

# **NDIS myplace participant portal**

## **Step-by-step Guide**

## **Contact Details**

December 2024

## Table of Contents

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Table of Contents.....	2
Changes from the last version.....	3
My Contact Details.....	4
About Me.....	5
How Can NDIA Contact Me?.....	6
How Can NDIA Contact Me? as a nominee or child representative.....	9
How Can I Contact NDIA?.....	11
My Address Details.. ..	11
My Contact Details as a nominee or child representative .....	12
Share My Plan.....	14
My Bank Details.....	15

## Changes from the last version

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The following updates have been made to the last published version of the myplace portal step-by-step guide:

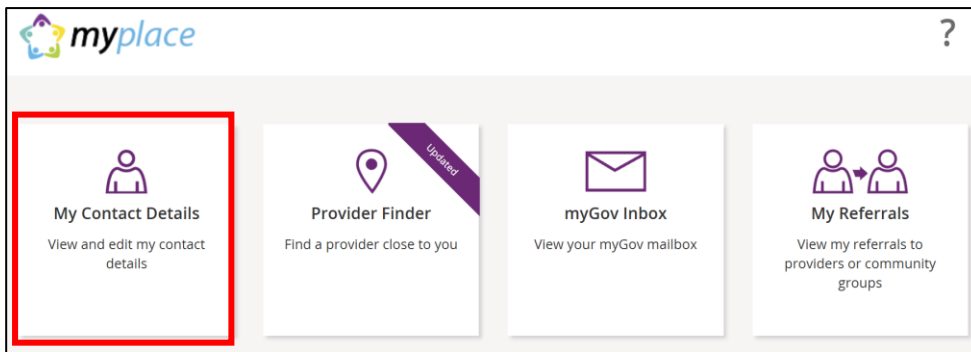
- Minor grammar changes.

## My Contact Details

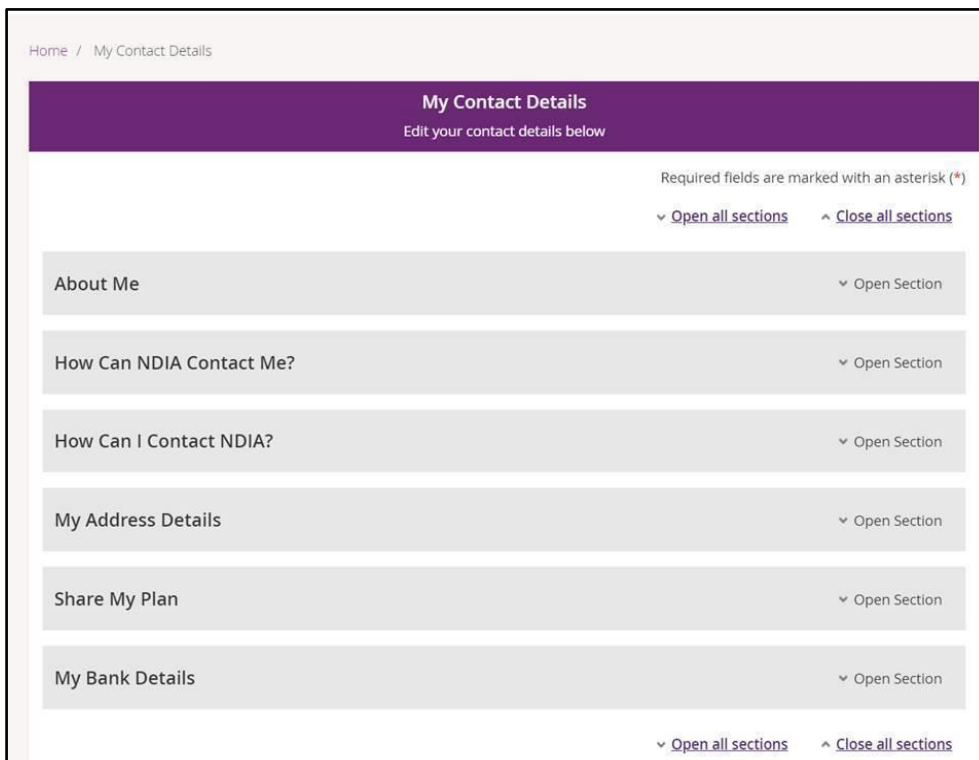
**My Contact Details** is where you can manage your personal information. You can update your contact details, address, and bank details.

