Leap in! ebook series

Getting paid with ease:

A guide for providers working with Leap in!

Leap in!

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Contents.

Introduction.

Welcome to Leap in! We're glad you're here and we want to make working with us as smooth as possible.

If you're reading this, you've recently started working with one of our Members, or you're about to. At Leap in! we refer to the people we plan manage as Members.

You might be a sole trader, a small business or a larger organisation. Whatever the scale of your operation, getting paid accurately and on time matters and it matters to us too.

This guide explains how plan management works, what we need from you to process your invoices and the tools and resources available to make the whole process easier. It also covers some steps that happen before your very first payment goes through. If you know about them in advance, they won't slow you down.

As an NDIS plan manager, Leap in! is responsible for making sure every invoice we pay meets the NDIS rules. We don't set those rules – the NDIA does – and we are required to apply them. That means we sometimes have to query or decline invoices that don't meet the requirements, even when the intention behind them is reasonable.

This guide is to help you understand what's required of your invoices so they get processed, claimed and paid quickly. It also covers Saltu, Leap in!'s free invoicing platform built specifically for providers – a tool that takes most of the complexity out of NDIS invoicing. You'll find the full Saltu details in Section 04.

01 How plan management works.

What you need to know.

- Plan management is a financial administration service – Leap in! pays your invoices and tracks the participant's budget
- Leap in! does not decide what supports a participant uses. That is between the participant, their Support Coordinator and you
- Participants with plan management can use both registered and unregistered providers
- If you are unsure how a participant's plan is managed, check before you deliver your first service.

What a plan manager does.

When an NDIS participant chooses plan management, a plan manager handles the financial side of their NDIS Plan. At Leap in!, that means we receive your invoices, check that each claim meets the NDIS rules and aligns with the participant's plan, process the payment and provide the participant with regular statements so they can see how their funding is tracking.

Plan management funding is approved separately in an NDIS participant's plan under the Improved Life Choices support category. The participant pays nothing out of pocket for plan management.

What Leap in! does not do.

Leap in! does not tell participants which providers to use, what supports to access or how to spend their plan. Those decisions belong to the participant. A Support Coordinator is often involved in those decisions too.

When you send us an invoice, we are not evaluating whether the support you delivered was the right choice for the participant. We are checking that:

- the invoice is correctly formatted
- the line item and support category match the participant's plan
- the amount falls within the NDIS price limits
- the participant has sufficient budget in the relevant category.

If all of these are in order, we process it promptly.

The three ways an NDIS Plan can be managed.

Understanding how a participant's plan is managed determines whether you submit an invoice to Leap in!, to the participant themselves or through the *myplace provider* portal.

Management type.	What it means for you as a provider.
NDIA managed (also known as agency managed)	The NDIA pays providers directly. You must be a registered NDIS provider to work with NDIA managed participants.
Plan managed	A plan manager like Leap in! submits claims to the NDIA and pays providers on the participant's behalf. Providers can be registered or unregistered. Plan managers do not hold funds – they pay provider invoices as soon as they receive payment from the NDIS.
Self managed	The participant pays providers directly from their own account. You invoice the participant, not Leap in!.

If you are unsure how a participant's plan is managed, ask them directly or contact our team before delivering your first service. It's a simple check that avoids confusion later.

How it fits together.

As a provider, you are part of the participant's broader support network. That network often includes a Support Coordinator, allied health professionals, other providers and the participant's family or informal supports. Leap in! sits alongside all of these as a financial intermediary.

Good communication across the support team, particularly between you, the Support Coordinator and us, leads to better outcomes for the participant and fewer problems with invoicing and payment. Section 06 covers how to work effectively with the rest of the team.

02

Before your first invoice. The bank verification step.

What you need to know.

- Before Leap in! can pay any provider for the first time, we verify their bank account details
- We use a trusted Australian service called Eftsure to do this – it is a fraud prevention measure that protects you and the participant
- After your details have been verified, payments proceed without this step
- Act on the verification email as soon as you receive it
- Your verification link expires after 24 hours – check your spam folder if you don't see the email in your inbox.

Why we verify bank accounts.

Payment fraud is a genuine risk in the NDIS ecosystem. Scammers sometimes attempt to intercept payments by submitting false bank account details under the name of a real provider. This puts both providers and participants at financial risk.

