

# **NDIS myplace provider portal**

## **Step-by-step guide**

### **Part 1. Using the myplace provider portal**

December 2021

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## Changes from the last version

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

As of December 2021:

- Updated the minimum browser requirements (page 4)

## Introduction

The **myplace** provider portal is a secure website developed for providers to manage their transactions with the NDIA, and view and manage their services with Participants.

This step-by-step guide describes how the **myplace** portal works and provides the general layouts of the menus and screens in the portal.

It also includes instructions for using each of the functions in the portal.

## What can you do in myplace?

You can use **myplace** to:







- View your contact details
- View, add and edit NDIS (National Disability Insurance Scheme) registration details including updates to registration groups and professions<sup>1</sup>
- Link another registered provider organisation (if applicable)
- View messages received from NDIS
- Instant message with your linked participants
- Create and manage service bookings
- Create and view payment requests (previously known as claims)
- View and respond to quotes received from NDIS
- View referrals made to your organisation
- View Support Coordination Requests for Service and action these requests
- Upload required documents
- Submit and review enquiries or complaints
- Download reports about all your service bookings and participants.

### Minimum internet browser requirements

To access **myplace**, there are minimum browser requirements. These are:

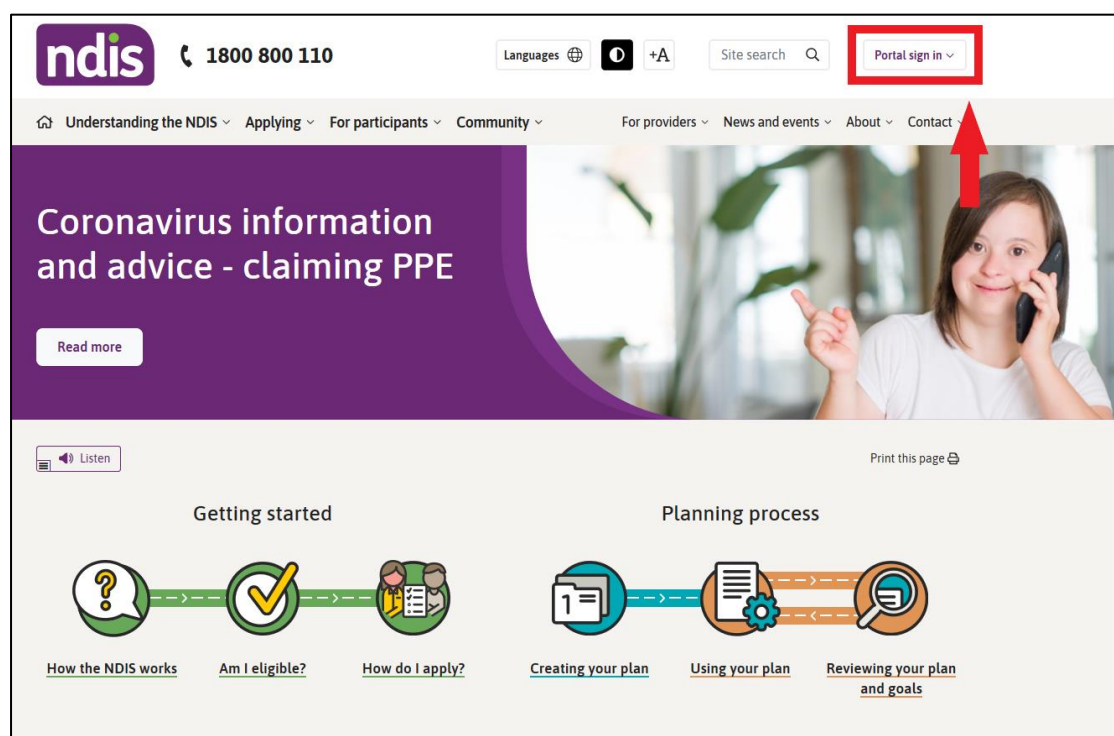
- Google Chrome
- Microsoft Internet Explorer 11 on Windows 8.1 or Windows 10
- Microsoft Edge
- Mozilla Firefox
- Safari on Mac OS X

## How to contact NDIS

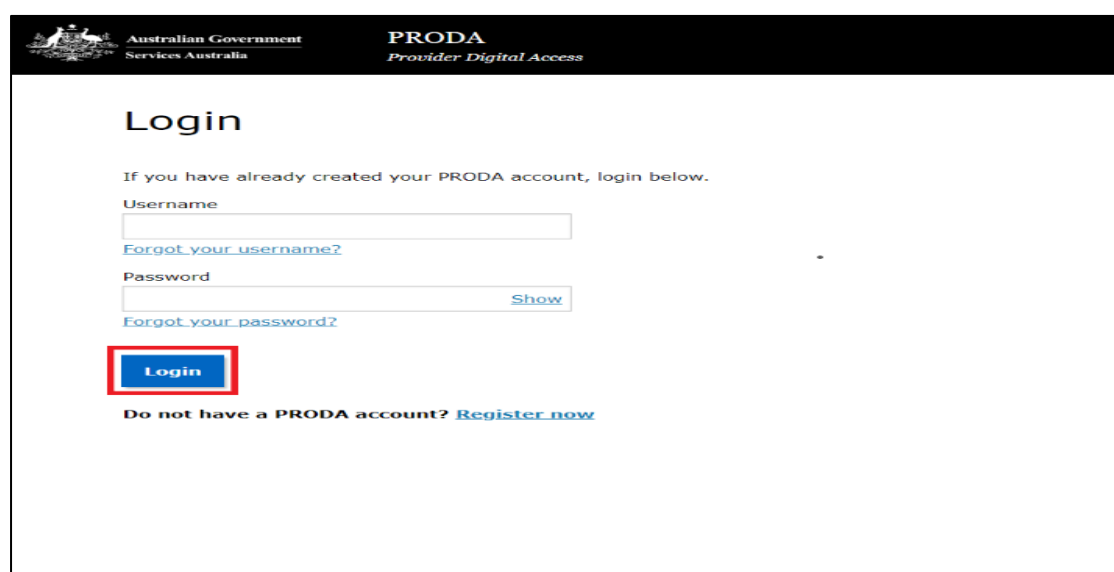
Contact the NDIS by		
 <p><a href="#">NDIS Webchat</a></p> <p>You can live chat with us about:</p> <ul style="list-style-type: none"> <li>• myplace provider portal</li> <li>• Service bookings</li> <li>• Payment requests</li> <li>• Quotes</li> <li>• Referrals</li> <li>• Request for service</li> <li>• Searching for a register provider</li> </ul>	 <p><b>Phone</b></p> <p>1800 800 110</p> <p>You can call us about:</p> <ul style="list-style-type: none"> <li>• myplace provider portal</li> <li>• Service bookings</li> <li>• Payment requests</li> <li>• Quotes</li> <li>• Referrals</li> <li>• Request for service</li> <li>• Searching for a register provider</li> <li>• Submitting a general enquiry, feedback, compliment or a complaint</li> </ul>	 <p><a href="#">provider portal</a></p> <p>You can use the provider portal to:</p> <ul style="list-style-type: none"> <li>• Submit a payment enquiry</li> <li>• Submit a general enquiry, feedback, compliment or a complaint</li> <li>• Search for a provider</li> <li>• Upload documents</li> </ul>
 <p><b>Email us</b></p> <p><a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a></p> <p>You can email us about:</p> <ul style="list-style-type: none"> <li>• Submitting a general enquiry, feedback, compliment or a complaint</li> <li>• Emailing a document, form report or letter</li> </ul>	 <p><b>Contact and Feedback form</b></p> <p><a href="#">NDIS Online Form</a></p> <p>You can use the Online form to:</p> <ul style="list-style-type: none"> <li>• Submit a general enquiry, feedback, compliment or a complaint</li> <li>• Request a call back</li> </ul>	 <p><b>Mailing address</b></p> <p>National Disability Insurance Agency GPO Box 700 Canberra ACT 2601</p> <p>You can mail us:</p> <ul style="list-style-type: none"> <li>• Compliment, complaint or provide feedback,</li> <li>• Document, form, report or letter</li> </ul>

