

## NDIS fact sheet:

# NDIS self-managed clients

## Are you an NDIS self-managed client starting a new Service Agreement? If so, direct debit is our preferred payment method.

As a not-for-profit organisation, we rely on your on-time payments to provide services to our clients.

### Direct debit benefits

By setting up direct debit payment of your NextSense invoices, you'll have peace of mind by knowing that your invoice is paid automatically.

- ✓ Never miss a payment due date.
- ✓ Quick and easy.
- ✓ Secure.

If you choose to pay by direct debit, your banking details will be safe and secure because we use the St George Payway system.

### How to set up direct debit

When it is time to discuss your new service agreement with us, we will talk to you about direct debit and our preference for it as a payment option.

If you would like to choose another option for payment of NextSense invoices, we are happy to discuss this with you.

## Setting up direct debit is easy

Once you let us know you have selected direct debit to pay invoices, you will receive an email from NextSense which will include a link to the secure St George PayWave website to enter your bank details.

You can cancel your Direct Debit Agreement and choose an alternative payment method at any time by contacting us to discuss your individual circumstance.

### Direct debit process

The following process will occur after you have signed a Service Agreement and set up your direct debit:

- 1 Attend your appointment with NextSense.
- 2 NextSense will email you an invoice.
- 3 Claim the funds from the NDIA by making a payment request (visit your NDIS 'myplace' portal to do this).
- 4 NDIA will pay you within 24-48 hours.
- 5 NextSense will debit your account as per the direct debit agreement 10 business days after emailing your invoice.
- 6 NextSense will email you confirmation that your account has been debited.

For further information, contact us:

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