You can also choose to share or not share details of your plan with registered service providers you have a service booking with.

1. Select **My Contact Details** on the homepage.



2. **My Contact Details** will display.



## About Me

You can view your:

- full name
- preferred name
- date of birth
- NDIS number
- gender
- Indigenous origin
- Australian South Sea Islander information.

If any of these details are incorrect, please contact the NDIS on 1800 800 110 to update them.

1. Select **Open Section** in the top right-hand corner to see the details.



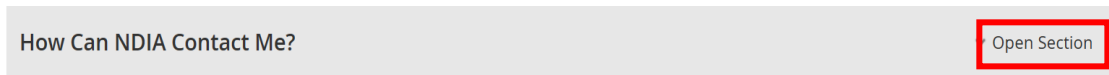
About Me		Close Section
Full Name:	Mr. Test User	
Preferred Name:	Tester	
Date of Birth:	01/01/2000	
NDIS Number:	43000000	
Gender:	Male	
Indigenous Origin:	Neither Aboriginal nor Torres Strait Islander	
Australian South Sea Islander:	No	

## How Can NDIA Contact Me?

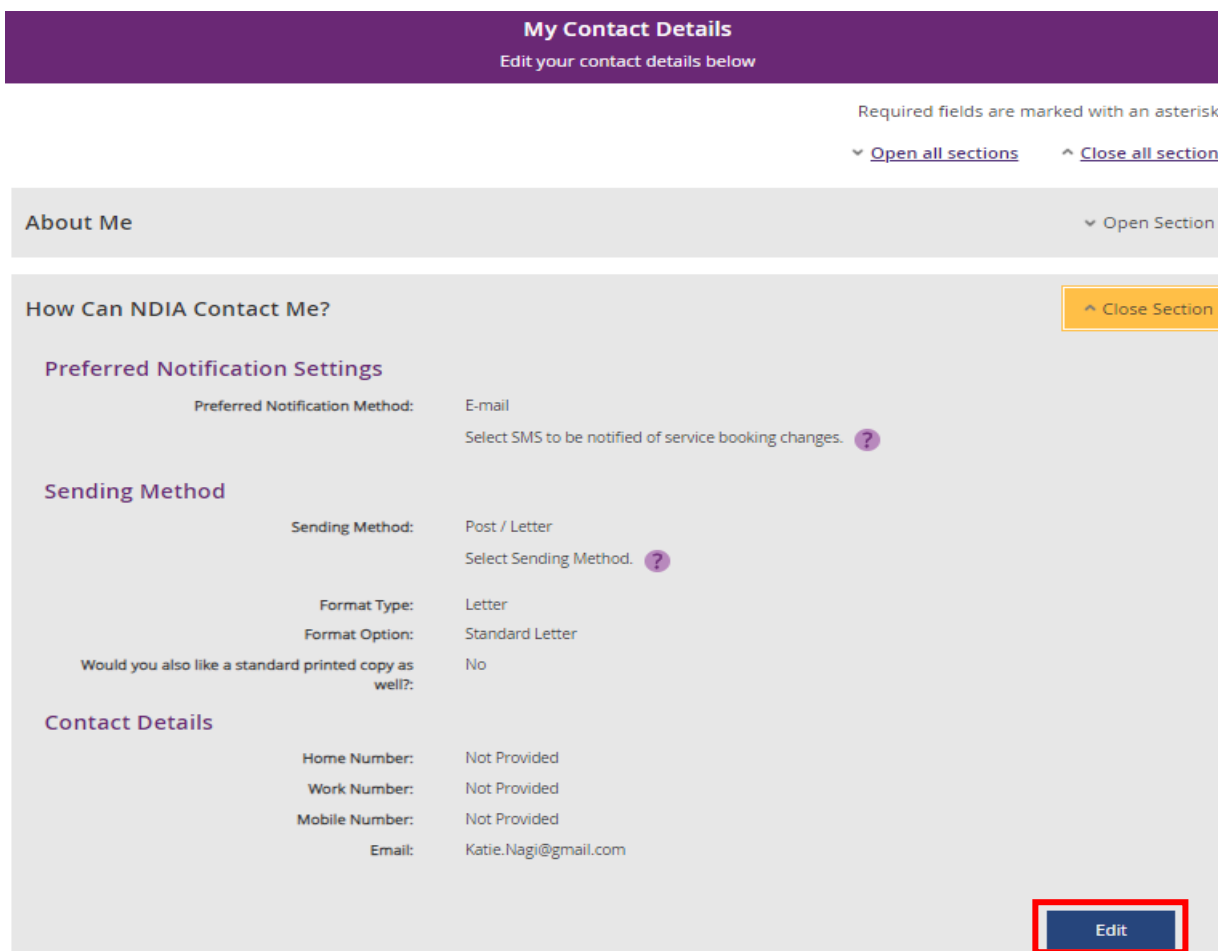
This section shows your:

- preferred method for notifications of service bookings
- preferred correspondence method, including different accessible formats
- contact details.

1. Select **Open Section** to see the details.



2. Select **Edit** in the bottom right-hand corner.



3. Select a **Preferred Notification Method** if you want to be notified when a provider has updated a service booking.
4. To change the way you receive your letters, select an option from the **Sending Method** drop down menu. Then choose a **Format Type** and **Format Option**.

**Note:** if you'd like a copy of your plan in a different format to your letters, select **Add Method** and follow the instructions under the **Preferred Plan Format** section.

**Edit Contact Details**  
 Edit your contact details below

Required fields are marked with an asterisk (\*)

**Preferred Notification Settings**

Preferred Notification Method:\*  ?

Select SMS to be notified of service booking changes. ?

**Sending Method**

Sending Method:\*  ?

Select Sending Method. ?

Format Type:\*

Format Option:\*

Would you also like a standard printed copy as well?:\*  Yes  No ?

**Preferred Plan Format**

To receive your plan in a different format from other letters:

1. Click the Add Method button below
2. Choose from the options in Sending Method and Format Type
3. Save your changes

You don't need to make any changes if you want to receive your plan in the same way as other letters.  
 You need to delete your current preference before trying to change it.

Letter	Sending Method	Format Type	Format Option	
Plan Summary and Plan Approval	Post / Letter	Braille letter	Braille Grade II Letter	🗑️

Add Method

**Contact Details**

i Updating details in this section will update your NDIS account only and will not be shared with MyGov or your other services.

Home Number:

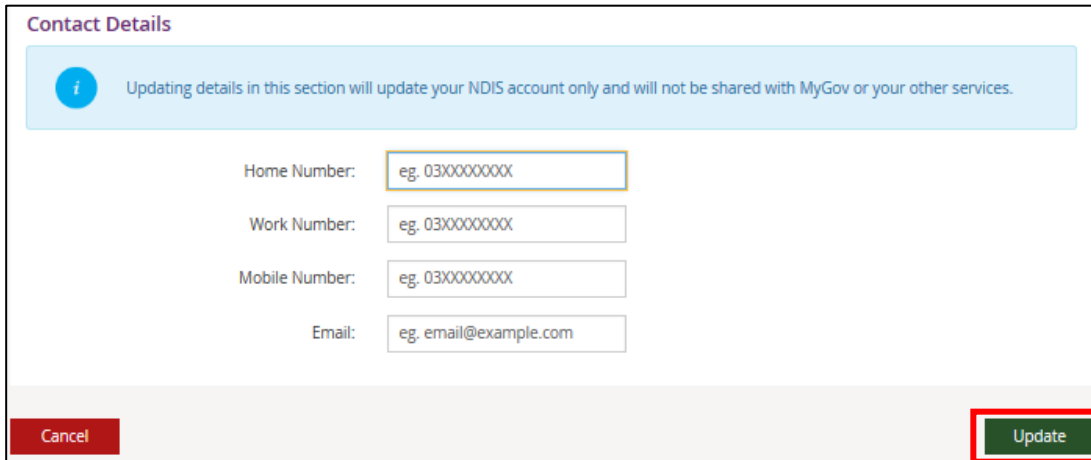
Work Number:

