

NDIS myplace portal

Step-by-step Guide

Provider Finder and Documents

May 2024



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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:

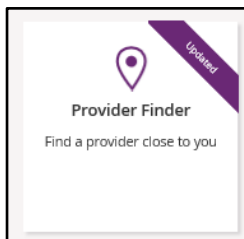
- General updates.

Provider Finder

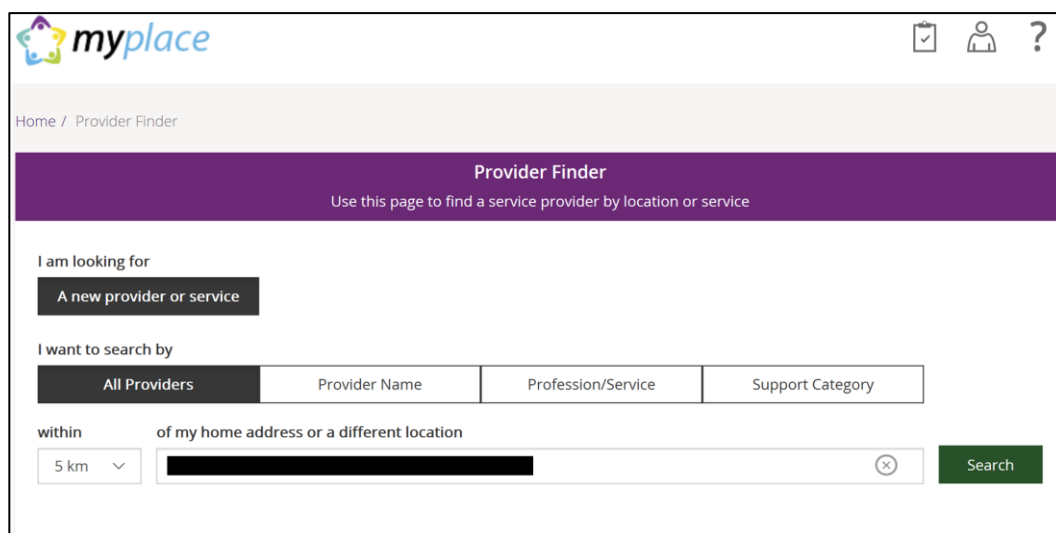
The **Provider Finder** enables you to find and contact a registered provider. You can also view providers you have a service booking with. This section contains contact information of providers via the **View Details** link, and detailed directions via the **Find Directions** link.

Provider search

1. Select **Provider Finder** tile on the homepage.



The Provider Finder page displays.



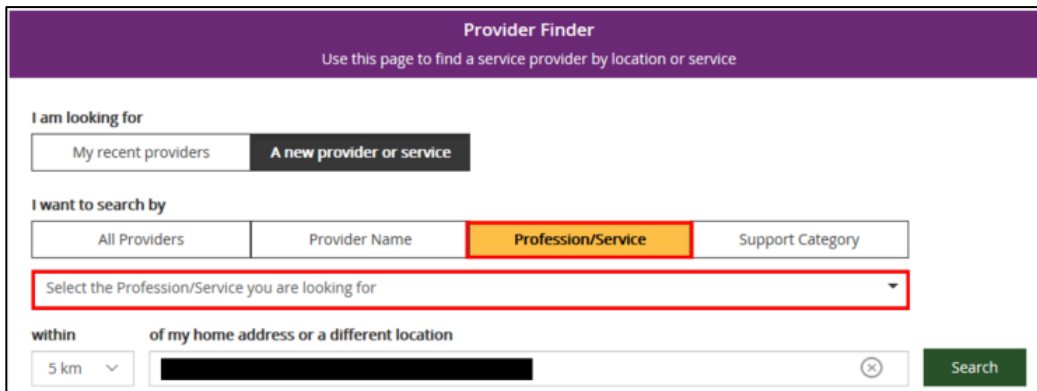
You have the option to search by:

- **All providers:** All providers within the selected distance to your address will display.

- **Provider name:** You can enter the name of the provider you are looking for.
- **Profession/service:** You can choose the profession/service (for example, dietician) from a drop-down menu.
- **Support Category:** You can choose the support category you are looking for from a drop-down menu.

The following steps is an example of searching by a profession/service.

2. Select the **Profession/Service** tab.



The screenshot shows the 'Provider Finder' interface. At the top, it says 'Use this page to find a service provider by location or service'. Below this, there are two tabs: 'My recent providers' and 'A new provider or service'. Under 'I want to search by', there are four tabs: 'All Providers', 'Provider Name', 'Profession/Service' (which is highlighted with a red border), and 'Support Category'. Below the tabs, there is a dropdown menu with the text 'Select the Profession/Service you are looking for'. At the bottom, there is a section for location search with a 'within' dropdown set to '5 km' and a text field for an address. A 'Search' button is located to the right of the address field.

