

my NDIS provider portal

July 2024

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Changes from the last version

The following updates have been made to the last published version of the my NDIS provider portal step by step guide.

As of July 2024:

- Updates to the Submit a payment enquiry on a closed enquiry section (Page 35 to 36)
- Updates to the Submit a new payment enquiry section (Page 30 to 34)

Introduction

The my NDIS provider portal is a new business system for providers.

This is a separate business system to the myplace provider portal where you currently – and will continue to – manage your transactions with NDIS, and view and manage your services with Participants.

If you are a Specialist Disability Accommodation (SDA) provider, you will already be using the my NDIS provider portal to manage your SDA enrolments.

Registered and unregistered Support Coordinators and Psychosocial Recovery Coaches will be the first to use the new Request for Service function in the my NDIS provider portal.

Registered providers, Plan managers, Registered and unregistered Support Coordinators and Psychosocial Recovery Coaches will be able to view PACE approved participant's plans and budgets.

Gradually, additional myplace provider portal functionality will be introduced in the my NDIS provider portal.

What can I do in my NDIS provider portal?

The my NDIS provider portal currently offers functionality to:

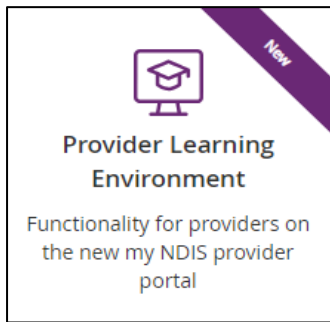
- Select and switch between active organisations,
- View broadcast messages
- View notifications
- Review, accept and decline Request for Service requests,
- View participant details,
- Review and submit your reporting requirement for Request for Service.
- View participant plan and budget, where a participant has given consent.
- View the Provider roles for participant
- Plan managers can request to add, extend and end a relationship with a participant
- View Organisation details
- Download reports
- View Employee details
- Extract key participant information in an excel report
- SDA providers can create and manage dwelling enrolments

Minimum browser requirements

To access the my NDIS provider portal. Please use one of following browsers:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Safari on Mac OSX

Provider Learning Environment









We have released a learning environment to help you learn to use the new my NDIS provider portal. You can log in the provider learning environment via PRODA.

The new learning environment includes walk-through tutorials. The tailored tutorials are available in the learning environment for different provider types and reflect the access providers have within the my NDIS provider portal.

The tutorials have easy to follow steps to help you learn the processes and will be updated with new tutorials as functionality is added to the my NDIS provider portal.

How to contact NDIS

Contact the NDIS by		
 <p>NDIS Live Webchat</p> <p>Webchat</p> <p>You can live chat with us about:</p> <ul style="list-style-type: none"> • my NDIS provider portal • Service bookings • Payment requests • Quotes • Referrals • Request for service • Searching for a registered provider 	 <p>Phone</p> <p>1800 800 110</p> <p>You can call us about:</p> <ul style="list-style-type: none"> • my NDIS provider portal • Service bookings • Payment requests • Quotes • Referrals • Request for service • Searching for a registered provider • Submitting a general enquiry, feedback, compliment, or a complaint 	 <p>Provider Portal Enquiry</p> <p>myplace provider portal</p> <p>You can use the provider portal to:</p> <ul style="list-style-type: none"> • Submit a payment enquiry • Submit a general enquiry, feedback, compliment, or a complaint • Search for a provider • Upload documents
 <p>Email</p> <p>enquiries@ndis.gov.au</p> <p>You can email use about:</p> <ul style="list-style-type: none"> • Submit a general enquiry, feedback, compliment, or complaint • Email a document, form report or letter 	 <p>Contact & Feedback Form</p> <p>NDIS Online Form</p> <p>You can use the online form to:</p> <ul style="list-style-type: none"> • Submit a general enquiry, feedback, compliment, or a complaint • Request a call back 	 <p>Mail</p> <p>National Disability Insurance Agency PO Box 700 Canberra ACT 2601</p> <p>You can mail us to:</p> <ul style="list-style-type: none"> • Send a compliment, complaint or provide feedback, • Document, form, report or letter

Access my NDIS provider portal

Users can access my NDIS provider portal from the link on the NDIS home page (www.ndis.gov.au).

1. Click the **Find out more about the test in Tasmania** button on the **We're improving the way we deliver the NDIS** banner on the NDIS home page.

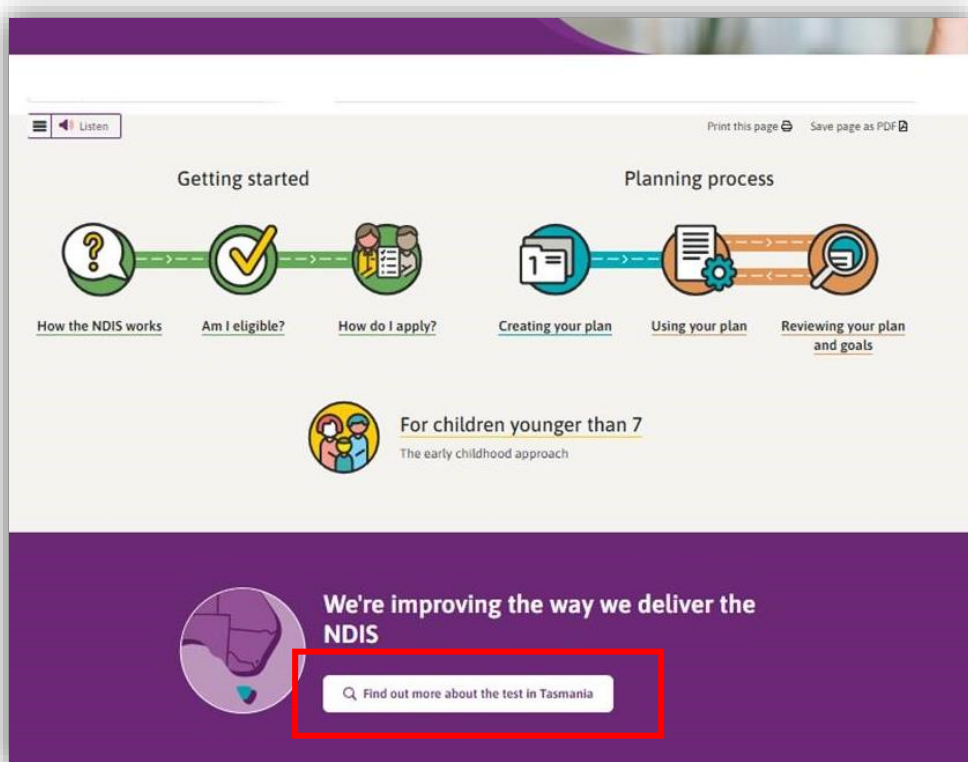


Figure 1 NDIS Home page showing a link to the Tasmanian test page

2. From this page click the my NDIS provider portal link.
3. You will be taken to the PRODA log in page. Enter your username and password and click the **Login** button. You will then be taken to my NDIS provider portal.
4. You will need to read and accept the Terms and Conditions.

Note

If you have already signed in to PRODA you will skip the PRODA sign in page. Once you have logged in you can save the my NDIS provider portal homepage page to your browser favourites.

Dashboard

A dashboard is located when you access the my NDIS provider portal.

The dashboard will provide you with useful information at a quick glance on:

- Broadcast messages
- Notifications
- NDIS Quality and Safeguards Commission
- Need some help
- Quick links

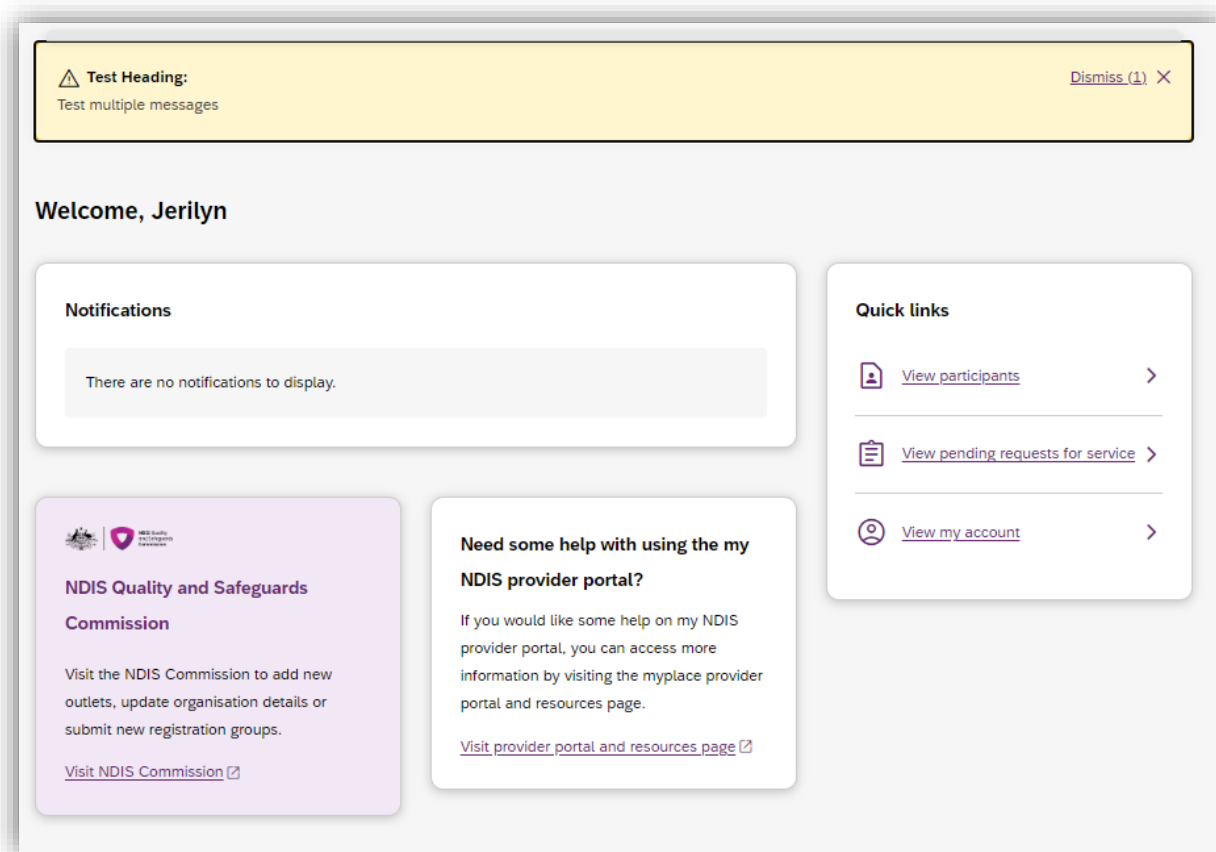


Figure 2 my NDIS provider portal dashboard page

Broadcast messages

A yellow banner will appear when scheduled maintenance to the my NDIS provider portal is planned. The information displayed will be the date and time that the system will be unavailable.

