

NDIS myplace participant portal

Step-by-step Guide

Contact Details

December 2023

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Changes from the last version

The following updates have been made to the last published version of the myplace portal step-by-step guide:

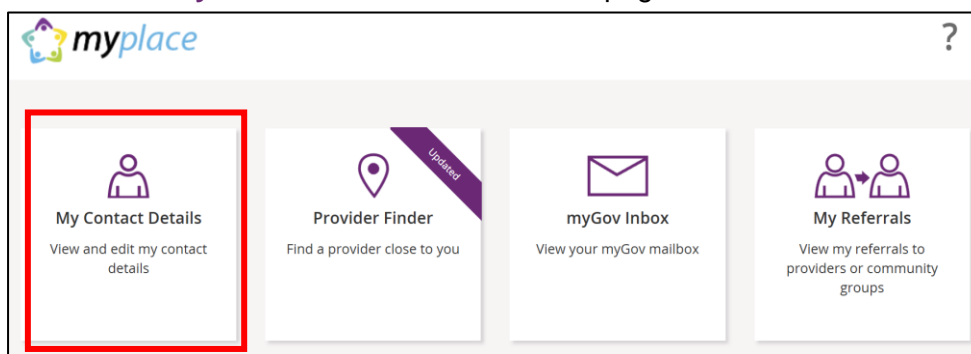
- How can NDIA contact me? (page 5 to 9)
 - My address details (page 11 to 12)
-

My Contact Details

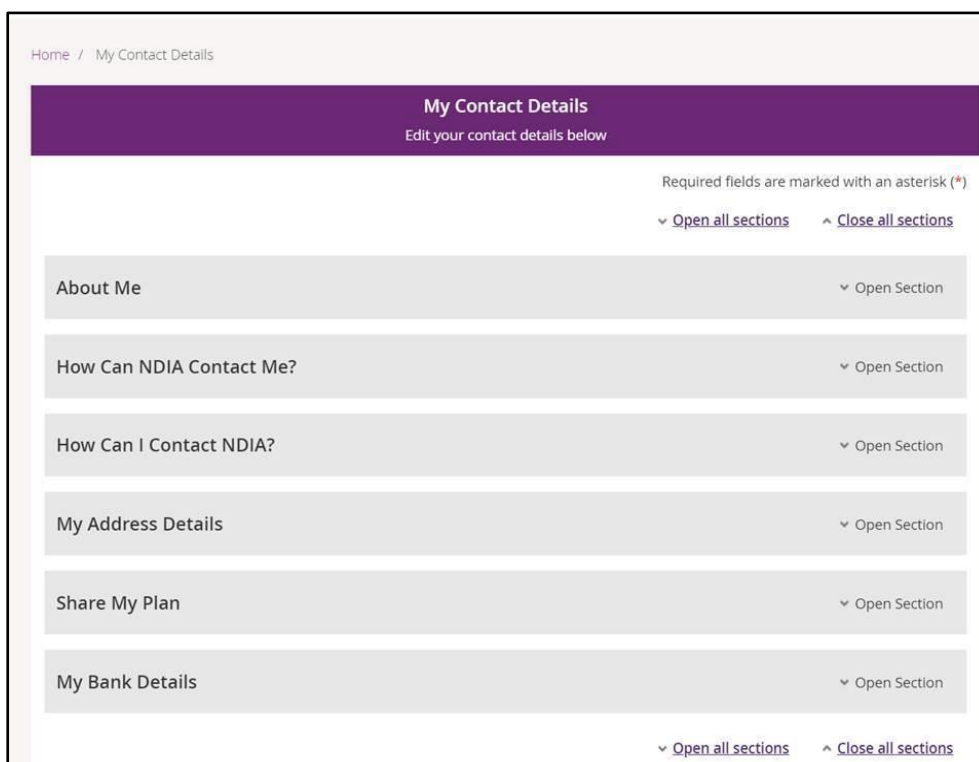
My Contact Details is where you can manage your personal information. You can update contact details, address, and bank details.

This is also where you can choose to share (or not to share) details of your plan with registered service providers you have a service booking with.

