

Prepared for ClientCo Disability Services (fictional) · August 2026 data

SAMPLE · INVENTED NUMBERS

AUD 5,033 of work delivered in August was never paid for.

That is 3.9% of August's claimable revenue, and AUD 30,200 to 60,400 a year if August is typical. We also found 3 claims with no delivered shift behind them, and pay errors in 4 of the 12 shifts we sampled.

TO RECOVER NOW

5,033

AUD, evidenced in August data: 26 shifts and claims.

■ Counted in the headline

A YEAR, IF TYPICAL

30k–60k

AUD. August × 12 at 50% to 100% recurrence.

● A range, not a promise

CLAIMS WITH NO SHIFT

952

AUD across 3 claims for shifts the roster shows as cancelled.

□ Audit risk, not counted

PAY SAMPLE ERRORS

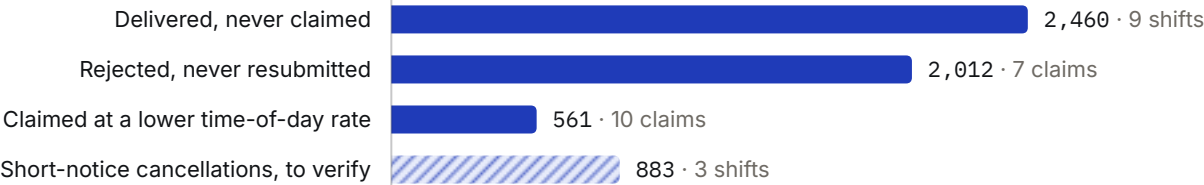
4 of 12

3 underpaid (AUD 76), 1 overpaid (AUD 18).

□ Pay risk, not counted

Where the money leaked in August

AUD ■ EVIDENCED, COUNTED ▨ POSSIBLE, NOT COUNTED



What we found

450 SHIFTS · 432 CLAIM LINES

#	FINDING	EVIDENCE	AUD	CONFIDENCE
1	Delivered, never claimed 9 shifts	Worker, timesheet and progress note on file. No claim in any status.	2,460	High
2	Rejected, never resubmitted 7 claims	5 "service booking not found or ended", 2 "plan ended before service date". Open 15 to 39 days.	2,012	High
3	Claimed at a lower rate 10 claims	Evening and weekend shifts claimed at the weekday daytime rate.	561	Medium
4	Short-notice cancellations 3 shifts, not claimed	Claimable only if the support's notice rule was met. Not verified, so not counted.	883	Low · verify
5	Claimed with no delivered shift 3 claims	The roster shows these shifts as cancelled. May be a roster-status error: check the evidence before an audit.	952	Medium · risk
6	SCHADS pay sample 4 of 12 shifts wrong	3 under: Saturday casual loading missed, a Sunday paid as Saturday, a broken-shift allowance missed. 1 over: casual loading paid to a permanent employee.	76 under 18 over	Medium · risk
Evidenced, counted in the headline · findings 1 to 3, 26 shifts and claims			5,033	

The pattern. The leaks are concentrated: 4 of 22 participants account for 63% of the evidenced dollars, and every open rejection is a service-booking or plan-date problem. That points to a process gap, not bad luck.

WHAT THIS MEANS

- **The biggest leak is invisible.** Unclaimed work shows on no rejection report: AUD 2,460, more than all the rejected claims.
- **Rejections are left to age.** Each has one of two causes, and gets harder to recover as plans roll over.
- **3 claims are an audit question.** They may be roster errors, but each needs its evidence checked before an audit.
- **One in three sampled shifts was paid wrongly, both ways.** Across 1,561 hours a month, that pattern is a liability.

A DECISION FOR YOU, NOT AN ERROR

9 workers who support participants in their own homes are paid on the SACS stream of SCHADS. If home care (Schedule E) fits that work, the difference is about **AUD 4,504 a month** (612 hours at 7.36). Many providers pay above award on purpose to keep staff. Make it a decision, not a default, before Schedule E rises about 15% in December 2026.

- Not counted as money found

FOR YOUR REGISTERED AGENT

Facts only. Your agent advises on super, PAYG and GST.

- 1 Super for the 13 August pay run reached the fund 9 business days after payday. Payday Super allows 7 business days.
- 2 Gross wages reported through STP differ from wages in the ledger by AUD 1,240 year to date.
- 3 Recovered claims or back-pay will change the figures for those periods. Tell your agent before the next BAS.

HOW WE TESTED

ABOUT YOU	26 support workers and 22 participants. Core supports and community access, in ShiftCare and Xero.
DATA	Roster (450 shifts), claims with payment responses (432 lines), payslips for 12 sampled shifts, super for 3 pay runs, STP year to date. IDs, not names.
TESTS	Every shift matched to a claim and every claim to a shift; every rejection checked for a resubmission; time-of-day category recalculated; 12 shifts recalculated against SCHADS at 1 July 2026 rates.
SIZING	Evidenced: two sources agree, a third doesn't contradict. A year: August × 12 at 50% and 100% recurrence.
NOT TESTED	Other months, service agreements, plan budgets, pricing beyond time of day, other pay runs, leave, super amounts, PAYG and GST.

Your options

NONE IS REQUIRED

OPTION 1

Claim & Payroll Recovery Review

3,500 AUD one-off · 21+ workers

Three months of data and every pay run: each recoverable item with evidence, root causes and a 90-day plan. Setup included. Start monthly service within 30 days and half of what you paid is credited over three months.

OPTION 2

NDIS Back Office

2,650 AUD a month

For 21–60 workers: payroll for 45 employees, 700 transactions, claims and the Reconciliation Statement. Without a Review: Onboarding & Setup AUD 2,500. Until day 90: your estimated fee plus 10%; then we set it from measured hours.

OPTION 3

Keep the findings

This report is yours, at no cost. No follow-up unless you ask. If you don't engage us, your data is deleted at 30 days.

Founding clients (first five direct clients in each country, until 31 March 2027): 50% off the Review or Setup (AUD 1,750 or 1,250 here), and your monthly fee locked for 12 months once set. In return: a case study you approve, a reference call and feedback at day 60.

August's evidenced leak alone (AUD 5,033) is 1.4 times the Review fee, and 2.9 times the founding-client fee. Findings are indicative until verified; we don't promise a recovery amount.

Next step: a 30-minute readout

Friday 25 September 2026, 2:00 pm AEST, with the Yak Advisory team.

Sample only. Your own Leak Check is free · hello@yakadvisory.com[Request a Leak Check →](#)