Notifications

This card will display new notifications for:

- A new participant plan has been approved
- Changes have been made to your recorded my provider role
- Changes have been made to your recorded plan manager role.
- Changes have been made to your recorded support coordinator role.
- Changes have been made to your recorded recovery coach role.
- A new my provider role recorded.
- A new plan manager role recorded.
- A new support coordinator role recorded.
- A new recovery coach role recorded.
- A new request for service
- Changes have been made to the participant's existing plan

You can select the hyperlink of the notifications and it will navigate you to the corresponding tab in the my NDIS provider portal.

- The new request for service notifications will direct you to Request for Service Pending request tab
- All the other notifications will direct you to the Participants record

If you have no notifications then a message will appear advising you that you have no notifications to display.

NDIS Quality and Safeguards Commission

This card has a hyperlink to the NDIS commission.

You can select the hyperlink to navigate to the NDIS Quality and Safeguards Commission to update your registration, organisation, and outlet details.

Need some help with using the my NDIS provider?

This card has a hyperlink to the NDIS provider and portal resource page.

You can select the hyperlink to navigate to the NDIS provider and portal resource page to access the my NDIS provider portal guide.

Quick links

This card has hyperlinks to:

- View participants
- View pending requests for service
- View my account

You can select the hyperlinks to navigate to the to the corresponding tab in the my NDIS provider portal.

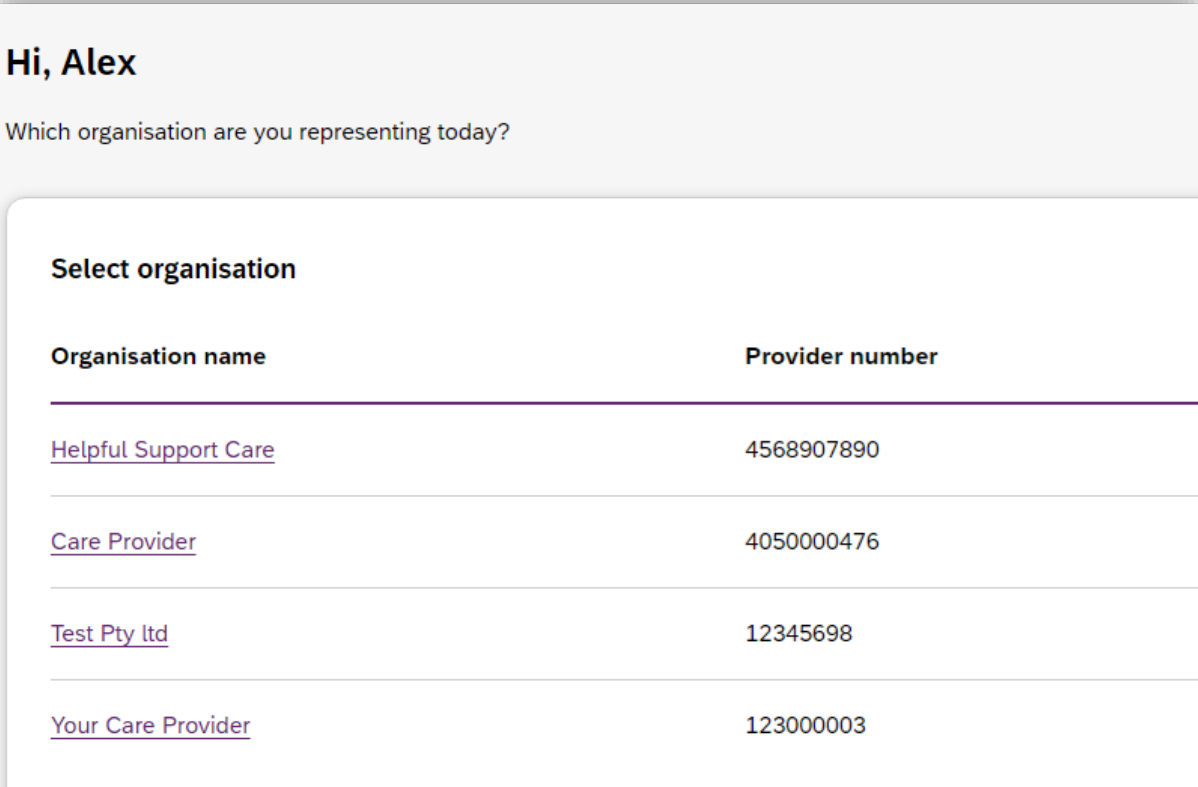
Selecting an organisation

If you work on behalf of more than one provider organisation, you can switch between those organisations in the my NDIS provider portal.

When you launch the my NDIS provider portal, you will be prompted to select the organisation you are representing. Click the name of organisation you wish to represent, and you will be taken to the default tab.

Note

If you only work for one provider organisation, you will not see the organisation selection page.



Hi, Alex

Which organisation are you representing today?

Select organisation

Organisation name	Provider number
Helpful Support Care	4568907890
Care Provider	4050000476
Test Pty ltd	12345698
Your Care Provider	123000003

Figure 3 Organisation selector interface

You can change the active organisation while using the portal. Select the dropdown menu by clicking the Acting As button on the top left side of the interface.

Note: You will need to read and acknowledge the Collection Notice which explains what data the NDIS is collecting from me.

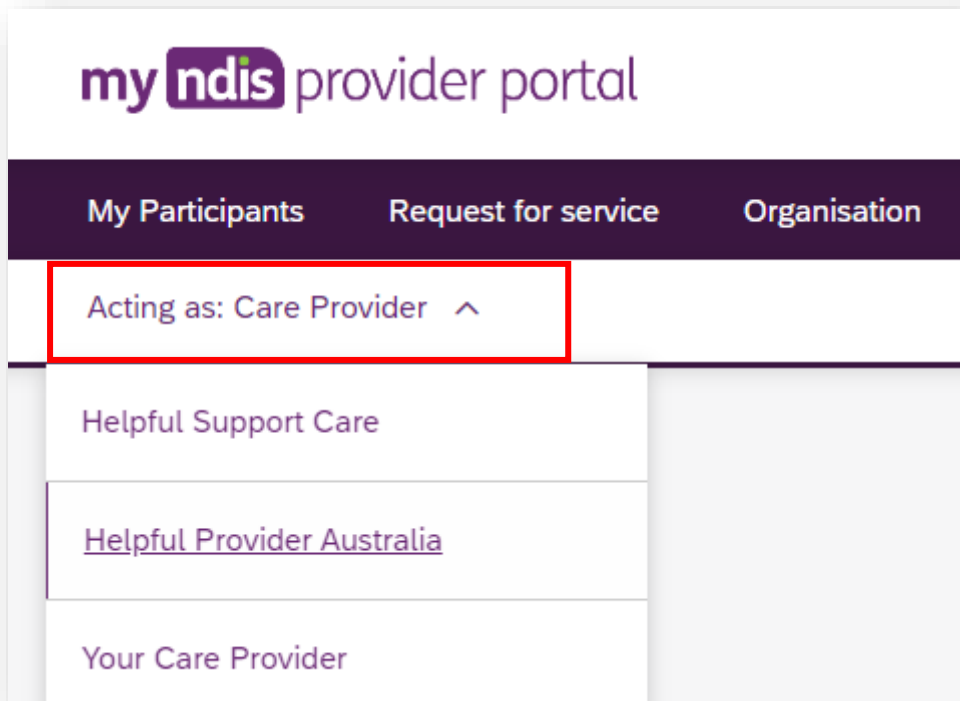


Figure 4 Organisation selector drop-down menu

Notification Centre

A notification bell icon is located on the global navigation bar. This bell icon lets you know how many new notifications have been sent to your organisation today.

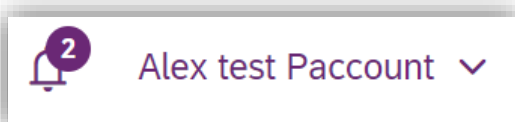


Figure 5 Bell icon for notifications

When you click on the bell notification the Notification Centre will display.

You will be able to view the new notifications for:

- A new participant plan has been approved
- Changes have been made to your recorded my provider role
- Changes have been made to your recorded plan manager role.
- Changes have been made to your recorded support coordinator role.
- Changes have been made to your recorded recovery coach role.
- A new my provider role recorded.
- A new plan manager role recorded.
- A new support coordinator role recorded.
- A new recovery coach role recorded.
- A new request for service
- Changes have been made to the participant's existing plan

Notification centre

Notifications will expire from your list in 30 days.