3. Click the dropdown box and select a service.
4. The search radius defaults to 5 kilometres from your home address. You can expand the search distance by clicking the **within** dropdown arrow.
5. You can change the address that the search is on by clicking the delete icon in the '**of my home address or a different location**' field and type in an address.
6. Select **Search**. The search results display.

Provider Finder

Use this page to find a service provider by location or service

I am looking for

A new provider or service

I want to search by

All Providers

Provider Name

Profession/Service

Support Category

Dietician

ⓧ

▼

within

5 km

▼

of my home address or a different location

ⓧ

Search

Search results

Print provider information

10 out of 19 results for providers matching your search criteria.

Showing results for 76 Diamond ST, Amaroo, ACT, 2914 with 5km radius.

Filters

First

Previous

Page 1 of 2

Next

Last

Show Map

Flex Out Physio Gungahlin

Accepting Referrals

ⓧ

Visit provider website

admin@flexout.com.au

View Details

Find Directions

Sport & Spinal Physiotherapy PTY LTD

ⓧ

Visit provider website

admin@sportandspinalphysio.com...

View Details

Find Directions

- To print your search results, select the **Print provider Information** link.
- If there is more than one page of results use the buttons of **Next** and **Last** to look at all the providers.

Search results

10 out of 41 results for providers matching your search criteria.

Showing results for with 5km radius.

Filters

First

Previous

Page 1 of 5

Next

Last

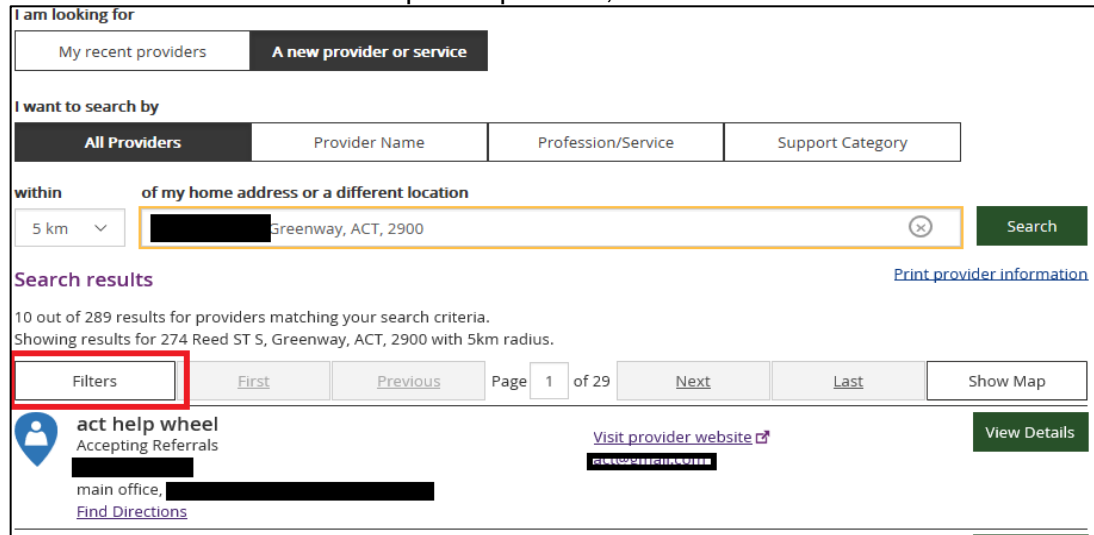
Show Map

- To narrow down your search results, you can apply filters to your search by selecting the **Filters** button at the top of the window.

10. The following filters can be applied to your search:

- Accepting new referrals
- Open extended hours on weekdays
- Open on weekends

11. To see more information on a specific provider, select the **View Details** button.



I am looking for

My recent providers | **A new provider or service**

I want to search by

All Providers | Provider Name | Profession/Service | Support Category

within **of my home address or a different location**

5 km | [Redacted] Greenway, ACT, 2900 | Search

Search results [Print provider information](#)

10 out of 289 results for providers matching your search criteria.
Showing results for 274 Reed ST S, Greenway, ACT, 2900 with 5km radius.

Filters | First | Previous | Page 1 of 29 | Next | Last | Show Map

act help wheel
Accepting Referrals
[Redacted]
main office, [Redacted]
[Find Directions](#)

[Visit provider website](#)

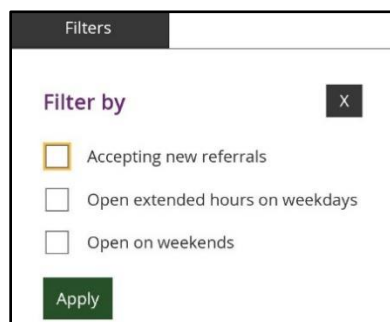
View Details



Burgers and Friends
[Redacted]
[Redacted]
[Find Directions](#)

[Visit provider website](#)

View Details



Filters

Filter by

☒ Accepting new referrals

☐ Open extended hours on weekdays

☐ Open on weekends

Apply

12. The details of the provider will display with the following:

- **Organisational name:** The provider business name.
- **Contact person:** The name of the person you can speak within the organisation.
- **Contact details:** Including contact phone numbers and email addresses.
- **Address:** The street address of the provider.
- **Outlet status:** This tells you if the provider is able to take referrals.
- **Services provided:** A list of all services provided is listed here.