Mobile Number:

Email:

Cancel
Update

5. Update your phone numbers and email address in the **Contact Details** section. Select the field you want to update and type in your new details.
6. Select **Update**.



**Contact Details**

Updating details in this section will update your NDIS account only and will not be shared with MyGov or your other services.

Home Number:

Work Number:

Mobile Number:

Email:

7. A message will display to confirm you've successfully requested an update to your contact details:

We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 110 or [contact us](#).

**Note:** this request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you'll be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone the NDIS on 1800 800 110 or [contact us](#).



## How Can NDIA Contact Me? as a nominee or child representative

If you're a nominee or child representative, you can update your own personal details in **How Can NDIA Contact Me?** by selecting **Acting as Myself** in the drop-down box in the top right-hand corner.




1. Select **Open Section** to see the details.



2. Select **Edit** in the bottom right-hand corner.

A screenshot of the 'My Contact Details' form. The title 'My Contact Details' is at the top, with the subtitle 'Edit your contact details below'. Below the title, there are links for 'Open all sections' and 'Close all section'. The form is divided into sections: 'About Me', 'How Can NDIA Contact Me?', 'Preferred Notification Settings', 'Sending Method', and 'Contact Details'. The 'How Can NDIA Contact Me?' section is expanded, showing 'Preferred Notification Settings' (E-mail, Select SMS to be notified of service booking changes), 'Sending Method' (Post / Letter, Select Sending Method, Format Type: Letter, Format Option: Standard Letter, Would you also like a standard printed copy as well?: No), and 'Contact Details' (Home Number: Not Provided, Work Number: Not Provided, Mobile Number: Not Provided, Email: Katie.Nagi@gmail.com). A blue 'Edit' button is located in the bottom right corner of the form, highlighted with a red box.

### 3. Edit Contact Details displays.

4. Update your phone numbers and email address in the **Contact Details** section. Select the field you want to update or select **Delete** (cross)  and type in your new details. Select **Update**.

5. A message will display to confirm you've successfully requested an update to your contact details:

We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 110 or [contact us](#).

Note: this request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you'll be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone the NDIS on 1800 800 110 or [contact us](#).

## How Can I Contact NDIA?

The **How Can I Contact NDIA?** section provides the contact details of your **My NDIS Contact** and our National Contact Centre phone numbers.

Close Section

**How Can I Contact NDIA?**

My NDIS Contact: James R  
Local Area Coordinator  
Feros Care  
1300986970  
[feroslac@ndis.gov.au](mailto:feroslac@ndis.gov.au)

Call NDIA: 1800 800 110

If I use a TTY: 1800 555 677 and ask for 1800 800 110

If I use Speak and Listen (speech-to-speech relay): 1800 555 727 and ask for 1800 800 110

If I use the National Relay Service: <http://relayservice.gov.au> and ask for 1800 800 110

If I need help with English: TIS 131 450

## My Address Details

You can view your postal and home (standard) addresses.

