How Does MOIRA F.I. affect Service Providers?

MOIRA F.I. provides Financial Intermediary services across Victoria on behalf of the Department of Human Services (DHS). This brochure is designed to provide further information to service provider/s on how best to work with the FI service.

When a service user selects MOIRA F.I. for their ISP fund administration this means they have the flexibility to choose their service providers. They can choose to retain all supports with their existing provider, or they may choose supports from a number of providers. Increasingly, many service users choose to use a combination of supports from several different providers. This may foster better awareness and use of what different providers offer and creates the opportunity for providers to present supports to service users they may not have been aware of.

Offering Service Users Choice

The driving goal of the different models of ISP funds administration is to offer service users choice. Those who choose MOIRA F.I. have instant access to their transaction details via MOIRA F.I. Online; they can see how much funding they have and how much has been spent to date. In addition service users are given a kit (pictured) that has information and can hold transaction records.

Many service providers are already familiar at some level with financial intermediary services, if not through MOIRA F.I., then through DHS or a previous financial intermediary service.

MOIRA F.I. is conscious of the need to ensure service providers are paid promptly for services they have delivered. There have been different models in the past which have not included authorisation of invoices by the service user. The Department of Human Services and MOIRA F.I. are helping service providers and service users to understand the requirements of the FI system including the need to promptly authorise each valid invoice.

MOIRA F.I. is committed to each service user having control over his or her funds.

- Easy for a service user with an ISP to change how they use their allocated funding
- Instant online access to transaction details and monthly reporting

MOIRA F.I. is committed to working with service providers & DHS.

- Understanding of and responsive to the needs of service providers
- Enabling service providers to be paid promptly on receipt of the authorised invoices
- Recognising the essential role that the Department of Human Services plays in providing funding for services and supports for people with disabilities

MOIRA F.I. kits provide users with an easy-to-use resource.
The MOIRA Financial Intermediary (FI) service assists service users to manage their Individual Support Package (ISP) by paying for supports on their behalf.

The core goal for the service user is to control funds for supports they need that will help them achieve their goals and live the way they want, with a minimum of hassle and fuss.

Service user allocated Individual Support Package

The Planner/Facilitator
Works with the service user to develop an Individualised Support Plan (ISP). They discuss the funding administration arrangements that are available to the service user. Where a service user chooses the Financial Intermediary service:

Service user allocated ISP (or approved invoicing authority/nominated representative):

- Chooses services and supports
- Signs off invoices from service providers and sends to MOIRA F.I. in pre-paid envelopes
- Receives a monthly statement and can view account details online.

Department of Human Services (DHS)
Notifies approval of Individual Support Package financial details and payment schedule to:

MOIRA F.I.
- Creates account for service user
- Sends FI Kit to the service user
- Receives the service user's ISP funds directly from DHS according to the payment schedule

Service Provider
- Accepts payment from MOIRA F.I.
- Sends invoice to service user

Service Provider
- Receives payment from MOIRA F.I.
- Receives a monthly statement and can view account details online.
- Provides reports via mail and/or secure internet to service user

MOIRA F.I.
- Processes account and makes payment to the service provider
- Maintains up-to-date transaction records
- Keeps track of type and amount of expenditure for each service user

Department of Human Services (DHS)
- Provides reports via secure process to DHS
- Notifies approval of Individual Support Package financial details and payment schedule to:

Excellence in Funds Administration
Communicate with service users to help them understand the FI system and their responsibilities to you as a service provider.

The service user or their invoicing authority must authorise the invoice and send it to MOIRA F.I. in order for the invoice to be paid.

Ensure that invoices are made out to the service user and/or Invoicing Authority; not to MOIRA.

Clear and comprehensive invoices enable faster payment. A sample invoice is available on the MOIRA F.I. website: moirafi.org.au

Ensure that invoices are detailed and correct.

As a minimum invoices must include the following:

- Service user’s name and address and/or Invoicing Authority if applicable
- Service provider’s name, address, payment details and contact telephone number
- Unique invoice number and date of issue
- Service provider ABN
- Details of services provided i.e. date/s and rate at which service was charged.
- Sub-totals as well as totals help us to enter data quickly and accurately.

Q: Can case managers sign (authorise) invoices on a service user’s behalf?
A: Only if the case manager is an approved Invoicing Authority for the service user. This information is provided to MOIRA F.I. by DHS.

Q: What is an Invoicing Authority (IA)?
A: A person appointed to act jointly or on behalf of a service user to manage the ISP. This person can authorise invoices and forward them for payment. An Invoicing Authority’s details are transmitted to MOIRA F.I. via DHS and will receive all communications from FI.

