

my NDIS provider portal

Step-by-step guide

Specialist Disability

Accommodation (SDA) Dwelling

Enrolment

December 2025

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Changes from the last version

The following updates have been made to the last published version of **my NDIS provider portal** step-by-step SDA guide as of December 2025:

- All references to PRODA login procedures have been removed and myID login procedures modified for accuracy under 'Access my NDIS PP' section. (Pages 5, 6 & 7).
- Minor grammatical errors removed remaining document.

Introduction

- All applications to enrol dwellings as Specialist Disability Accommodation (SDA) need to be made through **my NDIS provider portal**. **my NDIS provider portal** is different from the **myplace provider portal**.
- **my NDIS provider portal** allows SDA registered providers to create SDA dwelling enrolment applications online. You can send evidence, check on progress and manage the application from start to finish.
- If you would like to become a registered SDA provider, contact the [NDIS Quality and Safeguards Commission](#).
- The NDIA decides whether to enrol a dwelling when an SDA registered provider submits a completed application to enrol, after the dwelling is built.
- This step-by-step guide describes how **my NDIS provider portal** works and includes instructions on how to create and manage dwelling enrolments using available functions in the portal.

You can get help in the portal by clicking  and  buttons.

What can you do in my NDIS provider portal?

my NDIS provider portal enables SDA registered providers to:

- create and submit new dwelling enrolment applications
- manage dwelling enrolment applications
- action requests for additional information
- view enrolled dwellings
- modify existing enrolments
- cancel existing enrolments.

Note: Use the myplace provider portal for all claims and payment enquiries.

Minimum internet browser requirements

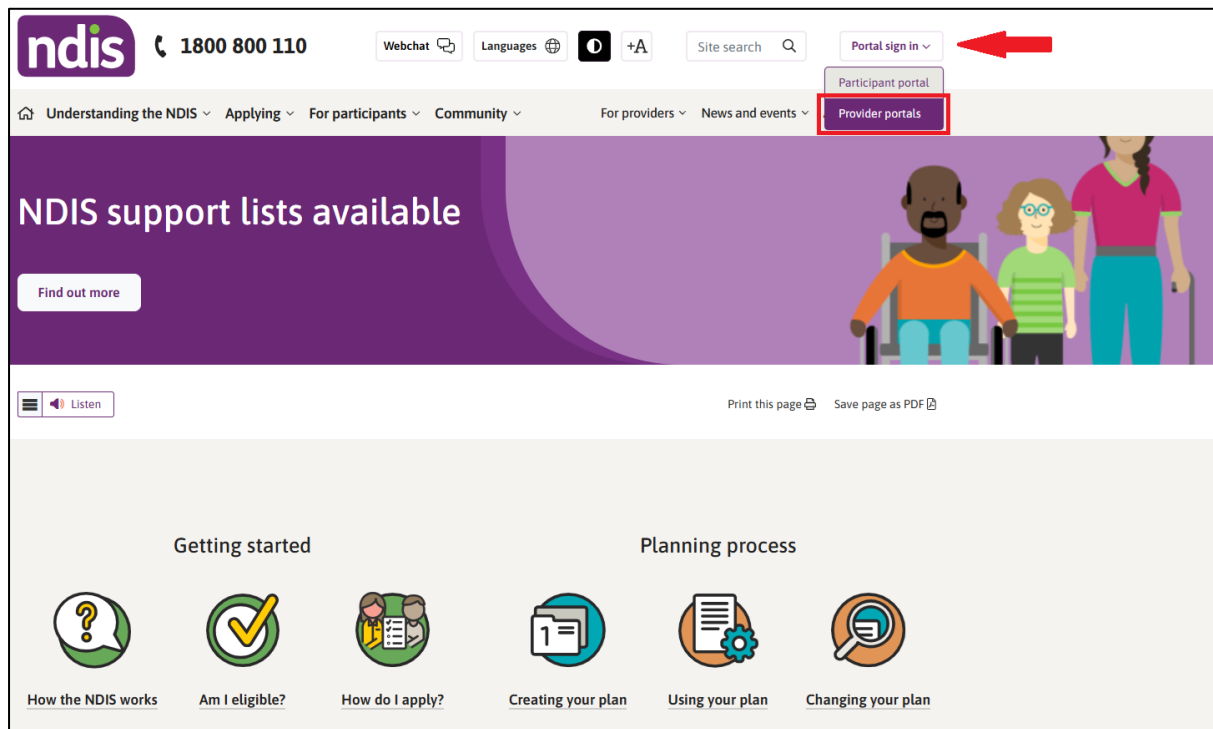
To access **my NDIS provider portal** please use one of the following browsers:

