# NDIS myplace provider portal

Step-by-step guide

Part 1. Using the myplace provider portal

May 2024

# Provider portal step-by-step guide

## Table of Contents

# 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 May 2024:

- Updated enquiries section (page 15 to 26)

# 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[1]
- 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 | | |
|---|---|---|
| **NDIS Webchat**<br><br>You can live chat with us about:<br><br>• myplace provider portal<br>• Service bookings<br>• Payment requests<br>• Quotes<br>• Referrals<br>• Request for service<br>• Searching for a register provider | **Phone**<br><br>1800 800 110<br><br>You can call us about:<br><br>• myplace provider portal<br>• Service bookings<br>• Payment requests<br>• Quotes<br>• Referrals<br>• Request for service<br>• Searching for a register provider<br>• Submitting a general enquiry, feedback, compliment or a complaint | **provider portal**<br><br>You can use the provider portal to:<br><br>• Submit a payment enquiry<br>• Submit a general enquiry, feedback, compliment or a complaint<br>• Search for a provider<br>• Upload documents |
| **Email us**<br>enquiries@ndis.gov.au<br><br>You can email us about:<br><br>• Submitting a general enquiry, feedback, compliment or a complaint<br>• Emailing a document, form report or letter | **Contact and Feedback form**<br>NDIS Online Form<br><br>You can use the Online form to:<br><br>• Submit a general enquiry, feedback, compliment or a complaint<br>• Request a call back | **Mailing address**<br>National Disability Insurance Agency<br>GPO Box 700<br>Canberra  ACT  2601<br><br>You can mail us<br><br>• Compliment, complaint or provide feedback,<br>• Document, form, report or letter |