1. Select **Open Section** to view your address details.

My Address Details
Open Section

2. Select **Edit** (pencil) to update an address.

Close Section

Address Type	Supplementary	Street/PO Box	City	State	Postcode	Action
Postal Address		<input type="text"/>		VIC	3072	
Standard Address		<input type="text"/>		VIC	3220	

Add Address

3. Select **Add Address** to add a new address.
4. Select **Address type** and fill out the address fields. Enter the **Start date** and select **Update**.
5. A message will display to confirm you've successfully requested an update to your contact details:

We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 110 or [contact us](#).

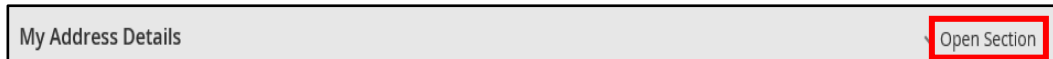
**Note:** this request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you'll be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone the NDIS on 1800 800 110 or [contact us](#).

## My Contact Details as a nominee or child representative

If you're a nominee or child representative, you can update your personal details in **My Contact Details** by selecting **Acting as Myself** in the drop-down box in the top right-hand corner.



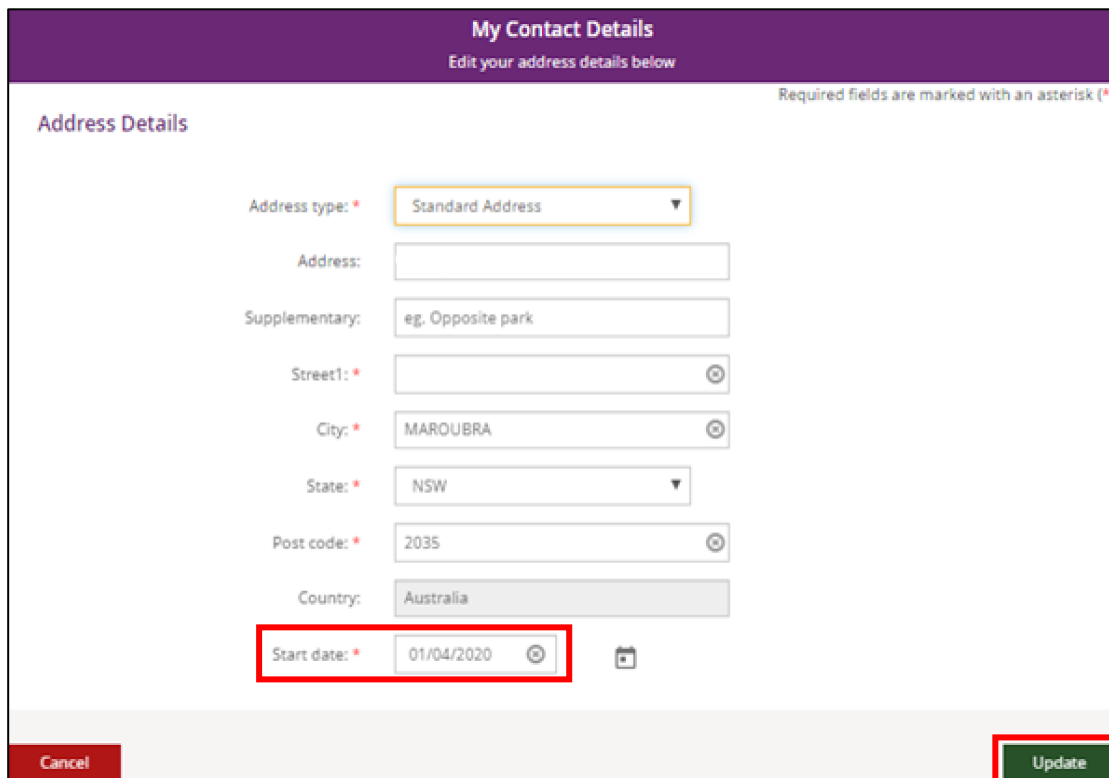
1. Select **Open Section** to view your address details.



2. Select **Edit** (pencil)  to update an address.



3. **My Contact Details** displays.