1. Select **My Contact Details** on the homepage.



2. The **My Contact Details** screen will display.



About Me

You can view your full name, preferred name, date of birth, NDIS number, gender, Indigenous origin, and Australian South Sea Islander information (if applicable).

If any of these details are incorrect, please contact the NDIS on 1800 800 110 to have them updated.

1. Click the **Open Section** link in the top right hand corner to continue.

About Me

Full Name: Mr. Test User

Preferred Name: Tester

Date of Birth: 01/01/2000

NDIS Number: 43000000

Gender: Male

Indigenous Origin: Neither Aboriginal nor Torres Strait Islander

Australian South Sea Islander: No

Close Section

How Can NDIA Contact Me?

This section shows you your preferred method for notifications of service bookings, your preferred correspondence method (including different accessible formats) and your contact details.

1. Click the **Open Section** link in the top right hand corner to see the details

How Can NDIA Contact Me?

Open Section

2. Select the **Edit** button in the bottom right hand corner.

My Contact Details

Edit your contact details below

Required fields are marked with an asterisk

[Open all sections](#) [Close all section](#)

About Me

Open Section

How Can NDIA Contact Me?

Close Section

Preferred Notification Settings

Preferred Notification Method: E-mail

Select SMS to be notified of service booking changes. ?

Sending Method

Sending Method: Post / Letter

Select Sending Method. ?

Format Type: Letter

Format Option: Standard Letter

Would you also like a standard printed copy as well?: No

Contact Details

Home Number: Not Provided

Work Number: Not Provided

Mobile Number: Not Provided

Email: Katie.Nagi@gmail.com

Edit

3. Select a **Preferred Notifications Method** if you want to get notified when a provider has updated a service booking.
4. To change the way you receive your letters, select an option from **Sending Method** drop down menu, then choose a **Format Type** and **Format Option**.

Note: If you would like a copy of your plan in a different format to your letters click the **Add Method** button and follow the instructions under **Preferred Plan Format** section.

Edit Contact Details

Edit your contact details below

Required fields are marked with an asterisk (*)

Preferred Notification Settings

Preferred Notification Method:* SMS

Select SMS to be notified of service booking changes. ?

Sending Method

Sending Method:* Post / Letter

Select Sending Method. ?

Format Type:* Letter

Format Option:* Standard Letter

Would you also like a standard printed copy as well?:* ☒ Yes ☐ No ?

Preferred Plan Format

To receive your plan in a different format from other letters:

1. Click the Add Method button below
2. Choose from the options in Sending Method and Format Type
3. Save your changes

You don't need to make any changes if you want to receive your plan in the same way as other letters.
You need to delete your current preference before trying to change it.

Letter	Sending Method	Format Type	Format Option
Plan Summary and Plan Approval	Post / Letter	Braille letter	Braille Grade II Letter

Add Method

Contact Details

Updating details in this section will update your NDIS account only and will not be shared with MyGov or your other services.