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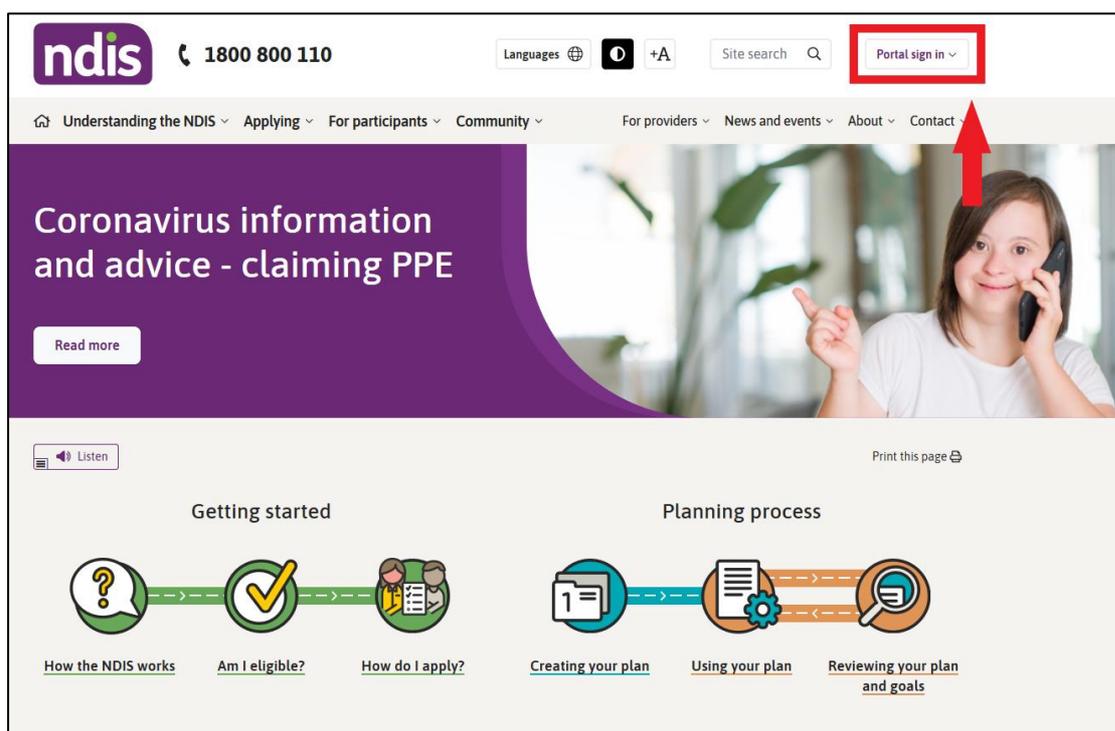
2.    If you already have a Provider Digital Account (PRODA), please enter your **PRODA Username** and **Password** then select **Login**.
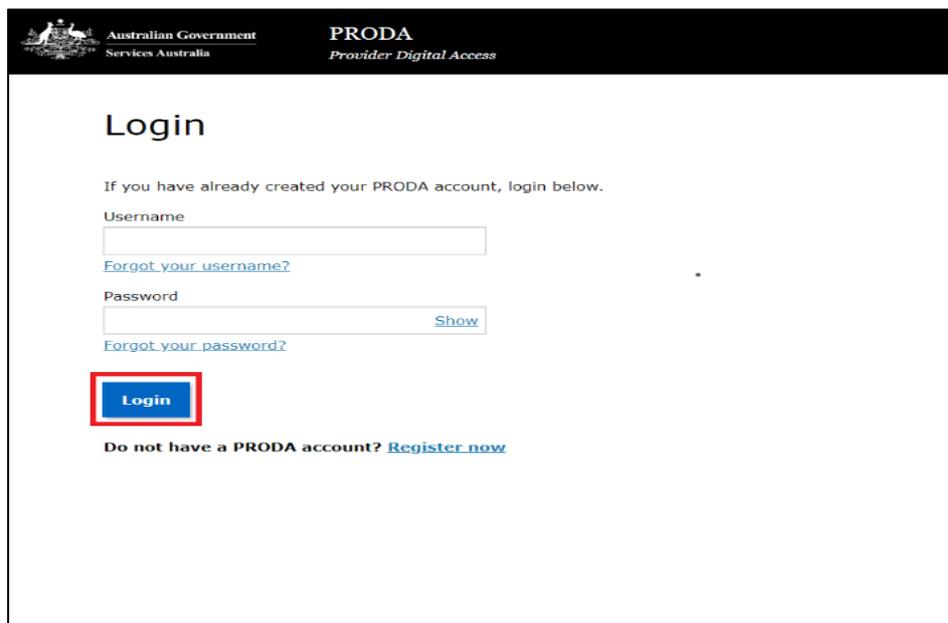


3.   If you do not have a PRODA (Provider Digital Access) account, please refer to the PRODA - step-by-step guide found on the [NDIS website](#).

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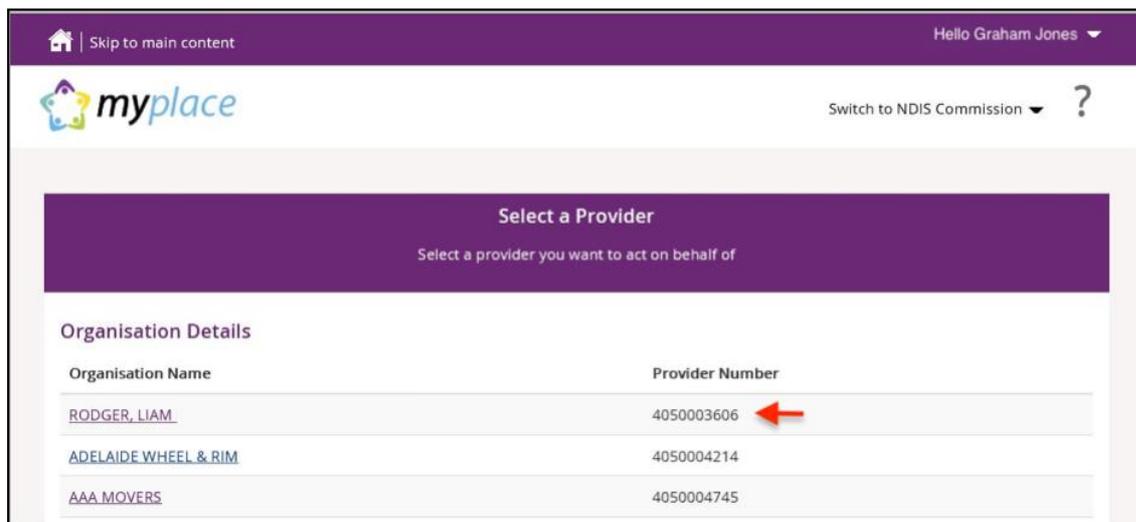
**Note:**   The provider number may also be referred to as Business Partner Number (BPN).

