

NDIS myplace participant portal

Step-by-step guide

My payment request

August 2025



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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:

- The link to our Manual claim form has been updated.
- Minor amendments to Cancel Payment Request section.

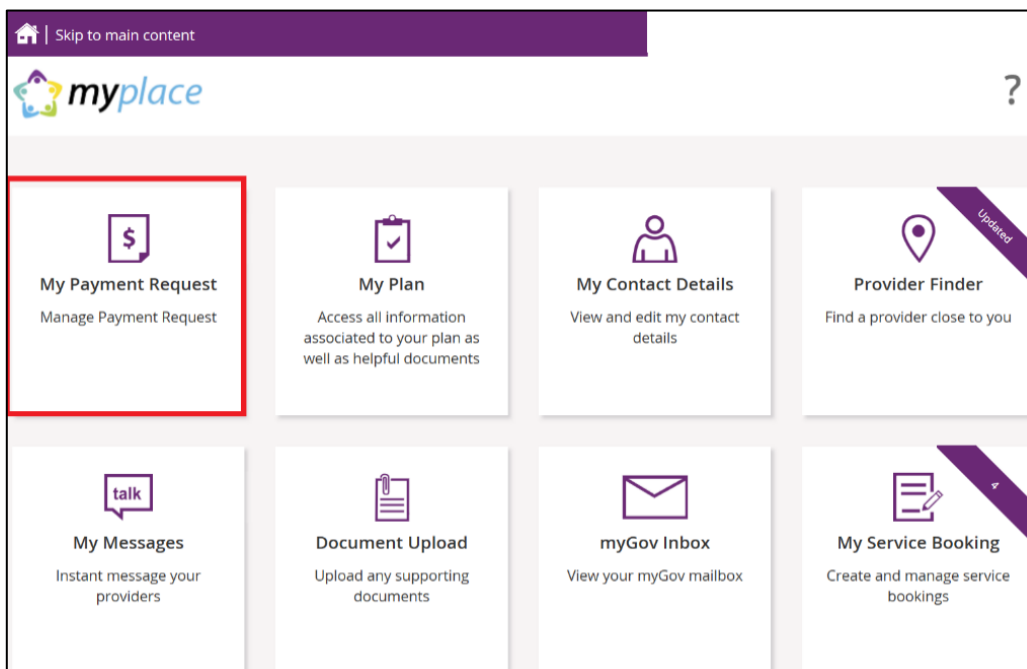
My Payment Request

Through **My Payment Request** self-managed participants can create payment requests and view all past payment requests, including periodic transport.

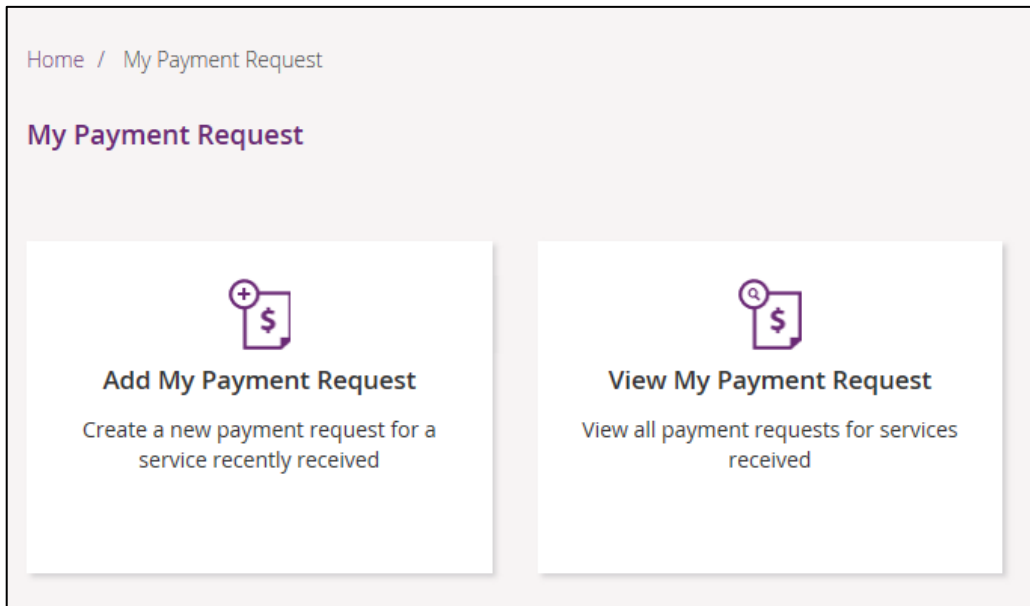
Note:

- If you have a new plan in the new NDIS business system, you must sign into the my NDIS portal to make a claim against your current plan.
- You'll be able to see, filter and search for claims made against your previous plan in the myplace portal.
- You may be able to claim for services and supports up to 90 days after the old plan has expired in the myplace portal.

