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Executive Overview

Pilot

Interactive Reporting have undergone a Pilot with a number of Hunter region NSW based providers of disability services who are currently using MYOB as their financial accounting software (the Providers). These Providers are currently participants in the current NDIS trial.

The Providers use MYOB software and have each developed a variety of processes to try to manage claiming for funding and accounting for the delivery of disability services.

To provide more accurate and flexible reporting on outcomes the BI4Cloud Business Intelligence product was installed at the Providers for this pilot.

Issues

In the past the majority of disability funding to the Providers was block funded on a quarterly basis.

Under the NDIS the Service provider is now required to make periodic progress claims via the NDIS Portal for services as they are provided to each individually funded Participant.

As an example a Provider with say 70 participants and 20 primary service providers making claims fortnightly will experience a volume of claims of approximately 140 each fortnight, resulting in over 900 claims per quarter. Contrast this to the few claims made previously with block funding.

This has resulted in a significant increase in Administration effort to be able to capture, account for, claim and receipt money for each “Service” event. Cash flow is now very dependent on making claims regularly. Missed claims won’t get paid at all.

The Providers’ funding is now fundamentally different between the previous disability funding and NDIS, which is setup for each participant. This NDIS funding using progressive claims as services are delivered compared to previous block funding has created increased transactions and workload for Admin departments.

The organisations on the NDIS trial are also struggling to understand how they can continue to use MYOB to handle this new model.

Outcome

Following discussions with the Providers, Interactive Reporting has developed a number of recommendations as to how they could use MYOB, in conjunction with BI4Cloud to address many of the above issues.
**Key Objectives**

The recommendations detailed below are designed to achieve the following key objectives:

1) **Ensure each service delivery event is claimed** and accounted for by establishing simple yet effective controls to capture service delivery when it occurs.

2) **Reduce any duplication of effort** in preparing claims, receipting payment and updating participant records of claim.

3) **Improve cash flow** by ensuring all claims are made on a timely basis.

4) **Automate entry of claims into the NDIA portal** by utilising the Bulk Claim Upload feature and linking it directly to the accounting system, to save time and reduce errors.

5) **Automate reporting** to be able to easily and quickly report on total income for the organisation, then break down to income and hours per participant, per Service activity, per service provider etc.
Proposed

Each Participant – set up as a Customer Card

Setup each participant in MYOB as a separate Customer.

This will enable better tracking of Services invoiced, amounts claimed from NDIS and amounts received from NDIS by each participant.

Participant NDIS # - use the Customer Card ID field to record

The unique NDIS number should be used as the Customer Card ID, this can then be used when reporting and claiming from the NDIA Portal.

Link Participant to NDIS - use a Custom List field to capture NDIS as a Customer Type

This Custom List can then be used to Filter and group together for only NDIS participants, Invoices, Jobs etc.
Track each Participant Funding Package using an individual Job in MYOB

Setup a new Job in MYOB to capture:

- Each Funding Package separately
- Linked Customer (see above)
- Set up as a sub-job of Header Jobs (e.g. NDIS as the header)
- Job Manager (could be the PSP, Team manager responsible)
- Start & End Dates – can then use for filtering on Jobs
- Job is Active or Inactive (when service provision is complete)
Track $Amount for each Participant Funding Package using a Job Budget in MYOB - Either Budget as a Lump Sum (in MYOB) or Budget by Month (in BI4Cloud)

**Lump Sum Budget – Setup in MYOB**

Setup a Job Budget in MYOB to capture the full Package Budget by each GL account.

![Job Budgets by Account](image)

**Report Income Billed to date v Total Participant Funding Package using BI4Cloud**

Keep track of Actual Billed Income compared to the total package (Budget) for each Participant.

![Job List](image)

**Monthly Job Budgets – Setup in BI4Cloud**

Alternatively, setup a Job Budget in BI4Cloud to capture the full Package Budget by each GL account by Month.

Monthly budgets can be setup and report across financial years.
Report Income Billed to date v Participant Funding Package budget to date using BI4Cloud

Keep track of Actual Billed Income compared to the package (Budget) for the period to date for each Participant.
Track Jobs for each Participant on their Customer Card in MYOB

Against each Customer Card you will be able to see all Jobs Linked to that Participant.
**Billable NDIS Activity Codes – Use Time Billing Activity Codes in MYOB**

Setup a Time Billing Activity Code to equate to each NDIS Supported Item. Activities can be Hours based or Non-Hours based. It is important to check this to the NDIS Supported Item schedule as Hours and Qty need to be reported separately.