To protect everyone involved, Leap in! verifies the bank account details of every new provider before making their first payment. We use a service called Eftsure to do this. Eftsure is a trusted Australian payment security platform. The process is straightforward and only ever needs to happen once (unless your bank account details change).

We understand that for sole traders and small providers anything that delays payment creates pressure. That is exactly why we are telling you about this now, before you submit your first invoice.

Important tip: The earlier you act on the verification email, the sooner it's completed and the sooner you get paid.

How the Eftsure verification works.

When you submit your first invoice to Leap in!, you will receive an email from us asking you to verify your bank account details via Eftsure. Here is what to expect, step by step.

1. You will receive an email from Leap in! with a secure Eftsure link. If you don't see it in your inbox, check your spam folder. The link expires after 24 hours – if it has expired, reply to the email and we will send a new one
2. Click the link to open Eftsure's secure page and click 'Get started'
3. Choose whether to verify with your ABN or without an ABN
4. Enter your first name, last name and job title
5. Choose how to confirm your bank account. You have two options:
    - **Online verification via Yodlee**: securely connect to your bank and confirm the account to be paid. This is the fastest option and is completed immediately
    - **Phone verification**: Eftsure will call you within 48 hours to confirm your details. Be aware that choosing this option means your first payment cannot be processed until that call is completed
6. Follow the prompts to finish. Once complete, Eftsure notifies Leap in! and we process your invoice.

Important to know.

- **Eftsure will never ask for your internet banking password and does not access your account. The process simply confirms the account belongs to your business**
- You cannot call Eftsure directly to complete verification. You need to action the link or wait for their call if you chose phone verification
- If the link is not actioned, Eftsure will make up to three calls to complete verification
- Your first payment will not be processed until verification is complete
- Once your account is verified, this step never happens again.

Questions about Eftsure?

If you haven't received your verification email, if your link has expired, or if you run into any issues with the process, contact our team directly. Do not send your bank account details to Leap in! by email. For your security, all verification must go through Eftsure.

- Call us: **1300 05 78 78**
- Email us: **crew@leapin.com.au**
- Read more at **leapin.com.au/for-providers/eftsure.**

03
Submitting invoices.

What you need to know.

- A compliant NDIS invoice must include specific details – missing information causes delays
- The most common reason invoices are queried is a mismatch between the line item and the participant's plan
- Check that the participant has budget available in the relevant support category before you deliver a service
- Invoices submitted through Saltu are processed faster than invoices sent by email – see Section 04.

What a compliant invoice must include.

Every invoice you submit to Leap in! must meet the following criteria. Missing any of these details will result in the invoice being queried, which delays payment.

- Your business name and ABN (or ACN)
- The participant's full name and NDIS number
- The date the service was delivered
- A clear description of the service provided
- The correct NDIS support item number and support category
- The quantity of units delivered (hours, sessions or items) and the unit price
- The total amount being claimed
- Your NDIS registration number, if you are a registered provider.

The most common reason invoices are queried.

Most invoice issues are straightforward to fix once identified. Knowing the common causes in advance will help you get it right the first time.

Issue.	How to avoid it.
Incorrect support item number	Use the NDIS Support Catalogue to find the right line item for the service you are delivering. **Saltu**, the free Leap in! provider platform has all support items pre-loaded, which makes this quick and easy.
Amount above the NDIS price limit	Check the current NDIS Price Guide before invoicing. The price limit is set by the NDIS, not Leap in! and we cannot pay above it regardless of what has been agreed between you and the participant.
Service date outside the plan period	Confirm the participant's plan start and end dates before invoicing. Services delivered outside the plan period cannot be claimed.
Budget exhausted in that category	Check with the participant before you deliver a service to ensure funds are available. You can also use **Saltu's** 'funding confirmation check' feature to verify if budget is available before delivering a service. This is especially useful for higher-cost supports or participants with complex plans.
Missing participant NDIS number	Always include the participant's NDIS number. Without it, we cannot match the invoice to the correct plan.
Non-compliant cancellation claim	NDIS cancellation rules specify when and how much you can claim for a cancelled session. See Section 05 for guidance.
Funding periods	Check the available budget before delivering a service or submitting an invoice.

