

NDIS myplace portal

Step-by-step Guide

Provider Finder and Documents

December 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:

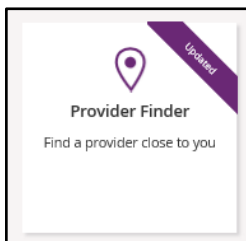
- Removed information and screenshots advising you can access your myGov inbox from the myplace portal.
- Minor grammar changes.

Provider Finder

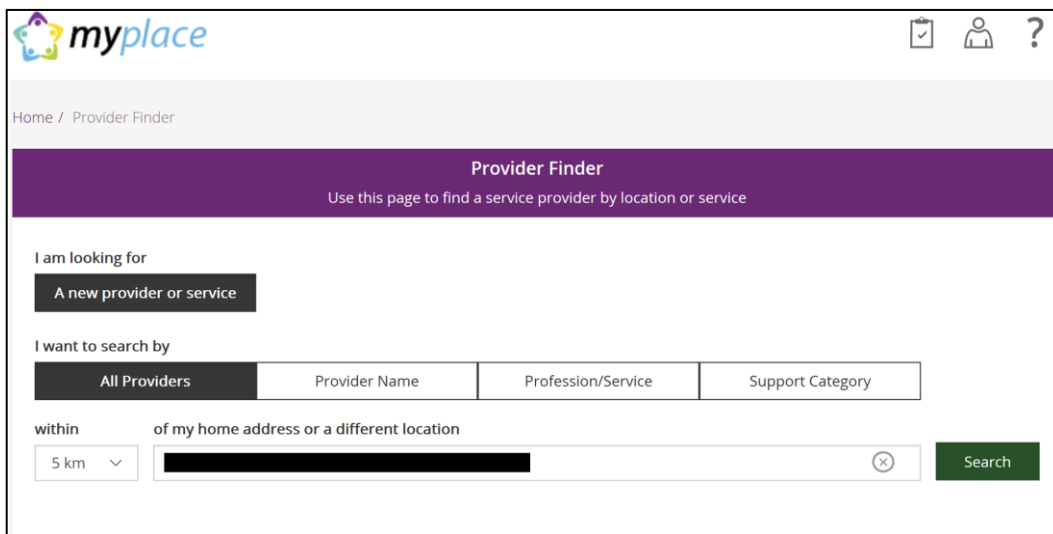
The **Provider Finder** allows you to find and contact a registered provider. You can also view providers you have a service booking with. This section contains contact information of providers in the **View Details** link, and detailed directions in the **Find Directions** link.

Provider search

1. Select the **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're looking for.
- **Profession/Service:** You can choose the profession or service from a drop-down menu. For example, dietician.
- **Support Category:** You can choose the support category you're looking for from a drop-down menu.

The following steps are an example of searching by a **Profession/Service**.

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

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

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

Select the Profession/Service you are looking for

within of my home address or a different location
5 km | [Redacted] | Search

3. In the dropdown box select a service.
4. The search radius defaults to 5 kilometres from your home address. Select the **within** dropdown arrow to increase the search distance.
5. To change the address the search is on, select 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 of my home address or a different location
5 km | [Redacted] | 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
[Redacted]
[Find Directions](#)
[Visit provider website](#)
admin@flexout.com.au | **View Details**

