



# Invoice Best Practices: A Quick Guide to Faster Payments

At Provider Choice, we want to help you get paid fast for the valuable services you deliver. Use this guide to make sure every invoice you send meets NDIS requirements.

## Part 1

### Essential Information Checklist

Your invoice **must** include these details to be processed.

#### Your Business Details

- NDIS registered provider name (if applicable)
- Australian Business Number (ABN)
- Unique invoice number
- Date of issue
- Your bank details (BSB and account number)
- Your contact details (phone number and email)

#### Participant Information

- Participant's full name
- Participant's 9-digit NDIS number (with no spaces)

#### Support & Service Details

- NDIS support item number (from the NDIS Pricing Arrangements)
- Brief description of the support provided
- Rate and quantity for each support
- GST component, if applicable (most services are GST-free)
- Total amount due

*Reminder: An invoice can only be for one participant at a time, but can include multiple supports.*

## Part 2

### Formatting for Fast Processing

Clear formatting helps our systems read your invoice accurately and quickly.

#### 1. List Each Service Date Separately

This is a critical NDIS requirement. Avoid using date ranges. Instead, create a new line item for each individual date a service was delivered.

For example;

- **Correct invoice line:**
  - 03/08/2025 | Support Item Description | 3 hours
  - 10/08/2025 | Support Item Description | 3 hours
- **Incorrect invoice line:**
  - 03/08/2025 - 10/08/2025 | Support Item Description | 6 hours

#### 2. Submit as a PDF File

The best and most reliable format for your invoice is a PDF. This preserves your formatting and ensures it can be read easily by our team.

- **How to create a PDF:**

Most software allows you to "Save as PDF" or "Export to PDF". Alternatively, you can select "Print" and choose "Save as PDF" as your printer option.

## Part 3

### Submitting Your Invoice

Once your invoice is complete and saved as a PDF, please email it to our dedicated invoicing team.

✉ [invoices@providerchoice.com.au](mailto:invoices@providerchoice.com.au)

You will receive an automated reply to confirm we have received it. Compliant invoices are typically processed within 72 hours, with payment made within 5 business days.



### Need more help?

Book a one-on-one Guru Session for dedicated support.

[Click to book now](#)

# Essential Information Checklist and formatting

Your invoice must include these details to be processed.

## Tax Invoice

**Client Details**  
Client Name  
Client Address (optional)  
NDIS Number: XXXXXXXXXX

**Cc**  
Provider Choice

**From**  
Company Name  
Company Address  
Company Email

**ABN**  
XX XXX XXX XXX

**Invoice #**  
Invoice Number

**Invoice date**  
DD/MM/YYYY

Item Code	Description	Unit/Rate	Quantity	GST	Total
15_617_0128_X_X	This is an example of a description DD/MM/YYYY	188.00	1.5	0	188.00
15_799_0128_X_X	Provider Travel - Non Labour Costs (km)	0.99	120	0	118.80
<b>Subtotal excl. GST</b>					<b>306.80</b>
<b>GST</b>					<b>0.00</b>
<b>Total</b>					<b>306.80</b>
<b>Total Amount Due</b>					<b>306.80</b>

**Payment Details**  
Please forward the remittance to xxx@xxxxx.com.au.  
Bank Name: XXXXXXXX  
BSB: XXX-XXX  
Account Number: XXXX XXXX

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Participant's full name

## Tax Invoice

Participant's 9-digit NDIS number (with no spaces)

Client Name  
Client Address (optional)  
NDIS Number: XXXXXXXXXX

Your contact details (phone number and email)

Cc  
Provider Choice

From  
Company Name  
Company Address  
Company Email

ABN  
XX XXX XXX XXX

Invoice #  
Invoice Number

Invoice date  
DD/MM/YYYY

NDIS registered provider name (if applicable)

Unique invoice number

Date of issue

Australian Business Number

NDIS support item number (from the NDIS Pricing Arrangements)

Item Code	Description	Unit/Rate	Quantity	GST	Total
15_617_0128_X_X	This is an example of a description DD/MM/YYYY	188.00	1.5	0	188.00
15_799_0128_X_X	Provider Travel - Non Labour Costs (km)	0.99	120	0	118.80

GST component, if applicable (most services are GST-free)

Brief description of the support provided

<b>Subtotal excl. GST</b>	<b>306.80</b>
<b>GST</b>	<b>0.00</b>
<b>Total</b>	<b>306.80</b>
<b>Total Amount Due</b>	<b>306.80</b>

Total amount due

Your bank details (BSB and account number)

Payment Details  
Please forward the remittance to xxx@xxxxx.com.au.  
Bank Name: XXXXXXXX  
BSB: XXX-XXX  
Account Number: XXXX XXXX

Rate and quantity for each support

Save time by using our [ready-to-go invoice template](#).