Notifications Filters

Notification subject	Category	Date received
You have a new my provider role recorded.	Participant Relationship - New	07/02/2024
Changes have been made to your recorded my provider role.	Participant Relationship - Update	07/02/2024
Changes have been made to your recorded plan manager role.	Participant Relationship - Update	07/02/2024
Changes have been made to your recorded my provider role.	Participant Relationship - Update	13/02/2024
Changes have been made to your recorded plan manager role.	Participant Relationship - Update	13/02/2024

Showing 1 — 5 of 20 notifications

Notifications per page

< First **1** 2 3 4 Last >

5 10 20 50

Figure 6 Notification centre

The encircled number beside the bell notification and the Notification centre page shows the number of notifications that you have received today.

my NDIS provider portal navigation

Depending on your organisation's role you will see a number of tabs in the my NDIS provider portal.

Home: allows you to navigate back to the dashboard

[My participants](#): allows you to search for a participant associated with your organisation and view certain details about them and their plan.

[Requests for service](#): allows you to manage requests for service, respond to requests and submit reports for requests.

[Organisation](#): allows providers to view information about your Organisation, Bank account details and Employees

SDA: allows providers to manage Specialist Disability Accommodation (SDA) dwelling enrolments.

Note

Instructions for using the SDA functions in the my NDIS provider portal are provided in a separate guide: [my NDIS provider portal: Specialist Disability Accommodation \(SDA\) Dwelling Enrolment \(Step-by-step guide\)](#).

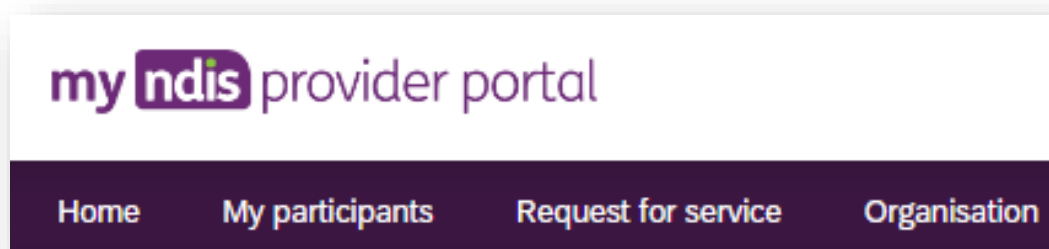


Figure 7 my NDIS provider portal navigation tabs

My Participants

The Participant list allows you to search for a participant and view their plan when the participant has given the NDIA consent to share their plan with you.

The NDIA requires consent from participants to share their plans with providers. Only participants and their nominees can provide the NDIA with the consent to share their plans with providers. Participants have the choice to either share, or not share their plans with you and can withdraw consent at any time.

In addition, you can view other information, including:

- NDIS number,
- Participant name
- Location
- Role start date
- Role end date
- Status

Table 1 Role statuses

Participant status	Definition
New	Role started within the last 29 days.
Ending soon	Role ends within the ne29 days

The encircled number beside the My participants heading shows the number of new participant roles.

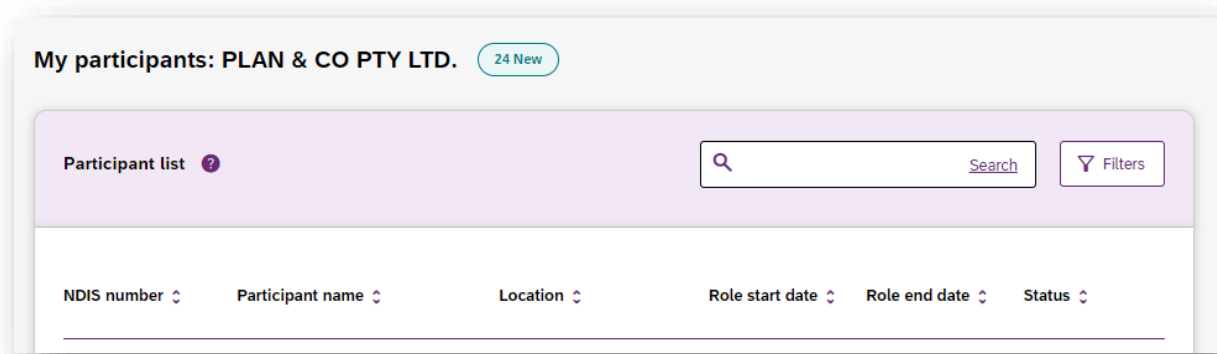
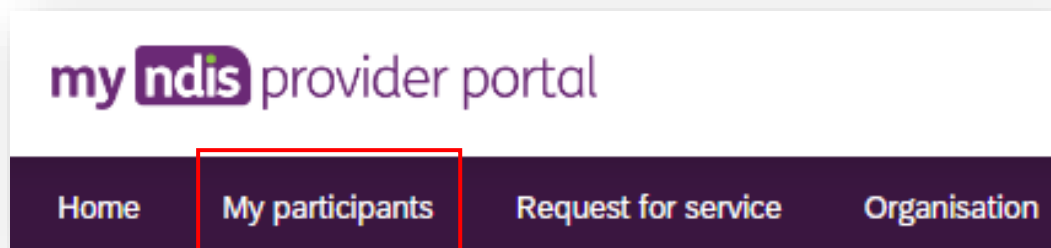


Figure 8 Participant List

Search for and select a participant

To search for a participant:

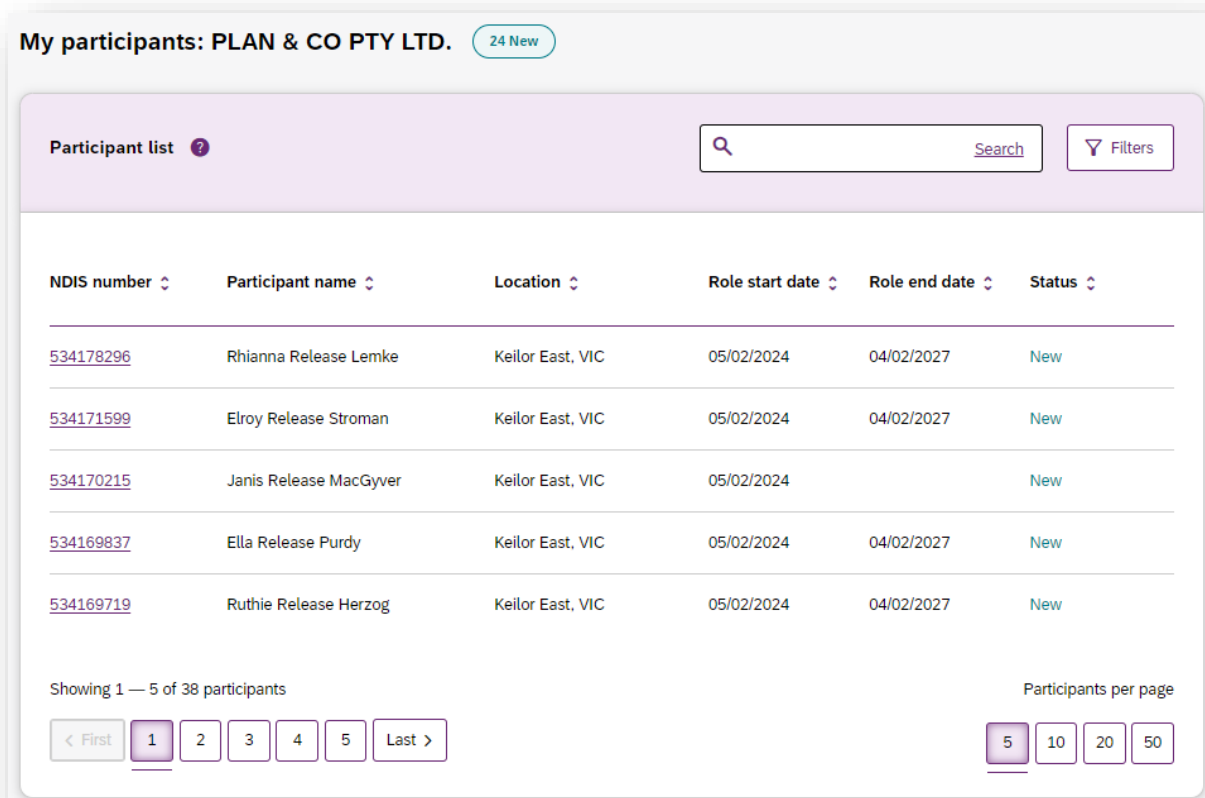
1. Select the **My Participants** tab.



- 2.

Figure 9 My Participants tab

2. A list of your active participants will be displayed.



The screenshot shows the 'My participants' page for 'PLAN & CO PTY LTD.' with a '24 New' badge. The page features a search bar and a 'Filters' button. Below is a table of participants:

NDIS number	Participant name	Location	Role start date	Role end date	Status
534178296	Rhianna Release Lemke	Keilor East, VIC	05/02/2024	04/02/2027	New
534171599	Elroy Release Stroman	Keilor East, VIC	05/02/2024	04/02/2027	New
534170215	Janis Release MacGyver	Keilor East, VIC	05/02/2024		New
534169837	Ella Release Purdy	Keilor East, VIC	05/02/2024	04/02/2027	New
534169719	Ruthie Release Herzog	Keilor East, VIC	05/02/2024	04/02/2027	New

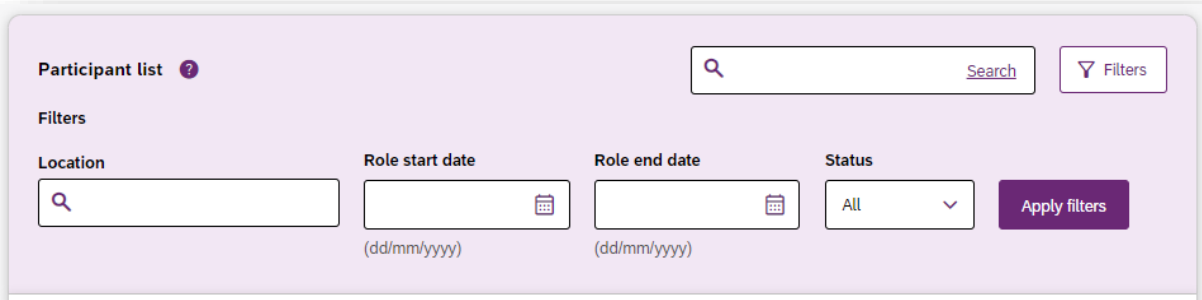
Showing 1 — 5 of 38 participants

Participants per page: 5, 10, 20, 50

Figure 10 My Participants page

3. To search for a participant, enter either the first name, middle name, last name or NDIS number of a participant in the search box and click **Search**.

