NDIS myplace provider portal

Step-by-step guide

Part 3. Managing your correspondence

September 2020

Provider portal step-by-step guide

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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:

- Minor changes to wording.

How to contact NDIS

Provider portal step-by-step guide

ndis

Contact the NDIS by

NDIS Webchat

You can live chat with us about:

- myplace provider portal
- Service bookings
- Payment requests
- Quotes
- Referrals
- Request for service
- Searching for a register provider

Phone
1800 800 110

You can call us about:

- myplace provider portal
- Service bookings
- Payment requests
- Quotes
- Referrals
- Request for service
- Searching for a register provider
- Submitting a general enquiry, feedback, compliment or a complaint

provider portal

You can use the provider portal to:

- Submit a payment enquiry
- Submit a general enquiry, feedback, compliment or a complaint
- Search for a provider
- Upload documents

Email us
enquiries@ndis.gov.au

You can email us about :

- Submitting a general enquiry, feedback, compliment or a complaint
- Emailing a document, form report or letter

Contact and Feedback form
NDIS Online Form

You can use the Online form to:

- Submit a general enquiry, feedback, compliment or a complaint
- Request a call back

Mailing address

National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601

You can mail us:

- Compliment, complaint or provide feedback,
- Document, form, report or letter
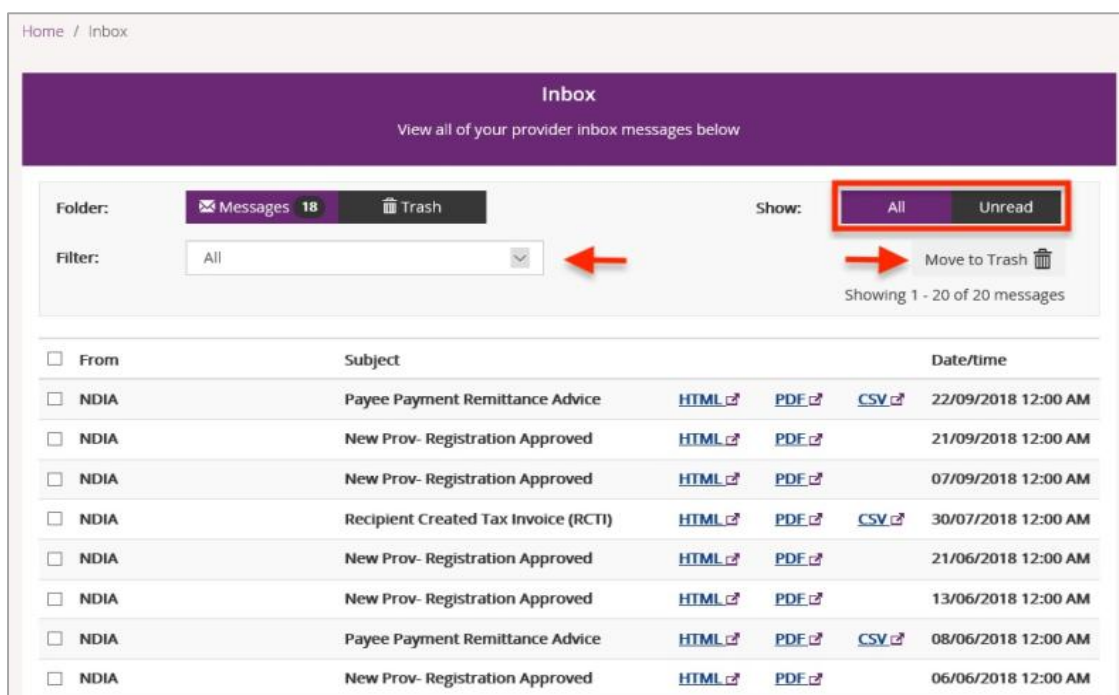
Managing correspondence and messages

Inbox

All messages and letters sent to your organisation will appear in the **Inbox**. When you open the **Inbox,** you will see all messages, not just those relating to you or your participants. The number next to messages is the number of new (unread) messages received.