**Note:**   You can select a different organisation at any time using the '**Acting for**' link
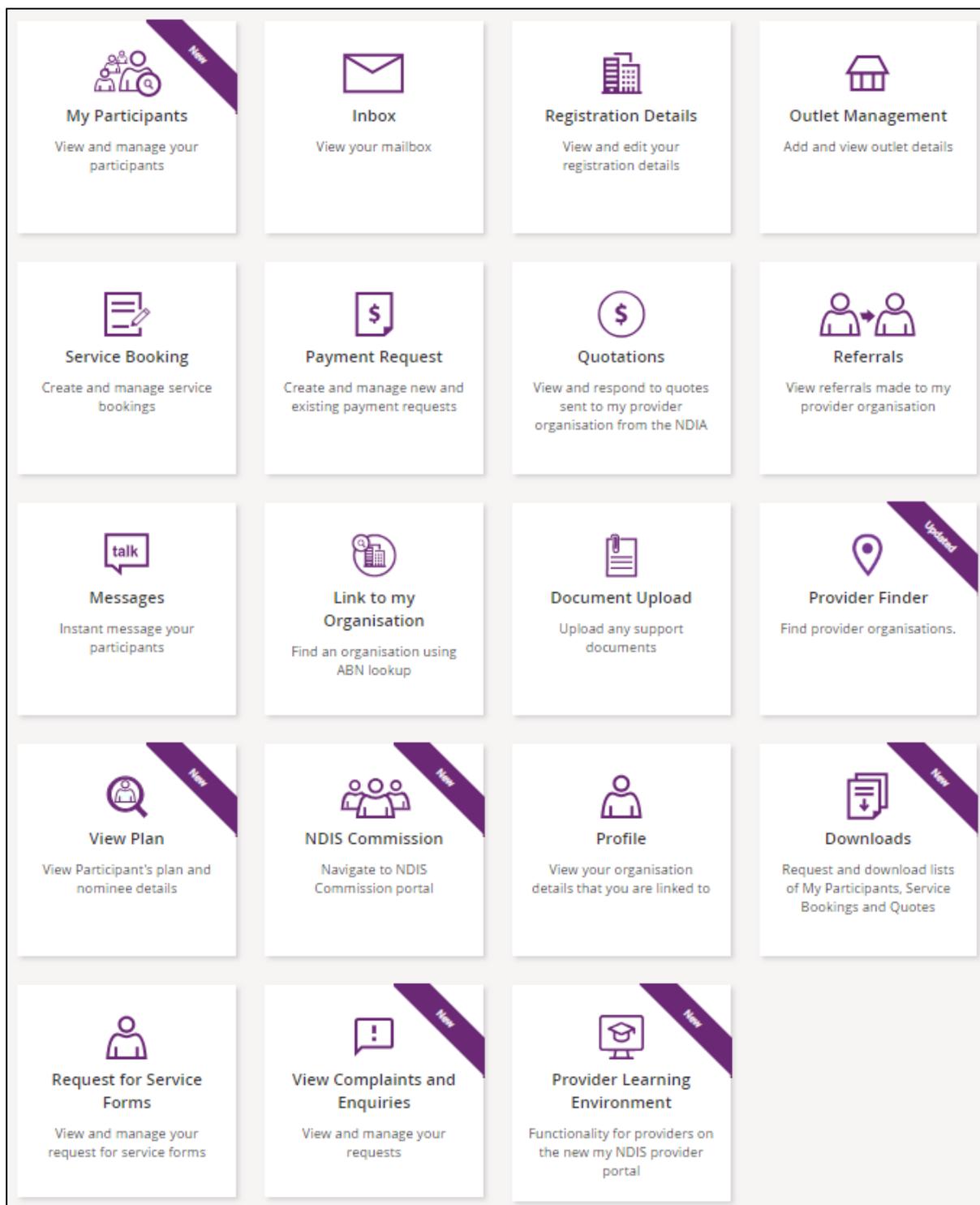
   at the top right of the home page.