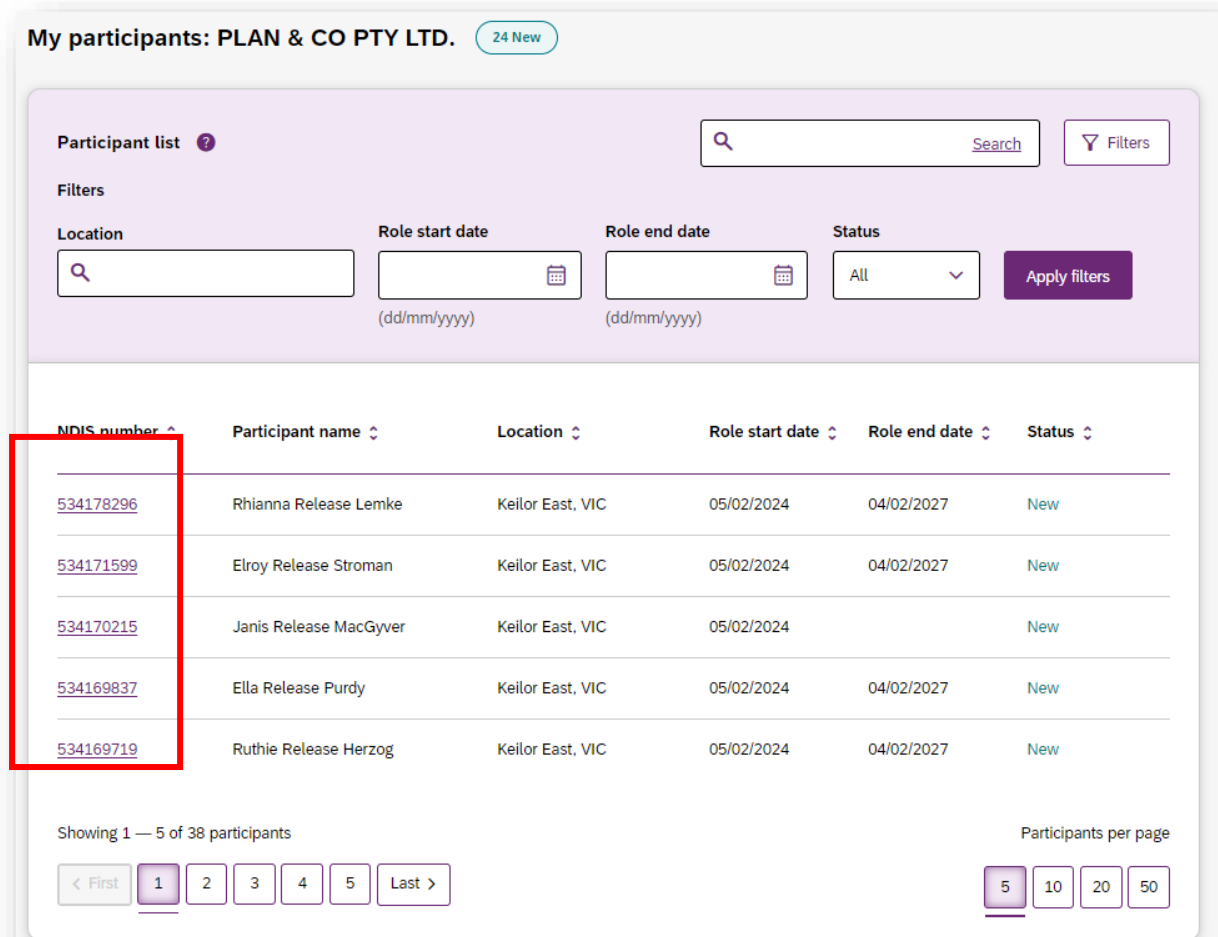
- To filter your list. Click on the Filters button. You can filter by choosing the Location, Role start date, Role end date and/or Status and press Apply filters.



The image shows a filter interface for a participant list. At the top, there is a search bar with a magnifying glass icon and a 'Search' button. To the right is a 'Filters' button with a downward arrow. Below this, the word 'Filters' is displayed. There are four filter categories: 'Location' with a search bar, 'Role start date' with a date input field and a calendar icon, 'Role end date' with a date input field and a calendar icon, and 'Status' with a dropdown menu currently set to 'All'. An 'Apply filters' button is located to the right of the filter fields.

Figure 11 Participant Search Box and Filter options

- To view the participant's plan, click on their **NDIS number**



The image shows the 'My participants' home tab for 'PLAN & CO PTY LTD.' with a '24 New' badge. It features the same search and filter interface as Figure 11. Below the filters is a table of participants. The 'NDIS number' column is highlighted with a red box, indicating that clicking on these numbers leads to the participant details page. The table shows 5 participants, all with a status of 'New' and located in 'Keilor East, VIC'. The start and end dates for all participants are 05/02/2024 and 04/02/2027 respectively.

NDIS number	Participant name	Location	Role start date	Role end date	Status
534178296	Rhianna Release Lemke	Keilor East, VIC	05/02/2024	04/02/2027	New
534171599	Elroy Release Stroman	Keilor East, VIC	05/02/2024	04/02/2027	New
534170215	Janis Release MacGyver	Keilor East, VIC	05/02/2024		New
534169837	Ella Release Purdy	Keilor East, VIC	05/02/2024	04/02/2027	New
534169719	Ruthie Release Herzog	Keilor East, VIC	05/02/2024	04/02/2027	New

Showing 1 — 5 of 38 participants

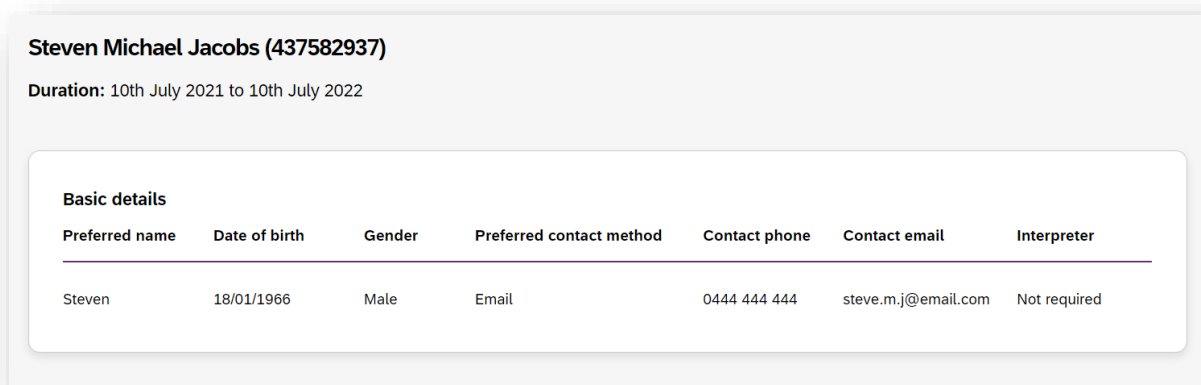
Participants per page: 5, 10, 20, 50

Figure 12 My participants home tab, showing links to the participant details page

View Participant Details

The My Participants page shows the participant's basic details, including their name, NDIS number, date of birth and contact details.

The NDIA requires consent from participants to share their plans with providers. Only participants and their nominees can provide the NDIA with the consent to share their plans with providers. Participants have the choice to either share, or not share their plans with you and can withdraw consent at any time.



The screenshot shows a card for a participant named Steven Michael Jacobs with NDIS number 437582937. The duration of the plan is from 10th July 2021 to 10th July 2022. Below this is a table titled 'Basic details' with the following information:

Preferred name	Date of birth	Gender	Preferred contact method	Contact phone	Contact email	Interpreter
Steven	18/01/1966	Male	Email	0444 444 444	steve.m.j@email.com	Not required

Figure 13 My Participants page showing basic details

Depending on your organisation's registration the information which is displayed will vary. The following sections may be available:

- About me
- Goals
- Budget
- Funded Supports
- Informal community and mainstream supports, and
- Participant nominee details.

To open each section, click on the relative tab.

About Me

The About me section shows details about the participant's daily life, living arrangements and strengths.

This section is only displayed when a participant has given consent to the support coordinator or psychosocial recovery coaches to view their plan.

Goals

The Goals section outlines a participant's goals and how they will reach them.

This section is only displayed when a participant has given consent to you to view their goals.

By selecting "View goals history" a provider can view a participant's past goals. A goal appears in this list when a participant informs NDIA that they no longer working towards a goal.

The goals history is only visible when a participant has given you to view their past goals, and you are either a support coordinator, psychosocial recovery coach or a plan manager.

Note: The my provider role is unable to view past goals.