- **Operating hours:** Details of the days and times the provider is open for business.

Note: If you would like to conduct another search, select **Back to search results** link at the top or bottom of the screen. This returns you to the **Provider Finder** screen, where you are able to complete another search.

13. Select **Show Map** if you want to see the location of the provider.
14. Once you have found the right provider, select **Create Service Booking** to make a

Home / Provider Finder / Provider Details

Provider Details
View details of the selected provider

[< Back to search results](#)

Peppermint Chocolate

Organisation Name
Cadbury Chocolate

Outlet Status
Accepting Referrals

Contact Person
Garry John

Contact Details
0345654556
[Visit provider website](#)

Address

Services Provided
Social Worker

[< Back to search results](#)

Show Map

Create Service Booking

Operating Hours

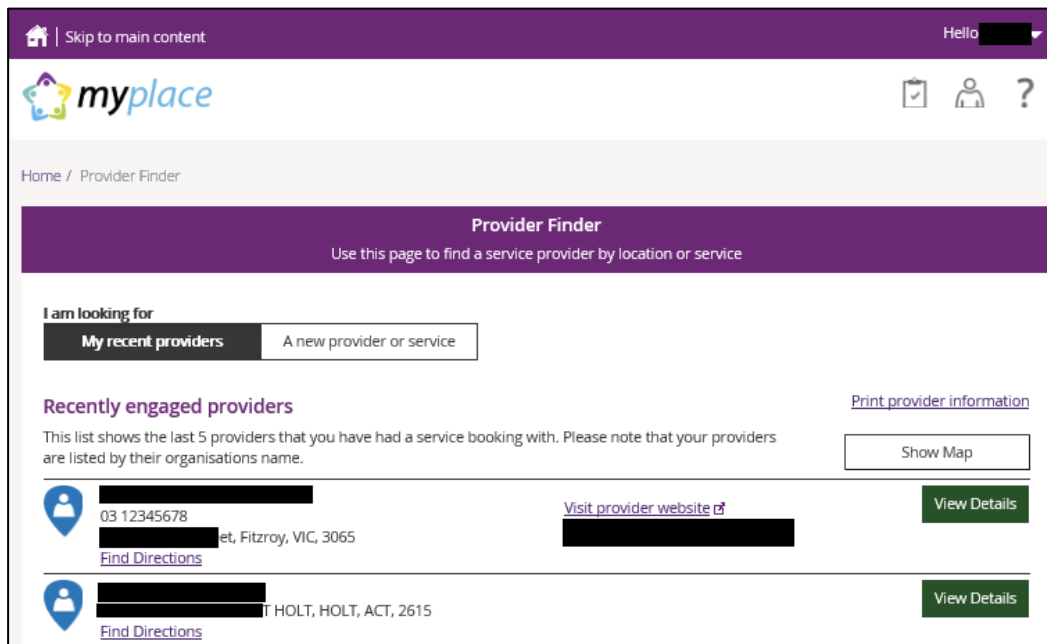
Day	Start Time	End Time
Sunday	Closed	Closed
Monday	Closed	Closed
Tuesday	14:00	16:00
Wednesday	09:00	16:00
Thursday	Closed	Closed
Friday	Closed	Closed
Saturday	Closed	Closed

booking with this provider. This button **only** displays if you have support funding that is Agency managed.

Recent providers

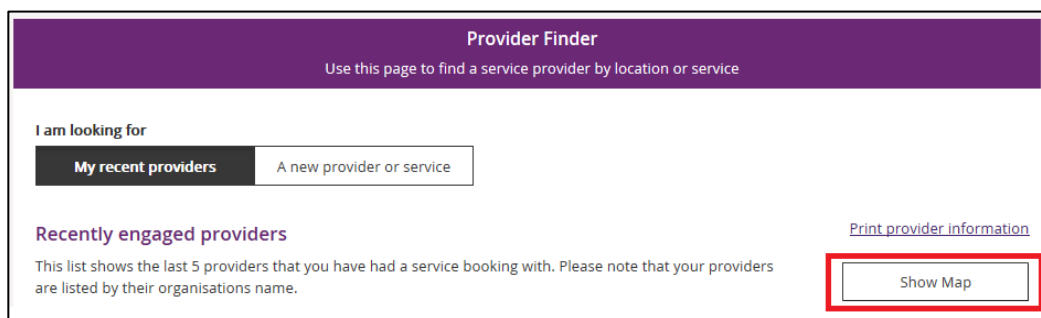
The **My recent providers** section only displays if you have had service bookings. It displays the providers of your last five service bookings.

