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:

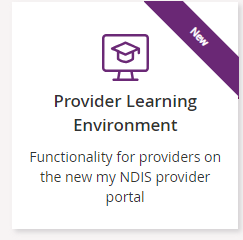
* Select and switch between active organisations,
* View broadcast messages
* View notifications
* Review, accept and decline Request for Service requests,
* View participant details,
* Review and submit your reporting requirement for Request for Service.
* View participant plan and budget, where a participant 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](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fclick.e.ndis.gov.au%2F%3Fqs%3Dab2eb681e0e01153b52b6935163223bf53787309f0c06d22333accb67b2c255a6d2019b0efdca42bee33553dc768516187b33a1131c15b17&data=05%7C01%7CChris.Katskavelis%40ndis.gov.au%7Cc11b0d668fda49be61c608dba848c745%7Ccd778b65752d454a87cfb9990fe58993%7C0%7C0%7C638288802799150834%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=62ZJxrG1bUEtcRaoydiOwcfblxwmJc6FVjJq2pNeC58%3D&reserved=0).

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** | | |
| A person with glasses and a book  Description automatically generated  NDIS Live Webchat  [Webchat](https://www.ndis.gov.au/contact) | A cartoon of a person with glasses and a phone  Description automatically generated  Phone  1800 800 110 | A computer monitor with a mouse cursor  Description automatically generated  Provider Portal Enquiry  [myplace provider portal](https://myplace.ndis.gov.au/supplier) |
| You can live chat with us about: | You can call us about: | You can use the provider portal to: |
| * my NDIS provider portal * Service bookings * Payment requests * Quotes * Referrals * Request for service * Searching for a registered provider | * 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 | * Submit a payment enquiry * Submit a general enquiry, feedback, compliment, or a complaint * Search for a provider * Upload documents |
| Email  [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au) | A person with a computer monitor  Description automatically generated  Contact & Feedback Form  [NDIS Online Form](https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form) | A circle with a mailbox and a letter  Description automatically generated  Mail  National Disability Insurance Agency PO Box 700 Canberra ACT 2601 |
| You can email use about: | You can use the online form to: | You can mail us to: |
| * Submit a general enquiry, feedback, compliment, or complaint * Email a document, form report or letter | * Submit a general enquiry, feedback, compliment, or a complaint * Request a call back | * 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](http://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.

Graphical user interface, website

Description automatically generated

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

A screenshot of a computer

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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.

A screenshot of a computer

Description automatically generated with medium confidence

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.

A screenshot of a web page

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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.

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Description automatically generated

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

A screenshot of a computer

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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**](#_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**](#_Request_for_Service): allows you to manage requests for service, respond to requests and submit reports for requests.

[**Organisation**](#_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)](https://www.ndis.gov.au/providers/working-provider/myplace-provider-portal-and-resources).

A close up of a screen

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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.

A screenshot of a search box

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Figure 8 Participant List

## Search for and select a participant

To search for a participant:

1. Select the **My Participants** tab.
2. A close up of a screen

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Figure 9 My Participants tab

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

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Figure 10 My Participants page

1. 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**.
2. 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.

A screenshot of a computer

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Figure 11 Participant Search Box and Filter options

5. To view the participant’s plan, click on their **NDIS number**

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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.

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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 for 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.