## Accessing myplace

1. Access the **myplace** portal using the link provided on the [NDIS website](#) or type <https://myplace.ndis.gov.au/supplier> in your internet browser.



2. If you already have a Provider Digital Account (PRODA), please enter your **PRODA Username** and **Password** then select **Login**.



3. If you do not have a PRODA (Provider Digital Access) account, please refer to the PRODA - Step-by-step guide found on the [NDIS website](#).

## Create a Provider digital account

If you do not have a Provider Digital Account, please refer to the **myplace** registration for new providers - Step-by-step guide found on the [NDIS website](#).

## Select a provider

A list of the organisation(s) you may act for (work on behalf of) is displayed.

1. Select the organisation you wish to use **myplace** for on this occasion. The system will then display information relating to only that organisation.

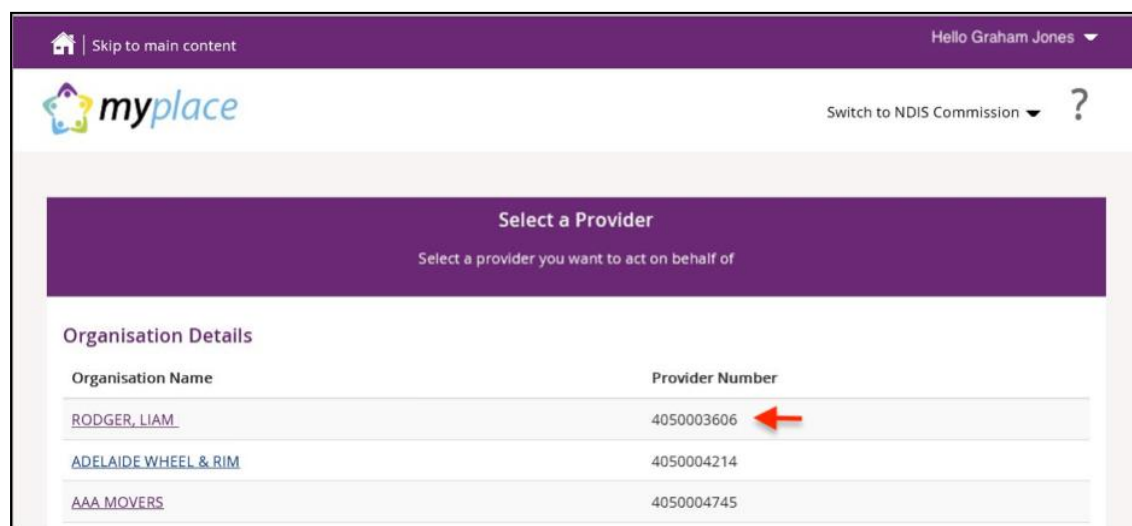
**Note:** The provider number may also be referred to as Business Partner Number (BPN).

**Note:** You can select a different organisation at any time using the '**Acting for**' link



at the top right of the home page.

**Note:** If the organisation you are acting for is not on the list, you can link to it using **Link to my Organisation**.