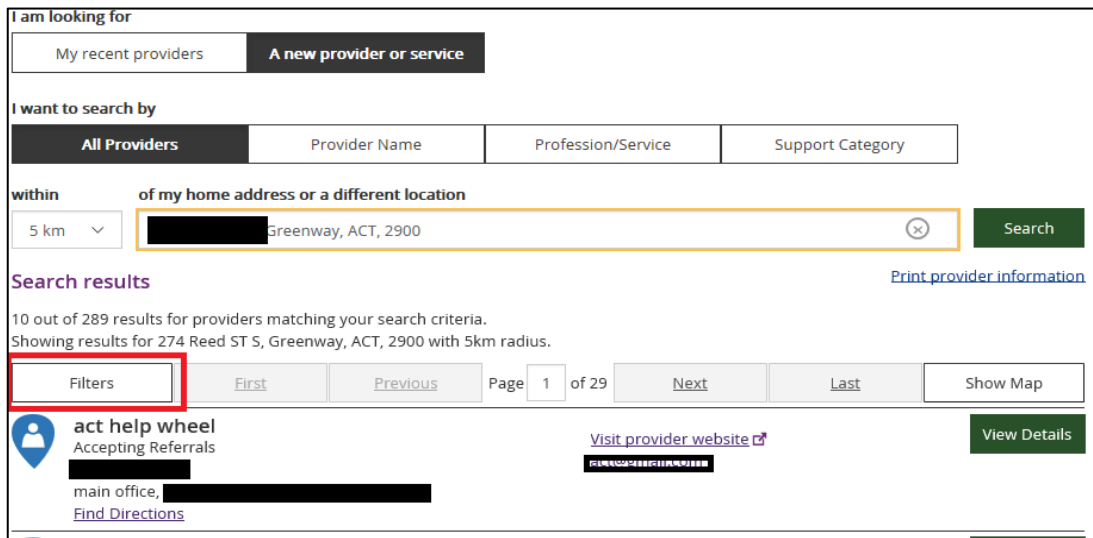
Sport & Spinal Physiotherapy PTY LTD
[Redacted]
[Find Directions](#)
[Visit provider website](#)
admin@sportandspinalphysio.com... | **View Details**

7. Select the **Print provider Information** link to print your search results.

- If there's more than one page of results, select **Next** and **Last** to look at all the providers.

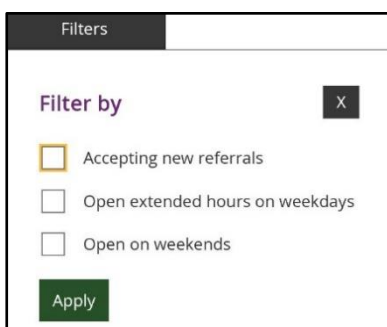


- Select **Filters** to narrow down your search results.



- The following filters can be applied to your search:

