

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.

Rocky Bay delivers a service to you

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Rocky Bay records the service delivery in our system 3

Rocky Bay's Finance team will email an invoice to you which includes the services delivered during the period

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You will need to lodge a Payment Request online via the myplace portal on the NDIS website

https://bit.ly/2Plt45k

The National Disability Insurance Agency (NDIA) portal will pay the funds to your nominated bank account* You will then need to transfer the funds to **Rocky Bay's** bank account within 48 hours^

Rocky Bay will send out monthly statements to you outlining any unpaid invoices

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- * 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

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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.



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