Budget

The Budget section may include details of each category of funds include in a participant's plan, including:

- Core flexible: Self-managed funds
- Core flexible: Registered plan managed
- Core flexible: Agency managed
- Stated supports
- Recurring payments

When you have been given consent to view a participant plan and you are:

- Support coordinators or psychosocial recovery coaches you may view all details.
- Plan managers you can only view the plan managed budget details and whether budget is available or exhausted for self-managed and agency managed budgets.

Note: The my provider role is unable to view any budget details

By selecting "View budget history" a provider may view a list of previous budgets and their dates. Selecting a previous budget from this list will display the details of funding for that budget period.

The budget history is only visible when a participant has given permission for you to view their past budgets.

Funded Supports

The Funded supports section shows total funded supports for each support category, and details of the funding available in each category.

When you have been given consent to view a participant funded supports and you are:

- Support coordinators or psychosocial recovery coaches you may view all funded support details
- Plan managers can only view the plan managed funded supports details

Note: The my provider role cannot view any funded support details

By selecting "View funded supports history" a provider may view a list of changes to a participant's funded supports. Selecting a change from this list will display the details of funded supports at that point in time.

The funded supports history is only visible when a participant has given permission for you to view their funded supports history.

Informal community and mainstream supports

The informal community and mainstream supports section shows information around current supports and new supports for a participant. There are lists for my current supports and new supports I want to find.

This section is only displayed when a participant has given consent to the support coordinator or psychosocial recovery coaches to view their plan.

Participant nominee details

The participant nominee detail section shows details for each nominee, the relationship type for a participant and contact details.

This section is displayed for all providers.

Provider roles

The provider roles section shows the role or roles that you have been assigned in the participant's plan.

my provider Support category relationship display

The **Provider roles** section displays a **Support category** details column.

It allows providers to see when they have been recorded as a my provider for the delivery of specialist disability accommodation, home and living supports and/or behaviour supports in the my NDIS provider portal.

If a provider is not recorded at the category level the new column will display 'Not applicable'.

The portal will individually list each time a provider is recorded as a category level my provider.

Provider role	Support category	Last modified date	Role start date	Role end date	Active	Status
Recovery Coach	Not applicable	22/03/2024	28/01/2024		Yes	
my provider	Not applicable	18/03/2024	18/03/2024		Yes	New
my provider	Behaviour Support	18/03/2024	18/03/2024		Yes	New
my provider	Home and Living	18/03/2024	18/03/2024		Yes	New
my provider	Specialised Disability Accommodation (SDA)	18/03/2024	18/03/2024		Yes	New

Figure 14 My Participants page showing links to sections with further information

Note: If you are a plan manager, you will see the Extend current role and End current role buttons.

Provider role	Support category	Last modified date	Role start date	Role end date	Active	Status
Support Coordinator	Not applicable	05/03/2024	05/03/2024		Yes	New
Plan Manager	Not applicable	21/02/2024	21/02/2024	20/02/2025	Yes	New
my provider	Not applicable	21/02/2024	21/02/2024	20/02/2025	Yes	New

Figure 15 My participant page showing links to extended current role and End current role buttons

The **Extend current role** button allows you to request an extension to the provider role. You must choose the type of extension you want, that is whether it will be an ongoing relationship or one that has an end date.

The **Extend current role** button will only appear if the relationship is not ongoing, i.e. it has an end date.

The **End current role** button allows you to end a current relationship with the participant.

Request for Service

The Request for service tab allows you to manage requests for service, respond to requests and submit reports for requests.

View Support Coordination Requests for Service

To view Support Coordination Requests for Service submitted to your organisation:

1. Select the Request for service tab.

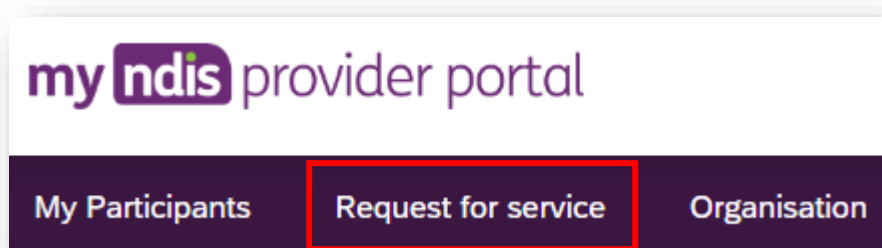


Figure 16 Request for service tab

2. This will display the **Request for service page**, and links for sections for:

Pending requests: view any pending requests for support coordination services sent to your provider organisation by the Agency. Allows you to review a pending request and either accept or reject the request.

Accepted Requests: view any previously accepted requests for service.

You can now search by:

- Request ID
- NDIS number
- Participant last name

Reporting Tasks: view and complete reporting tasks associated with requests.

Request History: view a history of requests.

You can now Search by:

- Request ID
- Participants full name
- Participants first name

- Participants last name

You can now Filter by:

- Disability
- Status
- Date From
- Date to

The encircled number beside **Pending requests** link shows the number of outstanding, pending requests for service for your organisation.

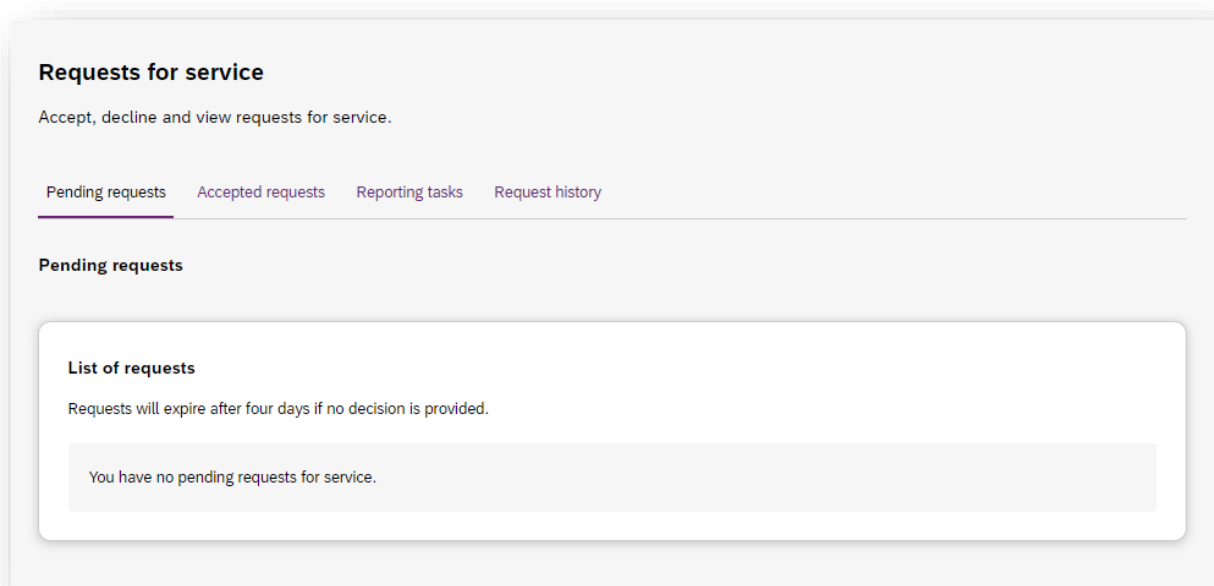


Figure 17 Requests for service page, showing links to sections

3. The **Pending requests** section will display a list of pending requests for service for your organisation. The following details are included for each request:

Request ID: A unique ID for each request.

Age: The participant's current age.

Location: The participant's suburb.

Disability: The main disability experienced by the participant.

Decision due: The due date for a response to the request.

This list can be sorted by column, toggle between ascending and descending sort-order by clicking the column heading.

4. To review the details of a pending request, click the link under the Request ID column.

List of requests

Requests will expire after four days if no decision is provided.

Request ID ↕	Age ↕	Location ↕
12345678	30	Kellyville, NSW
12345676	16	Castle Hill, NSW

Figure 18: Opening a request for service

5. The **Review pending request page** shows some additional details:

Basic details: including the support budget and NDIS contact, as well as limited, anonymised details about the participant.

About Participant: further details about the participant’s disability and whether they require an interpreter.

Additional information section shows further detail about the support being requested.

Review pending request

Decision due Friday 12th May 2022

Basic details					
Request ID	Participant name	Age	Location	Support budget	NDIS contact
12039845	Name withheld	30	Kellyville, NSW	\$16,700 over 24 months	enquiries@ndis.gov.au

About participant

Disability information
E88 - Other metabolic disorders

Interpreter required
Not required

Additional information

Purpose of referral
Support coordination

Type of funded request
Support connection

Participant context

Figure 19 Review pending request page, showing request details.

Respond to a Request for service

Once you have reviewed the information and made a decision you may either accept or decline a request for service before the decision due date.

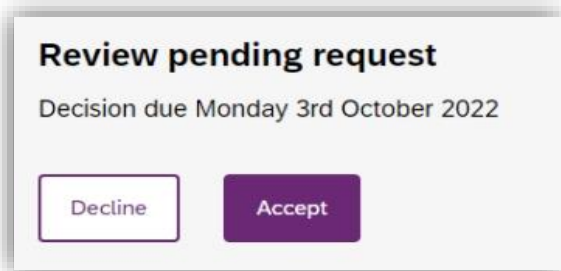


Figure 20 Decline and accept request buttons

To Accept

1. To accept the **Pending request**, click the **Accept** button near the top of the page.
2. You will be prompted to confirm that you have read all the available information, click the **Accept request** to do so.
3. Your acceptance will be confirmed in a banner displayed across the top of the page.