Home Number: eg. 03XXXXXXX

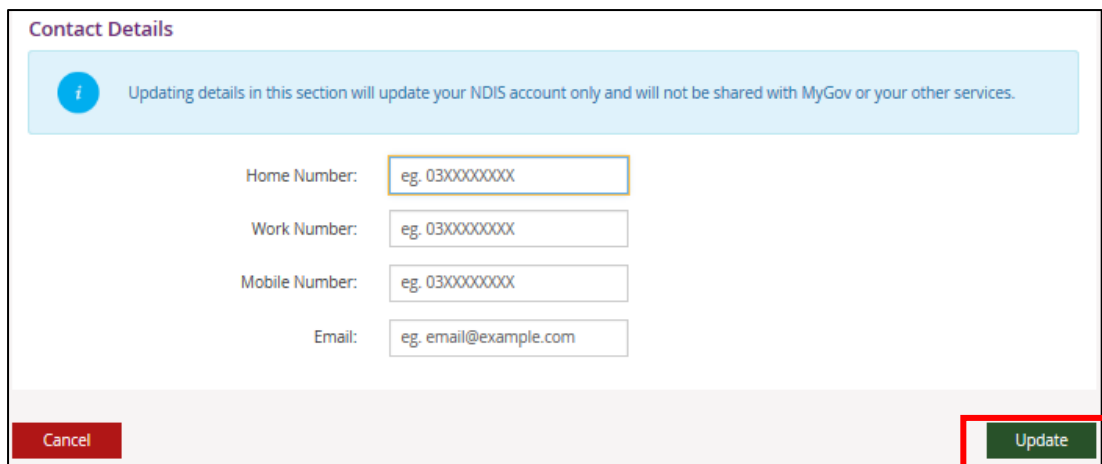
Work Number: eg. 03XXXXXXX

Mobile Number: eg. 03XXXXXXX

Email: eg. email@example.com

Cancel
Update

5. You can update your phone numbers and email address in the **Contact Details** section. Click into the field (or select the delete cross icon) and type in your new details.
6. Select **Update**.



Contact Details

Updating details in this section will update your NDIS account only and will not be shared with MyGov or your other services.

Home Number:

Work Number:

Mobile Number:

Email:

7. This message will be displayed to confirm your contact details have been successfully requested: "We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 100 or [contact NDIS](#)."

Note: This request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you will be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone NDIS on 1800 800 110 or [contact NDIS](#).

Nominee/Child Representative process to update your own contact details

If you are a **nominee or a child representative**, you can update your own personal details in the 'How Can NDIA Contact me?' by selecting the **Acting as Myself** in the drop down box in the top right hand corner.



Home | Skip to main content

Acting as: **Myself** | Hello [User Name]

How Can NDIA Contact Me? Open Section

1. Select the **Edit** button in the bottom right hand corner.

My Contact Details
Edit your contact details below

Required fields are marked with an asterisk

▼ [Open all sections](#) ^ [Close all section](#)

About Me ▼ Open Section

How Can NDIA Contact Me? ^ Close Section

Preferred Notification Settings

Preferred Notification Method: E-mail
Select SMS to be notified of service booking changes. ?

Sending Method

Sending Method: Post / Letter
Select Sending Method. ?

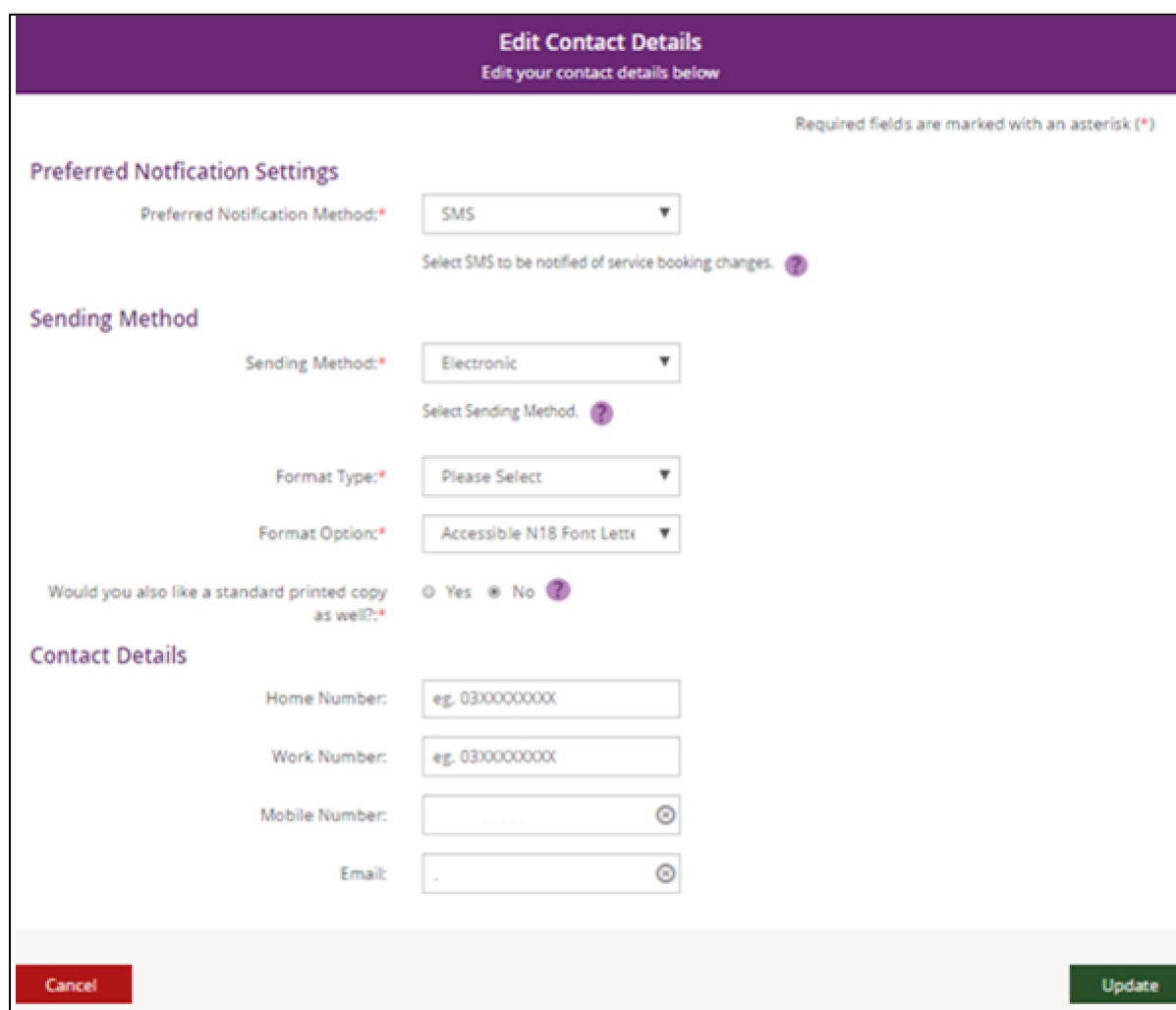
Format Type: Letter
Format Option: Standard Letter
Would you also like a standard printed copy as well?: No