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

**Provider portal step-by-step guide**



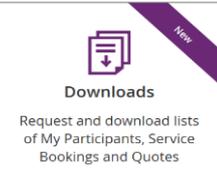The **myplace** home page displays.

# myplace Portal home page

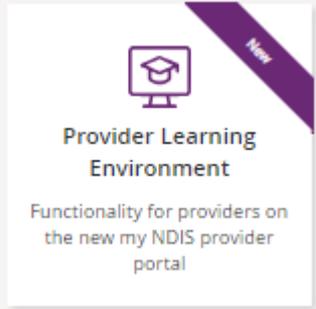The **myplace** home page contains a number of separate sections or functions.

| | | | |
|---|---|---|---|
| **My Participants** _New_<br>View and manage your participants | **Inbox**<br>View your mailbox | **Registration Details**<br>View and edit your registration details | **Outlet Management**<br>Add and view outlet details |
| **Service Booking**<br>Create and manage service bookings | **Payment Request**<br>Create and manage new and existing payment requests | **Quotations**<br>View and respond to quotes sent to my provider organisation from the NDIA | **Referrals**<br>View referrals made to my provider organisation |
| **Messages**<br>Instant message your participants | **Link to my Organisation**<br>Find an organisation using ABN lookup | **Document Upload**<br>Upload any support documents | **Provider Finder** _Updated_<br>Find provider organisations. |
| **View Plan** _New_<br>View Participant's plan and nominee details | **NDIS Commission** _New_<br>Navigate to NDIS Commission portal | **Profile**<br>View your organisation details that you are linked to | **Downloads** _New_<br>Request and download lists of My Participants, Service Bookings and Quotes |
| **Request for Service Forms**<br>View and manage your request for service forms | **View Complaints and Enquiries** _New_<br>View and manage your requests | **Provider Learning Environment** _New_<br>Functionality for providers on the new my NDIS provider portal | |

# Provider portal step-by-step guide



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

| myplace section | Function |
|---|---|
| Acting for GRAHAM JONES | 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 **Change Provider** icon. If you only work for one provider organisation, you do not need to change any settings here. |
| Hello Graham Jones ▼ | 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. |
| myplace | Select this icon at any time to return to the myplace home page. |
| ? | Select this icon for simple explanations of the functions displayed on the screen. |
| My Participants – View and manage your participants | View and manage your participants. |
| Inbox – View your mailbox | View messages and letters sent to you by the NDIA. |
| Registration Details – View and edit your registration details | View your registration details, including updates to Registration groups and Professions. |

# Provider portal step-by-step guide

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

# Provider portal step-by-step guide

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

| myplace section | Function |
|---|---|
|  Provider Learning Environment — Functionality for providers on the new my NDIS provider portal | Learn how to use the new my NDIS provider portal |
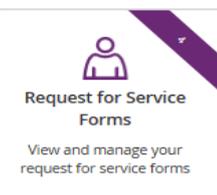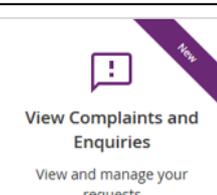
# Provider portal navigation

# Using a function

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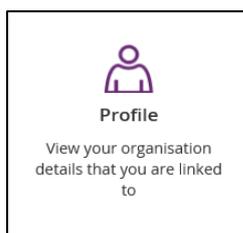