1. Select **My Payment Request** tile on the homepage.



2. The **My Payment Request** screen displays.



3. You have two tiles:

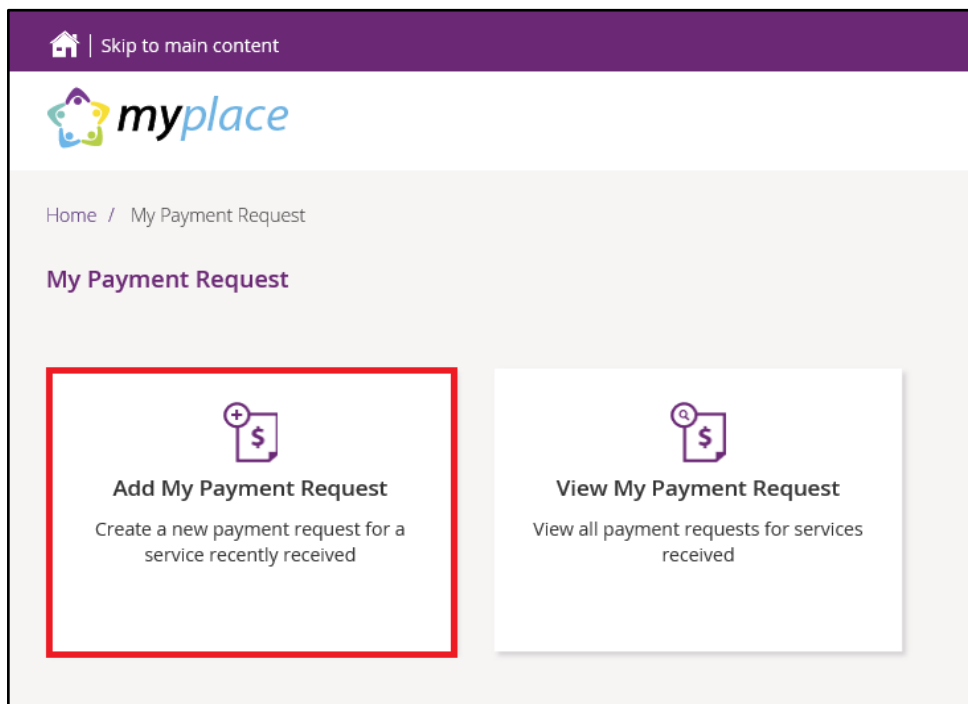
- **Add My Payment Request** – to create new payment requests.
- **View My Payment Request** – to see the details of all payment requests that have been submitted.

Add My Payment Request

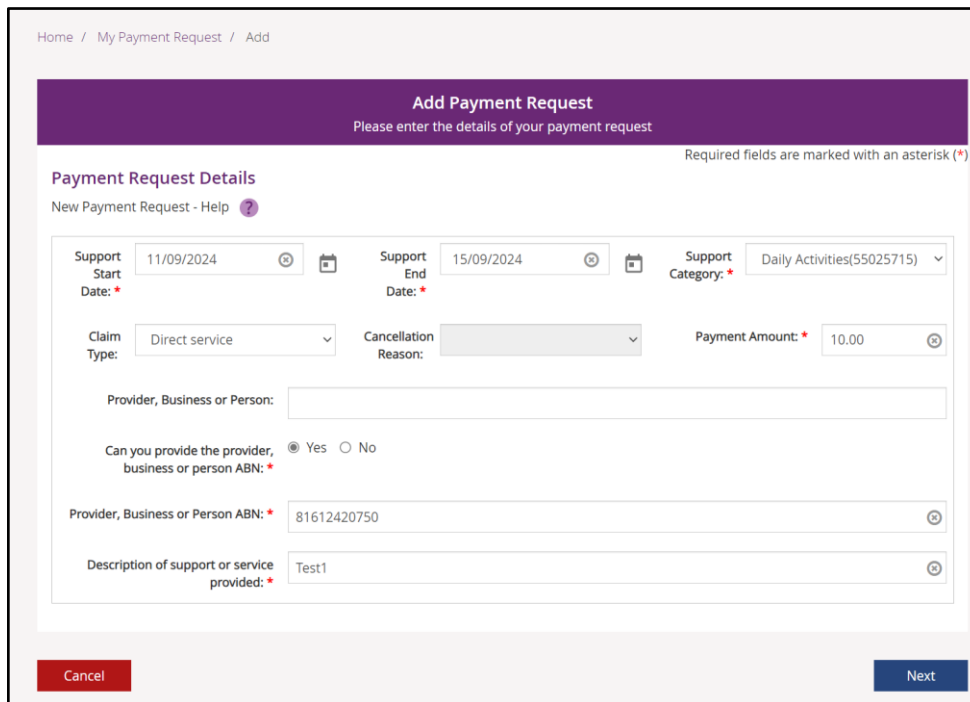
This section is only for self-managed funded supports. Payment requests for funding that's Agency-managed or managed by a registered plan manager will be submitted by providers.

Make sure you have your bank account details recorded in **My Contact Details** before you submit your payment request. To do this, go to the [myplace Step by Step Guide Part 2 - Contact details](#).

1. Select **Add My Payment Request** tile on the **My Payment Request** screen.



2. The **Add Payment Request** screen displays.



Home / My Payment Request / Add

Add Payment Request

Please enter the details of your payment request

Required fields are marked with an asterisk (*)

Payment Request Details

New Payment Request - Help ?

Support Start Date: 11/09/2024

Support End Date: 15/09/2024

Support Category: Daily Activities(55025715)

Claim Type: Direct service

Cancellation Reason:

Payment Amount: 10.00

Provider, Business or Person:

Can you provide the provider, business or person ABN: Yes No

Provider, Business or Person ABN: 81612420750

Description of support or service provided: Test1

Cancel Next

3. Enter the details of your payment request.

- The **Support Start Date** field and **Support End Date** field will default to today's date (change if required).
- Select the **Support Category** and **Claim Type** from the drop-down list.
- Enter the **Payment Amount**.

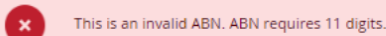
Note: the **Support Start Date**, **Support End Date**, **Support Category** and **Payment Amount** fields are mandatory.

