

NDIS Self-Managed Information

To ensure your self-managed NDIS plan runs smoothly, there are some important things to keep in mind regarding claiming and paying for supports with your service provider, Rocky Bay. Below is an overview of the process with Rocky Bay.



* To help with this process, it is highly recommended (but not mandatory) that you use a unique bank account, created solely for the purpose of managing your NDIS plan.

[^] Rocky Bay's bank account details are:
BSB: **066104** • Account: **10015844**



FAQ

- I have a query about the services charged on my Rocky Bay invoice. Who do I speak to?

Call Rocky Bay's Credit Control Officer on 08 9383 5114 or email Accounts.Receivable@rockybay.org.au

If further help is required, a Rocky Bay specialist will assist you.
- I have never accessed the NDIA's myplace portal – what should I do?

You will need to have a myGov account which links to the myplace portal. Review the step-by-step guide on the NDIS website <https://bit.ly/2Plt45k>

You can also call the myGov helpline on **13 23 07** or NDIA on **1800 800 110** if you have any questions about set up or activation.
- How do I make a claim from the myplace portal?

Use the My Payment Request option on the portal to make a claim.
- I am having difficulty lodging my payment request on the portal

Call the NDIA on 1800 800 110 if you have any questions.
- I have lodged my payment request on the portal – when can I expect my funds?

Funds are normally paid within 48 hours of lodging the payment request online.
- I have received my funds from NDIS – what should I do?

You should transfer the funds to Rocky Bay's bank account within 48 hours of receiving the funds.