Contact Details

Home Number: Not Provided
Work Number: Not Provided
Mobile Number: Not Provided
Email: Katie.Nagi@gmail.com

Edit

2. The **Edit** Contact details displays



3. You can update your phone numbers and email address in the **Contact Details** section. Click into the field (or select the delete cross icon) and type in your new details.
4. This message will be displayed to confirm your contact details have been successfully requested: “We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 100 or [contact NDIS](#).”

Note: This request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you will be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone NDIS on 1800 800 110 or [contact NDIS](#).

How Can I Contact NDIA?

The **How Can I Contact NDIA** section provides the contact detail of your My NDIS Contact and our Contact Centre phone numbers.

How Can I Contact NDIA?

My NDIS Contact:

James R
Local Area Coordinator
Feros Care
1300986970
feroslac@ndis.gov.au

Call NDIA:

1800 800 110

If I use a TTY:

1800 555 677 and ask for 1800 800 110

If I use Speak and Listen
(speech-to-speech relay):

1800 555 727 and ask for 1800 800 110

If I use the National Relay Service:

<http://relayservice.gov.au> and ask for 1800 800 110

If I need help with English:

TIS 131 450

Close Section

My Address Details

You can view your postal and home (standard address) addresses.



My Address Details

Open Section

- Click the **Edit** (pencil)  icon to update an address

My Address Details

Close Section

Address Type	Supplementary	Street/PO Box	City	State	Postcode	Action
Postal Address				VIC	3072	
Standard Address				VIC	3220	

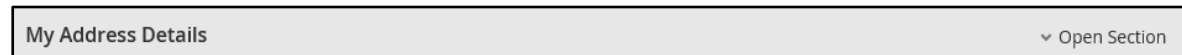
Add Address


- Select the **Add Address** button to add a new address.
- Select the **Address type** and fill out the address fields. Enter the **Start date** and then select **Update**.
- This message will be displayed to confirm your contact details have been successfully requested: "We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 100 or [contact NDIS](#)"

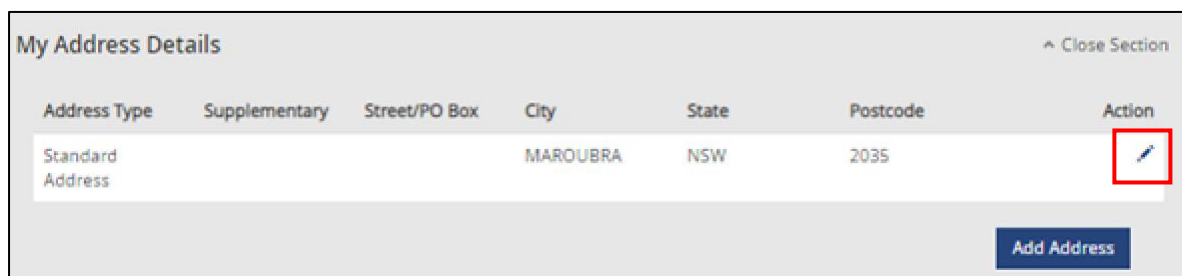
Note: This request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you will be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone NDIS on 1800 800 110 or [contact NDIS](#).