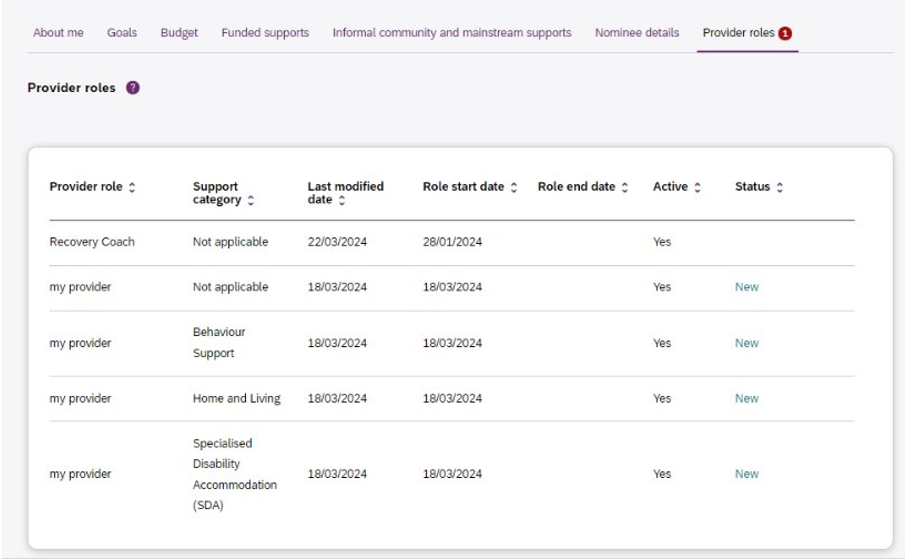


Figure 14 My Participants page showing links to sections with further information

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

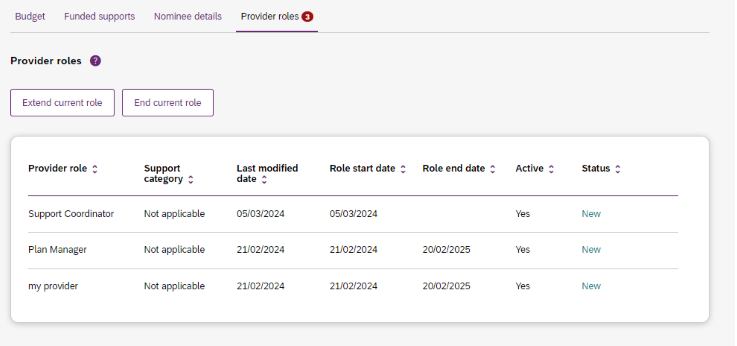


Figure 15 My participant page showing links to extended current role and End current role buttons

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.

A close-up of a sign

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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.

A screenshot of a computer

Description automatically generated

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.

Table

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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.

Graphical user interface, text, application, email

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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.

