

To Whom it May Concern,

I am writing in relation to the NDIS system.

We are a provider of services under NDIS, and invoice directly to self managed, Plan managed and to NDIA directly.

As for all NDIA invoiced amounts we get paid for all services supplied that are uploaded to the portal.

As for Plan Managed and Self Managed we are paid for most invoices issued for services supplied.

The issues vary for non payment and generally we will resolve most and receive payment.

For the issues we do not receive payment we are left having to write off the amount of non paid debt. For our 2018- 2019 financial year we wrote off \$120k of debt that we could not get payment on, and yet we had incurred costs on that money of similar amount.

An example of non payment as follows.

We supply School leaver Employment service program and under this program the participant is booked for the entire program, whereby they attend up to for times a week for a set period of time. We had a participant attend, unlike others, and was self managed. We invoiced the participant, with the total account coming to \$17937.50.

The participant would not pay the account, that is they did not go to the portal and claim the funds as their time had run out to do so. We on there behalf, went to NDIA in Dec 2018, with the invoices to claim on there behalf. In May 2019 NDIA notified us that they were forwarding \$18000 odd to the participant for them to forward payment on to us for the invoices that we had put in for payment.

We notified the participant that the money was coming to them and that we would appreciate the payment being on forwarded to us for the outstanding invoices.

To date we have not received payment and the monies that NDIA paid them to pay us for the invoices has been spent by the participant. We have called them numerous times and they just hang up.

This to us is fraud and fraudulent in the way they have conducted themselves and the way they have taken monies meant expressly for payment of supplied services/invoices.

I spoke to the NDIS Fraud line and they told me to take legal action through the courts as would a normal person. This makes a mockery of the system for what it is designed to do. How can providers stay in the market place with such deceit towards them and NDIS doing nothing.

This is not an isolated case. We have many others, and getting payment for services supplied can be vary difficult if the self managed participant controller wants to play games, and many do. They believe it's their money and they will do with it as they please, including not paying for services provided.

We need a better system to control the fraud as its not working and we can not keep losing money.

Kind Regards,

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Abilities Accountant