

Paying your Avivo invoices



To make sure your self-managed NDIS plan runs smoothly, there are some important things to keep in mind when claiming and paying for Avivo supports.

How it works



*To help with this process, we recommend you use a bank account that is only for managing your NDIS plan.

^Avivo's bank account details are:
BSB: **306 051** Account: **5212340**



FAQs

I have a question about the services on my Avivo invoice – who do I speak to?

Call Avivo's Customer Accounts Team on 1300 428 486 or email accountsreceivable@avivo.org.au

I have never accessed the myplace portal – what should I do?

First, you need to have a myGov account which links to the myplace portal. Review the step-by-step guide for using the myplace portal on the NDIS website <https://bit.ly/3JxQ0so>

Or call the myGov helpline on 13 23 07 or NDIS on 1800 800 110 if you have any questions about set up.

How do I make a claim on the myplace portal?

Use the My Payment Request option on the myplace portal to make a claim.

I am having trouble lodging my payment request on the portal – who can help me?

Call NDIS 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 Avivo's bank account within 48 hours of receiving the funds.