4. To help you track your payments, enter the name of the payee in the **Provider, Business or Person** field. The **Provider, Business or Person** field is optional.
5. At **Can you provide the provider, business or person ABN**, select **Yes** or **No**. The **Can you provide the provider, business or person ABN** field is mandatory.
6. If you select **Yes**, enter the Australian Business Number (ABN) at **Provider, Business or Person ABN**. Go to step 8.

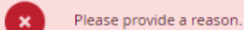
Note: the ABN is an 11-digit number on your receipt or tax invoice. Or find it using the [ABN Lookup](#).

7. If you select **No**, select the **Reason for not providing ABN** from the drop-down list. The options are:
- I directly engage my own staff
 - I bought this item or NDIS support overseas
 - The business does not have an ABN
 - I bought this item or NDIS support online
 - The ABN was not provided in an accessible way.

Note: you must add a valid provider ABN or the reason you can't. An error message will display if you don't complete these fields correctly.



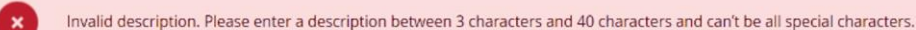
This is an invalid ABN. ABN requires 11 digits.



Please provide a reason.

8. Enter the support or service you're claiming in the **Description of support or service provided** field. It should be clear and meaningful to you, but also help us understand what support or service was delivered. Please don't provide any personal information in your response. The **Description of support or service provided** field is mandatory.

Note: you must enter a minimum of 3 characters and a maximum of 40 characters. You can use special characters such as punctuation marks, but the description can't be all special characters. An error message will display if you don't complete the description field correctly.



Invalid description. Please enter a description between 3 characters and 40 characters and can't be all special characters.

9. Once you've entered all the details, select **Next** on the lower right-hand side of screen.

Home / My Payment Request / Add

Add Payment Request

Please enter the details of your payment request

Required fields are marked with an asterisk (*)

Payment Request Details

New Payment Request - Help ?

Support Start Date: 11/09/2024 Support End Date: 15/09/2024 Support Category: Daily Activities(55025715)

Claim Type: Direct service Cancellation Reason: Payment Amount: 10.00

Provider, Business or Person:

Can you provide the provider, business or person ABN: Yes No

Provider, Business or Person ABN: 81612420750

Description of support or service provided: Test1

Cancel Next

10. The **Document Upload** screen displays.

Skip to main content Hello Kolby

Home / Document Upload

Document Upload

Upload any supporting documents below

Required fields are marked with an asterisk (*)

Upload Document ?

Category: Invoice

Document name: eg. Example Document

Add description: eg. Example description

Choose file: Choose File...(Max size 10MB) Browse

Reset Upload

Available Documents ?

No uploaded documents.

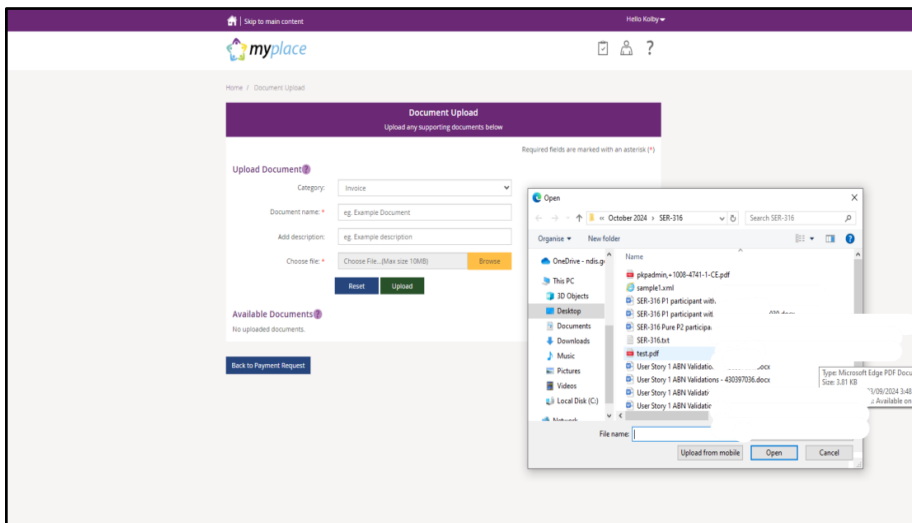
Back to Payment Request Next

Note: if you can't select **Next**, or you see this message at the top of the **Document Upload** screen, you must provide evidence to submit this payment request.



You must attach evidence to support your payment request. If you are unable to upload your evidence, please contact the NDIS on 1800 800 110, or attend your local [National Disability Insurance Agency Office](#).

11. Enter the **Document Name** and attach an invoice or receipt.



Note: if you have a new plan, you may be able to claim from your last plan in the myplace portal for up to 90 days. When you add a payment request, you'll be prompted to upload a document. If your new plan is in the new NDIS business system, you won't be able to upload a document to your payment request. You'll get the following error message. You'll need to use a [Manual self-management claim form \(DOCX 46KB\)](#) to process this payment request. If you're completing this form using a computer, you'll need to click allow editing at the top of the page and save a copy of the document to either print or attach to an email. You can return the form by:

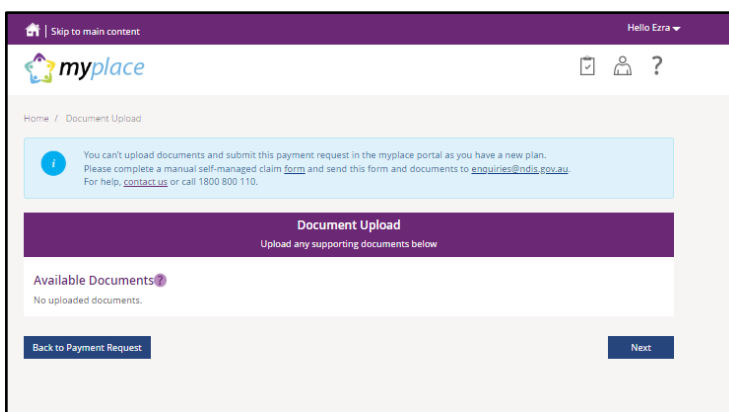
- Email: enquiries@ndis.gov.au
- In person: Take it to your local NDIA office
- Post:

National Disability Insurance Agency

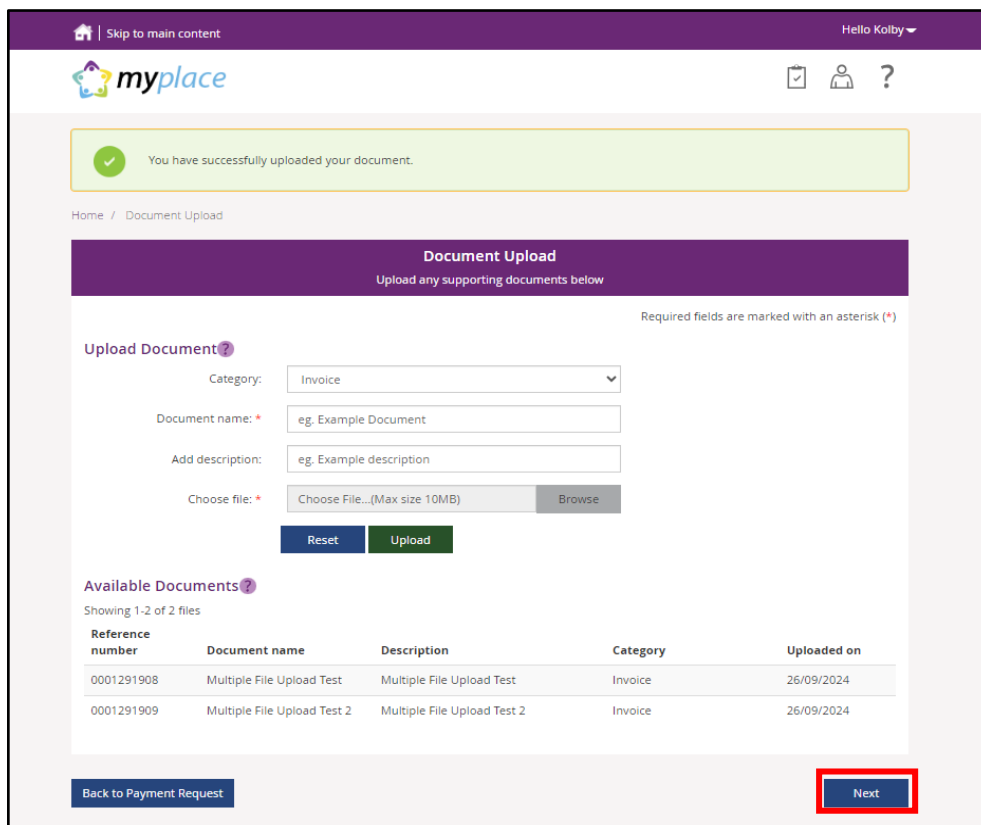
GPO Box 700

Canberra ACT 2601

Claims submitted by post may take longer to process.



12. Select **Next** on the lower right-hand side of screen.



Note: the **Document name** field and valid document file types and sizes are mandatory. An error message will display if you don't complete these fields correctly.

- You have not provided a document name for the file you want to upload. This should be a reference name you give the file, not the file name with the extension.
- The document can't be uploaded as it is bigger than 10MB in size. Please try again, or email the document to enquiries@ndis.gov.au.
- The file you tried to upload has a prohibited file extension xml. You must use one of the permitted file extensions (doc, docx, xls,xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, ppt, pngt, txt). If your file is not an allowed type, open the file, save as type 'PDF' and retry. Do not simply rename the file with a new type as this might cause system issues.

13. The **Preview** screen displays.

Home / My Payment Request / Add / Preview

Preview

Please review your payment request before submitting

Payment Request Details

Support Start Date: 26/09/2024	Support End Date: 26/09/2024	Support Category: Assistive Technology	Claim Type: Direct service
Cancellation Reason:	Payment Amount: \$10.00		

Provider, Business or Person:
Can you provide the provider, business or person ABN:
Yes
Provider, Business or Person ABN:
81612420750
Description of support or service provided:
test