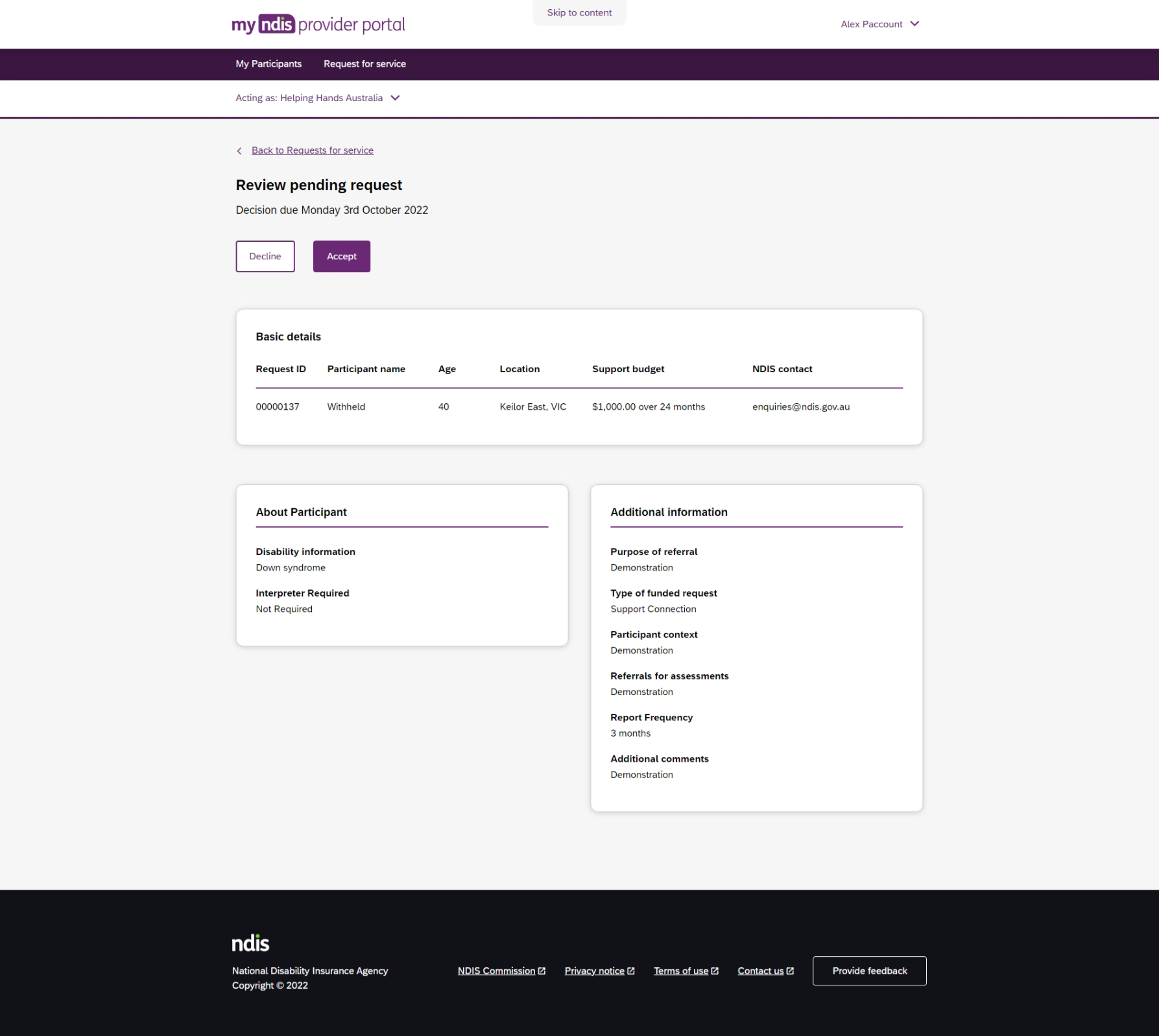


Figure 20 Decline and accept request buttons

### 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.

Graphical user interface, text, application, Teams

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

Graphical user interface, application

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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

Graphical user interface, application

Description automatically generated

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 to view to 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.

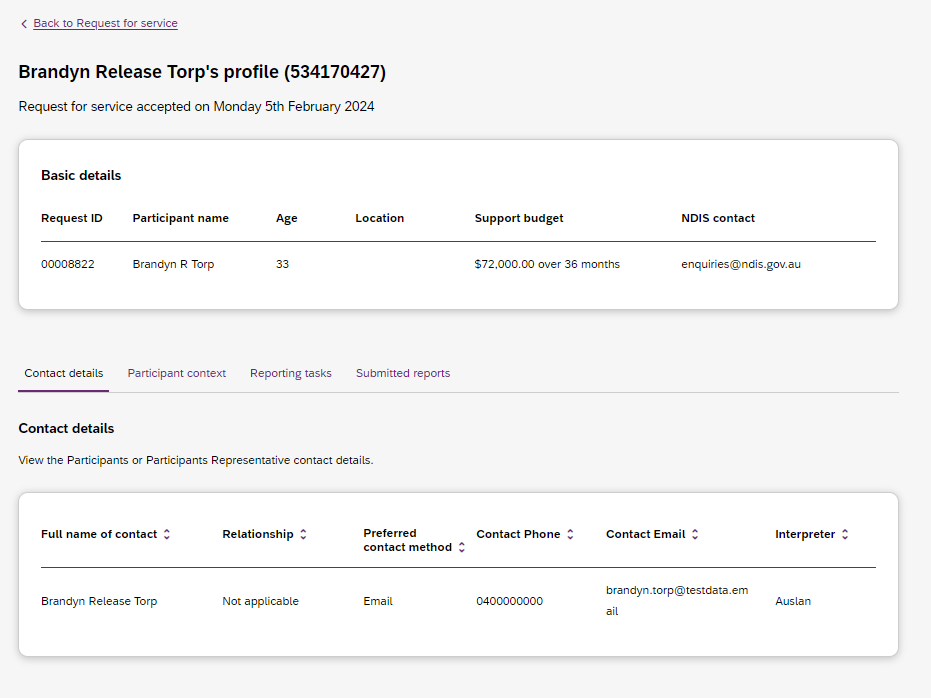


Figure 24 Request for service details page, available after accepting a request

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

Graphical user interface, application

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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.