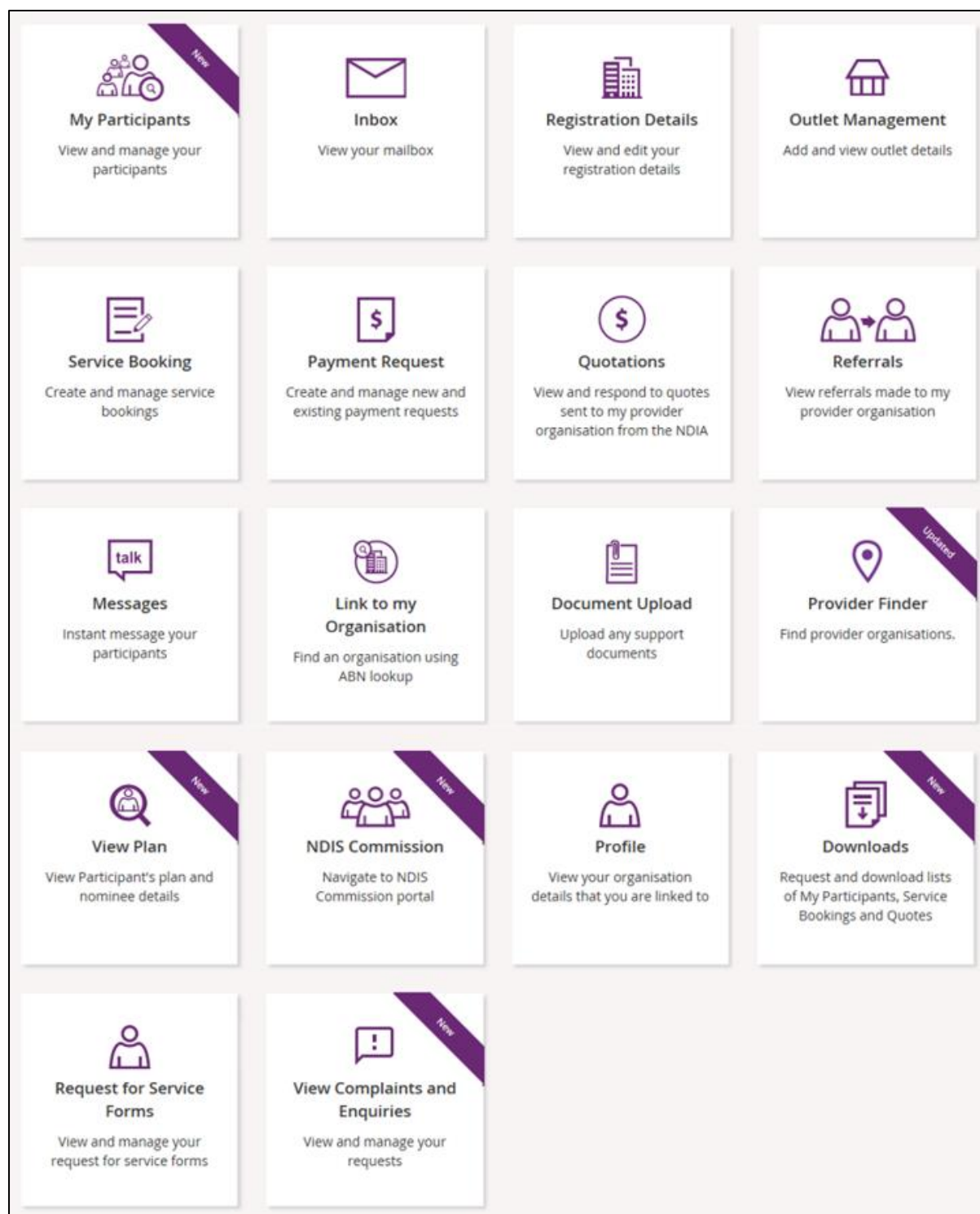


Organisation Name	Provider Number
<a href="#">RODGER, LIAM</a>	4050003606
<a href="#">ADELAIDE WHEEL &amp; RIM</a>	4050004214
<a href="#">AAA MOVERS</a>	4050004745

The **myplace** home page displays.






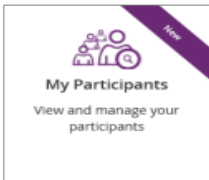
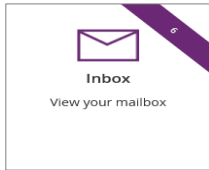
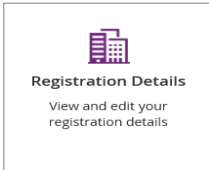
## myplace Portal home page









The **myplace** home page contains a number of separate sections or functions.

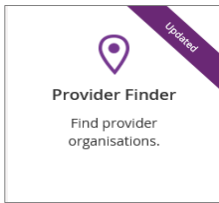
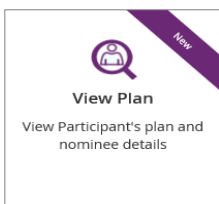

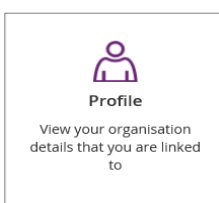
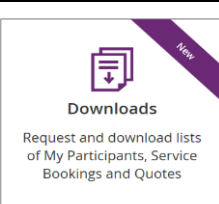
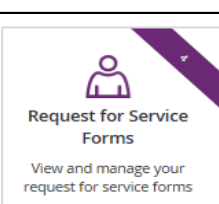
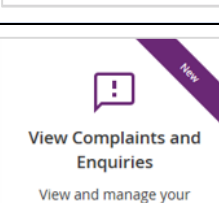




The following table provides an explanation of each of the information on the **myplace portal** home page.

myplace section	Function
	<p>The provider organisation you are acting for is displayed here. If you work for (and are linked to) more than one provider organisation, you can select which organisation you are using myplace for by selecting the <b>Change</b>  <b>Provider</b> icon.</p> <p>If you only work for one provider organisation, you do not need to change any settings here.</p>
	<p>This is where your username is displayed. You can use the drop-down button to return to the home page or logout of myplace at any time.</p>
	<p>Select this icon at any time to return to the myplace home page.</p>
	<p>Select this icon for simple explanations of the functions displayed on the screen.</p>
	<p>View and manage your participants.</p>
	<p>View messages and letters sent to you by the NDIA.</p>
	<p>View your registration details, including updates to Registration groups and Professions.</p>

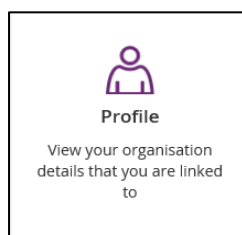
myplace section	Function
 <p><b>Outlet Management</b> Add and view outlet details</p>	View your organisation's outlet details.
 <p><b>Service Booking</b> Create and manage service bookings</p>	Create and manage service bookings with participants.
 <p><b>Payment Request</b> Create and manage new and existing payment requests</p>	Create and manage new and existing payment requests.
 <p><b>Quotations</b> View and respond to quotes sent to my provider organisation from the NDIA</p>	View and respond to quotes sent to you by the NDIA.
 <p><b>Referrals</b> View referrals made to my provider organisation</p>	View referrals made to your organisation.
 <p><b>Messages</b> Instant message your participants</p>	Send instant messages to your Participants.
 <p><b>Link to my Organisation</b> Find an organisation using ABN lookup</p>	Link to your organisation/s, in order to view them through the myplace provider portal.
 <p><b>Upload Evidence</b> Document Upload</p>	Upload required documents.

myplace section	Function
 <p><b>Provider Finder</b> Find provider organisations.</p>	Search for providers within a certain location.
 <p><b>View Plan</b> View Participant's plan and nominee details</p>	View plan details when granted consent by a participant.
 <p><b>NDIS Commission</b> Navigate to NDIS Commission portal</p>	Navigate to the NDIS Commission portal.
 <p><b>Profile</b> View your organisation details that you are linked to</p>	View and edit information and contact details for yourself and your organisation.
 <p><b>Downloads</b> Request and download lists of My Participants, Service Bookings and Quotes</p>	Request and download service bookings information, quotes, or information for participants regarding their active service bookings
 <p><b>Request for Service Forms</b> View and manage your request for service forms</p>	View and action Support Coordination Requests for Service Forms.
 <p><b>View Complaints and Enquiries</b> View and manage your requests</p>	Submit complaints, feedback, enquiries, payment enquiries and compliments.

## Provider portal navigation

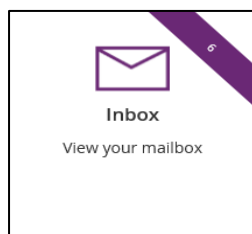
### Using a function

Select the relevant tile displayed in the **myplace** home page to go into that section of the provider portal.



**Tip:** From most functions within the portal, the person icon on the top right of the screen will take you directly to your **Profile**.

You will note that some tiles have a purple banner across the top right-hand corner with a number showing. This indicates the number of items that have not been actioned. For example, the **Inbox** tile below shows a purple banner with the number '6'. This indicates that there are six messages in your Inbox requiring attention.