Payment Request Amount Summary

#	Support Category	Total Amount
1	Assistive Technology	\$10.00
Grand Total		\$10.00

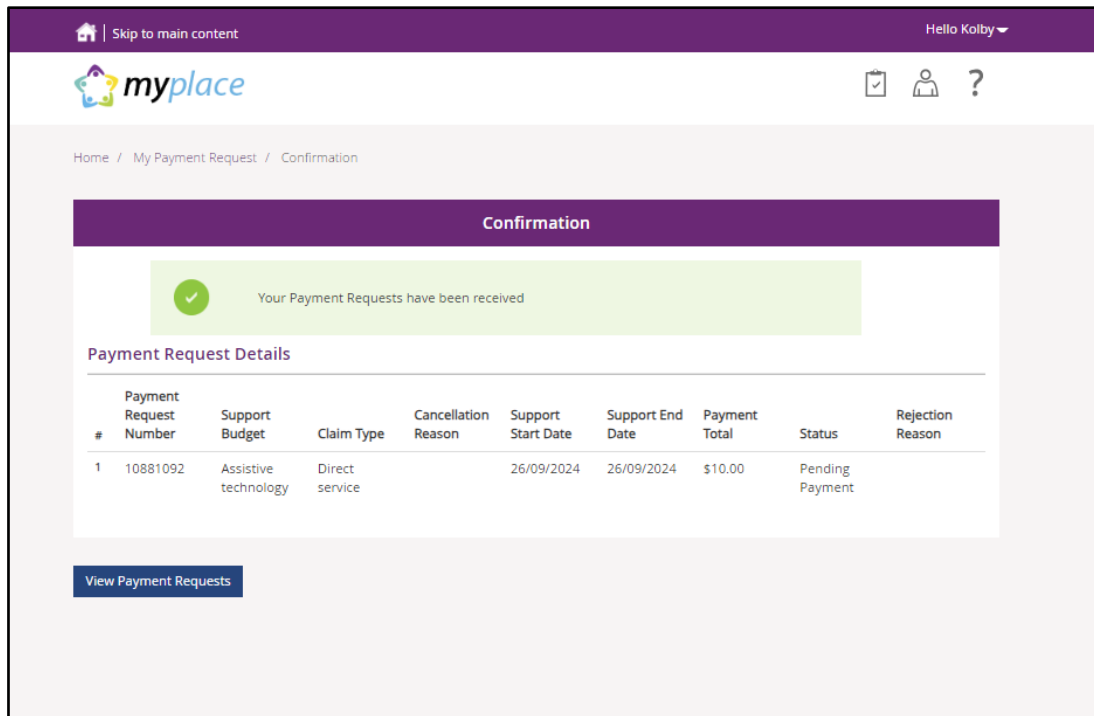
Declaration*
 The support category listed on this payment request will be recorded on my NDIA plan. I understand that I may be audited by the NDIA to verify the amounts submitted in this payment request. The NDIA will collect your claim information to process your claim and to identify and respond to any fraudulent activities or misuse of NDIS funds. I certify that the information provided on this payment request is true and correct.

[Back](#) [Submit](#)

14. Check the details are correct and tick the **Declaration** box. Select **Submit** on the bottom right-hand side of screen.

Note: you can't view or open documents uploaded with the payment request.

- 15. The **Confirmation** screen displays, advising your payment request has been received.



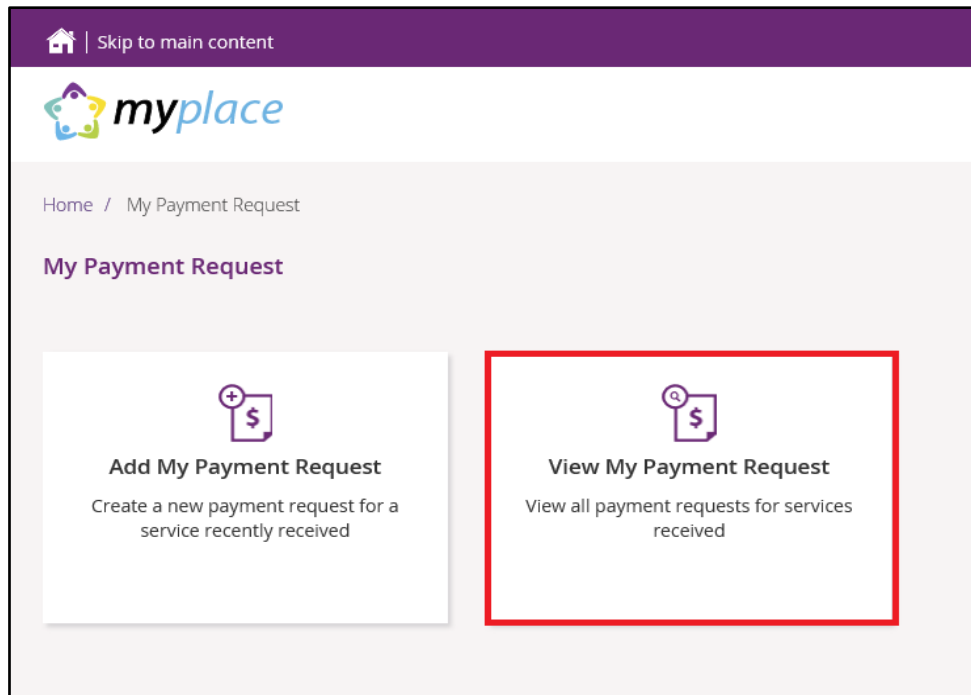
You can return to the home page or go to **View Payment Requests**.

Note: you can see documents uploaded with this payment request in **View Payments Requests**. You can't open these documents.

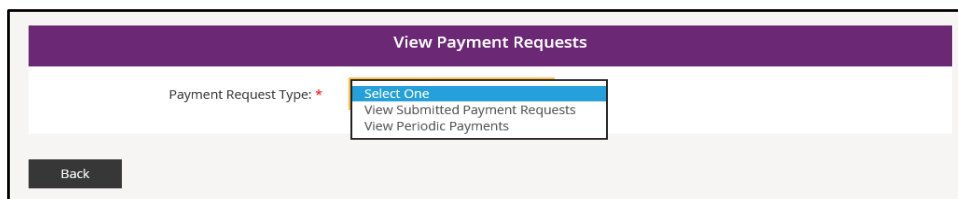
View My Payment Requests

You can view payment requests submitted by you, a provider or an NDIA staff member. You can also view periodic transport payments in this screen.

1. Select **My Payment Request** tile on the home page.
2. Select **View My Payment Request** tile.



The **View Payment Requests** page displays.



