

Provider Payment Guide

Dear service provider

We are pleased to let you know that our team at **Shine Plan Management** are managing the NDIS funding of your client.

Where to send invoices	Please send invoices to invoices@shinepm.com.au Please cc your clients email address in the CC field
What to include on your invoices	<ul style="list-style-type: none"> ○ Clients name ○ Invoice number ○ Your ABN number ○ Your bank details ○ NDIS item number and/or brief description of services provided ○ Hours of service and hourly rate. Please ensure the hourly rate is within NDIS Pricing Arrangements and Price Limits. ○ Total amount
When will you be paid	<ul style="list-style-type: none"> ○ We usually have your invoices paid within 3-5 business days. ○ Occasionally, payments may take a little longer due to missing information. In this case we will be in touch and aim to resolve the issue quickly.
Any questions?	Please contact invoices@shinepm.com.au or call 6266 4982

Kind regards

The  Plan Management Team