1. Select **My recent providers**. This list the last five providers that you have had a service booking with.



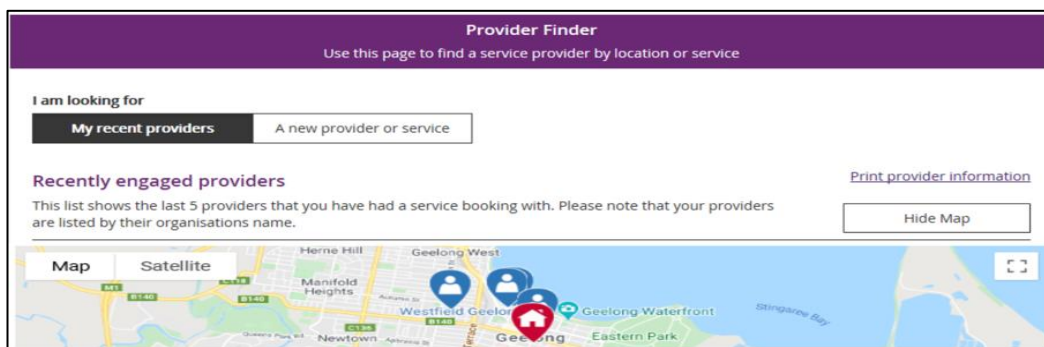
The screenshot shows the NDIS myplace portal's 'Provider Finder' page. At the top, there's a purple header with 'Skip to main content' and 'Hello [user name]'. Below the header, the 'myplace' logo is on the left, and icons for a checklist, user profile, and help are on the right. The breadcrumb 'Home / Provider Finder' is shown. The main section is titled 'Provider Finder' with the subtitle 'Use this page to find a service provider by location or service'. Under 'I am looking for', there are two buttons: 'My recent providers' (selected) and 'A new provider or service'. Below this, the 'Recently engaged providers' section is displayed. It includes a note: 'This list shows the last 5 providers that you have had a service booking with. Please note that your providers are listed by their organisations name.' To the right of this note is a 'Print provider information' link and a 'Show Map' button. Two providers are listed: 1. A provider with phone number '03 12345678' and address 'et, Fitzroy, VIC, 3065'. It has links for 'Find Directions' and 'Visit provider website', and a 'View Details' button. 2. A provider with address 'T HOLT, HOLT, ACT, 2615'. It has a 'Find Directions' link and a 'View Details' button.

2. To view the location of these providers, select the **Show Map** near the top right-hand corner of the window.

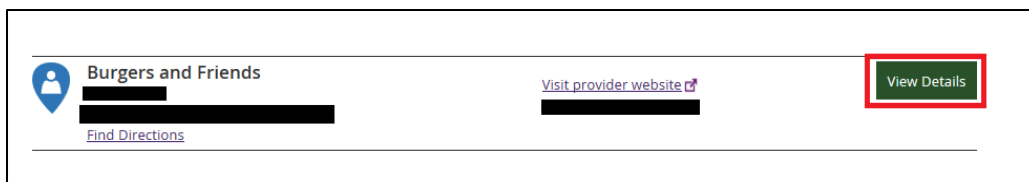


This screenshot is a closer view of the 'Provider Finder' page, specifically highlighting the 'Show Map' button. The button is located in the top right corner of the 'Recently engaged providers' section, next to the 'Print provider information' link. The button is highlighted with a red rectangular box.

A map will populate on screen with markers identifying where the providers are located.



3. Select **Hide Map** to return to the listing of providers.
4. To view contact details and services provided by specific providers, click the **View Details** button to the right of the provider.