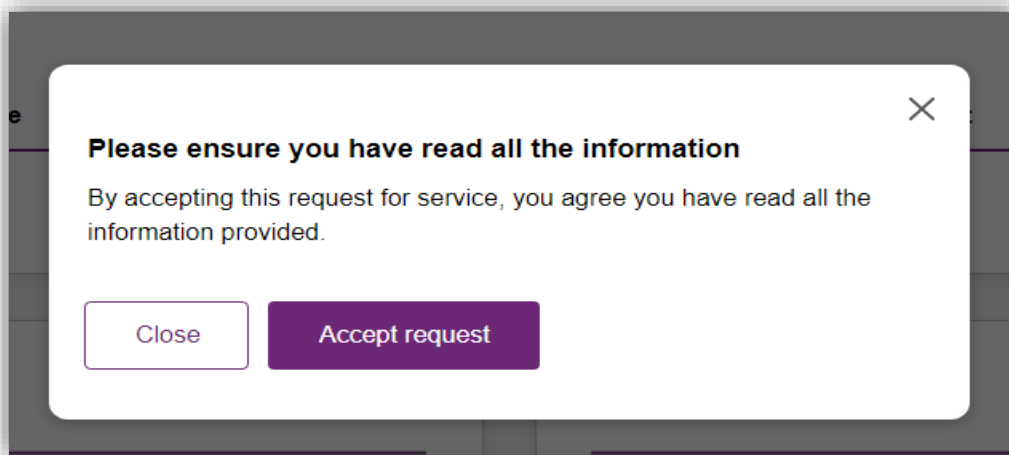


Figure 21 Prompt to confirm acceptance of a request for service.



Figure 22 Confirmation of successfully accepting of a request for service

To Decline

4. To decline the **Pending request**, click the **Decline** button near the top of the page.
5. You will be prompted to provide a reason for declining the request for service

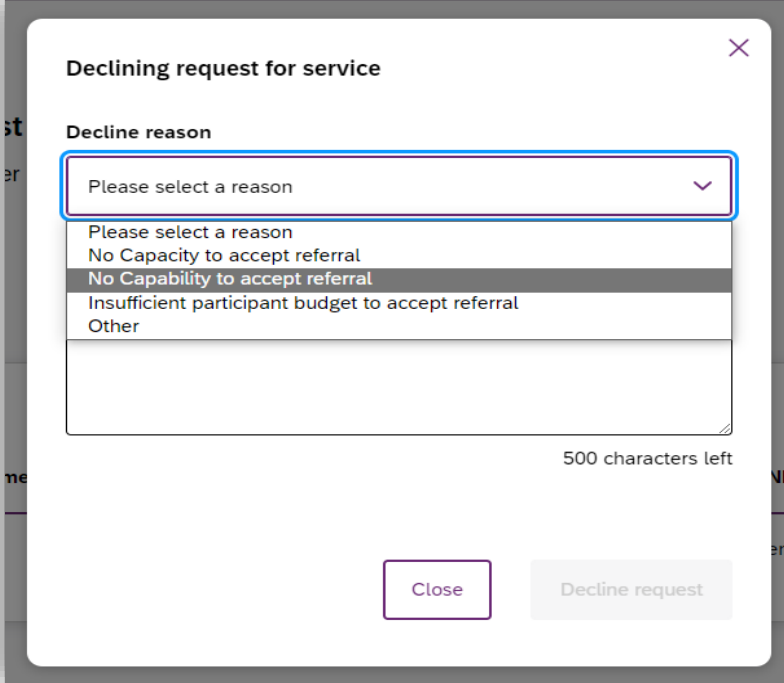


Figure 23 Declining a request for service

- Select the appropriate reason from the dropdown box, the options are:
- No capacity to accept referral
- No capability to accept referral
- Insufficient participant budget to accept referral
- Other

You may leave additional comments about why you declined the request in the textbox. If you selected Other this field is mandatory and you must provide additional comments.

6. Click **Decline request** to complete.
- The decline will be confirmed in a banner displayed across the top of the page.

View the details of an accepted Request for service

After accepting a request for service, you will be able to view additional details about the participant and the request. This includes:

- Participant name,
- Participant and participant representative contact details,
- Participant context,
- Reporting tasks, and

- Submitted reports.

[Back to Request for service](#)

Brandyn Release Torp's profile (534170427)

Request for service accepted on Monday 5th February 2024

Basic details					
Request ID	Participant name	Age	Location	Support budget	NDIS contact
00008822	Brandyn R Torp	33		\$72,000.00 over 36 months	enquiries@ndis.gov.au

[Contact details](#) [Participant context](#) [Reporting tasks](#) [Submitted reports](#)

Contact details

View the Participants or Participants Representative contact details.

Full name of contact	Relationship	Preferred contact method	Contact Phone	Contact Email	Interpreter
Brandyn Release Torp	Not applicable	Email	0400000000	brandyn.torp@testdata.email	Auslan

Figure 24 Request for service details page, available after accepting a request

To navigate the details of an accepted request for service use the links on the page

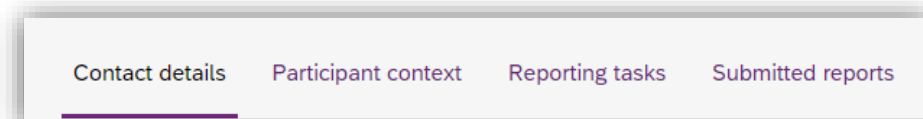


Figure 25 Request for service details page, details links

Contact Details

Contact details of the participant and/or the participant's representative contact details.

Participant context

Participant context includes additional information about the participant and their disability, including:

- Disability information.
- Whether the participant requires an interpreter, and what language they use.
- Purpose of the referral and type of funded request.
- Report frequency.

Reporting tasks

Reporting tasks shows how often progress reports must be uploaded, and when the next report is due. It also allows for reports to be uploaded.

Submitted reports

Submitted reports shows a history of previously submitted reports for the selected request for service.

Reporting tasks

This tab displays all the reports that are due for your participants in the next 60 days.

1. Select the Request for service tab.
2. This will display the Request for service page, select the link to the **Reporting tasks** section.
3. This will display a list of reporting tasks for all the organisation's participants, with columns for:

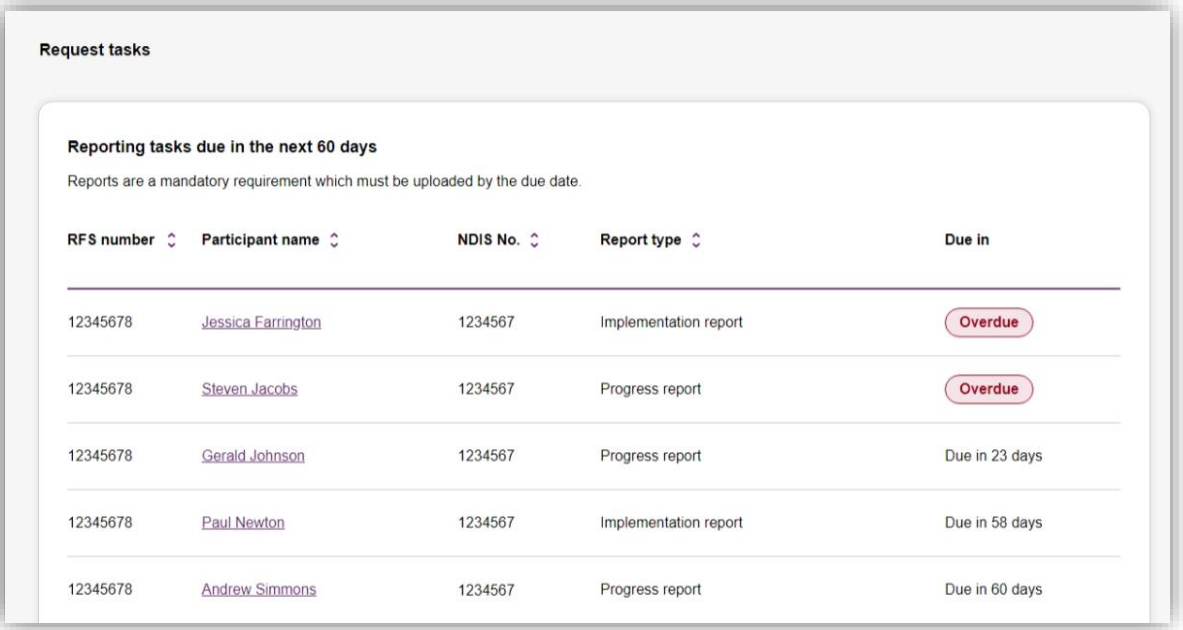
Request ID: The unique ID for each request.

Participant name: The participant's current age.

NDIS Number: The participant's suburb.

Report Type: The main disability experienced by the participant.

Due in: The number of days until the listed report is due, or Overdue if the report is past its due date.



The screenshot shows a web interface titled "Request tasks". Below the title is a section "Reporting tasks due in the next 60 days" with a sub-note: "Reports are a mandatory requirement which must be uploaded by the due date." Below this is a table with five columns: "RFS number", "Participant name", "NDIS No.", "Report type", and "Due in". The table contains five rows of data. The first two rows have "Overdue" status, while the others show specific due dates.

RFS number	Participant name	NDIS No.	Report type	Due in
12345678	Jessica Farrington	1234567	Implementation report	Overdue
12345678	Steven Jacobs	1234567	Progress report	Overdue
12345678	Gerald Johnson	1234567	Progress report	Due in 23 days
12345678	Paul Newton	1234567	Implementation report	Due in 58 days
12345678	Andrew Simmons	1234567	Progress report	Due in 60 days

Figure 26 Reporting tasks for accepted requests

- Click the link on the Participant name to access the **upload report** page.

Uploading reports for a Request for service

1. To upload a report, access the Reporting tasks section of the relevant Request for service details page.
2. On the Reporting tasks page, check the type of report required, the due date and click the Upload report button.

