NDIS invoice checklist

Plan managers: send this to your providers with your service agreement. An invoice with all ten items gets checked, paid and claimed through PACE without anyone having to chase it.

The 10 things every NDIS invoice must include

	Item	What good looks like	✓
1	**Provider business name and ABN**	The ABN is active and matches the business name on ABN Lookup. Exempt providers attach the ATO's statement by a supplier form.	☐
2	**Unique invoice number**	A number never used before. A reused number looks like a duplicate.	☐
3	**Participant's full name**	Exactly as it appears on the NDIS plan, not a parent's or nominee's name.	☐
4	**Participant's NDIS number**	The number from the participant's plan.	☐
5	**Date of issue**	The date the invoice was created.	☐
6	**Date or dates of service**	Each date, or a date range, for every line, inside the current plan dates.	☐
7	**Support item number and description**	The current item number from the NDIS Pricing Schedule, plus a plain description of what was delivered.	☐
8	**Quantity and unit price**	Hours, units or kilometres, at or below the maximum price for that item, time of day and location.	☐
9	**Total and GST**	Lines add up to the total. GST shown separately if charged (most NDIS supports are GST-free).	☐
10	**Payment details**	Account name, BSB and account number.	☐

Support worker invoices: list each shift on its own line with the date, start and finish times and the rate. It makes price checks against weekday, evening, Saturday, Sunday and public holiday rates far quicker.

Send invoices promptly. From 1 December 2026, claims must be made within 90 days of the support being delivered, down from 2 years.

2026-27 pricing changes to watch

From 1 July 2026 the NDIS Pricing Schedule changed how several supports are claimed. Invoices still using older or bundled items are the main cause of new rejections.

- **Support workers:** four new level-based line items for disability support work.
- **Short Term Accommodation:** accommodation and support are claimed as separate line items.
- **Therapy:** direct service, provider travel, non-face-to-face work and NDIA-requested reports each have their own line item.

The 8 most common reasons invoices get sent back

Data problems (quick to fix)

- Wrong or outdated support item number
- Unit price above the maximum for that item, time or location
- Reused invoice number, or a duplicate of one already paid
- Participant name that doesn't match the NDIS plan
- Missing service dates, or dates outside the current plan

Compliance problems (matter in an audit)

- Missing, cancelled or mismatched ABN
- Support not in the plan, or not enough funds left in that budget
- A support that isn't an NDIS support at all

What your plan manager checks before paying

☐	**Is it an NDIS support?** Since 3 October 2024 the NDIS Act sets out what can and can't be paid from a plan.
☐	**Is it in the participant's plan and budget?** Right support category, with enough funds left.
☐	**Is the price within the limit?** For that item number, time of day and the participant's location.
☐	**Is it a duplicate?** Same provider, date and amount under a different invoice number.
☐	**Is there evidence behind it?** Service agreements, case notes and rosters.
☐	**Is it on time?** Inside 90 days of the date of service, from 1 December 2026.

For plan managers: Entiprius reads each invoice as it arrives by email, checks every line against NDIS rules and the participant's live budget from PACE, and flags duplicates, so only the exceptions reach your team. Book a free demo at **entiprius.com/book-a-demo** or call **+61 2 8529 0830**.