## Returning to the myplace home page

You can return to the **myplace** home page in any of the following ways:

1. Select the **myplace** logo (top left corner of the portal page).



2. Select the **Home** button (top left corner of the portal page) to return to the **myplace** home page.

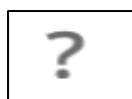


3. Select the **Home** link in the breadcrumb trail below the **myplace** logo.

## Help and feedback

### Getting help

Select the question mark icon (top right corner of the portal page) for simple explanations of the functions displayed.



Call NDIA on 1800 800 110 if you are unable to resolve a problem or need help to use **myplace**.

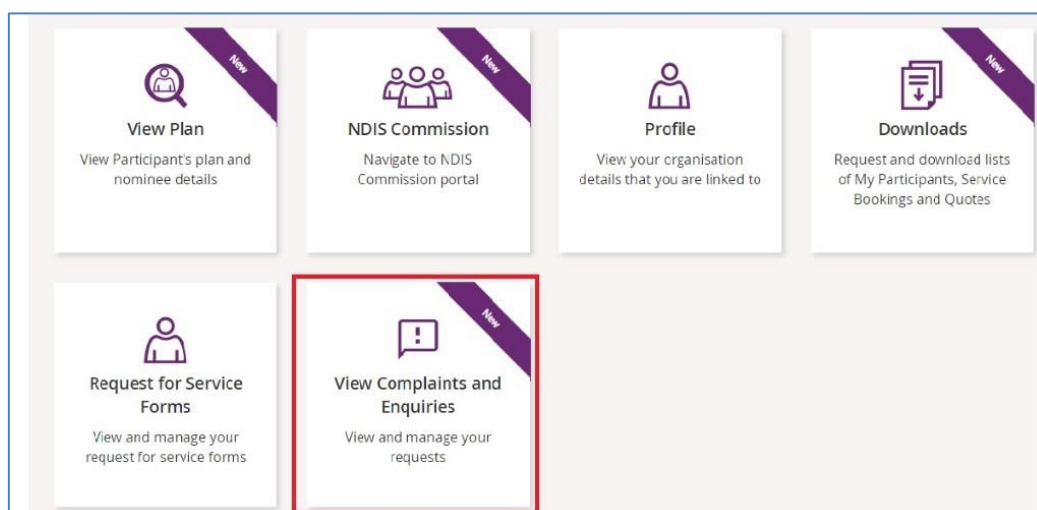
### Submit payment enquiries, complaints, compliments, feedback and other enquiries

The **View Complaints and Enquiries** tile provides you with the options you need to submit:

- a payment enquiry
- complaints, compliments and other feedback
- any additional enquiries.

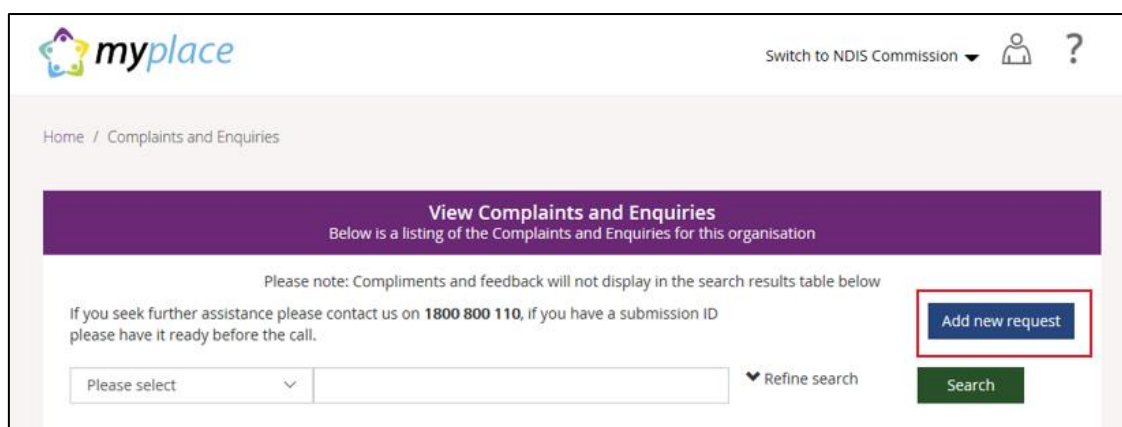
To access these functions:

1. Go to the **myplace** home page and select the **View Complaints and Enquiries** tile.



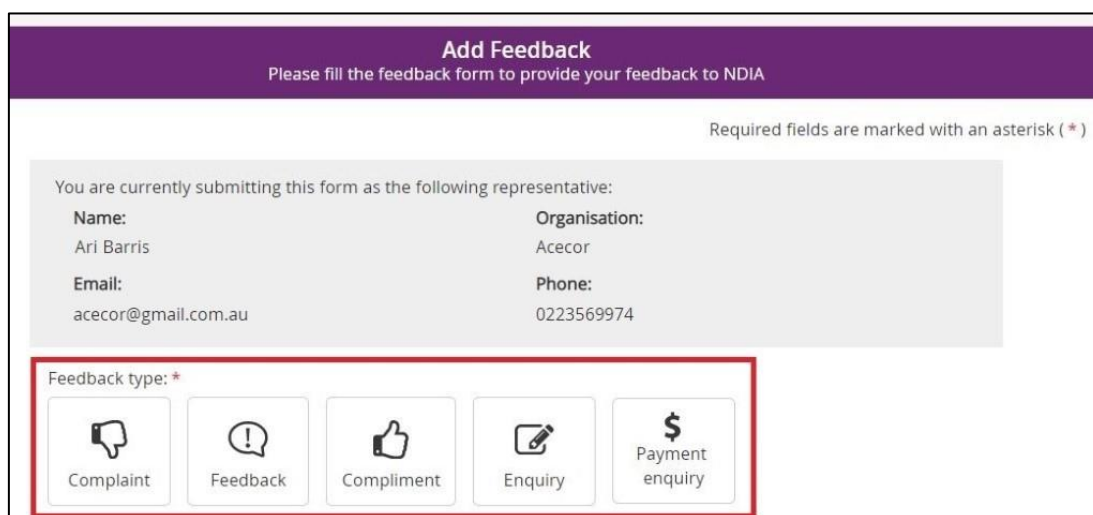
**Note:** You can also access the options you need by selecting the **Feedback** link in the page footer.

2. On the **View Complaints and Enquiries** page, select **Add new request**.



3. The **Add Feedback** page will appear with your name, organisation name, registered business email address and phone details displayed.

On the **Add Feedback** page, use the **Feedback type** options to select the type of request you will be making.