Q: Can I send invoices direct to MOIRA F.I.?
A: No. Invoices must be sent to the service user (or their Invoicing Authority) for approval. This is a key aspect of the ISP model and is a part of assisting service users to have control over their ISP. MOIRA F.I. provides each service user with a MOIRA F.I. Kit which explains their responsibilities and provides postage-paid pre-addressed envelopes for service users to forward approved invoices to MOIRA F.I. Invoices can be forwarded by the service user to FI via mail, fax or email.

Q: Does MOIRA F.I. ensure that invoices are only paid for activities approved in the ISP?
A: The responsibility for ensuring that expenditure is consistent with the goals and objectives of the ISP is with the service user (or their Invoicing Authority). MOIRA F.I. only receives funding information, not the personal information of a service user and has no role in forming any judgment about the appropriateness or otherwise of expenditure.

Q: Should GST be charged for services provided to service users who purchase services through an ISP?
A: Applicability of GST is a matter between a service provider and the Australian Tax Office (ATO). MOIRA F.I. records GST as part of the payment process but forms no judgment as to whether or not the application is consistent with the ATO’s requirements.

Q: Does MOIRA have use of MOIRA F.I. funds (or interest earned)?
A: MOIRA F.I. has access to FI funds only for the purpose of making approved payments for and on behalf of MOIRA F.I. service users. Funds are deposited directly from DHS to a specific MOIRA F.I. bank account. DHS receives monthly bank reconciliations. Interest earned is paid directly into this account and is applied at the discretion of DHS.

Q: Does MOIRA F.I. follow up ‘late’ invoices?
A: Service providers need to liaise with service users regarding prompt handling of invoices. MOIRA F.I. has no right, role or responsibility to contact service users about outstanding invoices. If you require further assistance please contact your Regional DHS Office.

Q: Can MOIRA F.I. provide service providers with information in relation to service users’ funding? e.g. what is funded, how much funding is available?
A: MOIRA F.I.’s contract with DHS, as well as legislative privacy provisions, preclude MOIRA F.I. from divulging any personal and/or financial information about service users to service providers.

Q: Can MOIRA F.I. provide a written (or verbal) commitment to pay a service provider’s invoices with respect to a service user for whom MOIRA F.I. holds funds?
A: MOIRA F.I. can offer no such assurance. MOIRA F.I. can only pay invoices which are valid, within the service user’s financial year allocation and have been authorised by the service user (or Invoicing Authority). Responsibilities/expectations about payment for services provided is a matter between service provider and service user.

Q: Does MOIRA F.I. ‘hold’ invoices for payment until the end of the month or trading terms?
A: MOIRA F.I. processes invoices for payment as soon as possible. It is not in MOIRA F.I.’s interest to keep invoices pending payment unless they are awaiting clarification/approval.

Q: Who pays for the MOIRA F.I. service?
A: The service is paid for directly by DHS and not by the individual or through his or her ISP.

Quality Controlled Document FI-D004

MOIRA F.I. Excellence in Funds Administration

Quality Controlled Document FI-D004

We are committed to providing quality control over the documents we publish to ensure they meet the highest standards of accuracy and relevance. Our quality control process involves reviewing and verifying the content of each document to ensure its accuracy, relevance, and appropriateness for the intended audience. We strive to maintain a high level of accuracy and to ensure that our documents are comprehensive, well-structured, and easy to understand. Our quality control process involves a thorough review of each document by our team of experts, who verify the information and make any necessary revisions to ensure that it meets our quality control standards.

MOIRA F.I. (Funds Administration) is a registered association that operates under the guidelines of the Australian Tax Office (ATO) and the Australian Charities and Not-for-Profit Commission (ACNC). Our records are subject to annual audits by the ATO and ACNC to ensure compliance with legal and regulatory requirements.

MOIRA F.I. provides funding to service users to support their independent living and well-being. Our goals are to support service users in managing their own budget, acquiring and maintaining the skills necessary to manage their own financial affairs, and to support the service user’s ability to initiate and maintain personal relationships and community involvement.

MOIRA F.I. receives funding from the Victorian Government’s Department of Human Services (DHS) to support service users in managing their own budget and to support the service user’s ability to initiate and maintain personal relationships and community involvement. MOIRA F.I. is a registered charity, and all donations are tax-deductible.

MOIRA F.I. provides service users with access to a range of resources and services to help them manage their own budget and to support their independent living and well-being. MOIRA F.I. provides service users with access to a range of resources and services to help them manage their own budget and to support their independent living and well-being. MOIRA F.I. provides service users with access to a range of resources and services to help them manage their own budget and to support their independent living and well-being.

MOIRA F.I. is committed to providing a high level of service to service users and service providers. We strive to ensure that our services are delivered in a timely, efficient, and effective manner, and that they meet the needs and expectations of our service users and service providers.

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