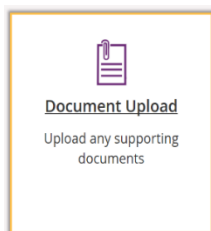


Document Upload

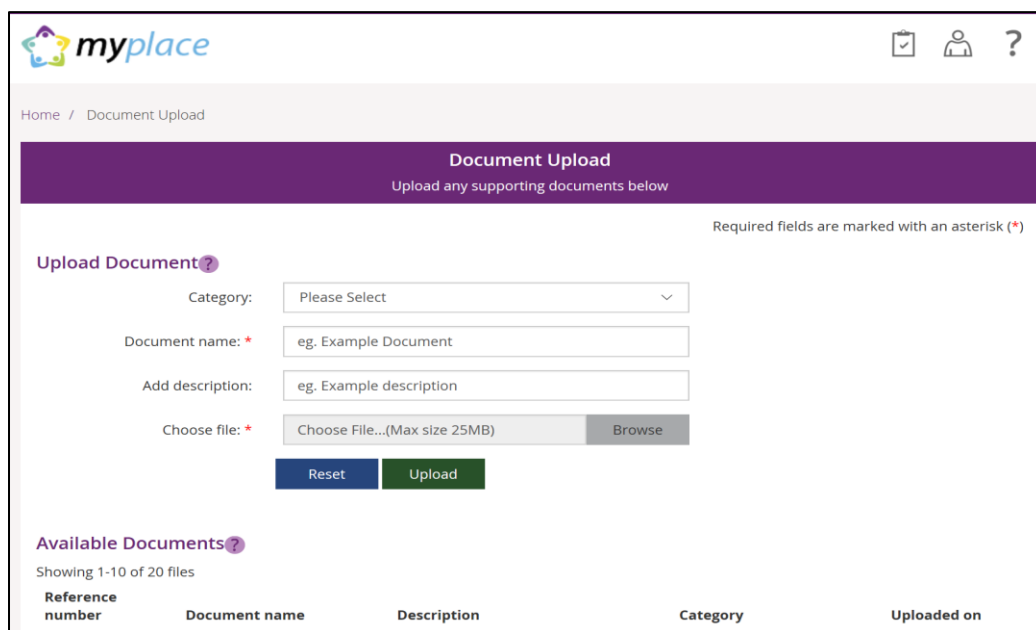
This screen is where you can send copies of documents to the NDIS.

Note: Once you have uploaded a document it cannot be deleted from the system.

1. Click the **Document Upload** tile on the homepage.



2. The **Document Upload** page displays.



Home / Document Upload

Document Upload

Upload any supporting documents below

Required fields are marked with an asterisk (*)

Upload Document

Category:

Document name: *

Add description:

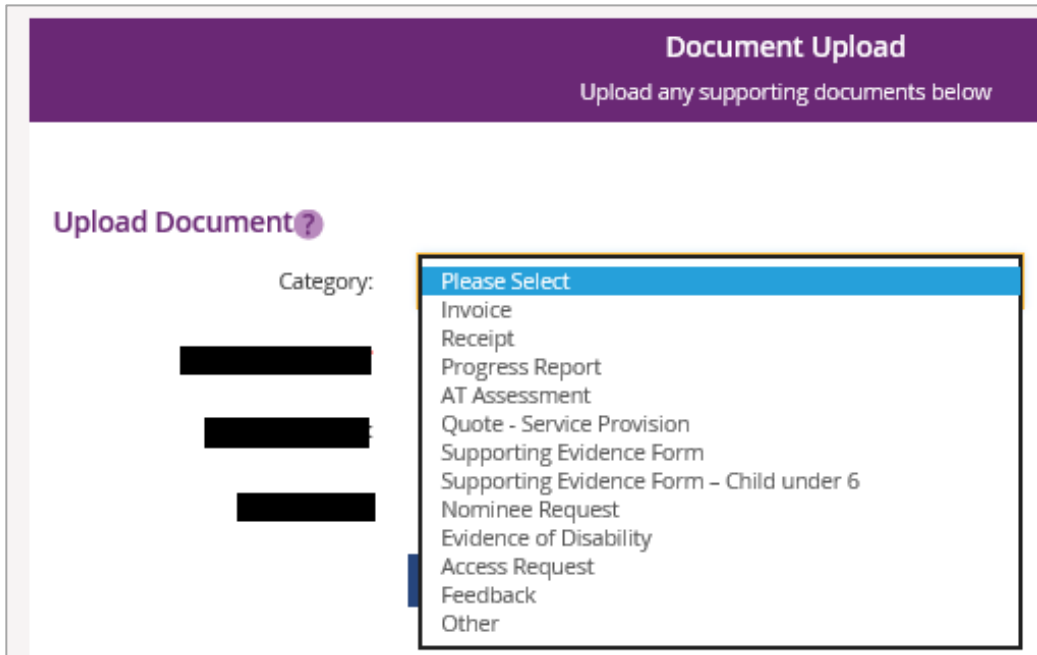
Choose file: *

Available Documents

Showing 1-10 of 20 files

Reference number	Document name	Description	Category	Uploaded on
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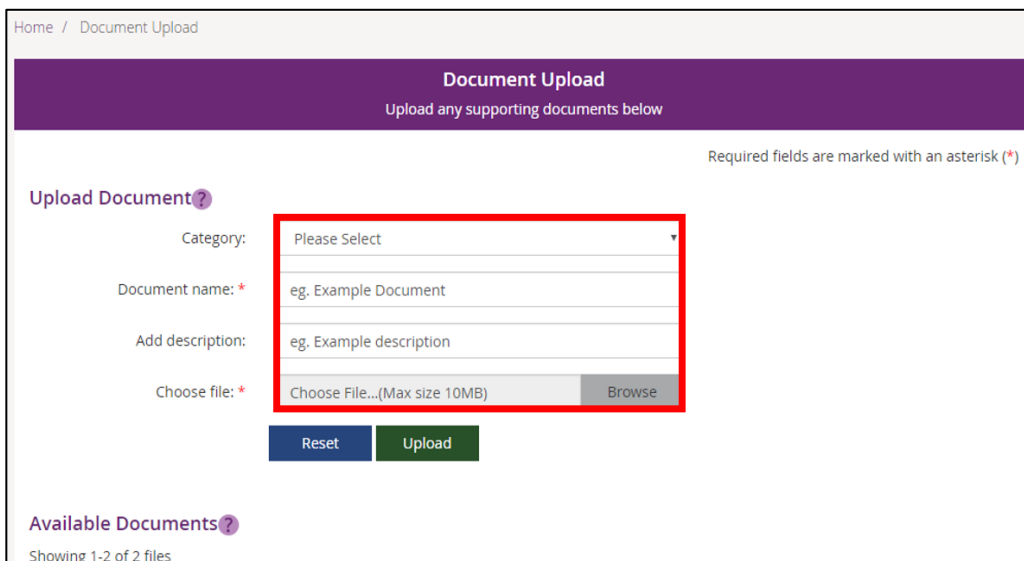
3. In the **Category** field, select from the drop-down list.



The screenshot shows the 'Document Upload' section of the NDIS myplace portal. The header is purple with the text 'Document Upload' and 'Upload any supporting documents below'. Below this, there is a section titled 'Upload Document?' with a question mark icon. The 'Category:' label is followed by a dropdown menu that is open, showing a list of options: 'Please Select', 'Invoice', 'Receipt', 'Progress Report', 'AT Assessment', 'Quote - Service Provision', 'Supporting Evidence Form', 'Supporting Evidence Form - Child under 6', 'Nominee Request', 'Evidence of Disability', 'Access Request', 'Feedback', and 'Other'. The dropdown menu has a blue header bar with the text 'Please Select'.

4. In the **Document name** field, type the name of the document. Ensure the document name captures the main purpose of the document.
5. In the **Add description** field, type a description of the file. Ensure the description is connected to the content within the document.
6. Select **Browse** to find the file you want to upload from your computer.

Note: you can only upload a maximum file size of 25MB (Megabytes) per upload.



The screenshot shows the 'Document Upload' section of the NDIS myplace portal. The header is purple with the text 'Document Upload' and 'Upload any supporting documents below'. Below this, there is a section titled 'Upload Document?' with a question mark icon. The form includes the following fields: 'Category:' with a dropdown menu showing 'Please Select'; 'Document name: *' with a text input field containing 'eg. Example Document'; 'Add description:' with a text input field containing 'eg. Example description'; and 'Choose file: *' with a text input field containing 'Choose File...(Max size 10MB)' and a 'Browse' button. Below these fields are 'Reset' and 'Upload' buttons. At the bottom, there is a section titled 'Available Documents?' with a question mark icon, showing 'Showing 1-2 of 2 files'.

7. Once you have selected the file, click the **Upload** button to send the document to the NDIS.

8. Successfully uploaded documents are visible under the **Available Documents** section. The documents are displayed from the most recent date.

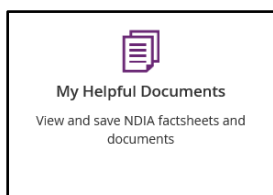
Note: If the matter relating to your document needs to be actioned urgently by an NDIS staff member or your local area coordinator (LAC), please contact the NDIS on **1800 800 110**.

Note: If you have a new plan in the new computer system, you can use Document Upload to see the list of documents that have been uploaded in the past.

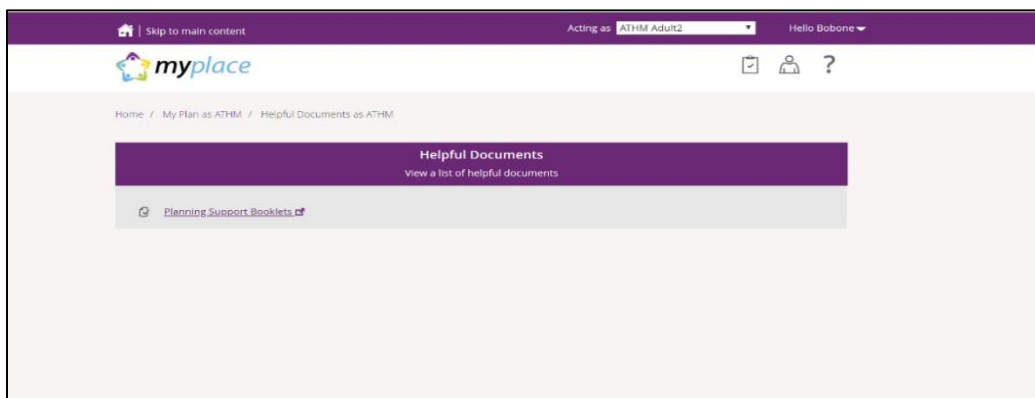
My helpful documents

This screen is where you can access helpful guides and resources.