**Tip:** From most functions within the portal, the person icon on the top right of the screen will take you directly to your **Profile.**

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.
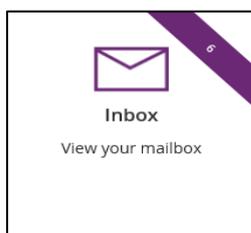
# Returning to the myplace home page

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.
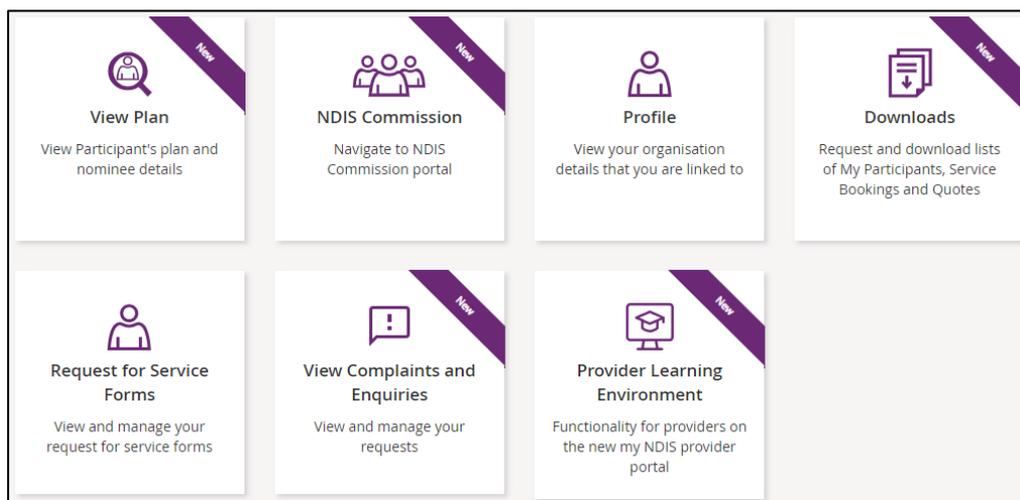


**Note**: You can also access the options you need by selecting the Feedback link in the page footer.

# Provider portal step-by-step guide



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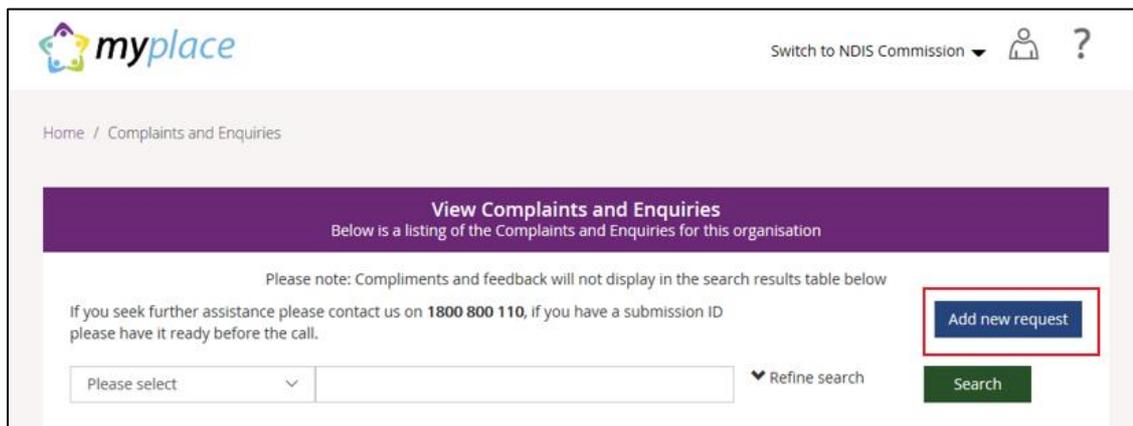


3. The **Add Feedback** page will appear with your name, organisation name, registered business email address and phone details displayed.