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

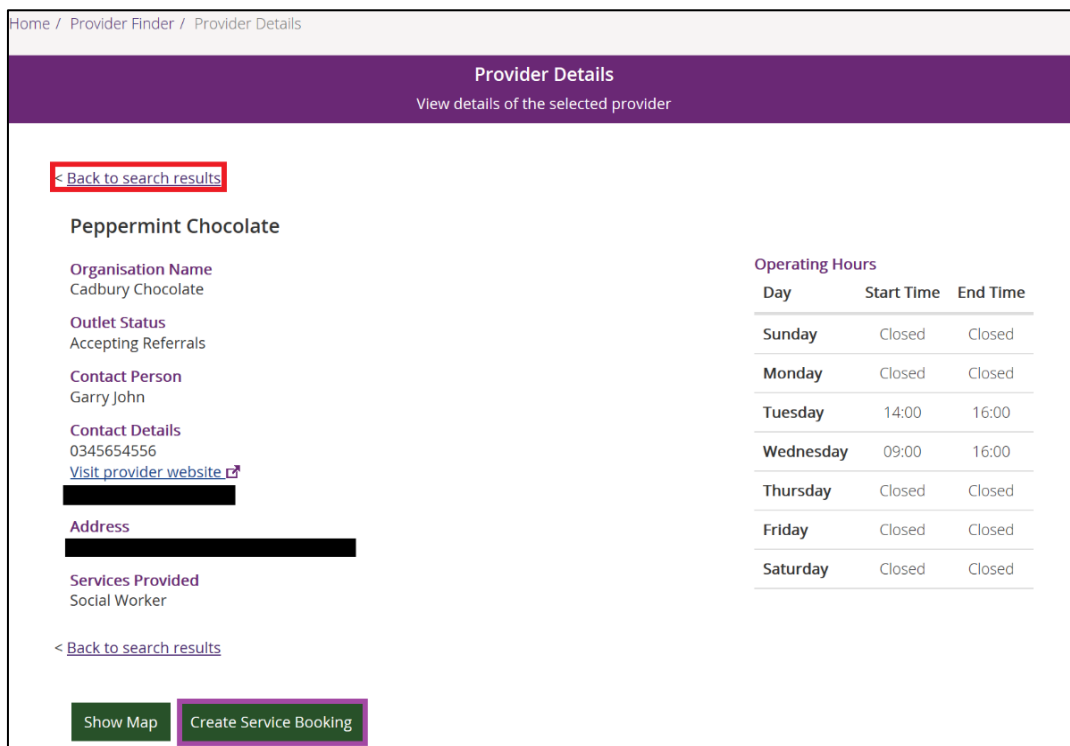


- Select **View Details** to see more information on a specific provider.



12. The **Provider Details** screen will show you the:

- **Organisation Name:** The provider business name.
- **Outlet Status:** This tells you if the provider is able to take referrals.
- **Contact Person:** The name of the person you can speak to in the organisation.
- **Contact Details:** Including phone numbers and email addresses.
- **Address:** The street address of the provider.
- **Services Provided:** A list of all services provided is listed here.
- **Operating Hours:** The days and times the provider is open for business.



The screenshot shows the 'Provider Details' page for 'Peppermint Chocolate'. The page has a purple header with the title 'Provider Details' and a subtitle 'View details of the selected provider'. Below the header, there is a navigation link '< Back to search results' highlighted with a red box. The main content is divided into two columns. The left column contains the following information: Organisation Name (Cadbury Chocolate), Outlet Status (Accepting Referrals), Contact Person (Garry John), Contact Details (0345654556, Visit provider website), Address (redacted), and Services Provided (Social Worker). The right column contains an 'Operating Hours' table. At the bottom of the page, there are two buttons: 'Show Map' and 'Create Service Booking', with the latter highlighted by a purple box.

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

Note: to do another search, select **Back to search results** at the top or bottom of the screen. This returns you to the **Provider Finder** screen, where you can complete another search.

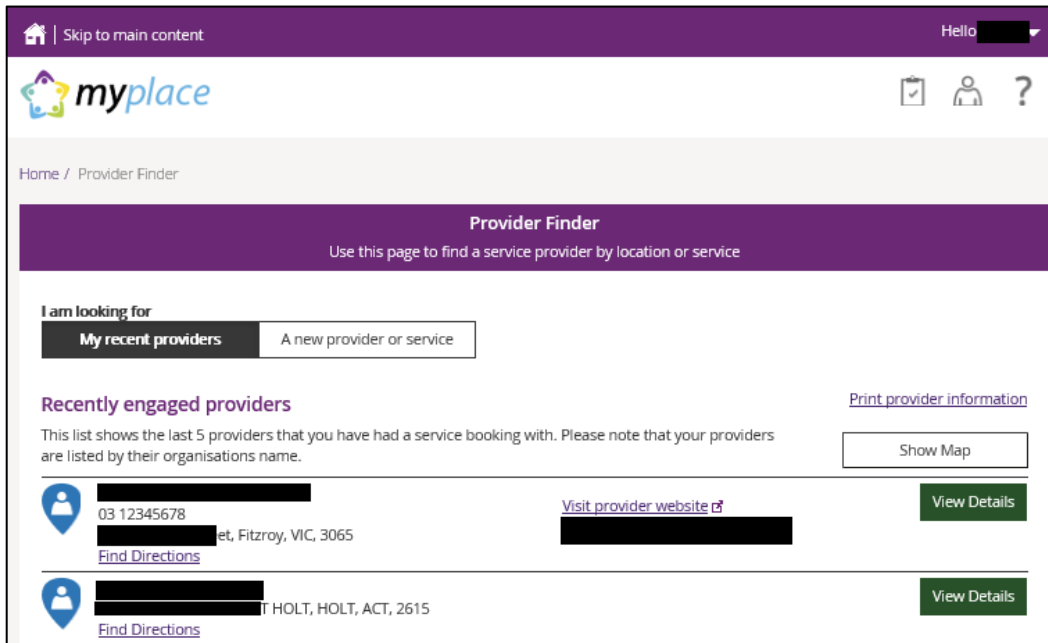
13. Select **Show Map** to see the location of the provider.