Graphical user interface, application, Teams

Description automatically generated

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.

Graphical user interface, application, Teams

Description automatically generated

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

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Description automatically generated

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.A screenshot of a computer

Description automatically generated with medium confidence

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.

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Description automatically generated

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. A screenshot of a computer

Description automatically generated

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.

A screenshot of a computer

Description automatically generated

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.

A screenshot of a computer

Description automatically generated

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. |

A screenshot of a report

Description automatically generated

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.

A screenshot of a computer

Description automatically generated

Figure 35 Enquiries tab on the global navigation toolbar

1. Click onto Lodge a new enquiry

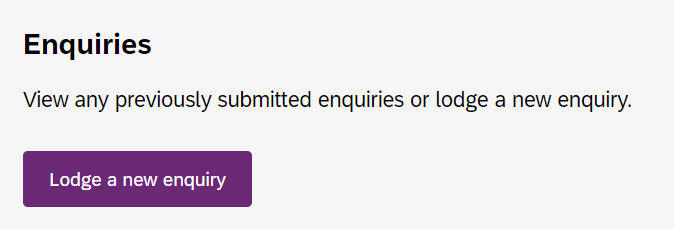


Figure 36 Lodge a new enquiry

1. 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.

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

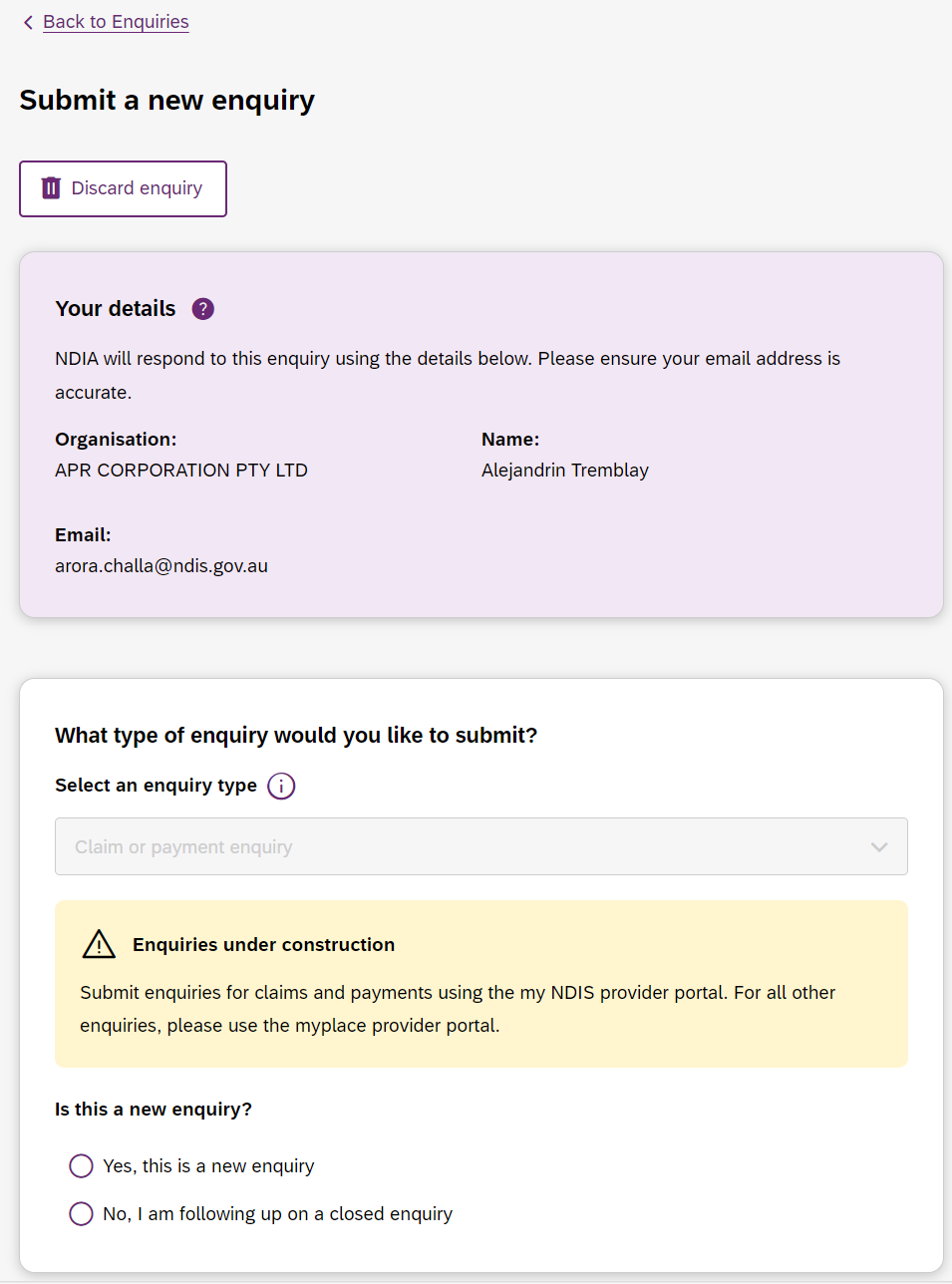


Figure 37 Submit a new enquiry

1. 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

A screenshot of a computer

Description automatically generated

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.

A screenshot of a computer error

Description automatically generated

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.

A screenshot of a computer

Description automatically generated

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.

A screenshot of a computer

Description automatically generated

Figure 41 Enquiries tab on the global navigation toolbar

1. Click onto Lodge a new enquiry

A screenshot of a computer

Description automatically generated

Figure 42 Lodge a new enquiry

1. 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.

