

Section 6

How do I get paid?



Section 6 Introduction

This Section of the Provider Toolkit will help you understand:

- how to get paid for your NDIS work
- how to make a Payment Request through the myplace provider portal
- why you should invoice self-managing participants directly
- how to save time by making Bulk Payment Requests
- where to get further information on using the myplace provider portal.

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6.1 Making Payment Requests

To receive payment for services or supports for participants who are either **NDIA managed** or **Plan Management Provider managed**, providers are required to submit a Payment Request electronically through myplace.

To successfully claim it is important that you have the following information:

- participant name
- participant Reference Number or NDIS number
- dates of support
- support Item Reference Number
- support Item Price.

For detailed steps on making Payment Requests, please refer to the **Using the myplace provider portal step by step guide** ([PDF](#))¹ ([DOC](#)).²

To receive payment for services or supports for participants who are **Plan Manager managed**, providers are required to send invoices to the participant's Plan Manager who will manage the payment request process through myplace and pay the provider.

Participants who are **self-managing** their plan are required to be invoiced by and make payments to providers directly. Participants will require a receipt from the provider to acquit the expenditure against their plan.

¹ https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/using_the_myplace_provider_portal_-_step_by_step_guide_v3.0.pdf

² https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/using_the_myplace_provider_portal_-_step_by_step_guide_v3.0.docx

6.2 Making Bulk Payment Requests

This is a function within myplace that allows providers to upload a Bulk Payment Request. This may be a convenient solution if, for example, you make claims once a month for the whole organisation or business rather than for individual episodes of support or assistance.

For assistance with processing bulk requests through myplace, see the **Bulk Payment Request step by step guide** [\(PDF\)](#)³ [\(DOC\)](#).⁴

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https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/bulk_payment_requests_step_by_step_guide_v2.0.pdf

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https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/bulk_payment_requests_step_by_step_guide_v2.0.docx