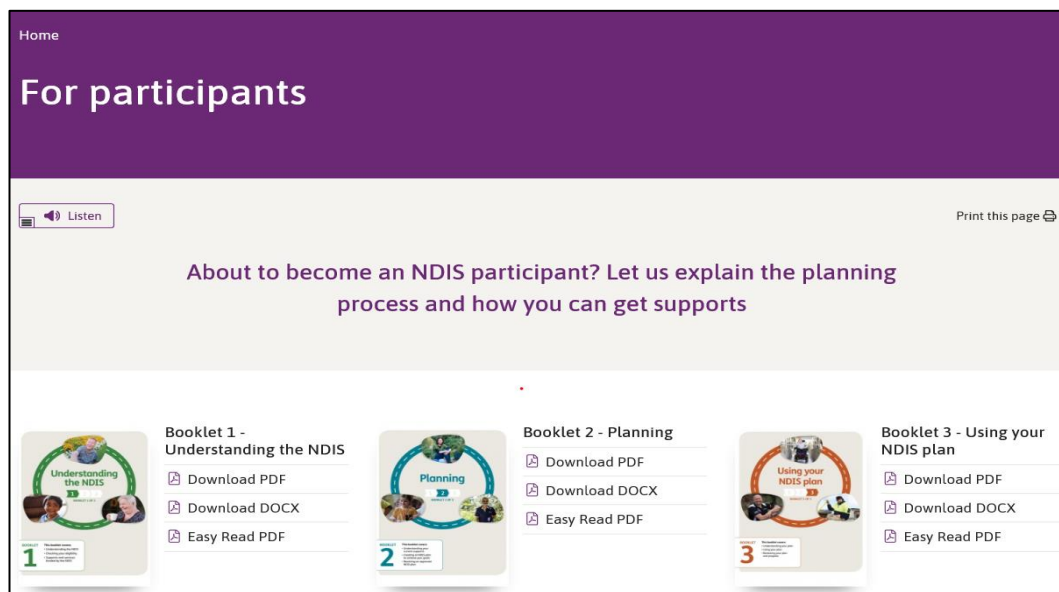
1. Select **My Helpful Documents** tile on your homepage



2. **Planning Support Booklets** hyperlink will display



3. Click on the **Planning Support Booklets** hyperlink
4. This will direct you to the 'For participants' page in the NDIS participant website
5. The 'For participants' page will display.



6. You will be able to select and view each booklet.

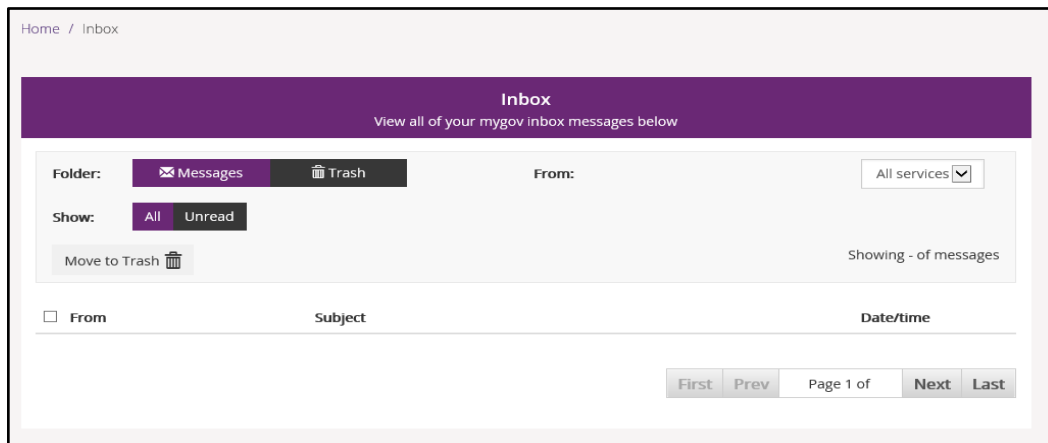
myGov Inbox

You can view all your myGov messages in the **myGov Inbox**.