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

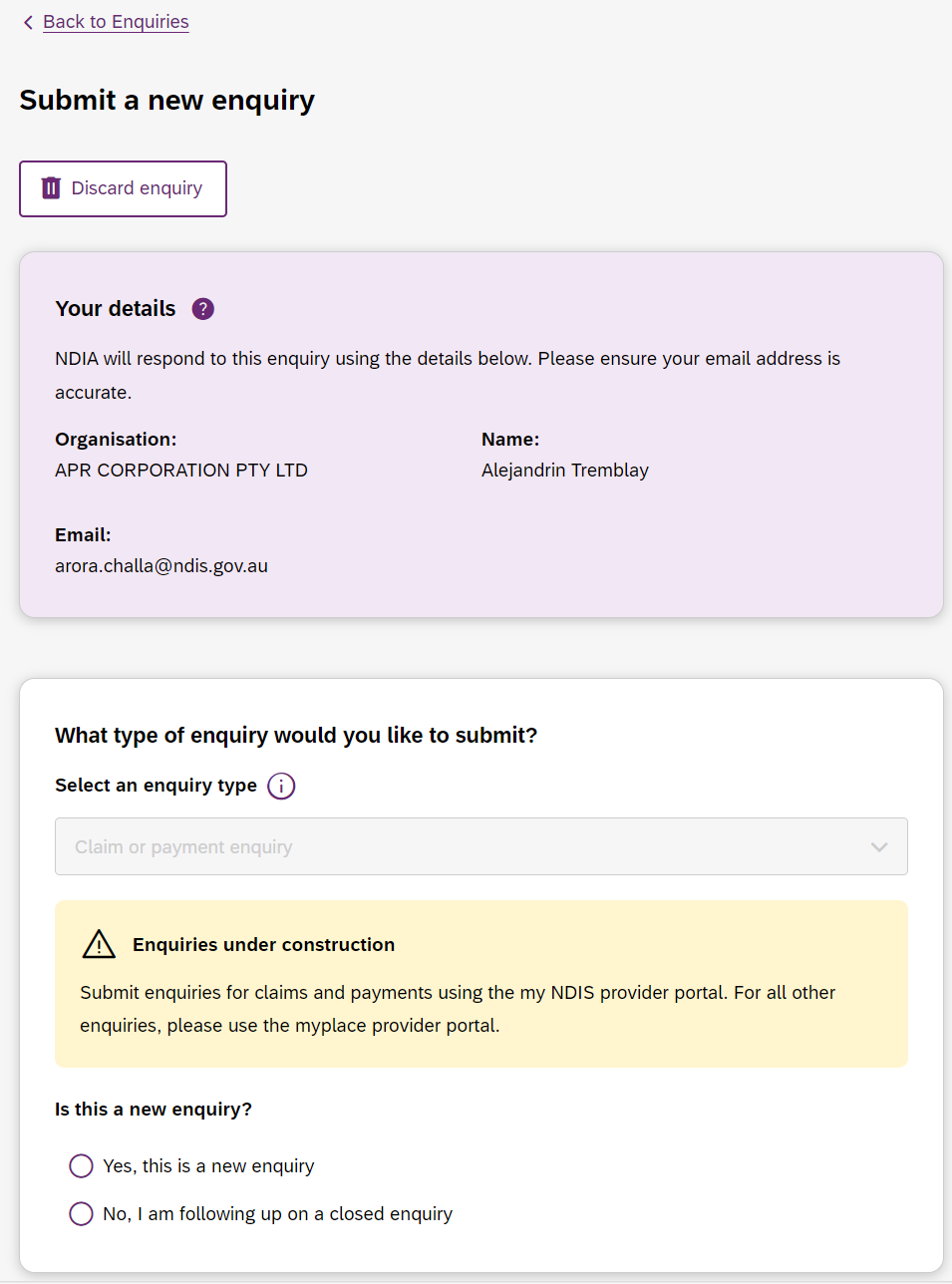


Figure 43 Follow up on a closed enquiry

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, .pntg, .xml, .txt format.  
The file must be no larger than 5MB each. Up to 10 files may be uploaded.