1. Select the **Inbox** tile on the **myplace** home page.
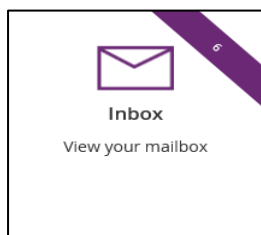
2. Your **Inbox** displays messages and letters received from NDIA.

    Note: See Part 2 – Maintaining your information - **How Frequently Can NDIA Contact Me?** to choose how often you wish to be notified.

3. Select **Unread** to show only messages that have not been opened.

4. You can limit the list of messages to a particular type. Select the message type from the **Filter** drop-down.

5. When you have processed a message, you can delete it by moving it to **Trash**. Select the check box to the left of the messages you wish to delete, select the **Move to Trash** link to delete all the selected messages.

6. Select the blue file type link to open the message. The message will open in a separate window to enable you to continue processing in the portal while the message is open.
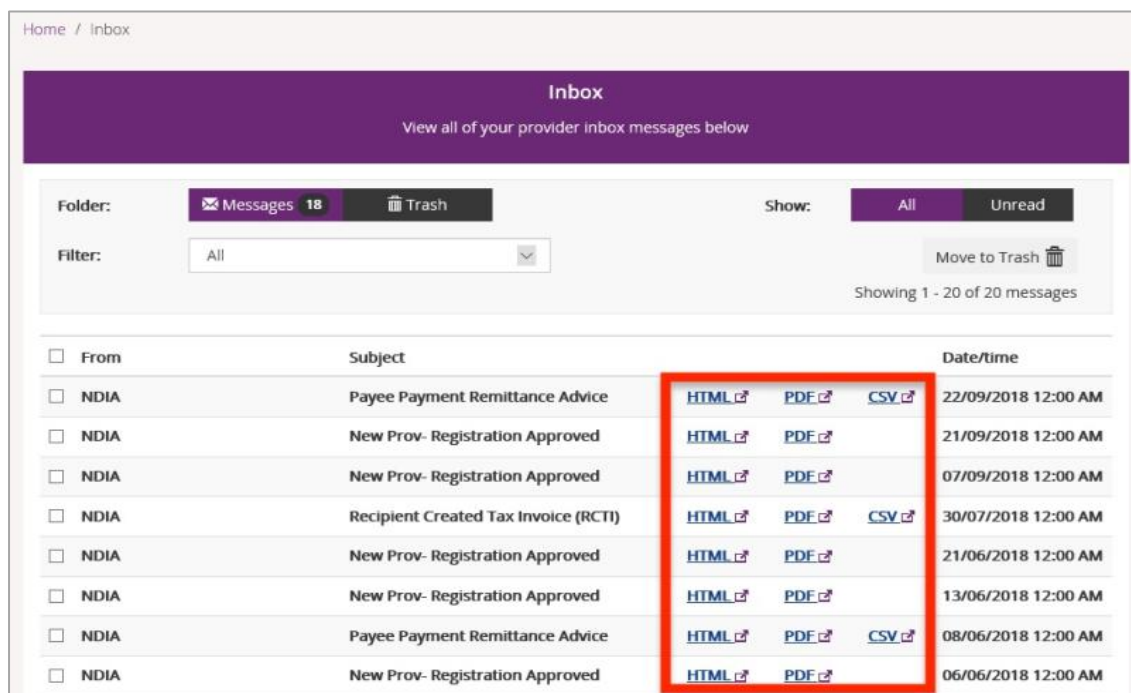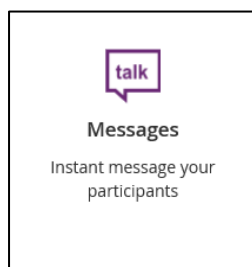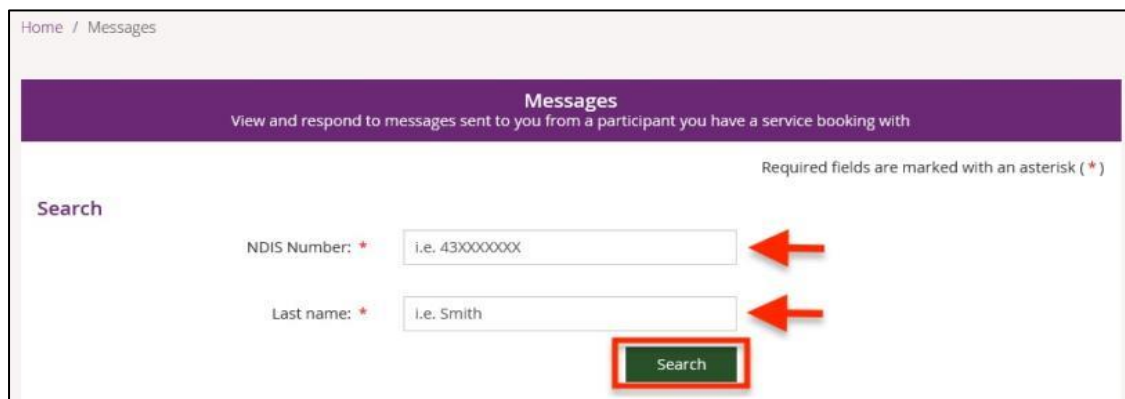

