



NDIS Weekly Payment Summary

REPORTING PERIOD: Week ending Sunday 16 December 2018

465,718

Payment Requests



428,022

(91.9%) Successful payments

= \$166.8m

Paid this week

\$8.68b

Paid since 1 July 2016

Top 3 Reasons for Unsuccessful Payments

37,696

(8.1%) Unsuccessful payments

The Agency is working with providers to successfully process these where valid payments are due.

22,258

Claim amount is greater than the available service booking

Cause: The claim amount is greater than the remaining available amount in the service booking.

How to Fix Steps:

- Review the claim and spend to date against the service booking to ensure the claim is within the agreed service agreement amount.
- Consider an increase to the amount of the service booking for further support if appropriate and funding permits.

9,476

Multiple Business Errors

Cause: Due to multiple reasons which may relate to the service booking or claim submitted.

How to Fix Steps:

- Analyse the claim and/or the service booking to determine any issues.
- If no known issues are found, contact the NDIA for further assistance.

1,799

Claim amount is greater than available budget

Cause: Claim amount is greater than participant's available budget for the claimed support category.

How to Fix Steps:

- Contact the claimant and let them know that the participant's plan budget has been exceeded.

If you are still experiencing issues after following these steps, please contact the National Disability Insurance Agency on 1800 800 110