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| **Project** | NDIS Provider Toolkit Video Six: How do I get paid? |
| **Duration** | 2.17 |
| **TRANSCRIPT** | |

[Music plays and the NDIS logo and text appears: Provider Toolkit, Section Six, How do I get paid?]

[Text moves to the top right of the screen and a NDIS worker appears gesturing towards the text]

Narrator: Have you registered and started delivering supports and services to people with disability as a National Disability Insurance Scheme, or NDIS, provider? You have? Well it’s time for you to get paid for your work.

[Animation image changes to show a female working on a computer]

This overview shows you how to use Section 6 of the Provider Toolkit to process Payment Requests so you can get paid for your work.

[Animation images move through of the Section 2 Introduction webpage and the Section 2 “Am I ready to provide NDIS services?” page and the camera scrolls down the page]

To get to this stage, you must already be across the NDIS pricing and payment guidelines but if you want a refresher they can be found at Section 2.8 of the Provider Toolkit.

[Animation image changes to show a female in a wheel chair paying a support worker and the support worker passing a receipt back and text appears between them: Self-manage participants]

It’s important to remember that participants who self-manage their NDIS plans will pay you directly and you’ll then give them a receipt.

[Animation images move through of the myplace portal and the cursor selects the “Create Payment Request” box and then the page changes to show the “Search Participant” screen]

For other participants, those who are National Disability Insurance Agency, or NDIA managed, or have a Plan Management Provider, you’ll need to make a Payment Request through the myplace provider portal. You can only put in this payment request after you’ve delivered the support or service. If you’ve submitted a Payment Request online, you don’t need to submit a physical invoice or receipt.

[Animation image shows boxes enlarging on the “New Payment Request” screen with text headings: Participant Name, NDIS Number, Support Start Date, Support End Date, Item Number, Payment Amt($)]

When you login to myplace to make a payment request, you’ll need to have the following information handy, participant name, participant reference number, the dates you provided the support, support item reference number, support item price.

[Animation images move through of the myplace portal, the “Bulk Payment Request Upload” box and the “Bulk Upload” information page]

You can also upload a Bulk Payment Request, which allows you to submit all your Payment Requests for a participant at once and be paid a lump sum.

[Animation image changes to show a Payment Request Document and text appears: Within 2 business days of submission]

Your Payment Requests should be paid by the NDIS within two business days of submitting them.

[Animation images move through of the Provider Toolkit page, the “Using the myplace provider portal” page and the “Bulk Payment Request” page]

For more details about how to process Payment Requests and Bulk Payment Requests, check out the ‘Using myplace provider portal step by step guide’ and the ‘Bulk Payment Request Instructions step by step guide’.

[Animation image changes to show the “Making Bulk Payment Requests” page]

There’s even a short video on bulk payments.

[Animation image changes to show the Provider Toolkit page]

Remember that you can refer to the Key Resources and Help and Support sections for more information at any time.

[NDIS logo appears]

Wherever you are in the provider pathway, we hope this Toolkit helps you understand the NDIS better and what you have to do to make it a success.

[Music plays]