

6 February 2020

Dear Customer

We are very pleased to let you know that we have improved the Multicap invoice we send you based on your feedback and the changes that the NDIS has made over the past year. Thank you to those people who shared their ideas for changes with us.

The new Multicap invoice is simpler and has information shown in a way that will be easier for you to understand. It will also be easier for your plan manager if you use one. We also have a Multicap Invoice Guide that explains each part of the new Multicap invoice.

As we begin 2020 we are proud to let you know that all our Multicap employees, including support staff, corporate services teams, managers and Directors have completed the *NDIS Quality Safety and You Orientation Module*. This module explains the NDIS Code of Conduct covering human rights, respect and risk and has been a requirement for new staff starting with us since July 2019.

We are also changing one of the ways you can give us feedback. You have told us we can improve the *Local Consultations* and *Local Area Advisory Committees* that we hold. In 2020 we will invite everyone to a Multicap *Circle of Support* Forum held every three months. At the Forum our customers will show you what they have achieved, there will be an opportunity for you to give us feedback, we will share information about what is changing and improving at Multicap, we will have guest speakers, and there will be time for meeting others over a hot drink and a light snack as well.

I would also like to remind you that the updated Multicap Service Agreement we wrote to you about over three months ago comes into effect at the beginning of February this year.

Thank you for choosing Multicap as your service provider. We trust the new invoice improves the services we provide for you.

Yours sincerely



Joanne Jessop
Chief Executive Officer

MULTICAP INVOICE GUIDE



MULTICAP
HIGH NEEDS DISABILITY SUPPORT
all ways, always

BRUCE WAYNE - 042711939
4532 WAYNE MANOR
GOTHAM DC 1939

Attention: Alfred Pennyworth

This is your Multicap
TAX INVOICE

Multicap Limited
PO Box 4013
Eight Mile Plains QLD 4113
www.multicap.org.au
ABN 40 120 240 686

This TAX INVOICE	
Invoice Number:	1939050121
Amount:	\$10,665.50
Due Date:	16/12/2019
Issue Date:	2/12/2019
Date Range:	25/11/2019 - 28/11/2019

Your Account Details	
Name:	Bruce Wayne
Acct Number:	BRUNE20
Public Trustee Number:	Not Available

Your bill overview	
Starting account balance:	\$13,346.07
	+
This invoice:	\$10,665.50
	=
Total due:	\$24,011.57

(1) This is your account balance at the time we printed this invoice, 23/01/2020
 (2) Includes GST if applicable
 (3) If you have paid an invoice after we have printed this invoice your total due may be different

Invoice Enquiries	
Phone:	07 3421 9957
Email:	invoice.enquiries@multicap.org.au

Your payment options

Act No: CONNRO20 Invoice Number: 248282 Invoice Amt: \$10,665.50
 Account Balance (at print date 23/01/2020): \$24,011.57

VISA Credit Card Call our payments team to pay by Mastercard or VISA

Cheque Please send this payment slip with your cheque payable to Multicap at PO Box 4013 Eight Mile Plains QLD 4113

EFT Commonwealth Bank (CBA)
BSB: 064130
Account: 00000402
Ref: 248282

Direct Debit Call our payments team to arrange direct debits

B PAY Biller Code: 98061
Ref: 00035485

Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info: www.bpay.com.au
®Registered to BPAY Pty Ltd ABN 69 079 137 518

Phone our team on 07 3340 9083 to make a payment

Live Sports Events
AVEGATES
SOCIAL EXPERIENCE NETWORK
all ways, connecting

Top tips for successful NDIS claiming
Check how your funding is managed. There are three different ways that your funding can be managed. Self-management, plan management or agency management. Check how your funding is managed in your plan. It should say on your plan under each category how it's going to be managed. **Keep a record of the services that you receive.** Keeping a record of the services that you receive means that you can stay on track for your plan budget.

1. Information About This Invoice

This shows the current invoice number, the total amount you need to pay and the date you need to pay it by. It also shows the dates you received the services included in this invoice.

2. Your Account Details

Your account details are here for easy reference. The account number is unique to you. You will need it if you contact us to ask any questions.

