



Support Coordinator Guide.

A guide to getting started with nib Thrive.

Welcome to nib Thrive

nib Thrive is backed by nib group, with over 70 years of experience in keeping Australians healthy and connecting our community with health and wellbeing services. At nib Thrive, we aim to help people achieve better health and wellbeing by providing quality, supportive and accessible plan management services, so you can plan with confidence. Our experienced team supports those navigating the NDIS by managing budgets, handling invoice payments and ensuring providers stay well-informed.

In addition to plan management, nib Thrive also offers support coordination. Our team of support coordinators has been partnering with people with disability and their families, helping them build the skills, knowledge, and confidence needed to achieve their goals.

We also have a handy digital platform called **Kynd**. Kynd helps people find, compare, book, and manage support workers easily.

This guide for support coordinators outlines how to use the nib Thrive Portal, an invoicing template to ensure a smooth payment process and information on how to troubleshoot any payment problems.

You can learn more about us at nibthrive.com.au

nib Thrive makes it easy to



Submit and track invoices

You still have the option to submit invoices via email, however, with the nib Thrive Portal you can now directly upload invoices to your participants' account. Once an invoice has been received in our system, you can keep an eye on the status of the invoice in the Portal.



Manage budgets

The nib Thrive Portal makes it easy to view your nib Thrive participants' plan activity, and to support them to manage their budget in one simple to use location.



Process claims

We process your participant's NDIS claims in line with legislation and price guides.



Pay invoices

We pay your participants' invoices to approved service providers.



Support your participant

Our mission is to make NDIS plan management easy.



Questions about nib Thrive?

Call us on **1800 999 333**

Email enquiries@nibthrive.com.au

Your guide to nib Thrive Portal

Accessing the nib Thrive Portal

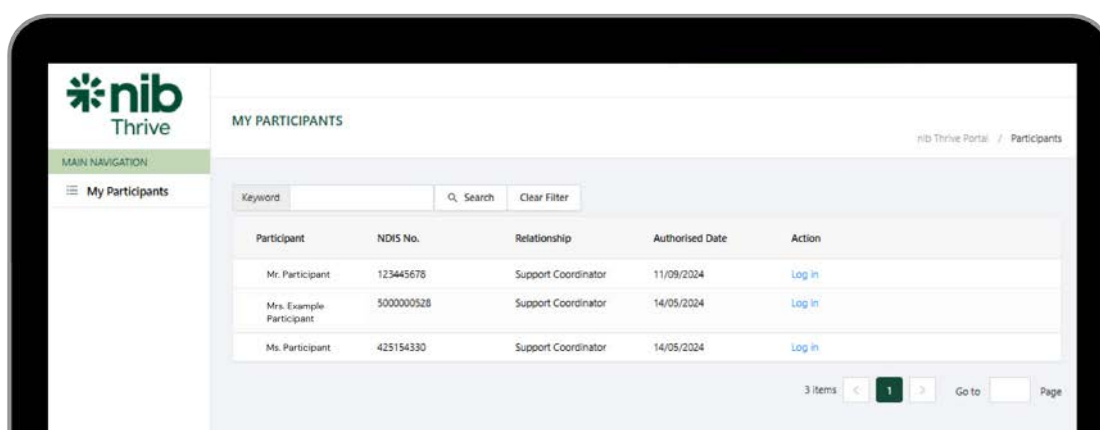
If you are the support coordinator of an nib Thrive participant, you can access the nib Thrive Portal to oversee and track your participants' NDIS budgets.

To access the Portal for the first time, you would have received an email from nib Thrive with instructions on how to set your password for your nib Thrive Portal account.

If you haven't received this email, you can send us an email at enquiries@nibthrive.com.au to request access. Make sure to include the full name and NDIS number of the participant(s) you represent.



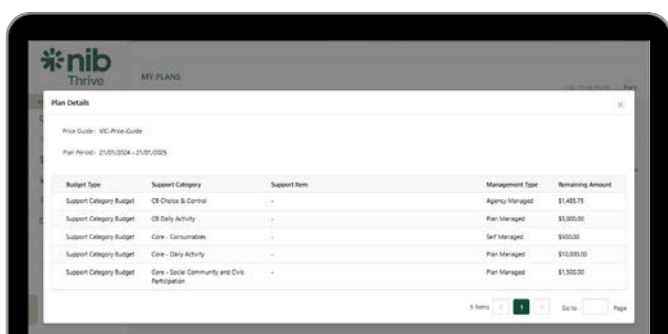
Once you have set your password, you can log in to the nib Thrive Portal at anytime gateway.nibthrive.com.au (hint: bookmark this page for quick access in the future).