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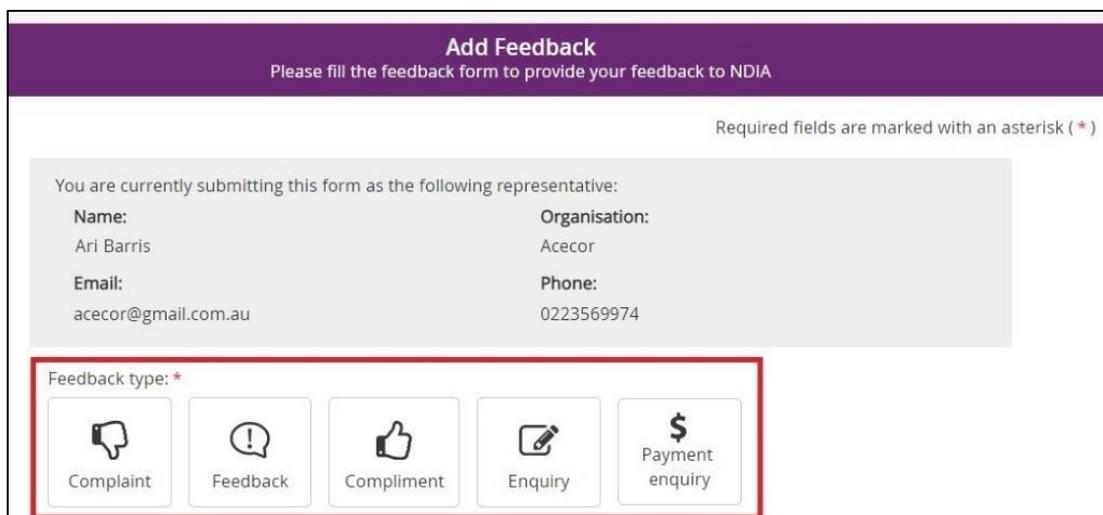


You can choose to:

- [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**.
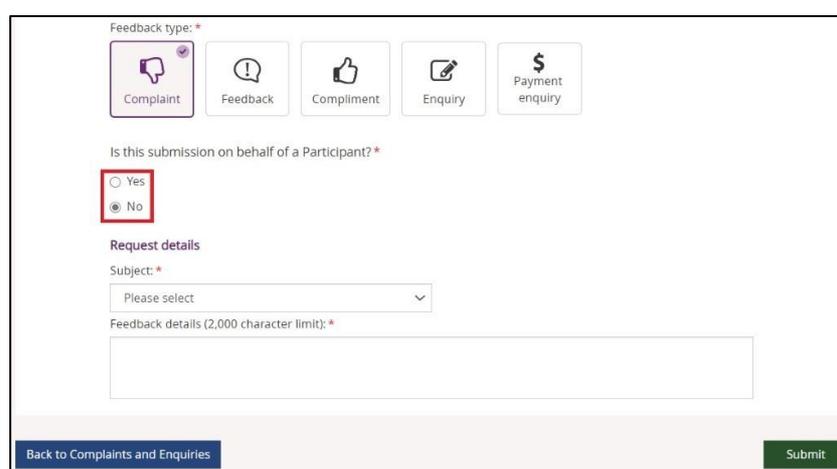
- If the complaint is not on behalf of a participant select **No**.

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**.



2. In the **Description** field, provide a brief description of your feedback or compliment.

From the **Subject** drop-down, select the subject that relates to your feedback.