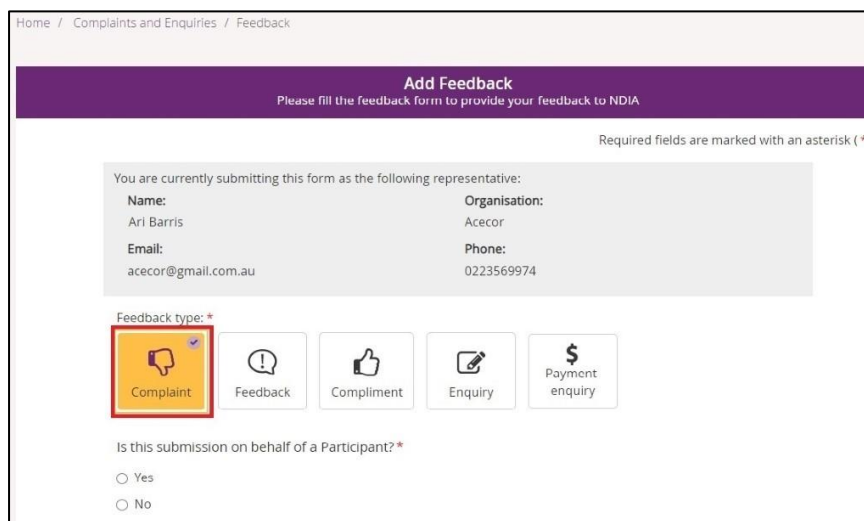


You can choose to:

- [Submit a complaint](#)
- [Send feedback or a compliment](#)
- [Submit an enquiry](#)
- [Submit a payment enquiry](#).

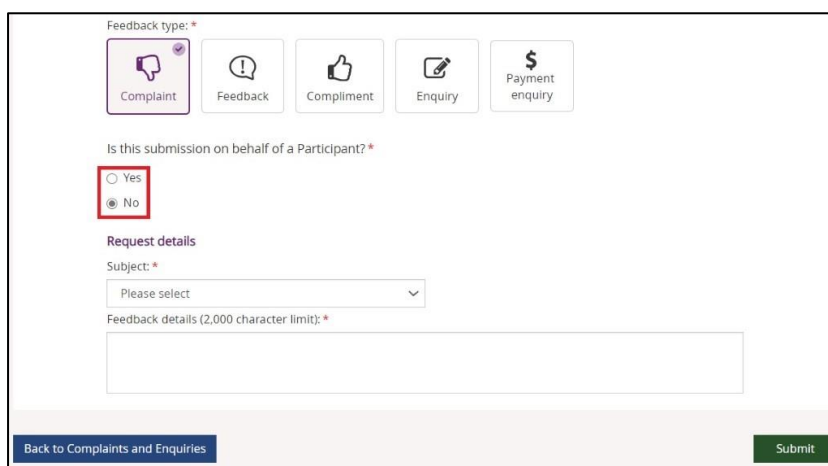
## Submit a complaint

### 1. Select **Complaint**.



### 2. Select whether this complaint is on behalf of a participant.

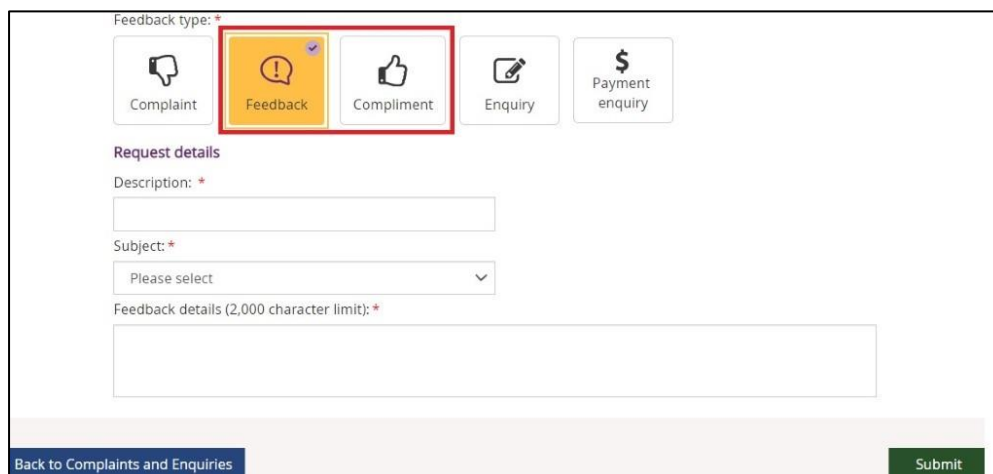
- If a complaint is submitted on behalf of a participant select **Yes**. Then enter the participant's NDIS number, last name and date of birth and select **Verify participant**.
- If the complaint is not on behalf of a participant select **No**.



3. In the **Subject** field, choose the subject that relates to your complaint from the drop-down list.
4. In the **Feedback details** field, enter a description of your complaint. This field has a 2000-character limit.
5. Select **Submit** to send your complaint to the NDIA.

## Send feedback or a compliment

1. Select **Feedback** or **Compliment**.

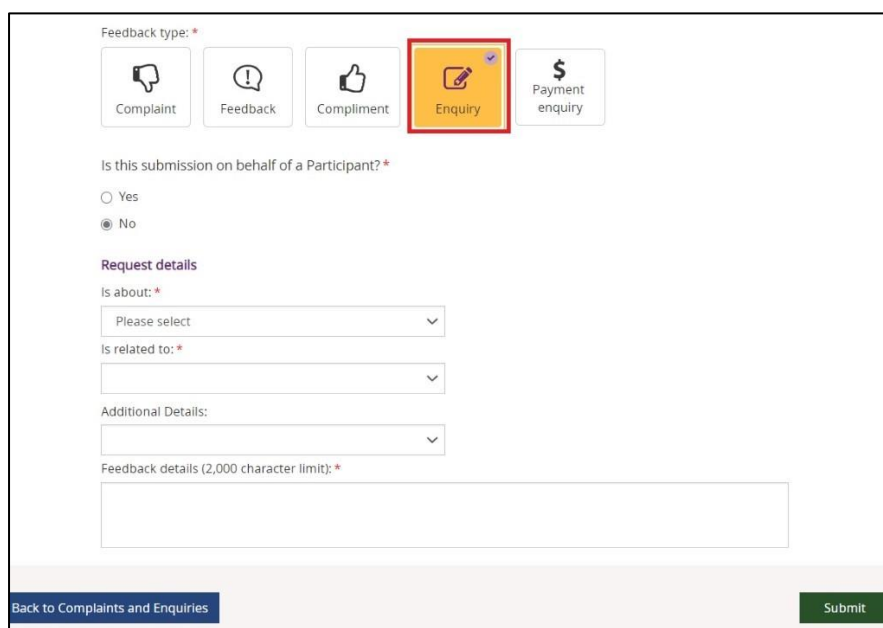


The screenshot shows the 'Feedback type' selection screen. At the top, there are five buttons: 'Complaint' (thumbs down), 'Feedback' (speech bubble with exclamation mark), 'Compliment' (thumbs up), 'Enquiry' (pencil), and 'Payment enquiry' (dollar sign). The 'Feedback' button is highlighted with a red box and a blue checkmark. Below the buttons is the 'Request details' section, which includes a 'Description' text field, a 'Subject' dropdown menu with 'Please select' as the current selection, and a 'Feedback details (2,000 character limit)' text area. At the bottom, there are two buttons: 'Back to Complaints and Enquiries' and 'Submit'.