Navigating the nib Thrive Portal

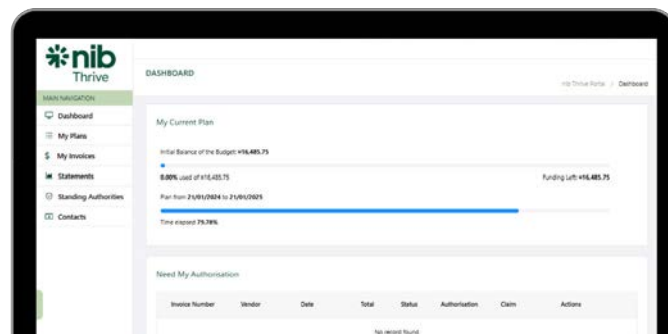
When you log in, you'll see a list of participants you support. Choose the participant you want to view. This will take you to their budget dashboard, where you can see their balance, time remaining, and any pending invoice approvals.

The main menu is on the left hand side of the page. From here you can click to view your participant's NDIS plans, invoices, statements, standing authority and contacts.



Budget Breakdown

To view a breakdown of allocated support budgets, select **My Plans** then find the plan you wish to enquire about. At the end of the row, under the 'action' column select **Details**.



Participant Invoices

To view your participant's invoices, select **My Invoices** on the left navigation menu. This will open a list of your participant's invoices. To view more details on the invoice, including the option to download the invoice, select **Details**. This is where you can check the status of an invoice you have submitted.

Invoice Requirements

As a provider, it's your responsibility to make sure your invoices are complete, accurate, and honest. By submitting an invoice for claiming you are confirming that the support or service that you are providing is an approved NDIS support. Learn more at ourguidelines.ndis.gov.au/would-we-fund-it/what-does-ndis-fund.

Take a look at our checklist and invoice example for how to set up invoices for efficient payments.

[illegible]

1. Your company logo or name
2. Your ABN
3. Company name and postal address
4. Contact details
 - a. Phone number
 - b. Email address
5. Participants first and last name
6. Participant's NDIS number and contact details if available
7. Invoice number
8. Invoice date
9. Support item number
10. Support date
11. Support description
12. Quantity
13. Unit price inclusive of GST
14. Total
15. Grand total
16. Your bank details
 - a. Name
 - b. BSB
 - c. Account number

Payments are processed more efficiently when invoices are correct. Errors will cause a delay of payment.



GST Requirements

NDIS services and supports are GST free if the following requirements are met:

- The NDIS participant has an active NDIS plan
- The claim being made is for reasonable and necessary supports that are specified in the statement of supports in the participant's NDIS plan, and is an approved NDIS Support (ourguidelines.ndis.gov.au/would-we-fund-it/what-does-ndis-fund#what-is-ndis-support)
- There is a written agreement between you and the NDIS participant or an authorised representative to provide them with your services.
- Is it a supply covered by one of the tables in the **A New Tax System (Goods and Services Tax) (GST free supply – National Disability Insurance Scheme Supports) Determination 2021**

Troubleshooting Payment Problems

Payment mistakes can happen during invoicing or processing resulting in a payment rejection. Common reasons why payments are delayed or rejected are:

■ Exceeding a participant's budget

A payment problem can arise when a participant doesn't have enough funding left in their budget. To avoid this problem, you can call nib Thrive to quarantine the funds before the service is provided. Simply provide a copy of the signed service agreement.

■ Invoice Errors

Providers must create an invoice once they have delivered a service. See *invoice requirements* on the previous page of this booklet for an example of an accurate invoice. Before submitting your invoice ensure you have the correct date, amount totals, NDIS line item number and ABN.

■ Plan Dates

If a participant's NDIS plan ends midway through the invoice period, and the invoice is not broken down into individual service dates, we may get in touch to request further information. To avoid this problem, break down your invoices into individual delivery dates when including multiple services in the one invoice.

■ Exceeding the NDIS Price Guide

Providers can only claim up to the amount listed in the NDIS Price Guide. If the hourly rate agreed upon by the participant is higher than the NDIS price cap, the participant must pay the additional cost. To avoid this problem, check the NDIS price cap amounts by heading to the [ndis.gov.au/providers/pricing-arrangements](https://www.ndis.gov.au/providers/pricing-arrangements).

■ Change of Plan Management provider

A participant has choice and control over their plan manager. This means they are able to change their plan management provider at any time. The previous plan manager must release the funds allowing the new plan manager to take over. To avoid this problem, it's a good idea to check in with your participant to ensure there are no changes to their plan management provider.





We're here to help.

Our experienced team is available
Monday - Friday, 9am - 5pm (AEST).



Contact Us

Call: **1800 999 333**

Email enquiries: **enquiries@nibthrive.com.au**

Email invoices: **claims@nibthrive.com.au**



nibthrive.com.au 1800 999 333

nib Thrive is an NDIS Registered Plan Management Provider.
Provider Registration Number: 4050033778