3. Choose the **Payment Request Type** from the drop-down menu. The following steps are an example of submitted payment requests.

4. For **View Submitted Payment Requests**, the following screen displays.

View Payment Requests

Payment Request Type: * View Submitted Payment Requests

Submitted date: DD/MM/YYYY

Support start date: DD/MM/YYYY

Support end date: DD/MM/YYYY

Reset Search

5. Select **Search** for a full list of all requests, or type in dates to view payments within a selected date range. A list of your payment requests displays.

View Payment Requests

View a list of your Payment Request.

Payment Request Type: * View Submitted Payment Requests

Submitted Date: eg. DD/MM/YYYY

Support Start Date: eg. DD/MM/YYYY

Support End Date: eg. DD/MM/YYYY

Reset Search

Search Results - Submitted Claim

Showing 1 - 5 of 5 payment requests

Payment Request Number	Submitted Date	Support Category	Support Start Date	Support End Date	Payment Total	Status
10881177	02/10/2024	Assistive technology	12/09/2024	12/09/2024	\$10.00	Pending Payment
10881108	27/09/2024	Daily Activities	11/09/2024	15/09/2024	\$10.00	Paid
10881033	23/09/2024	Assistive technology	12/09/2024	16/09/2024	\$10.00	Paid
10881034	23/09/2024	Assistive technology	11/09/2024	19/09/2024	\$10.00	Awaiting Approval
10880916	11/09/2024	CB Lifelong learning	11/09/2024	11/09/2024	\$15.25	Paid

- Select the **Payment Request Number** to view details about the payment request.

myplace

Home / My Payment Request / View / Payment Request Summary

View Payment Request

View a list of your Payment Request.

Payment Request Summary

Help on this ?

Provider/Claimed By	Payment Request Number	Payment Amount	Status
I (430275650)	10881177	\$10.00	Pending Payment

Support Details

Start Date: 12/09/2024

End Date: 12/09/2024

Category: Assistive technology

Claim Type: Direct service

Cancellation Reason: Amount: 10.00

Provider, Business or Person: Can you provide the provider, business or person ABN: No

Reason for not providing ABN: I directly engage my own staff

Description of support or service provided: test

Other Details

Submitted on: 02/10/2024

Su: ZRA OSINSKI

Reject Reason: Paid on: Payee ABN: Not applicable

To support your payment request you may attach your invoice [Upload Document](#)

[Back to Payment Request](#) [Cancel Payment](#)

Cancel Payment Requests

You can cancel payment requests you, a nominee or child representative have submitted if they have the status of **Paid** or **Pending**.

If the payment request you cancel has already been paid to your account, you'll need to pay it back to us. We'll reduce your future payments by this amount, or you can [contact us](#) to discuss another way to pay. By continuing to cancel the payment request, you agree to this.

Note: a nominee or child representative can only cancel payment requests they submitted.

1. In **View Payment Requests**, select the **Payment Request Number** link.

View Payment Requests
View a list of your Payment Request.

Required fields are marked with an asterisk (*)

Payment Request Type: *

Submitted Date: 📅 ?

Support Start Date: 📅 ?

Support End Date: 📅 ?