4. Fill out the address fields. Enter the **Start date** and select **Update**.

5. A message will display to confirm you've successfully requested an update to your contact details:

We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 110 or [contact us](#).

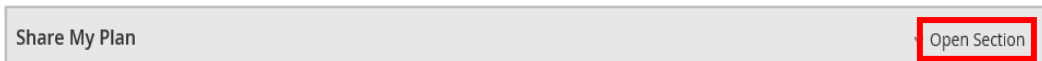
**Note:** this request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you'll be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone the NDIS on 1800 800 110 or contact us.

## Share My Plan

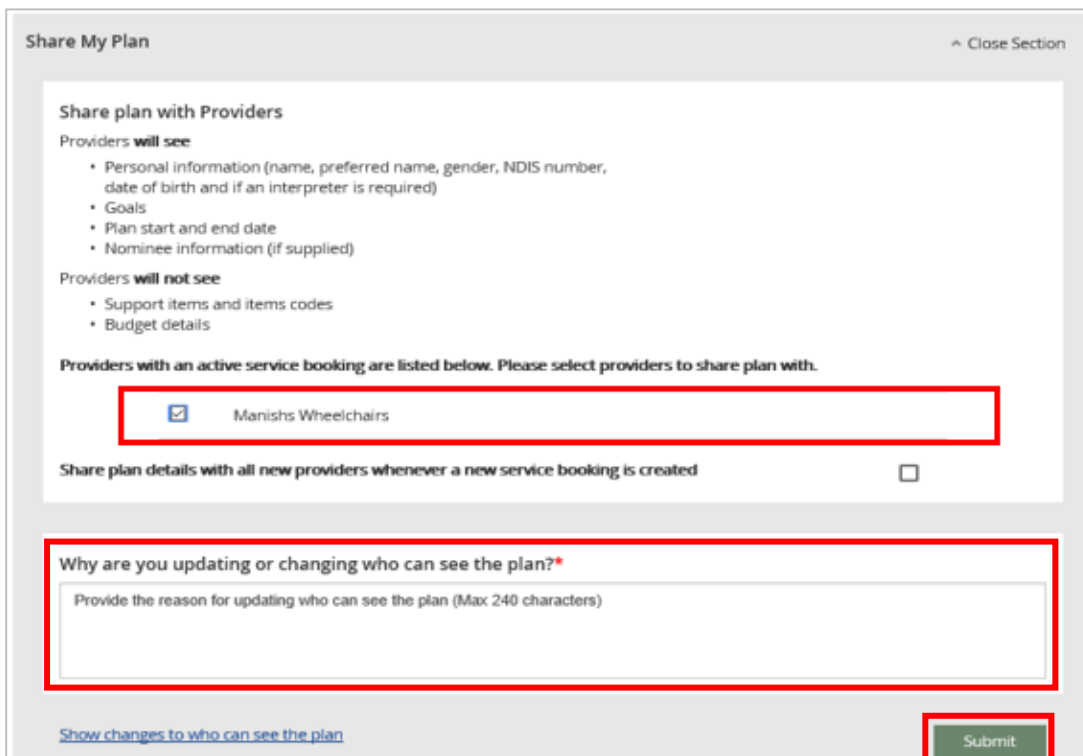
The **Share My Plan** section lets you share parts of your plan with any service providers you have an active service booking with. You can change a provider's permission to view your plan at any time. It's your choice if you want to share your plan details with providers.

**Note:** if you have a new plan in the new NDIS business system, please access the my NDIS portal to view requested relationships. If you need help, please call the NDIS on 1800 800 110 or [contact us](#).

1. Select **Open Section** to view your **Share My Plan** details.



2. Tick the box next to the provider name to share your plan; or untick to not share.
3. Provide a reason for the change in the **Why are you updating or changing who can see the plan** text box.
4. Select **Submit** to finalise the changes.