2. In the **Description** field, provide a brief description of your feedback or compliment.
3. From the **Subject** drop-down, select the subject that relates to your feedback.
4. In the **Feedback details** field, enter a description of the feedback. This field has a 2000-character limit.
5. Select **Submit** to send your feedback to the NDIA.

## Submit an enquiry

1. Select **Enquiry**.



The screenshot shows the 'Enquiry' selection screen. At the top, there are five buttons: 'Complaint' (thumbs down), 'Feedback' (speech bubble with exclamation mark), 'Compliment' (thumbs up), 'Enquiry' (pencil), and 'Payment enquiry' (dollar sign). The 'Enquiry' button is highlighted with a red box and a blue checkmark. Below the buttons is the 'Request details' section, which includes a question 'Is this submission on behalf of a Participant?' with 'Yes' and 'No' radio buttons (the 'No' button is selected). Below this are three dropdown menus: 'Is about:', 'Is related to:', and 'Additional Details:'. At the bottom, there is a 'Feedback details (2,000 character limit)' text area. At the bottom of the form, there are two buttons: 'Back to Complaints and Enquiries' and 'Submit'.



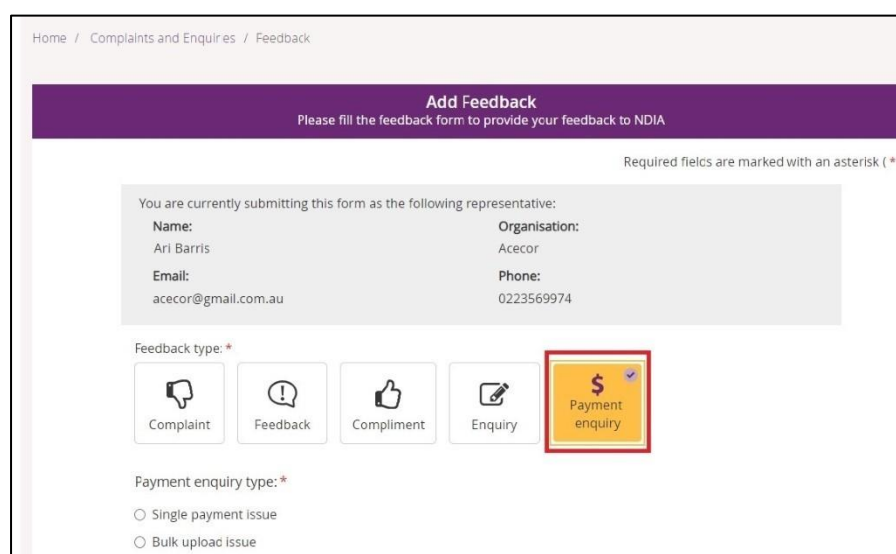
2. Select whether this enquiry is on behalf of a participant.
  - If an enquiry is submitted on behalf of a participant select **Yes**. Then enter the participant's NDIS number, last name and date of birth and select **Verify participant**.
  - If the enquiry is not on behalf of a participant select **No**.
3. In the **Is about** field, select the area that your enquiry is about from the drop-down list.  
**NOTE:** This drop-down selection is mandatory to submit your enquiry.
4. In the **Is related to** field, select the area that your enquiry is about from the drop-down list. The available items are related to your previous drop-down selection made from the **Is about**. This drop-down is also a mandatory selection for your enquiry.
5. In **Additional Details**, select an item that matches additional detail from the drop-down list. The available items are related to your previous drop-down selection made from **Is related to**. This selection is **not** a mandatory item to submit your enquiry.
6. In **Feedback details**, enter a description of your enquiry. This field has a 2000 character limit.
7. Select **Submit** to send your enquiry to the NDIA.

## Submit a payment enquiry

There are two methods to submit a payment enquiry on behalf of your organisation: as a new payment enquiry, or by linking to an existing payment request.

### Submit a new payment enquiry

1. Select **Payment Enquiry**.



Home / Complaints and Enquiries / Feedback

### Add Feedback

Please fill the feedback form to provide your feedback to NDIA

Required fields are marked with an asterisk (\*)

You are currently submitting this form as the following representative:

<b>Name:</b> Ari Barris	<b>Organisation:</b> Acecor
<b>Email:</b> acecor@gmail.com.au	<b>Phone:</b> 0223569974

Feedback type: \*

Complaint

Feedback

Compliment

Enquiry

**Payment enquiry**

Payment enquiry type: \*

☐ Single payment issue

☐ Bulk upload issue

2. Select the payment enquiry type: **Single payment issue** or **Bulk Upload Issue**.

Payment enquiry type: \*

☐ Single payment issue

☐ Bulk upload issue

**Note:** if you select **Bulk Upload Issue** then you will need to attach the document relating to the relevant bulk upload. This is a mandatory requirement of the **Bulk Upload issue** process.

3. Select whether the enquiry is on behalf of a participant.
- If the enquiry is submitted on behalf of a participant select **Yes**. Then enter the participant's **NDIS number**, **last name** and **date of birth** and select **Verify Participant**.
  - If the enquiry is not on behalf of a participant select **No**.

Is this submission on behalf of a Participant? \*

☒ Yes

☐ No

**Participant details**

NDIS number: \*

Last name: \*

Date of birth: \*

For example, 12/08/1980

**Verify participant**

4. From the **Request details** drop-down, choose the subject that relates to your enquiry.
- Service Booking Enquiry
  - Payment Request Enquiry
  - General Payment Enquiry
  - AAT Decision / Legal Agreement to Pay
  - Ceased / deceased Participant

**Request details**

Subject: \*

Please select

- Service Booking Enquiry
- Payment Request Enquiry
- General Payment Enquiry
- AAT Decision / Legal Agreement to Pay
- Ceased/ deceased Participant

5. Select whether you have a service booking number.

- If not, select **No**.
- If there is a service booking number, select **Yes** and enter the service booking number.

Do you have a service booking number: \*

☒ Yes

☐ No

Please provide a service booking number: \*

6. Select whether you **have a payment request number**.

- If not, select **No**.
- If there is a payment request number, select **Yes** and enter the payment request number.

Do you have a payment request number: \*

☒ Yes

☐ No

Please provide a payment request number: \*

7. Select whether there is any amount involved in the enquiry.

- If not, select **No**.
- If there is, select **Yes** and enter the amount in dollars and cents. **Do not** include \$ (dollar sign) as you will get an error message when submitting the payment enquiry.