Nominee/Child Representative process to update your address

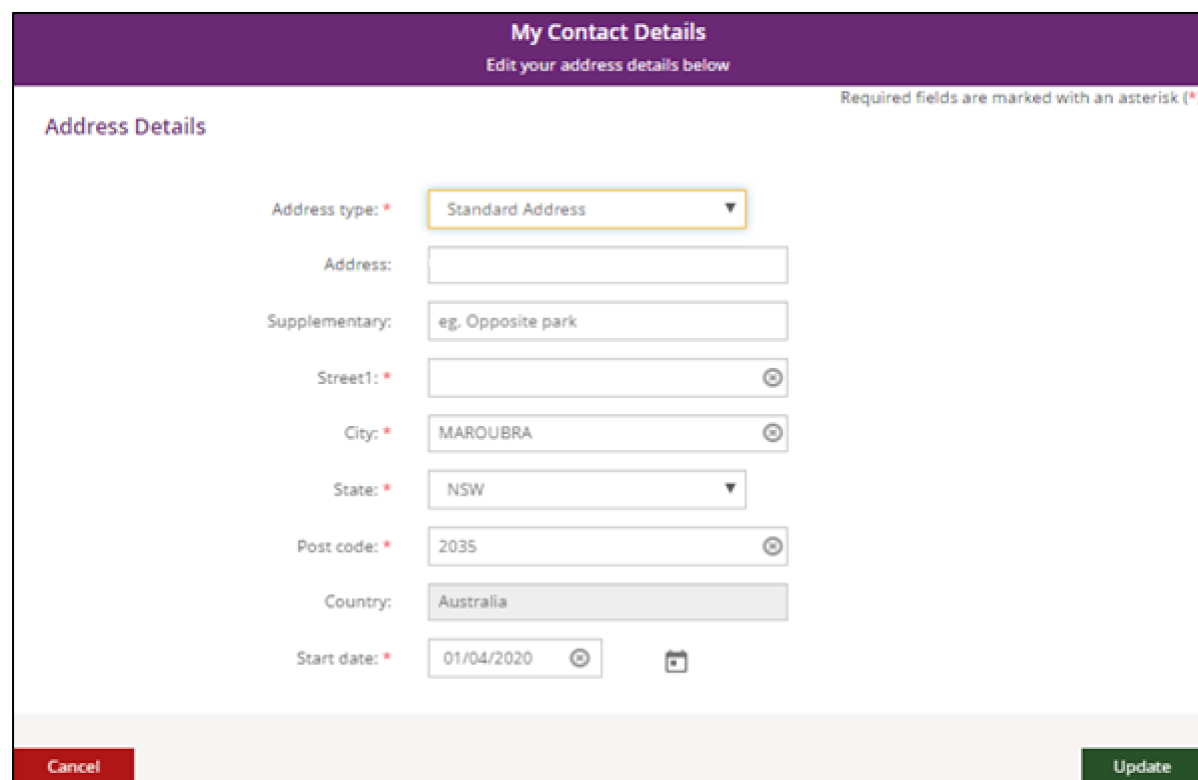
If you are a nominee or a child representative, you can update your personal details in the 'My Contact Details' by selecting the **Acting as Myself** in the drop down box in the top right hand corner.



1. Click the **Edit** (pencil)  icon to update an address



2. The **My Contact Details** screen displays.



My Contact Details
Edit your address details below

Required fields are marked with an asterisk (*)

Address Details

Address type: * Standard Address ▼

Address:

Supplementary:

Street1: *

City: * MAROUBRA

State: * NSW ▼

Post code: * 2035

Country:

Start date: * 01/04/2020

3. Fill out the address fields. Enter the **Start date** and then select **Update**.

4. This message will be displayed to confirm your contact details have been successfully requested: “We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 100 or [contact NDIS](#).”