3. In the **Feedback details** field, enter a description of the feedback. This field has a 2000-character limit.

4. Select **Submit** to send your feedback to the NDIA.

# Submit an enquiry

1. Select **Enquiry**.
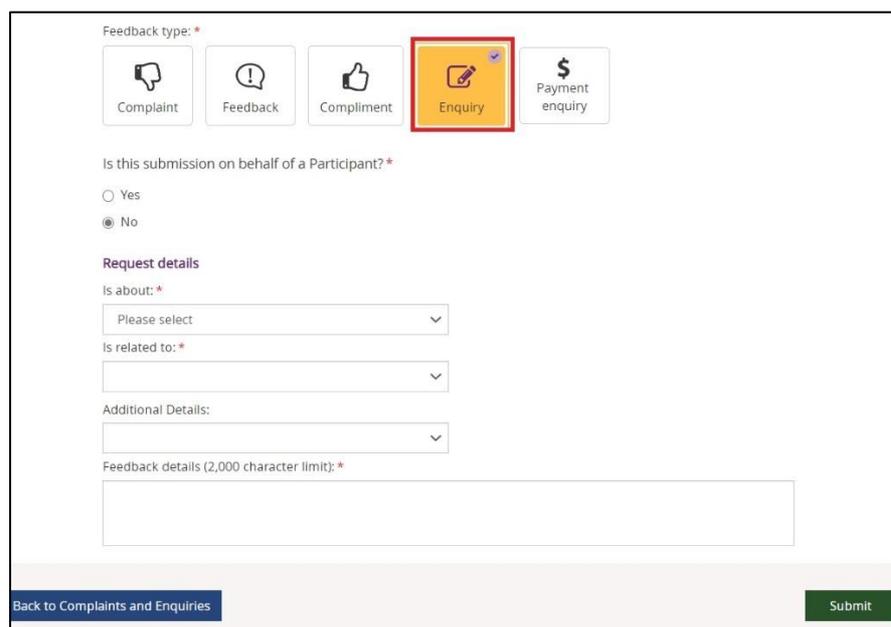


2. Select whether this enquiry is on behalf of a participant.

   - 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

You can submit a new payment enquiry on behalf of your organisation or submit a follow up on a closed enquiry.

**Note:** We have improved the process in submitting a payment enquiry.

When you select the Payment enquiry tile in the myplace provider portal, you will be redirected to the Enquiries tab in the my NDIS provider portal.

Further information on how to create a payment enquiry is detailed in the my NDIS provider portal guide.