Is there any amount involved in the enquiry: \*

☒ Yes

☐ No

Please specify the amount: \*

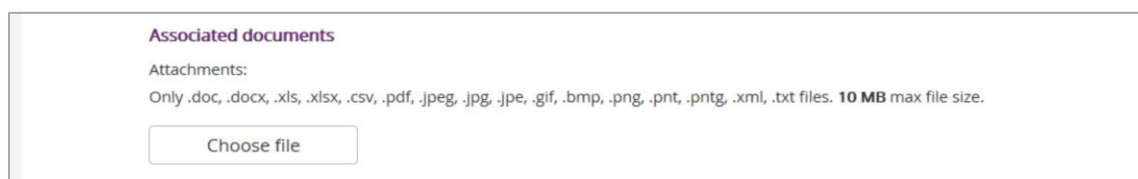
8. In the **Feedback details** field, enter a description of your enquiry. This field has a 2000-character limit.

A screenshot of a web form showing a text input field. Above the field is a label "Feedback details (2,000 character limit):" followed by a red asterisk. The field itself is empty and has a light gray border.

9. If there are associated document, select **Choose file** to attach them. You can attach documents in .doc, .docx, .xls, .xlsx, .csv, .pdf, .jpeg, .jpg, .jpe, .gif, .bmp, .png, .pnt, .pngt, .xml, .txt format.

The file must be no larger than 10MB each. Up to 10 files may be uploaded.

Remember to attach any required supporting documents such as invoices before you select submit, as you won't be able to add these after you submit your enquiry.

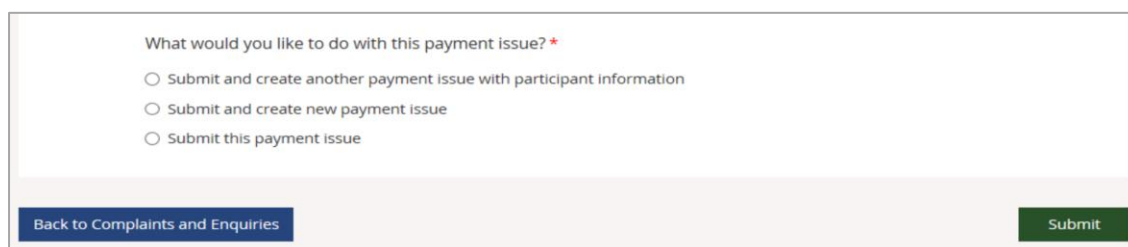
A screenshot of a web form section titled "Associated documents" in purple. Below the title is the text "Attachments:" followed by a list of supported file formats: ".doc, .docx, .xls, .xlsx, .csv, .pdf, .jpeg, .jpg, .jpe, .gif, .bmp, .png, .pnt, .pngt, .xml, .txt files. 10 MB max file size." Below this text is a button labeled "Choose file".

10. Select what you would like to do with this payment issue.

- **Submit and create another payment enquiry with participant information**  
– This will allow you to create a new payment enquiry for the same participant using the existing participant information.
- **Submit and create new payment enquiry** – You will return to the payment enquiry screen so that you are able to immediately enter a new enquiry.

Or

- **Submit this payment enquiry** – To submit your payment enquiry and provide you with details including the payment enquiry reference number.

A screenshot of a web form section titled "What would you like to do with this payment issue?" in purple. Below the title are three radio button options: "Submit and create another payment issue with participant information", "Submit and create new payment issue", and "Submit this payment issue". At the bottom of the section are two buttons: "Back to Complaints and Enquiries" (blue) and "Submit" (green).

A list of your organisation's submitted payment enquiries will display on the **View complaints and enquiries** page.

### View Complaints and Enquiries

Below is a listing of the Complaints and Enquiries for this organisation

Please note: Compliments and feedback will not display in the search results table below

If you seek further assistance please contact us on **1800 800 110**, if you have a submission ID please have it ready before the call.

Please select ▼

Refine search ▼

**Add new request**

**Search**

#### Search results

Showing 1 - 10 of 22 results

Sort by Submission ID ▼

Submission ID	Type of submission	Status	Submitted by	Participant name (NDIS number)	Date submitted
<a href="#">8100000000</a>	Payment Enquiry	Submitted	Name		23/03/2020
<a href="#">8100000000</a>	Payment Enquiry	Submitted	Name		23/03/2020
<a href="#">8100000000</a>	Payment Enquiry	Submitted	Name		23/03/2020
<a href="#">8100000000</a>	Payment Enquiry	Submitted	Name	Name (000000000)	23/03/2020

One of three statuses will be displayed in the **Status** column:

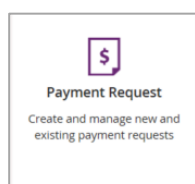
**Submitted** – Your enquiry has been submitted and will be reviewed by NDIA.

**In Progress** – Your enquiry is under review by NDIA.

**Closed** – Your enquiry has been completed. You may need to submit a new enquiry to provide more information.


## Raising a Payment Enquiry from an existing Payment Request

- From the home page select the **Payment Request** tile.




- Select the **View Payment Request** tile

#### Payment Request




**Create Payment Request**

Create new payment requests for the services you have provided to a participant




**View Payment Request**

Search and view all payment requests that you have saved and submitted



**Bulk Payment Request Upload**

Bulk upload payment request file for all the services provided to all participants.



**Payment Summary**

Payment Summary

- View By** - Select search criteria from the drop-down menu:
  - Submitted Payment Requests

- Uploaded Bulk Payment File

Find

Search for Payment Requests

Required fields are marked with an asterisk ( \* )

View By: \*

Please select

Reset

Search

Payment Request Number	Invoice Number	Participant Name (NDIS Number)	Support Budget	Submitted Date	Support Start Date	Support End Date	Status
------------------------	----------------	--------------------------------	----------------	----------------	--------------------	------------------	--------

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#### 4. **Search By** - Select search criteria from the drop-down menu:

- NDIS Number
- Payment Request Number
- Status
- Support Item Number
- Submitted Date
- Support Start Date
- Support End Date
- Your Invoice Number

Find

Search for Payment Requests

Required fields are marked with an asterisk ( \* )

View By: \*

Submitted Payment Requests

Search by: \*

Status

Search Criteria: \*

Rejected

Add to Criteria

Selected Search Criteria

Status = Rejected

[remove this criteria](#)

Reset

Search

Payment Request Number	Invoice Number	Participant Name (NDIS Number)	Support Budget	Submitted Date	Support Start Date	Support End Date	Status
------------------------	----------------	--------------------------------	----------------	----------------	--------------------	------------------	--------

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5. **Search Criteria** - Select from the drop-down menu:

- Rejected
- Incomplete
- Pending Payment
- Paid
- Cancelled
- Awaiting Approval

6. Select **Add to Criteria**.

**Find**

### Search for Payment Requests

Required fields are marked with an asterisk ( \* )

View By: \* Submitted Payment Requests ▼

Search by: \* Status ▼

Search Criteria: \* Rejected ▼

Selected Search Criteria  
Status = Rejected  
[remove this criteria](#)

