

Leisure Networks Terms of Business

Financial Plan Management Services

ABOUT LEISURE NETWORKS

Leisure Networks is a registered Plan Management Provider.

Our Financial Plan Management services are provided by a qualified financial team and a customised financial management system to enable efficient processing of payments on behalf of NDIS participants.

We aim to make all interactions with Leisure Networks straightforward and simple and we pride ourselves on our prompt response to all queries.

ABOUT FINANCIAL PLAN MANAGEMENT SERVICES

For the NDIS participant having a Financial Plan Manager can assist with providing more choices and greater control over purchased supports, including purchasing from suppliers that have not registered with the NDIS. This can include any type of support, as long as these supports have been incorporated in the person's NDIS Plan.

Financial Plan Management is provided at no cost to the participant. The setup fee to establish payment arrangements with providers and a monthly processing fee, is paid for by the NDIA and does not affect the participant's funding.

PROVIDER INVOICING INFORMATION

When invoicing for services provided to a NDIS participant, it is necessary that all invoices are NDIA and ATO compliant which avoids any delay in processing/payments. An invoice must include the following information:

Participant details

- Family name and given name/s
- Participants NDIS number

Services

- Individualised line items for all support categories, including Date of Service, hours & price per hour
- The NDIA price guide can be viewed at [Pricing updates | NDIS](#)

Service provider details (all are mandatory)

- Payee billing address
- Bank account details for EFT payments.
- Email contacts details ie: remittance advice, general communication.
- Contact phone number
- ABN

A supply to a NDIS participant may be GST-free, information can be found at the ATO website: [National Disability Insurance Scheme | Australian Taxation Office \(ato.gov.au\)](https://www.ato.gov.au)

Please note: Incorrect invoices will be returned to the Provider and will result in a delay in processing the payment.

SUBMITTING YOUR INVOICE

All providers should discuss with their customer (participant) their preference for submitting invoices.

Some customers may prefer to have invoices sent directly to their email to be checked and then forwarded for payment.

Others may be comfortable for the provider to send the invoice directly to Leisure Networks.

(Providers MUST discuss with the participant where they would like their invoices sent.)

Once an invoice reaches accounts@leisurenetworks.org it is assumed that participants have approved invoice for payment (as a true record of services received).

Approved invoices can be sent by either of the following methods:



Email

accounts@leisurenetworks.org



Mail

Leisure Networks Association Inc.
4 Verner Street, Geelong VIC 3220

Invoices are requested to be sent **ONCE**. A case number will be provided via return email for any follow up questions. Please quote this case number when speaking to staff.

If you are experiencing a delay in your payment, please call 03 5224 9992 and a Customer Service Officer will assist your enquiry.

PAYMENT OF INVOICES

Electronic Funds Transfer (EFT) is our method of payment.

Leisure Networks will claim funds from the NDIA in the first instance and then if the claim is successful, we will make payments to the providers you have chosen.

Leisure Networks aims to make all payments within a 3-business day cycle. (This excludes weekends and public holidays)

MONITORING NDIS FUNDING BALANCES

Leisure Networks System will send monthly statements to participants by email.

Participants must ensure that they have provided an active email address.

Statements can also be sent to a participant's authorised persons. ie: Support coordinator, Family Member etc.

This statement will show:

- Expenditure against budgets
- Invoice claims for the month
- Service Agreements with Providers (if provided to Leisure Networks) and expenditure and balance remaining.

Customer Portal

All customers (with an active email address) will have access to a Customer Portal where you can:

- Monitor your funding and expenditure 24/7
- Check on Provider invoices and payments
- Service Agreements with Providers (if provided)

Leisure Networks Recommends

- It is best practice for all NDIS participants to have a service agreement with each provider to confirm the allocation of funding and to minimise the potential risks of overspending.
- At Leisure Networks we can track expenditure against a Service Agreement (if provided a copy). Copies can be emailed to fpmenquiry@leisurenetworks.org

GETTING IN TOUCH WITH US

If you have questions about our Financial Plan Management services, please contact one of our friendly team on **03 5224 9992** or **1800 567 526** or **email accounts@leisurenetworks.org** available **Monday to Friday 8am to 4pm.**