Note: This request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you will be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone NDIS on 1800 800 110 or [contact NDIS](#).

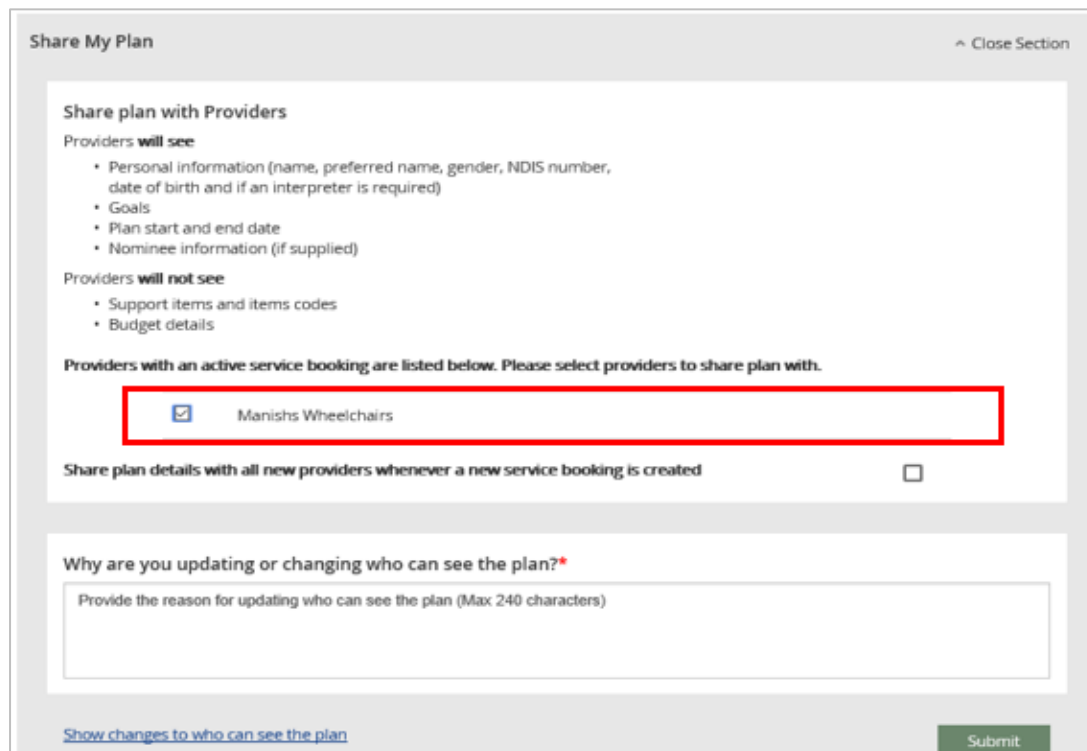
Share My Plan

The **Share My Plan** function enables you to share parts of your plan with any service providers you have an active service booking with. You can change a provider’s permission to view your plan at any time. It is your choice if you share your plan details with providers.

Share My Plan Open Section

Note: If you have a new plan in the new NDIS business system, you are unable to change your share my plan details in the portal. Please phone NDIS on 1800 800 110 or [contact us](#).

1. Tick the box next to the provider name/s to share your plan; or untick to not share.
2. Provide a reason for the change in the **Why are you updating or changing who can see the plan** text box.
3. Click the **Submit** button to finalise the changes.



Share My Plan Close Section

Share plan with Providers

Providers **will see**

- Personal information (name, preferred name, gender, NDIS number, date of birth and if an interpreter is required)
- Goals
- Plan start and end date
- Nominee information (if supplied)

Providers **will not see**

- Support items and items codes
- Budget details

Providers with an active service booking are listed below. Please select providers to share plan with.