14. Once you've found the right provider, select **Create Service Booking** to make a booking with this provider. This button **only** displays if you have support funding that is Agency-managed.

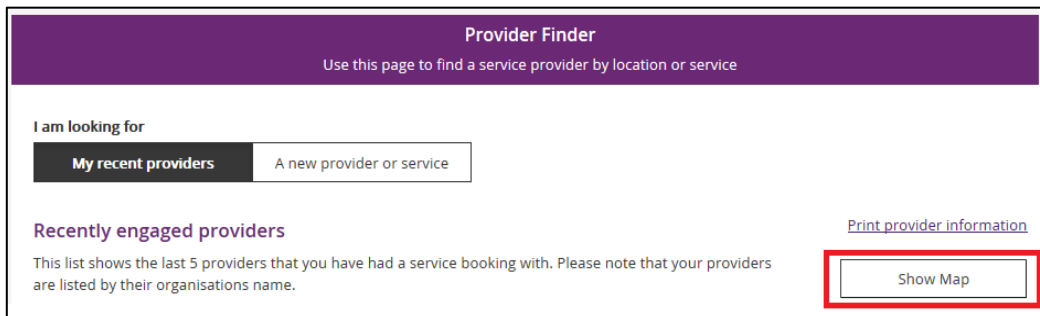
Recent providers

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

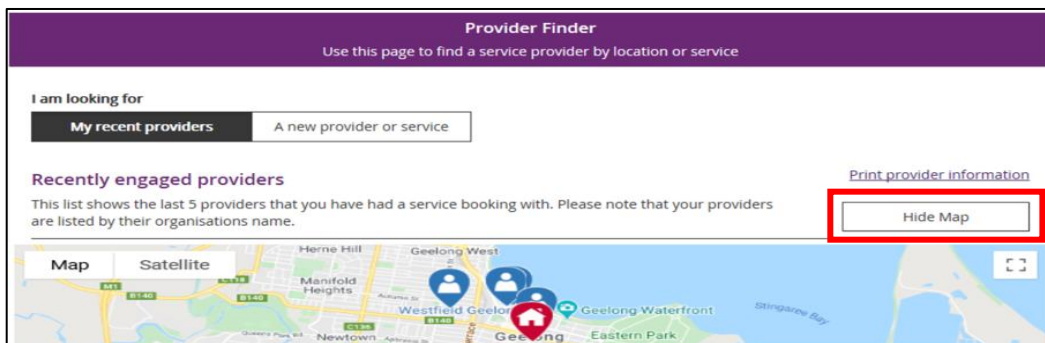
1. Select **My recent providers**. This lists the last five providers you've had a service booking with.



2. Select **Show Map** to view the location of these providers.



A map will show on screen. The markers show where the providers are located.



3. Select **Hide Map** to return to the list of providers.

4. Select **View Details** to the right of the provider to view their contact details and services provided.



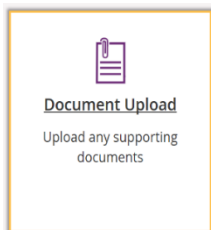
Document Upload

Document Upload is where you can send copies of documents to the NDIS.

Note:

- Once you've uploaded a document it can't be deleted from the system.
- If you have a new plan in the new NDIS business system, you are unable to upload documents. Please send your documents to enquiries@ndis.gov.au.

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



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

myplace

Home / Document Upload

Document Upload

Upload any supporting documents below

Required fields are marked with an asterisk (*)

Upload Document ?