## Submit a new payment enquiry

1. Select **Payment Enquiry**.
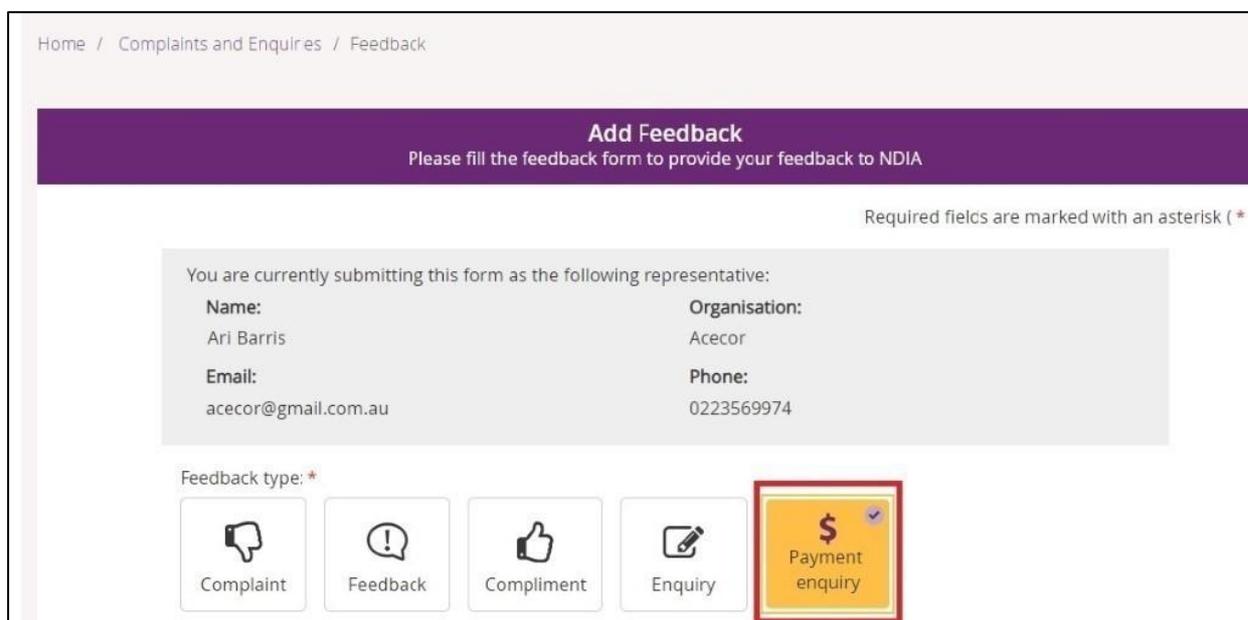


This will take you to the my NDIS provider portal to submit your payment enquiry

# Provider portal step-by-step guide

**Enquiries**

View any previously submitted enquiries or lodge a new enquiry.

[ Lodge a new enquiry ]

## Enquiries list

🔍 Enquiry ID (e.g. 84928310)     Search          ⛛ Filters

| Enquiry ID ⇕ | Type of enquiry | Enquiry title | Date submitted ⇕ | Status |
|---|---|---|---|---|
| 03446300 | Claim and Payment Enquiry | test | 17/04/2024 | Open |
| 03446298 | Claim and Payment Enquiry | test | 17/04/2024 | Open |
| 03446247 | Claim and Payment Enquiry | test | 17/04/2024 | Open |
| 03446183 | Claim and Payment Enquiry | test | 17/04/2024 | Open |
| 03446182 | Claim and Payment Enquiry | test | 17/04/2024 | Open |

Showing 1 — 5 of 11 enquiries

⟨ First | 1 | 2 | 3 | Last ⟩

Enquiries per page

5 | 10 | 20 | 50

For further instructions, please refer to my NDIS provider portal step by step guide located in the myplace provider portal and resources | NDIS

# View existing complaints and enquiries

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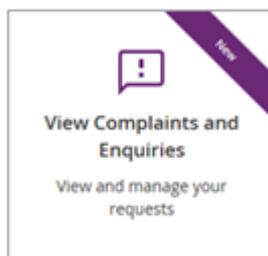


The **View Complaints and Enquiries** page displays your submitted complaints and enquiries. Use **Next** and **Previous** to navigate through lists that have more than 10 entries.

**Note:** 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**.

**Note:** You can not search by **Submitted by NDIS Number** and **NDIS Surname** when searching for a Payment Enquiry.

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).

The details of the complaint or enquiry will be displayed.



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

# Provider portal step-by-step guide

**Note:** Enquiries created before the 5<sup>th</sup> of May 2024 can be viewed in the myplace provider portal.

Payment enquiries created after the 5<sup>th</sup> of May 2024 will be displayed in the Enquiries page of my NDIS provider portal.

You can only view your enquiry in the portal from where it was originally created.

If you made a payment enquiry through the my NDIS provider portal, navigate to the my NDIS provider portal Enquiries page.

**Enquiries**

View any previously submitted enquiries or lodge a new enquiry.

Lodge a new enquiry

**Enquiries list**

Q Enquiry ID (e.g. 84928310)    Search    ▽ Filters

| Enquiry ID ⇕ | Type of enquiry | Enquiry title | Date submitted ⇕ | Status |
|---|---|---|---|---|
| 03446300 | Claim and Payment Enquiry | test | 17/04/2024 | Open |
| 03446298 | Claim and Payment Enquiry | test | 17/04/2024 | Open |
| 03446247 | Claim and Payment Enquiry | test | 17/04/2024 | Open |
| 03446183 | Claim and Payment Enquiry | test | 17/04/2024 | Open |
| 03446182 | Claim and Payment Enquiry | test | 17/04/2024 | Open |

Showing 1 — 5 of 11 enquiries

< First   1   2   3   Last >

Enquiries per page

5   10   20   50

For further instructions, please refer to my NDIS provider portal step by step guide located in the [myplace provider portal and resources | NDIS](#)