Keen to learn more about Saltu?

Find out about all the benefits of working with Leap in!'s free provider invoicing platform in Section 4. Saltu helps you get invoices right every time.

How to submit an invoice.

You can submit invoices to Leap in! in the following ways. Saltu is the fastest option and the one we recommend.

- Through Saltu – fastest processing and built-in error checking. See Section 04 for how to get started
- By email – send invoices to invoices@leapin.com.au.

Important tip: Add Leap in! email addresses to your safe sender list to avoid missing important requests.

How long does payment take?

Once your invoice has been received, verified and approved, most payments are processed within two business days. Invoices submitted through Saltu are processed faster. Invoices that require follow-up may take a little longer – if we need more information, we will contact you via email. Provider information requests (PIRs) help us confirm details before an invoice can be processed. Responding promptly helps avoid delays and keeps payments moving.

If you have not received payment within a reasonable timeframe and have not heard from us about a query, please contact our team and we will check the status for you.

"Initially I was writing up my invoices and it took a while to get them right. Then I set up Saltu and just do my invoices through the system. I got paid in two working days!" – **Simon, support worker, Kedron.**

04

Saltu. Your free invoicing platform.

What you need to know.

- Saltu is a free platform built specifically for providers invoicing through Leap in!
- All NDIS support item codes are pre-loaded – create compliant invoices quickly with less chance of errors. Saltu checks your invoice before you submit it
- Invoices submitted through Saltu are processed faster than invoices sent by email because they are structured to meet NDIA requirements
- Confirm a participant's funding before you deliver a service
- Track the status of your invoices in real time so you always know where your payment is up to
- View and download your remittance advices and payment statements directly in Saltu, any time you need them.

What is Saltu?

Saltu is a free, easy-to-use invoicing platform built by Leap in! for providers working with Leap in! Members. It is designed to take the complexity out of NDIS invoicing, whether you are an independent support worker, a sole trader or a larger organisation.

If you already have an invoicing system you prefer, Saltu works alongside it. You can use it just for real-time invoice tracking, or use it end-to-end to create, validate and submit invoices from one place. There is no software to install and no cost to use it, ever.

The name Saltu comes from the Latin word for leap – a nod to Leap in! and to taking the next step in supporting your business well.

What Saltu can do for you.

Feature.	Why it matters.
Pre-loaded NDIS support items	Every NDIS support item code is built in. Select the right one from the list instead of looking it up manually, which reduces the risk of using an incorrect line item.
Invoice validation before submission	Saltu checks your invoice for common errors before you send it. If something looks incorrect, it flags it so you can fix it first – avoiding the delay of a query.
Funding confirmation check	Check whether the participant has available budget in the relevant support category before you deliver a service. Know in advance rather than finding out after.
Faster invoice processing	E-invoices submitted through Saltu are processed faster than invoices received by email. For sole traders and small providers, this can make a real difference to cash flow.
Real-time invoice tracking	See the status of every invoice at any time – submitted, under review, approved or paid. No need to call us to find out where your payment is up to.
Invoice and payment history export	View and download your remittance advices and payment statements directly in Saltu, any time you need them.
Multi-user access	Invite colleagues to help manage invoicing for your business. Useful if you have administrative staff handling invoices on behalf of practitioners.
Works on any device	Access Saltu from desktop, tablet or mobile. No installation required.

How to get started with Saltu.

If you have already received a payment from Leap in!, your unique Saltu sign-up link is included in your most recent remittance advice email or attached PDF. Click the link to create your account.

If you haven't yet received a payment from Leap in!, you will receive your Saltu sign-up link with your first payment once your Eftsure verification is complete.

If you have previously received a payment from Leap in! but can't find your sign-up link, email crew@leapin.com.au and we will send it to you.

- Log in or sign up at app.saltu.com.au
- Read more about Saltu at leapin.com.au/for-providers/saltu-provider-platform.

> "Saltu makes my invoicing so much easier and faster. Stress free. I recommend it to everyone – give it a go."
> – Rebecca, sole trader, Toowoomba.

05 Understanding the NDIS rules that affect you.

What you need to know.