Category:

Document name: *

Add description:

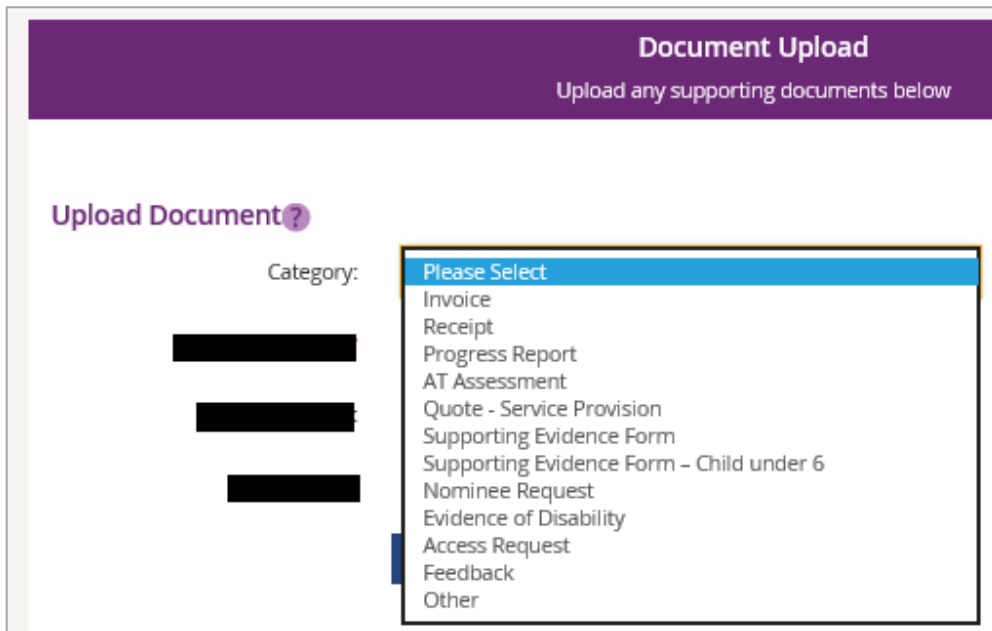
Choose file: *

Available Documents ?

Showing 1-10 of 20 files

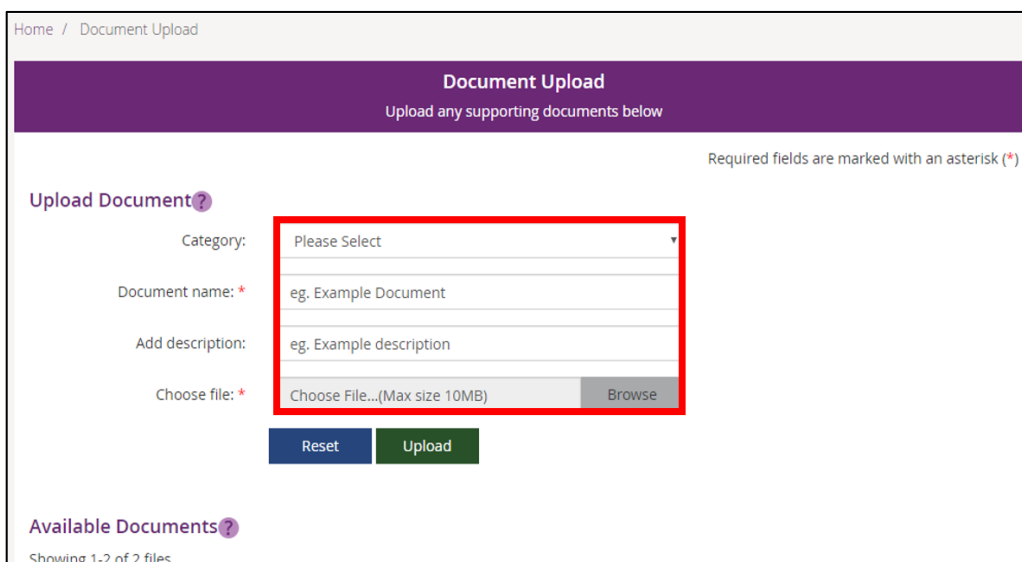
Reference number	Document name	Description	Category	Uploaded on
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3. At **Category**, select from the drop-down list.