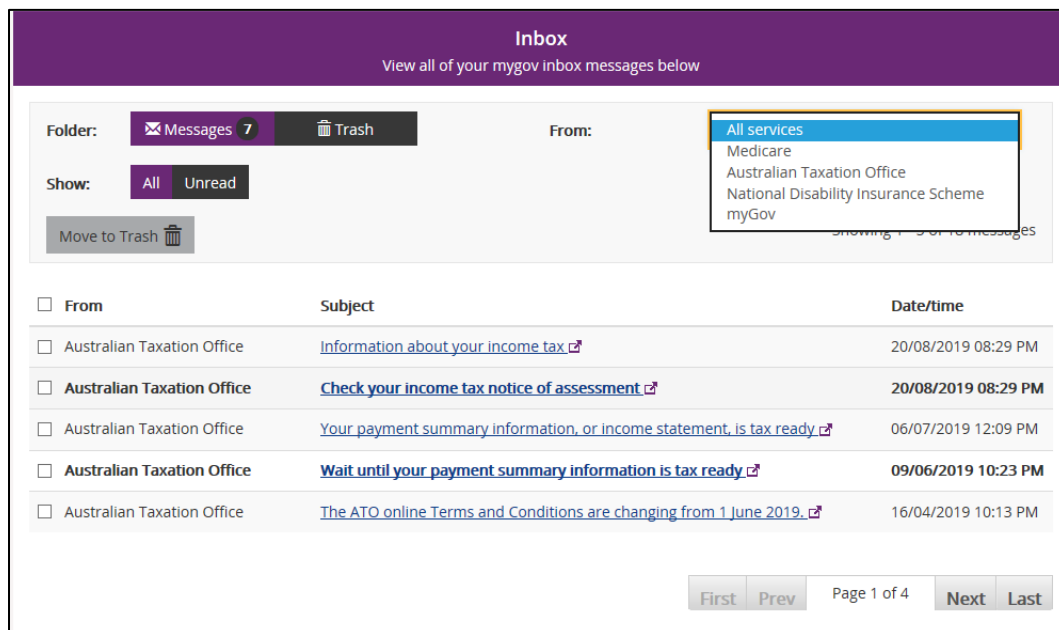


Note: This function is not available for participants with a plan in our new business system.

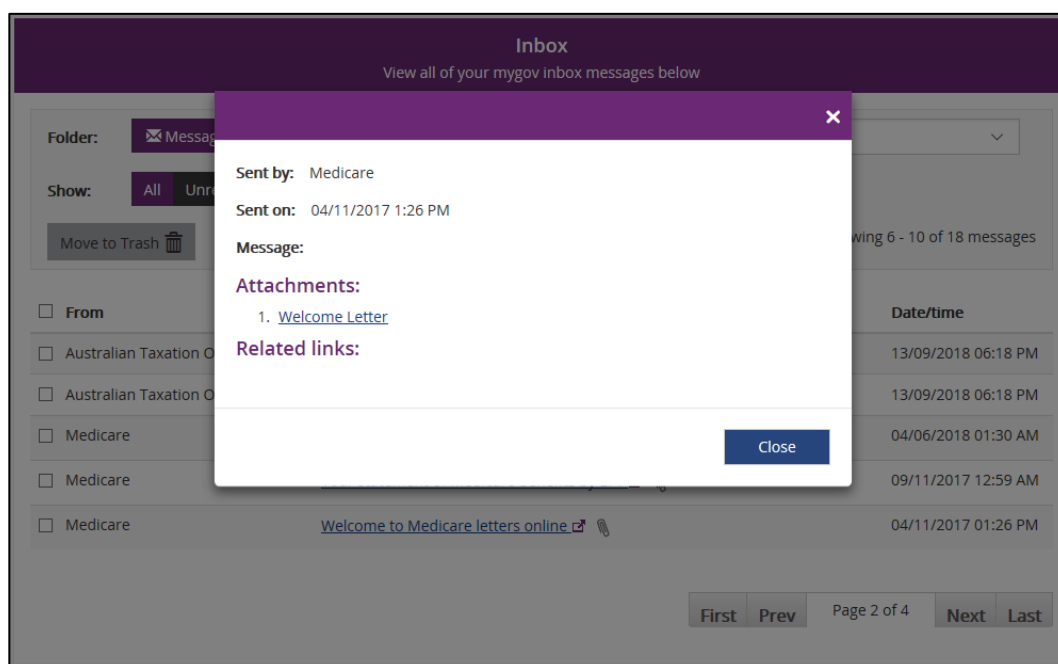
1. Select the **myGov Inbox** tile on your homepage.
2. Your myGov inbox displays all messages you have in your myGov account.



3. Select the **From** dropdown to view specific messages.



4. Select **Unread** in the **Show** field to only display unread messages.
5. To read a message, click on the message subject hyperlink. The message displays.



6. Select **Close** to return to the Inbox screen.
7. If you want to move a message to trash, click in the tick box next to the message and then select **Move to Trash**.
8. Select **Home** to return to the myplace homepage.