3. You will be prompted to select a report file, files can be uploaded in the following formats and limitations:

File name: 30 characters long

File types: doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, xml, txt

Document size: 10 MB

4. Click Upload to start the upload and submit the report.

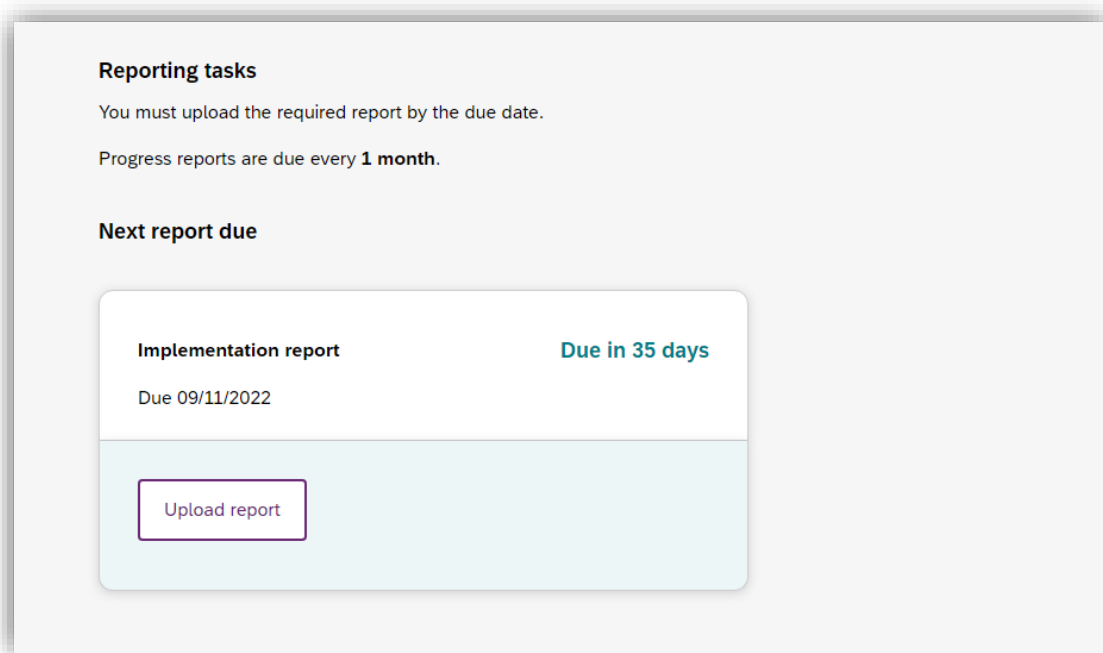


Figure 27 Request for service, report upload page

5. Once complete a banner will appear at the top of the page confirming that you have successfully uploaded a report.

6. You can review previously submitted reports in the previously submitted reports section of the request for service detail page.

Organisation

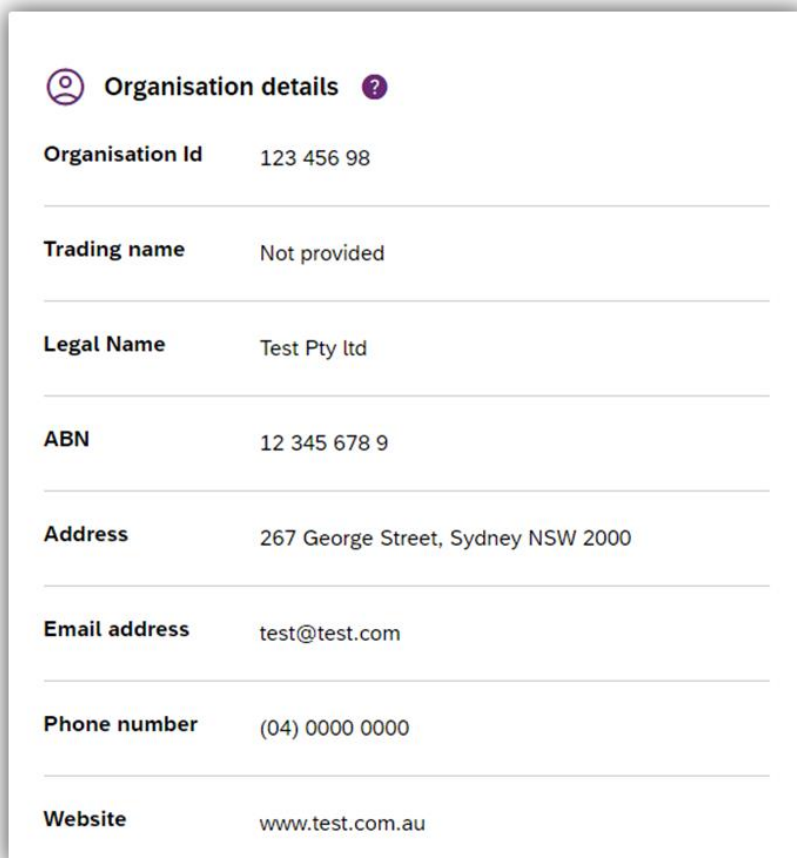
The Organisation tab allows you to view your Organisation details, , Employees and Participants. It also allows you to request reports to extract key information out of the my NDIS provider portal related to PACE participants and PACE claims.

Plan Managers will be able to view a Relationship request tab.

View Organisation details

The Organisation tab shows details stored about your organisation, these are:

- Organisation ID number
- Trading name
- ABN
- Address
- Email address
- Phone number
- Website address



Organisation details ?	
Organisation Id	123 456 98
Trading name	Not provided
Legal Name	Test Pty ltd
ABN	12 345 678 9
Address	267 George Street, Sydney NSW 2000
Email address	test@test.com
Phone number	(04) 0000 0000
Website	www.test.com.au

Figure 28 Organisation details

View Employee details

To view your Employee's details, select the Employees tab.

The Employees tab shows a list of your employee's name, role, start date and end date.

Employee name	Role	Start date	End date
Alex test Paccount	Account Manager	14/08/2022	

Figure 29 Employee list

To view the Employees history, select the hyperlink on the employee's name and the role history page will list the employee's role, start date and end date.

Role	Start date	End date
Account Manager	14/08/2022	

Figure 30 Employee list, Role history

Relationship request tab for Plan Managers

The Relationship Requests tab displays a list of requested relationships. The information available is the Reference number, Participant name (NDIS number), the

date the request was submitted, the type of request and request status.

Reference ID	Participant name (NDIS number)	Submitted date	Request type	Status
3379593	Arch Kertzmann (533771184)	13/02/2024	Edit	Submitted
3373920	Jayde Release Schneider (534168093)	08/02/2024	Edit	Submitted

Figure 31 Relationship Requests

Note: The participant's name is withheld until the relationship request has been approved and/or consent from the participant has been received.

You can add a new participant request by clicking on the **Add new request** button.

The New relationship request page will open. Complete all the details and select the Submit request button.

New relationship request

To add a new relationship request, fill in the participant details below. Your request will be reviewed by the NDIS. All fields are required.

Request details

Participant last name

Participant NDIS number

Participant date of birth
dd / mm / yyyy

Figure 32 New Relationship Request

If details or information provided is incorrect, then you will be able to view a message on the screen to assist in fixing the incorrect field.

Downloadable reports

The Downloadable Reports tab displays a list of reports requested in the past 24 hours. The information available is the type of report, request submitted date, file generated time, status.

Request a report

Available reports
You have 24 hours from when the file is generated to download the report.

Type of report	Request submitted date	File generated time <small>Sorted (new to old)</small>	Status	Action
PACE claims history report	08/02/2024	9:07 AM	Data limit exceeded	Download ↓
My participants report	08/02/2024	9:06 AM	Ready	Download ↓
My participants report	07/02/2024	5:04 PM	Ready	Download ↓
PACE claims history report	07/02/2024	3:44 PM	Ready	Download ↓
PACE claims history report	08/02/2024	N/A	System error	Download not available
My participants report	07/02/2024	N/A	Requested	Download not available

Showing 1 — 6 of 6 available reports

Available reports per page:

Figure 33 Available reports

You can request a report by clicking the **Request a report** button, which will open the Request a report page where you can select the type of report you want.

Each type of report has different filters, these are listed in Table 2 (below).

Table 2 Filter options for reports

Report type	Filters
Notifications	Received date from Received date to Notification category

My participants	Role start date Role end date From date To date Provide role
Participant budget report	First letter of participant surnames Role start date from Role start date to
PACE claims history report	Claim submitted date Support start date Claim Status, or A Specific claim reference number.

Request a report

Requesting a report may take several minutes to generate. Moreover, the report is limited in how much data it can hold. Use the filters for the type of report to refine your request. All fields are mandatory.

Report details

Select the type of report you would like to request

Notifications report ▼

Select a period of dates for when you received notifications
(Maximum of 30 days)

Received date from

📅

dd/mm/yyyy

Received date to

📅

dd/mm/yyyy

Select one or multiple notification categories you wish to export

- Select all
- Request for service
- Participant relationship - New
- Participant relationship - Update
- Participant plan

Discard

Request report

Figure 34 Request a report page showing notifications report.

After submitting your request, it will appear in the Available reports list. When a report is ready you can also download the .csv report file using the link in the action column.

Note: Report files will be available for download for 24 hours. Also, only three reports of each type can be requested every 24 hours.

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.

Submit a new payment enquiry

To submit a payment enquiry, click onto the **Enquiries** tab on the global navigation bar.