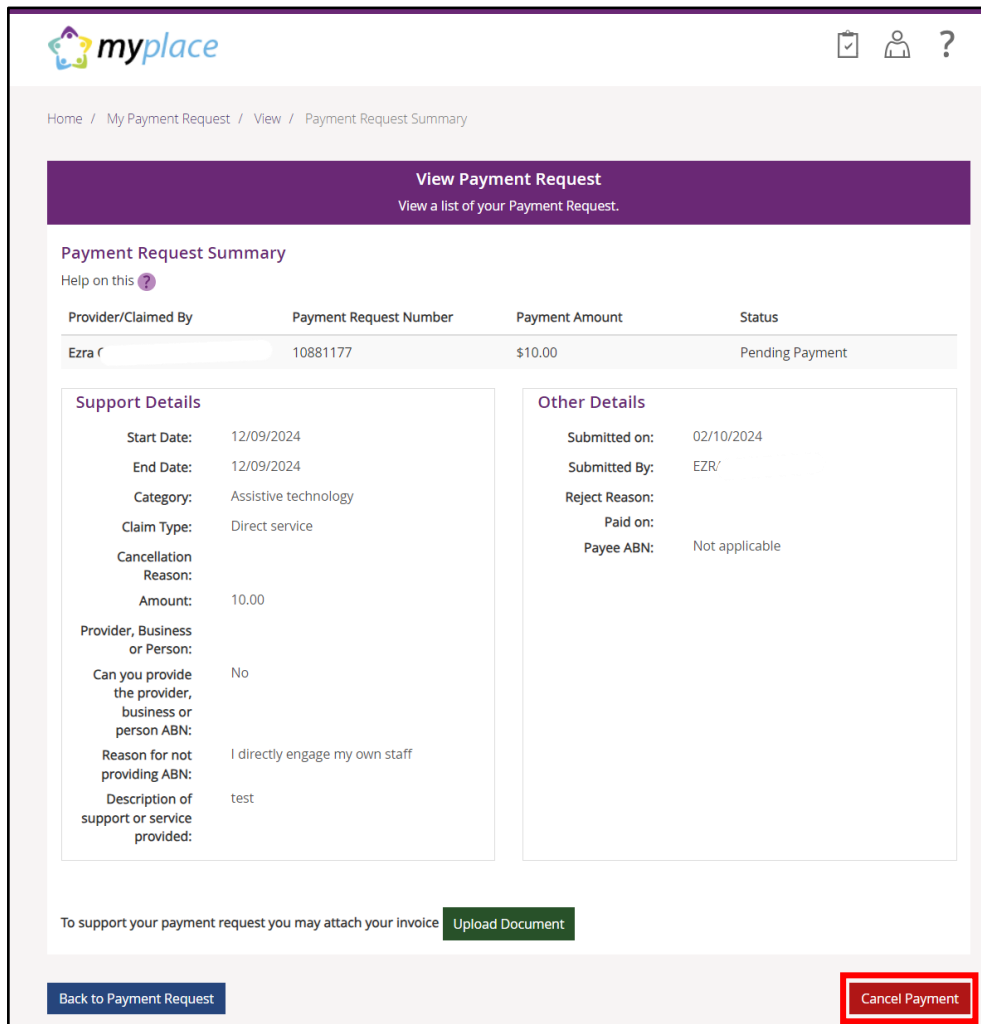
Search Results - Submitted Claim

Showing 1 - 5 of 5 payment requests

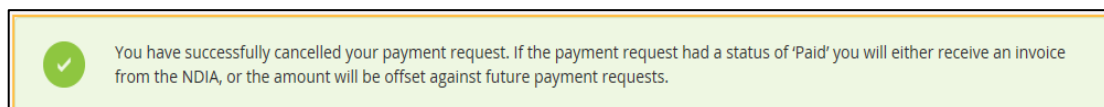
Payment Request Number	Submitted Date	Support Category	Support Start Date	Support End Date	Payment Total	Status
10881177	02/10/2024	Assistive technology	12/09/2024	12/09/2024	\$10.00	Pending Payment
10881108	27/09/2024	Daily Activities	11/09/2024	15/09/2024	\$10.00	Paid
10881033	23/09/2024	Assistive technology	12/09/2024	16/09/2024	\$10.00	Paid
10881034	23/09/2024	Assistive technology	11/09/2024	19/09/2024	\$10.00	Awaiting Approval
10880916	11/09/2024	CB Lifelong learning	11/09/2024	11/09/2024	\$15.25	Paid

2. A summary of the payment request displays.
3. Select **Cancel Payment** on the bottom right-hand corner of the screen.

Note: if **Cancel Payment** is not available, please [contact the NDIS](#).



A message displays confirming the payment request has been cancelled.



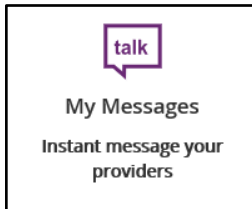
4. Select **Home** to return to the main homepage.



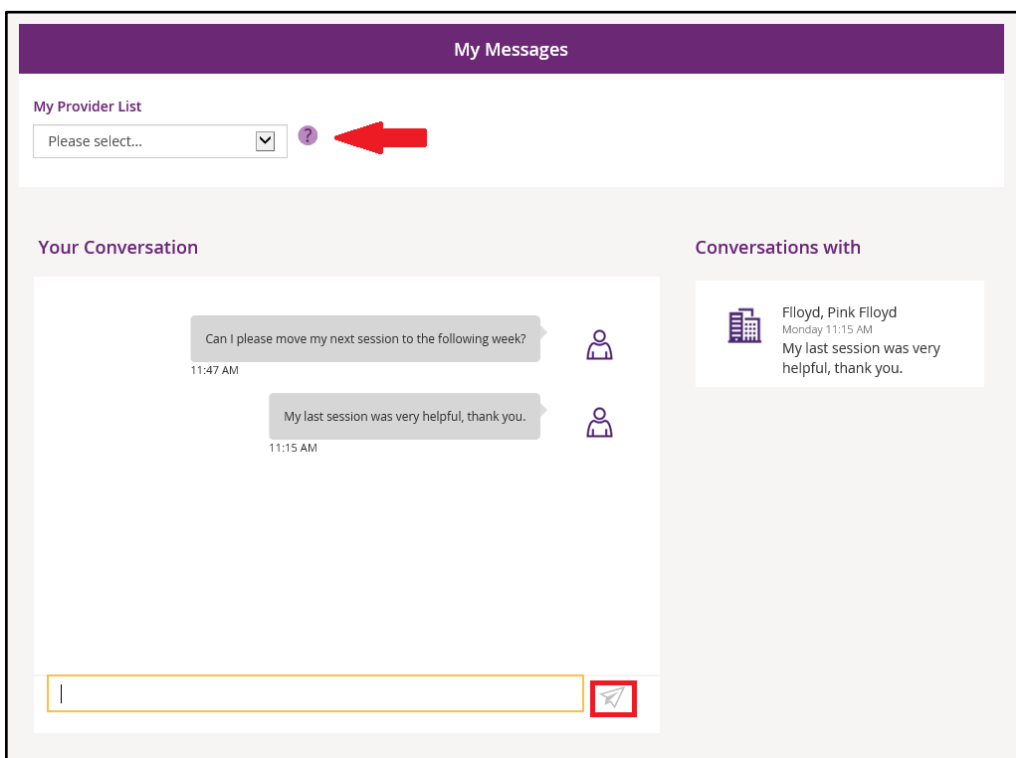
My Messages

This tile will only display if you have an active service booking with a registered provider. You can send instant messages to your providers.