4. At **Document name**, type the name of the document. Make sure the document name captures the main purpose of the document.
5. At **Add description**, type a description of the file. Make sure the description is connected to the information in 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 10MB (Megabytes) per upload.



7. Once you've selected the file, select **Upload** to send the document to the NDIS.

8. You can view successfully uploaded documents in **Available Documents**. The documents are shown from the most recent date.

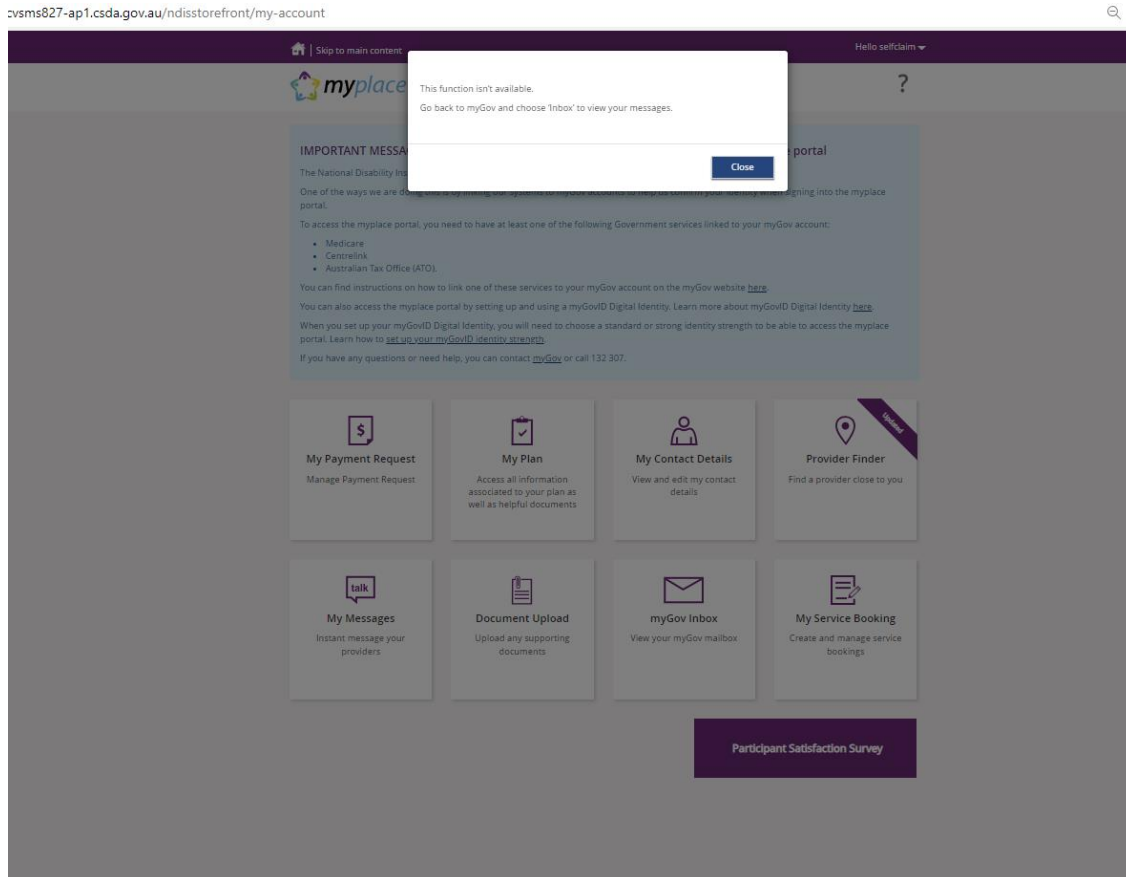
Note: if the matter relating to your document needs to be actioned urgently by an NDIS staff member or your local area coordinator (LAC), please phone the NDIS on 1800 800 110.

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

myGov Inbox

You can no longer view your myGov messages from your myplace portal.

If you select the **myGov Inbox** tile on your homepage, you'll receive this message:



To view your myGov messages:

1. Select the down arrow next to your name at the top of the screen and select **Return to myGov**.
2. Select **Inbox**.