- The NDIS sets the rules. Leap in! is required to implement the rules
- Providers are responsible for understanding the rules that apply to the services they deliver
- The NDIS Price Guide sets maximum rates – Leap in! cannot pay above these limits
- Registered and unregistered providers have different obligations
- Cancellation and travel claims have specific rules that affect how and when you can invoice.

Why this matters to you.

The NDIS has a detailed set of rules that govern what can be funded, how much can be charged, and what documentation is required. These rules apply to participants, plan managers, Support Coordinators and providers alike.

As a provider, you are responsible for understanding the rules that apply to the services you deliver. When Leap in! queries or declines an invoice, it is almost always because something in the invoice does not comply with those rules. We are not the rule-makers, but we are required to implement them and we cannot make exceptions even when the circumstances seem straightforward.

The more you understand the rules, the fewer invoices will be queried and the faster you will get paid. This section covers the rules that come up most often.

Registered vs unregistered providers.

Whether you need to be a registered NDIS provider depends on how the participant's plan is managed.

- Plan managed participants (those who invoice through Leap in!): you do not need to be a registered NDIS provider
- NDIA managed participants: you must be a registered provider
- Self managed participants (those who pay you directly): registration is not required.

Registered providers must meet the NDIS Practice Standards and comply with the NDIS Code of Conduct. Unregistered providers working with plan managed participants must still comply with the NDIS Code of Conduct and follow the NDIS rules on pricing and claimable supports.

NDIS price limits.

The NDIS sets maximum prices for most support types. These are published in the NDIS Support Catalogue and Price Guide on the NDIS website. Leap in! cannot pay above these limits, regardless of what has been agreed between you and the participant.

It is your responsibility to ensure your rates are at or below the current price limits for the supports you deliver. Rates are updated by the NDIS periodically, typically in July each year. It's a good idea to check for updates so your rates stay compliant.

Cancellation claims.

The NDIS has specific rules about when and how much you can claim for a cancelled session. Getting this right matters particularly if you deliver regular, recurring sessions.

- Short notice cancellations: you may be able to claim up to 100% of the agreed fee if the participant cancels with less than the required notice. The notice period is generally two business days for most support types and up to seven days for some

- The reason for cancellation matters: some reasons, such as hospitalisation or an emergency, may be treated differently. Check the current Price Guide for your support type
- A service agreement must be in place that clearly outlines your cancellation policy before you can make a valid cancellation claim
- Travel time wasted due to a short notice cancellation may also be claimable in some circumstances.

Always check the current NDIS Price Guide for the cancellation rules specific to your support type, as these vary.

Travel claims.

Travel time and costs can sometimes be claimed as part of an NDIS invoice, but the rules are specific.

- Provider travel time can be claimed for time spent travelling to a participant's location, up to the limits set in the Price Guide
- The participant must have agreed to the travel claim in their service agreement before it can be invoiced
- Non-labour travel costs such as vehicle running costs or public transport fares may also be claimable within set limits

If travel is a regular part of your service delivery, read the relevant section of the current NDIS Price Guide so you are claiming correctly from the start.

When a support is not in the participant's plan.

If a participant asks you to deliver a support that is not reflected in their current NDIS Plan, or if there is no available budget in the relevant support category, Leap in! will not be able to pay your invoice. This is not a decision we make, it is a constraint of the participant's current plan.

In those situations, the right person to speak to is the participant's Support Coordinator, Local Area Coordinator (LAC) or NDIA planner.

Where to find the NDIS rules.

- NDIS Support Catalogue and Price Guide: ndis.gov.au
- NDIS Code of Conduct: ndiscommission.gov.au
- NDIS Practice Standards (registered providers): ndiscommission.gov.au
- Leap in! provider FAQs: leapin.com.au/for-providers/provider-faqs.

06 Working with Support Coordinators and the participant's team.

What you need to know.

- Many participants have a Support Coordinator who helps coordinate their services and supports
- The Support Coordinator is often the right first point of contact for questions about the participant's plan or goals
- Leap in! handles the financial side – the Support Coordinator handles the coordination and connection of supports
- A good working relationship with the Support Coordinator benefits you, the participant and everyone involved.

Understanding the support team.