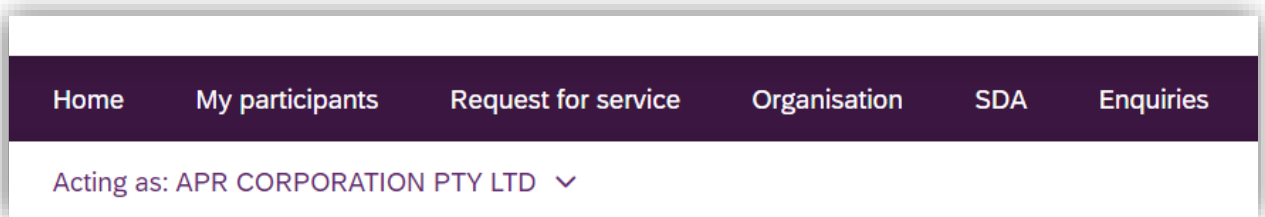


Figure 35 Enquiries tab on the global navigation toolbar

1. Click onto Lodge a new enquiry

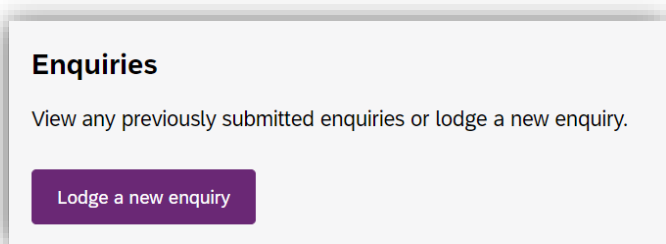


Figure 36 Lodge a new enquiry

2. Select an enquiry type dropdown is automatically prefilled.

Note: All other enquiry types, including complaints and feedback can be submitted through the myplace provider portal.

3. To create a new enquiry, select: **Yes, this is a new enquiry**

The screenshot shows a web form titled "Submit a new enquiry". At the top left, there is a link "< Back to Enquiries". Below the title, there is a button with a trash icon labeled "Discard enquiry". The form is divided into several sections:

- Your details** (with a help icon): A light purple box containing the text "NDIA will respond to this enquiry using the details below. Please ensure your email address is accurate." Below this, there are two columns of information: "Organisation: APR CORPORATION PTY LTD" and "Name: Alejandrin Tremblay". Below that, "Email: arora.challa@ndis.gov.au".
- What type of enquiry would you like to submit?**: A section with a dropdown menu labeled "Select an enquiry type" (with an info icon). The dropdown currently shows "Claim or payment enquiry".
- Enquiries under construction** (with a warning icon): A yellow box containing the text "Submit enquiries for claims and payments using the my NDIS provider portal. For all other enquiries, please use the myplace provider portal."
- Is this a new enquiry?**: A section with two radio button options: "Yes, this is a new enquiry" (which is selected) and "No, I am following up on a closed enquiry".

Figure 37 Submit a new enquiry

4. Complete the details of the payment enquiry section by selecting a category:
- **Issue with a bulk file**
 - **Issue creating or editing a service booking**
 - **Claims rejected**
 - **Payment not received**
 - **Issue cancelling claims**
 - **Other claim or payment enquiry**

The screenshot shows a form titled "Details of claim or payment enquiry". Under the heading "Category", there is a dropdown menu. The menu is currently open, showing the selected option "Please select" at the top, followed by a list of seven categories: "Issue with a bulk file", "Issue creating or editing a service booking", "Claims rejected", "Payment not received", "Issue cancelling claims", and "Other claim or payment enquiry".

Figure 38 Enquiry categories

Note: The information you are required to submit is dependent on the payment enquiry category you have selected. Please make sure that you complete each field as required.

Each category has additional information explaining what is required before submitting your payment enquiry.

For each category, there are compulsory fields you need to complete. These include the **Enquiry title**, **Participant last name**, **Participant date of birth**, **Support start date**, **Support end date** and **Enquiry description**.

This is except for the following categories:

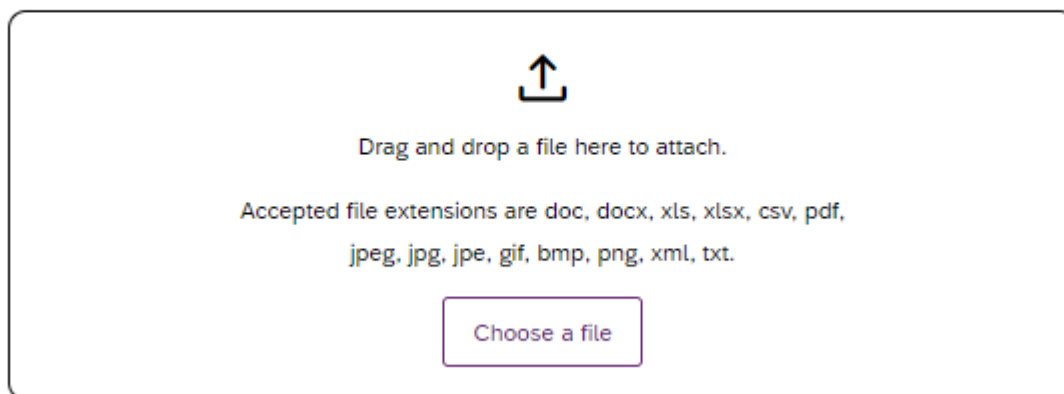
Issue with a bulk file and **Other claim or payment enquiry** where compulsory fields include: **Enquiry title** and **Enquiry description**.

Issue creating or editing a service booking where compulsory fields include **Enquiry title**, **Participant last name**, **Participant date of birth** and **Enquiry description**.

If there are associated documents, select **Choose file** to attach them. You can attach documents in .doc, .docx, .xls, .xlsx, .csv, .pdf, .jpeg, .jpg, .jpe, .gif, .bmp, .png, .pnt, .pntg, .xml, .txt format.

The file must be no larger than 5MB each. Up to 10 files may be uploaded.

Attach any documents associated with this enquiry (optional) ⓘ



Drag and drop a file here to attach.

Accepted file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, xml, txt.

Choose a file

Figure 39 Attaching a file to your enquiry

A list of your organisation's submitted payment enquiries via the my NDIS provider portal will display on the **Enquiries** page. To review or receive updates on all payment enquiries submitted previously via the myplace provider portal, you will need to navigate to the myplace provider portal.

Enquiries

View any previously submitted enquiries or lodge a new enquiry.

Lodge a new enquiry

Enquiries list

Enquiry ID (e.g. 84928310)

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

Figure 40 Enquiry page

One of two statuses will be displayed in the **Status** column:

Open – Your enquiry has been submitted and will be reviewed by NDIA

Closed – Your enquiry has been completed. You may need to submit a new follow-up enquiry to provide more information.

Note: Only payment enquiries submitted by your organisation will be visible in the Enquiries list. For example, any enquiries submitted by NDIA staff members, on your behalf will not be listed here.

Submit a payment enquiry on a closed enquiry

To submit a payment enquiry, click onto the Enquiries tab.

Acting as: APR CORPORATION PTY LTD ▾

Figure 41 Enquiries tab on the global navigation toolbar

1. Click onto Lodge a new enquiry

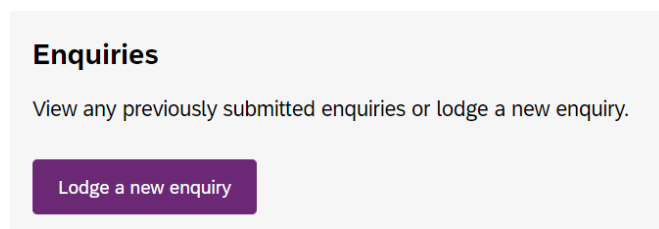


Figure 42 Lodge a new enquiry


2. Select an enquiry type dropdown is automatically prefilled.


Note: All other enquiry types, including complaints and feedback can be submitted through the myplace provider portal.

3. Choose: **No, I am following up on a closed enquiry**

[Back to Enquiries](#)

Submit a new enquiry


 Discard enquiry


Your details 


NDIA will respond to this enquiry using the details below. Please ensure your email address is accurate.

Organisation: APR CORPORATION PTY LTD	Name: Alejandrin Tremblay
Email: arora.challa@ndis.gov.au	

What type of enquiry would you like to submit?

Select an enquiry type 

Claim or payment enquiry 

 **Enquiries under construction**

Submit enquiries for claims and payments using the my NDIS provider portal. For all other enquiries, please use the myplace provider portal.

Is this a new enquiry?

Yes, this is a new enquiry


No, I am following up on a closed enquiry


Figure 43 Follow up on a closed enquiry

The following compulsory fields appear for you to fill in: **Enquiry title**, **Closed enquiry number**, **Date submitted** and **Follow-up comment**.

Please note: In the '**Closed enquiry number**' field, you may enter the 'Enquiry number' of a closed payment enquiry raised in the my NDIS provider portal or the 'Submission ID' of a closed payment enquiry raised in the myplace provider portal. If there are associated documents, select **Choose a file** to attach them. You can attach documents in .doc, .docx, .xls, .xlsx, .csv, .pdf, .jpeg, .jpg, .jpe, .gif, .bmp, .png, .pnt, .pngt, .xml, .txt format.

The file must be no larger than 5MB each. Up to 10 files may be uploaded.

Attach any documents associated with this enquiry (optional) 



Drag and drop a file here to attach.

Accepted file extensions are doc, docx, xls, xlsx, csv, pdf,
jpeg, jpg, jpe, gif, bmp, png, xml, txt.

Choose a file

Figure 44 Attaching a file to your enquiry

View existing payment enquiries

Note: Enquiries created before the 5th of May 2024 can be viewed in the myplace provider portal.

Payment enquiries created after the 5th 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.

Enquiries
View any previously submitted enquiries or lodge a new enquiry.

[Lodge a new enquiry](#)

Enquiries list

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

Figure 45 List of previously lodged enquiries