Add to Criteria

Reset

Search

Payment Request Number	Invoice Number	Participant Name (NDIS Number)	Support Budget	Submitted Date	Support Start Date	Support End Date	Status
---------------------------	-------------------	-----------------------------------	-------------------	-------------------	-----------------------	---------------------	--------

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7. Select **Search**.
8. From the display results, **select** the relevant payment request and the payment request will display. To add a new enquiry select **Create payment enquiry**.



myplace

Switch to NDIS Commission

Home / Payment Request / View / View Payment Request Details

### Payment Request Details

#### Payment Request Summary

Help on this

Bulk File Reference: -

Participant Name (NDIS Number)	Payment Request Number	Payment Amount	Invoice Number	Status
Justin Testcase1 (430220107)	10334111	\$1,250.00	10	Rejected

#### Support Details

Start Date: 08/04/2020

End Date: 08/04/2020

Category: Daily Activities

Item Number: 01\_019\_0120\_1\_1

Item Description: House And/or Yard Maintenance

Claim Type: Direct service

Cancellation Reason:

Submitted Amount: 1250.00

Quantity: 25.00

GST: GST Out of scope

#### Other Details

Plan ID: 1026837

Service Booking Number: 55004414

In-Kind Program:

Submitted on: 13/10/2020

Submitted By: DHS\_BATCH

Reject Reason: Request No: 000010334111 P04 - Payment Request 000010334110 already exists with the same details.

Paid on:

ABN of Support Provider: 23009663110

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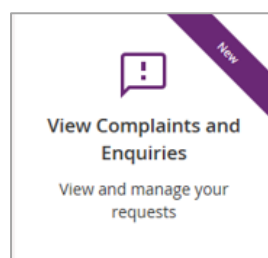
Create payment enquiry

9. Complete the steps from [Submit a new payment enquiry](#) to complete your payment enquiry.

**Note:** Some information will prepopulate, based on the existing payment request data.

## View existing complaints and enquiries

1. Select the **View Complaints and Enquiries** tile on the myplace home page.



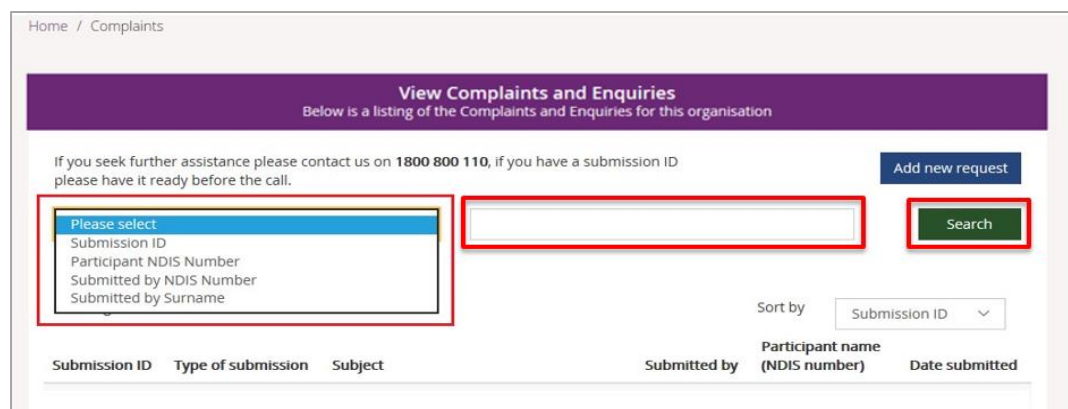
The **View Complaints and Enquiries** page displays your submitted complaints and enquiries. Use **Next** and **Previous** to navigate through lists that have more than 10 entries.

For information about previously submitted compliments, payment enquiries or feedback, call NDIA on 1800 800 110.

Next to the free text search field use the drop-down selection to choose the criteria of the search:

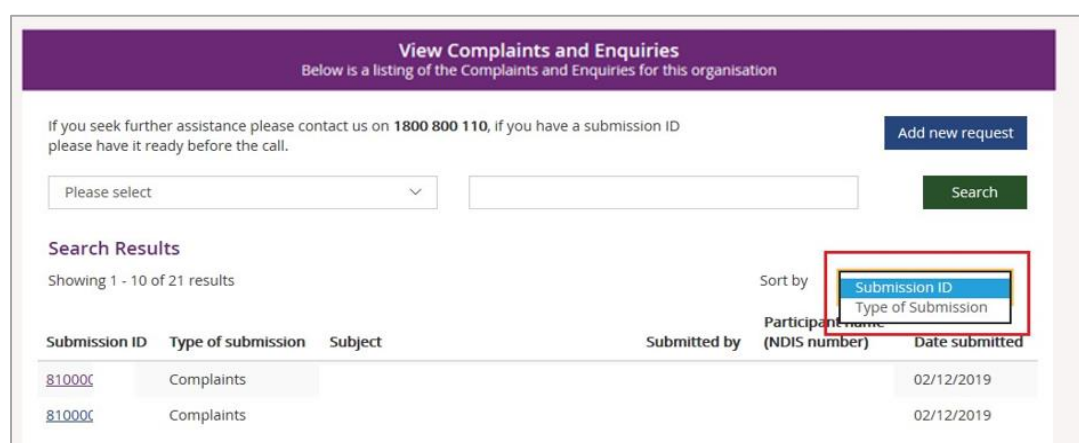
- **Submission ID**
- **Participant NDIS number**
- **Submitted by NDIS number**
- **Submitted by Surname.**

Enter the details of the complaint or enquiry in the search box and select **Search**.



From the **Sort By** drop-down, select a sorting option:

- **Submission ID**
- **Type of Submission**



To view the details of the complaint or enquiry select the **Submission ID** (hyperlinked).

### View Complaints and Enquiries

Below is a listing of the Complaints and Enquiries for this organisation

If you seek further assistance please contact us on **1800 800 110**, if you have a submission ID please have it ready before the call.

[Add new request](#)

Please select

Search


#### Search Results

Showing 1 - 10 of 21 results

Sort by Submission ID

Submission ID	Type of submission	Subject	Submitted by	Participant name (NDIS number)	Date submitted
<a href="#">810000</a>	Complaints				02/12/2019
<a href="#">810000</a>	Complaints				02/12/2019
<a href="#">810000</a>	Complaints				29/11/2019
<a href="#">810000</a>	Complaints				29/11/2019

The details of the complaint or enquiry will be displayed.


Switch to NDIS Commission

Home / Complaints / Details

### Complaint details

View the details of your submitted feedback

Submitted by

Name:

Organisation:

Email:

Phone:

Request details

Submission ID:

Feedback type:

Subject:

Complaints

Feedback details:

[Back](#)

Select **Back** (bottom left corner of the page) to return to the **search results**.