Many participants with plan management also have a Support Coordinator who helps them understand their plan, find providers and work towards their goals. Some participants, particularly those newer to the NDIS or with less complex plans, have a Local Area Coordinator (LAC) instead.

Understanding who is in your participant's support team and what each person's role is will help you direct questions and concerns to the right place.

Role.	What they do.
Local Area Coordinator (LAC)	Helps participants access the NDIS, connect with community supports and prepare for planning conversations. More common for participants with less complex plans.
Support Coordinator (SC)	Helps the participant understand their plan, coordinates services, connects them with providers and builds their capacity to manage their own supports over time.
Specialist Support Coordinator	Provides higher-level coordination for participants with complex or high-risk situations, helping to address barriers and ensure services are in place.
Plan Manager (Leap in!)	Handles the financial administration of the plan: receives, claims and pays invoices, tracks budgets, checks compliance and provides statements.

When to contact the Support Coordinator.

The Support Coordinator is the right person to speak to when:

- You have a question about the participant's goals or how your service fits within their plan
- You need to update or change your service agreement
- The participant's needs have changed and you think their plan may need to be reviewed
- There is a concern about the participant's wellbeing or the supports they are receiving
- You are having difficulty communicating directly with the participant.

When to contact Leap in! directly.

- You have a question about a specific invoice or payment
- You want to check a participant's available budget before delivering a service
- You need to update your bank account or contact details.
- You have not received payment within the expected timeframe.

For invoice and payment queries, email crew@leapin.com.au.
To submit an invoice by email, send it to invoices@leapin.com.au.

Service agreements.

A service agreement is a written document that sets out the arrangement between you and the participant: what services you will deliver, at what frequency and cost and the rights and responsibilities of both parties. Service agreements are considered best practice for all providers and are required for some support types.

Your service agreement should clearly set out your cancellation policy, any travel charges and how you will communicate changes to services. This protects both you and the participant and reduces the likelihood of invoice disputes down the track.

If you are unsure whether you need a service agreement for a particular support type, the Support Coordinator or the NDIS website can help.

Communicating with Leap in! about a participant.

Leap in! is bound by privacy obligations. We can discuss a participant's plan and budget with you only if the participant has given their consent for us to do so. In most cases, participants set up this consent when they join Leap in!. If you find we are unable to discuss a participant's plan with you, check with the participant directly – it may simply be that consent has not been recorded.

07 Getting help.

We know that navigating the NDIS can be complicated, especially when you are new to working with plan managed participants. Our team is here to help. If something in this guide has raised a question, or if you run into an issue with an invoice or payment, please reach out.

Contact our team.

- Call us: **1300 05 78 78** (Monday to Friday, 9am to 5pm AEST)
- Email us (general enquiries, invoice and payment queries): **crew@leapin.com.au**
- Submit invoices by email: **invoices@leapin.com.au**
- Chat online at **leapin.com.au** (Monday to Friday, 9 am to 5 pm AEST)
- TY voice call: **133 677**
- Speak & listen: **1300 555 727**
- If you need an interpreter: call **131 450** and ask them to call Leap in! on **07 3724 0368**
- Via post: **GPO Box 1744, Brisbane QLD 4001**

Useful resources for providers.

- Saltu invoicing platform: app.saltu.com.au
- Saltu information: leapin.com.au/for-providers/saltu-provider-platform
- Eftsure information: leapin.com.au/for-providers/eftsure
- Provider and payment FAQs: leapin.com.au/for-providers/provider-faqs
- Refer a participant to Leap in!: leapin.com.au/for-providers/referring-a-client
- NDIS Support Catalogue and Price Guide: ndis.gov.au
- NDIS Quality and Safeguards Commission: ndiscommission.gov.au.

Leap in!

Call **1300 05 78 78**
Email **crew@leapin.com.au**
Visit **leapin.com.au**

L!
people
BEFORE
profit
guarantee

The Leap in! Crew acknowledges the traditional owners of the land on which we work and live. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

At Leap in! we commit to being a safe and welcoming place for lesbian, gay, bisexual, transgender, queer, intersex, asexual and gender diverse (LGBTQIA+) people to work and to live as their authentic selves, without judgement, without discrimination and free from harassment.

Attain healthtech

Leap in! is part of Attain Healthtech, dedicated to helping people attain better outcomes.

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