Set up a Standard billing rate

Link to a specific GL Income account

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**Hourly based Activity**

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**Non-Hourly based Activity**
Track Billable Events – Use Time Billing in MYOB

Use Activity Slips in MYOB Time Billing for each Staff member to record each Billable event. Capture:

- Date of service
- Participant (Customer)
- NDIS Supported Item Code (Activity Code)
- Qty/Units
- Rate
- Any Notes
- Job Number

These can be manually keyed into MYOB from and reconciled to source documents e.g.:

- Time sheet
- Shared Calendar
- Participant Visit /record document

Alternatively they can be captured in excel and imported in bulk into MYOB each week/fortnight etc.

Report Chargeable Activities by day and by Job using BI4Cloud

From this report you can ensure each staff member has accounted for:

- all days worked;
- all activities performed;
- they can also use this to record other non-billable time e.g. Non-billable support hours, Admin, meetings etc. These non-chargeable codes can also be monitored to assess productivity and the overall cost of other activities.
Invoice Billable Events – Use Prepare Time Billing in MYOB

MYOB keeps track of all unbilled work (WIP) from the Activity Slips.

Using Prepare Time Billing, Select a Customer to review the unbilled events and then create the invoice.

<table>
<thead>
<tr>
<th>Customer</th>
<th>Card ID</th>
<th>Work in Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brown, Sue</td>
<td>123456789</td>
<td>$700.00</td>
</tr>
<tr>
<td>Claydon, Rebecca</td>
<td>987654321</td>
<td>$230.00</td>
</tr>
<tr>
<td>Claydon, Scott</td>
<td>987654321</td>
<td>$328.00</td>
</tr>
<tr>
<td>Kelly, Michael</td>
<td>678923456</td>
<td>$500.00</td>
</tr>
</tbody>
</table>
Review and adjust by $ amount or...

Invoice captures participant, date of service, NDIS Item code, Job number and GL Income code.
Unpaid NDIS invoices remain in Accounts Receivable until paid by NDIS

Once invoiced the amounts will remain in Accounts Receivable until claimed and paid by NDIS. This reduces the risk of things being missed and forgotten.

Note a receivables report can be run for only Customers using Custom List NDIS.

NDIS Provider Portal System - Create CSV Load file to perform Bulk Claims Upload onto Portal

To streamline the data entry into the NDIS Portal System generate a Bulk Claims Upload file from MYOB.
Using BI4Cloud run a Favourite report NDIS Claim, run to csv that will report from MYOB, for a given Date range (e.g. Last week, Last month) all services invoiced for only NDIS customers (using the NDIS Custom List). The report will have the following data columns:

- Provider Registration # (Same for all)
- NDIS # (Customer Card ID)
- From Date (Transaction Date)
- To Date (Transaction Date)
- Support Item # (Activity Code)
- Claim Ref # (Invoice #)
- Qty (for non Hours activities) or Hours
- Unit Price
- GST Code
- Authorised by (Same for all)
- Participant approved

Save as a CSV file and load into NDIS Portal.
Print out Report from NDIS Portal after load and check that all items have loaded.

*Sample BI4Cloud report to use to Bulk load into NDIS Portal*

*Sample csv file to use to Bulk load into NDIS Portal*

*Receipt payment from NDIA*

Use MYOB Cash Draw function to receipt the one remittance payment from NDIA against the various customer receivable accounts.
Sample BI4Cloud Reports

Report Activities by Job

Activity (NDIS Activity) Analysis

Participant vs Activity – Hrs and Income

Monthly income - By Participant vs Activity

Track Monthly by Job and Activity
and Detail Analysis

<table>
<thead>
<tr>
<th>Sub-Name</th>
<th>Customer Card Identification</th>
<th>Employee Assurer</th>
<th>Any Rate</th>
<th>Total Items Sold (Unit)</th>
<th>Total Item Amount</th>
<th>Total Items Billed</th>
<th>Total Adj. Unit</th>
<th>Total Adj. Amount</th>
</tr>
</thead>
<tbody>
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<td>Sunrise Therapy</td>
<td>224345678</td>
<td>Jane, Mary</td>
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<td>$500.00</td>
<td>2</td>
<td>$500.00</td>
<td>0</td>
</tr>
<tr>
<td>Glitter Rebecca</td>
<td>847689012</td>
<td>John, Steve</td>
<td>$150.00</td>
<td>1</td>
<td>$150.00</td>
<td>1</td>
<td>$150.00</td>
<td>0</td>
</tr>
<tr>
<td>Charly Collins</td>
<td>987654321</td>
<td>Mary, Amy</td>
<td>$200.00</td>
<td>2</td>
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<td>2</td>
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<td></td>
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<td>$1400.00</td>
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</table>

Grand Total:
$1400.00

$1400.00