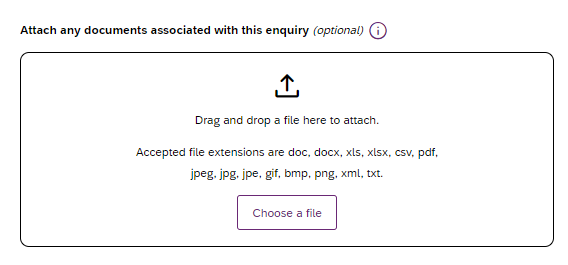


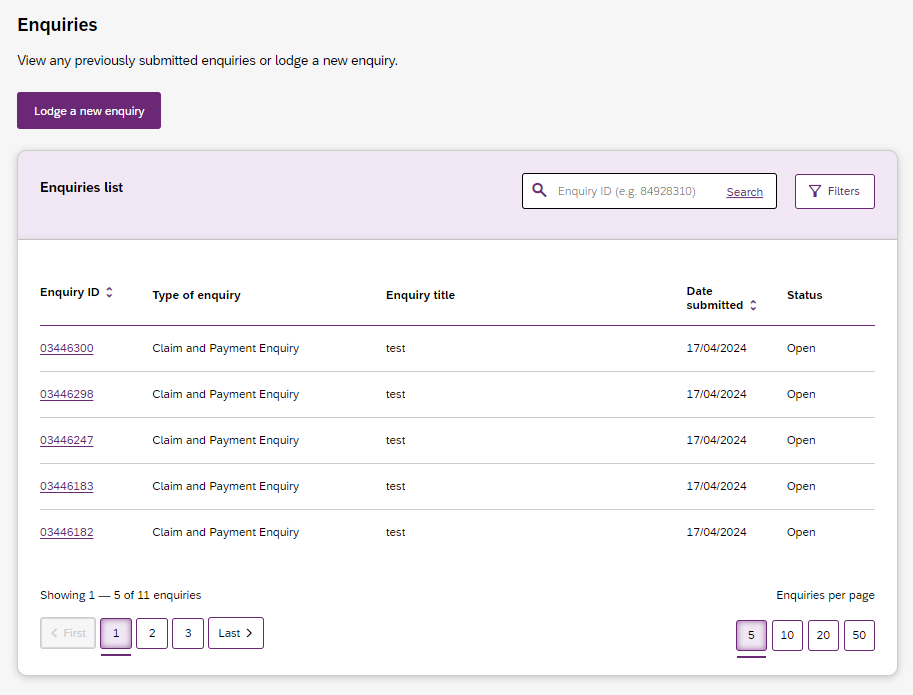
Figure 44 Attaching a file to your enquiry

# 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.

  
Figure 45 List of previously lodged enquiries