(Title on Screen) How to end a service booking.

Narrator: Welcome to the Ending a Service Booking video tutorial.

This short video offers a practical step-by-step guide to ending an existing service booking by updating the service booking end date.

You can work through the tutorial at your own pace, pausing the video as we progress.

To get to this stage, you will have already created a service booking.

Service bookings must be in place for participants who are agency-managed before you can provide support to a participant or be paid for supports delivered.

If you need help creating a service booking, there are helpful resources provided at the end of this video.

There are two simple steps to ending a service booking.

(Title on Screen) Step one.

Log in to the MyPlace homepage at [www.myplace.ndis.gov.au](http://www.myplace.ndis.gov.au).

Once logged in, select the "Service Booking" tile on the MyPlace homepage.

The service booking page displays two options, "New Service Bookings" and "View Service Bookings".

Select the "View Service Bookings" tile.

(Title on screen) Step two.

Now you're on the "Find" page, there are a number of ways you can search for a service booking.

You can search by participant name or NDIS number in the "Find a Participant" box or click "Refine Search" to search by service booking number, status, or initiated by.

Enter the details and then select "Search".

You can also sort service bookings.

Click the "Sort By" dropdown menu in the bottom right corner and select an option.

In this example, we can see four service bookings for participant John Citizen.

To view a service booking, click the service booking number on the left-hand side.

This opens the "View Service Booking Details" section.

In the bottom right-hand corner is the "Update End date" button, which allows you to cancel or change the end date of the service booking.

To end the service booking, click the "Update End Date" button.

Now you're on the "Update Service Booking End Date" section.

(Title on screen) Important, you cannot backdate a service booking end date to a date before today's date.

To cancel a service booking, you can either update the end date to today's date or a date between today's date and the current end date.

This will automatically trigger a cancellation.

Enter an updated service booking end date.

You'll need to enter an amount under "Accrual for Pending Payment Requests" for each line item.

This is the total value of supports already provided or yet to be provided within this service booking, which you have not yet submitted a payment request for.

If you don't have any payment requests to submit, enter "0.00".

Select the reason for change from the dropdown menu.

In this example, we will choose Relocation of participant.

You must ensure that you discuss any changes and get agreement from your participant before you submit the change.

Click the checkbox that says "I declare that this Service Booking has been discussed with and agreed by the participant".

Check the accuracy of the updated information and click "Submit".

Prompts will ask you to confirm the changes.

Once you end a service booking, you cannot reopen or resume it.

Click "Yes" to confirm.

A green box will appear confirming your changes.

To view other service bookings, select "Service Bookings" from the navigation at the top of the page or select the MyPlace logo to return to the homepage.

We hope that this video tutorial has been useful.

If you require further assistance, please refer to the NDIS MyPlace provider portal Step-by-Step guide found on the NDIS website at [www.ndis.gov.au/provider-portal-guides](http://www.ndis.gov.au/provider-portal-guides).

Refer to other service booking videos and resources at [www.ndis.gov.au/service-bookings](http://www.ndis.gov.au/service-bookings).

Call the National Contact Centre on 1800 800 110 or email the Provider Support team at [provider.support@ndis.gov.au](mailto:provider.support@ndis.gov.au).