Messages

You can have online conversations with your participants through the instant messaging function.
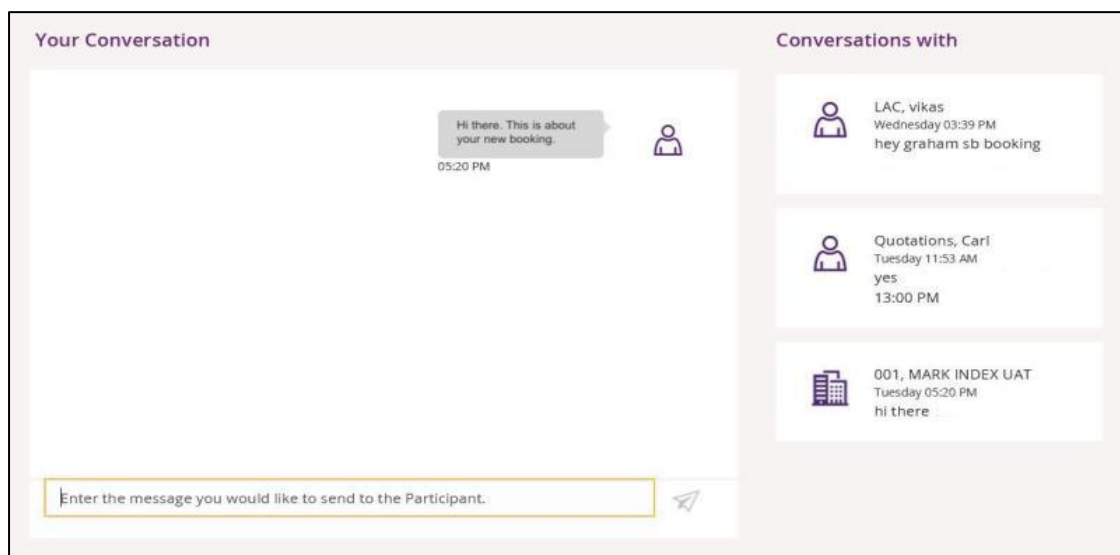
Starting a new instant message

1. Select the **Messages** tile on the **myplace** home page.

2. Enter the participant's **NDIS Number** and **Last Name** then select **Search**.

The **Your Conversation** window displays.

3. Type your message in the message field which (highlighted by a yellow rectangular box).

4. Select the ⟁ paper aeroplane icon on the right hand side of the message field to send.

Continuing a previous conversation

You can carry on past conversations by searching for the participant or finding the participant under the **Conversations with** panel.

*   To search for the participant, refer to starting a new instant message in Step 2 above.

*   If the participant is shown in the **Conversations with** panel on the right-hand side of the window, simply click on the participant and your conversation will be displayed.