☒ Manishs Wheelchairs

Share plan details with all new providers whenever a new service booking is created ☐

Why are you updating or changing who can see the plan?*

Provide the reason for updating who can see the plan (Max 240 characters)

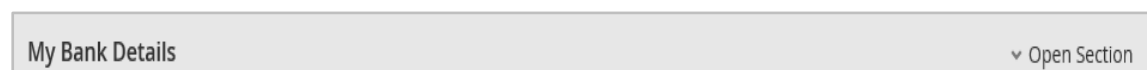
[Show changes to who can see the plan](#) Submit

Click the **Close Section** link in the top right hand corner to close this section.

My Bank Details

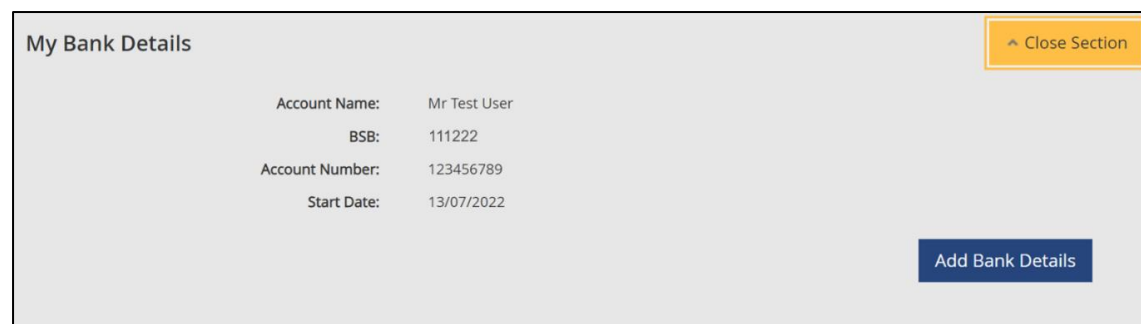
The **My Bank Details** function enables you to view your bank details and add new bank account information. When you update your bank account details, the system will send you the following SMS:

“We have updated your bank account details as requested. If necessary, contact NDIA on 1800 800 110”.



My Bank Details Open Section

1. Click the **Open Section** link to view your bank details.
2. Click the **Add Bank Details** button to add a new account.

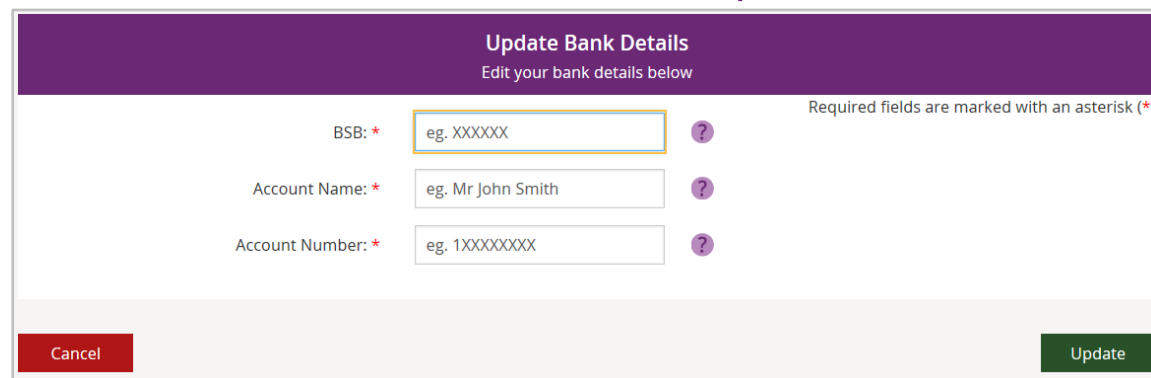


My Bank Details Close Section

Account Name:	Mr Test User
BSB:	111222
Account Number:	123456789
Start Date:	13/07/2022

Add Bank Details

3. Enter the new account details and then click the **Update** button to save.



Update Bank Details
Edit your bank details below

Required fields are marked with an asterisk (*)

BSB: *	<input type="text" value="eg. XXXXXX"/>	?
Account Name: *	<input type="text" value="eg. Mr John Smith"/>	?
Account Number: *	<input type="text" value="eg. 1XXXXXXXX"/>	?

Cancel **Update**

4. Click the **Close Section** link in the top right hand corner to close this section.

Note: If you are a Plan Nominee or Child Representative, please contact the NDIS on **1800 800 110** to update the bank account details on your behalf.