Share My Plan Close Section

Share plan with Providers

Providers **will see**

- Personal information (name, preferred name, gender, NDIS number, date of birth and if an interpreter is required)
- Goals
- Plan start and end date
- Nominee information (if supplied)

Providers **will not see**

- Support items and items codes
- Budget details

Providers with an active service booking are listed below. Please select providers to share plan with.

Manishs Wheelchairs

Share plan details with all new providers whenever a new service booking is created

Why are you updating or changing who can see the plan?\*

Provide the reason for updating who can see the plan (Max 240 characters)

[Show changes to who can see the plan](#)

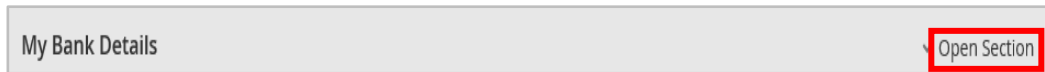
5. Select **Close Section** in the top right-hand corner to close this section.

## My Bank Details

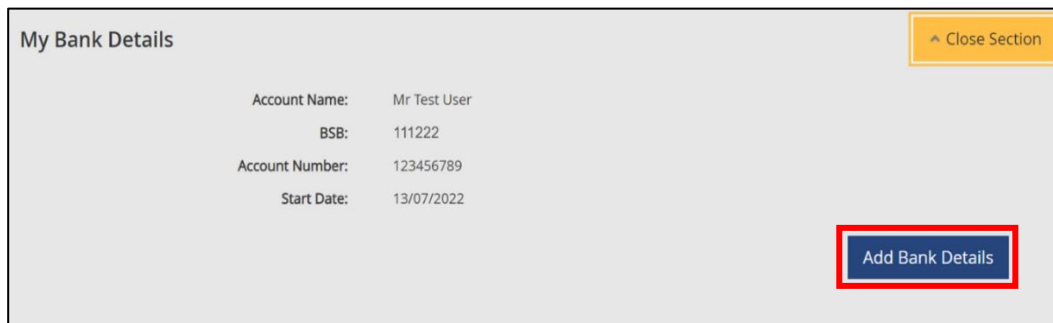
The **My Bank Details** section allows you to view your current bank details and add new bank details. When you update your bank details, the system will send you an SMS:

We have updated your bank account details as requested. If necessary, contact NDIS on 1800 800 110.

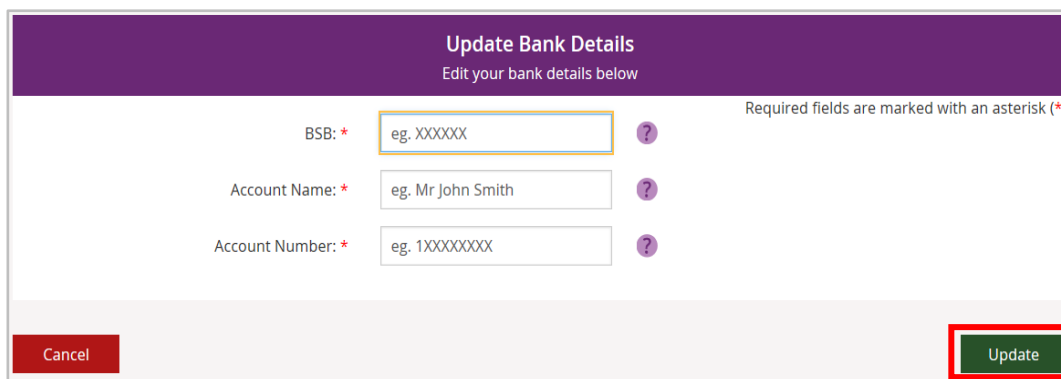
1. Select **Open Section** to view your bank details.



2. Select **Add Bank Details** to add a new account.



3. Enter the new account details and select **Update** to save.



4. Select **Close Section** in the top right-hand corner to close this section.

**Note:** if you're a plan nominee or child representative, please contact the NDIS on 1800 800 110 to update the bank account details on your behalf.