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



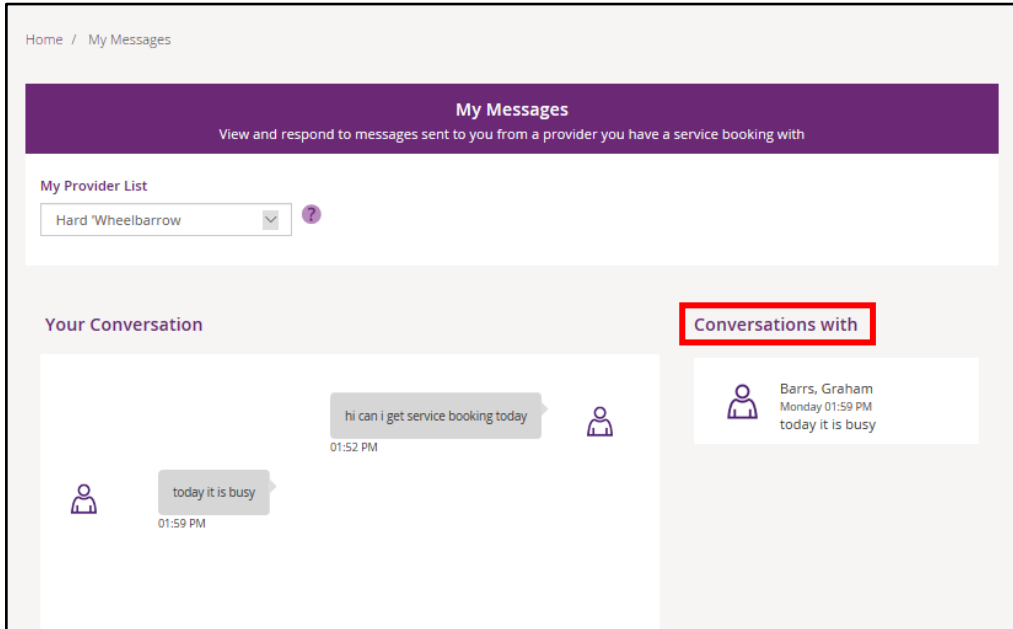
2. The **My Messages** screen displays.



3. Select the chosen provider from the drop-down list under **My Provider List**.

4. Type your message in the yellow box and select the paper plane icon  to send the message.

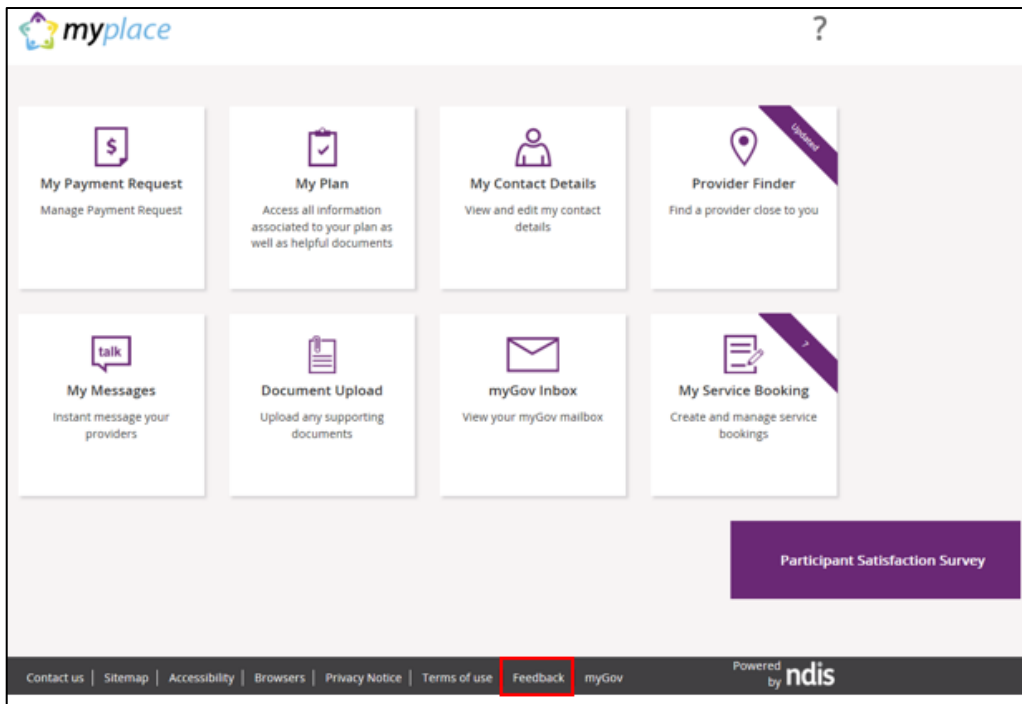
Note: conversations (messages) will show under the **Conversations with** tab. To continue a conversation select the provider's name.



Leaving Feedback

We have a feedback section where you can record your feedback and submit it to the Agency. You can provide feedback such as a compliment or a complaint. You can also enquire about an internal review or external review.

1. From anywhere in the portal, select **Feedback** at the bottom of the page.



The **Feedback Form** opens.

The screenshot shows the Feedback Form. At the top, it says 'Feedback Form' and 'Please fill the feedback form to provide your feedback to NDIA'. Below this, there are four required fields, each marked with an asterisk (*):
 - Description: * (Text input field with placeholder 'Please provide description')
 - Feedback Type: * (Drop-down menu with placeholder 'Please Select')
 - Primary Category: * (Drop-down menu with placeholder 'Please Select')
 - Feedback Details: * (Text input field with placeholder 'Please provide feedback details')
 At the bottom right, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red rectangular box.

2. Enter a **Description** in the free text field and select **Feedback Type** and **Primary Category** from the drop-down lists. In the **Feedback Details** field provide as much information as possible to assist the staff with your enquiry.
3. Select **Submit** in the lower right-hand corner of the screen.

4. A message with the reference feedback number will display.