3. Bill Overview

This section provides the total amount owing from previous invoices, the current invoice total and the total balance owing on your account as at the date of invoice. If GST is applicable, it has been included in the amounts. If you have made a payment since the invoice issue date, it will be deducted against the balance on your next invoice.

4. Multicap Services

In this section you can learn about great new opportunities and services from Multicap.

5. Useful Information

Tips and other information you may find useful such as navigating the NDIS or updates from Multicap.

6. Invoice Enquiries

Please contact us using this phone number or email address if you have queries about your invoice.

7. Payment Options

There are many different ways to pay your invoice listed here.

8. Your Bill Summary

This section shows the amount you owe for this invoice separated into the three NDIS categories – core, capacity building and capital.

9. Need Further Assistance?

Here you will find information about interpreters, the National Relay Service and other contact information.

Important Information

Need an Interpreter? Call 1300 135 886
需要口译员吗? 致电 1300 135 886
Cần một thông dịch viên?
Gọi số 1300 135 886
¿Necesita un intérprete?
Lláme al 1300 135 886

Hearing Impaired? Call 1300 135 886 using the free National Relay Service

Your Bill

Balance Brought Forward	\$13,346.07
New Charges	
Core:	\$9,525.00
Capacity Building:	\$1,140.50
Capital:	0.00
Total Due:	\$24,011.57

Includes GST if applicable

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Summary of Services (Includes cancellations if applicable)			
NDIA Summary	Date Range	Units #	Total
Capacity Building			
Support Coordination			
07_002_0106_8_3	28/11/2019 - 28/11/2019	0.75	\$73.55
Improved relationships			
11_023_0110_7_3	28/11/2019 - 27/11/2019	5.50	\$1,088.95
			Sub - Total: \$ 1,140.50
Core			
Assistance with daily life			
01_027_0115_1_1	25/11/2019 - 25/11/2019	1.00	\$9,525.00
			Sub - Total: \$ 9,525.00
(*) will indicate GST			Total: \$10,665.50

10. Summary Of Services Provided

This section shows a summary of the services received on this invoice separated by NDIS category and service type.

You will find the details here of the NDIA support number, the date range you received the services, the total number of units of service (e.g. number of hours of support) and the total cost of each support provided. The total cost includes any cancelled services.

Services we have provided to you (this invoice)							
Date	NDIA Support Number	Support Description	Delivered from	Units	Rate	Total	
25/11/2019	04_170_0136_6_1_T	Group Activities In A Centre - 1.3 - Standard - Weekday Daytime - TTP	Kuraby Day Services	6.00	25.58	\$153.48	
26/11/2019	04_170_0136_6_1_T	Group Activities In A Centre - 1.3 - Standard - Weekday Daytime - TTP	Kuraby Day Services	6.00	25.58	\$153.48	
27/11/2019	04_170_0136_6_1_T	Group Activities In A Centre - 1.3 - Standard - Weekday Daytime - TTP	Kuraby Day Services	6.00	25.58	\$153.48	
						Sub - Total: \$ 460.44	
Cancelled Services (Charged at 90% of full NDIS price guide rate)							
Date	NDIA Support Number	Support Description	Delivered from	Units	Total		
28/11/2019	04_170_0136_6_1_T	Group Activities In A Centre - 1.3 - Std - Weekday Daytime - TTP	Kuraby Day Services	6.00	\$138.13		
29/11/2019	04_170_0136_6_1_T	Group Activities In A Centre - 1.3 - Std - Weekday Daytime - TTP	Kuraby Day Services	6.00	\$138.13		
						Sub - Total: \$276.26	
(*) will indicate GST						Total: \$736.70	

11. Detailed List Of Services Provided

This shows every service you received as part of this invoice in detail including the date, what the service was, and the location you received it.

If the service was in your home, we do not show your address, instead the location shown is the location responsible for your service – e.g. your local Hub.

12. Cancelled Services

Listed here are the services you have cancelled and where we have claimed the cancellation fee from your NDIS plan.

Cancellations are claimed at 90% of the NDIS Price Guide amount.

13. GST

If a service is subject to GST then it will be included in the total and * will be shown next to the line to indicate that it has been charged.