST</p>

## Payment Option

Please ensure you provide MOIRA with your preferred payment method.

If supplying bank details please include:

- Account Name
- BSB
- Account Number

## Submitting your Invoice

Once you have prepared your invoices and confirmed that all mandatory information is included, please forward to - [fpm@moira.org.au](mailto:fpm@moira.org.au)

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

## 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 will require the participant or authorised representative to provide approval before MOIRA proceeds with the processing of any payment.

This is to ensure MOIRA retain a participants ability to control and understand 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.