



NDIS Weekly Payment Summary

REPORTING PERIOD: Week ending Sunday 27 October 2019

735,975

Payment Requests



695,859

(94.5%) Successful payment requests

= \$268.1m

Paid this week

\$18.51b

Paid since 1 July 2016

Top 3 Reasons for Unsuccessful Payment Requests

40,116

(5.5%) Unsuccessful payment requests

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

23,877

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.

9,991

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.

2,024

Support item quantity exceeds quantity in service booking

Cause: The support item quantity entered in the claim exceeds the quantity in the agreed service booking

How to Fix Steps:

- Resubmit the claim with an amended support item quantity to ensure the claim is within the total quantity in the agreed service booking.
- Consider adjusting the quantity of the support item in the service booking if appropriate.

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