- Google Chrome
- Microsoft Internet Explorer 11 on Windows 8.1 or Windows 10
- Microsoft Edge
- Mozilla Firefox
- Safari on Mac OS X

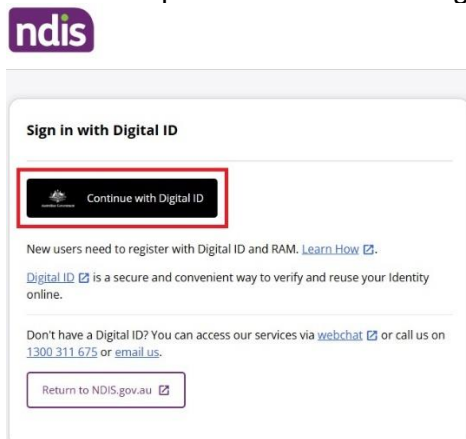
Accessing my NDIS provider portal

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

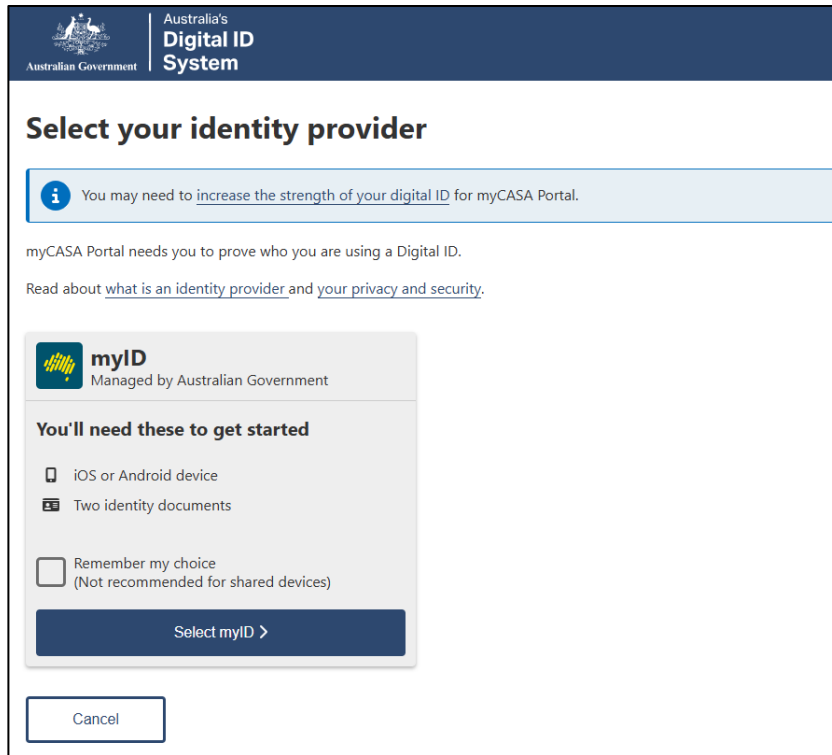
1. Access **my NDIS** portal using the 'Portal sign in' button on the [NDIS website](http://www.ndis.gov.au) and selecting 'Provider portals' from the pop-up menu.



Select the option 'Continue with Digital ID' to log in with your myID.

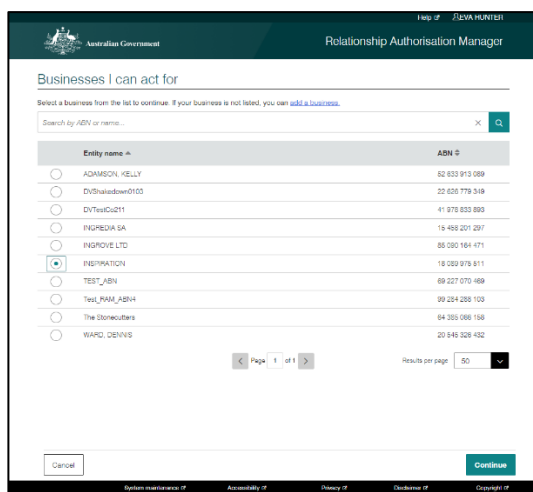


2. Sign in with Digital ID
 - a. Select your identity provider to login using your myID.



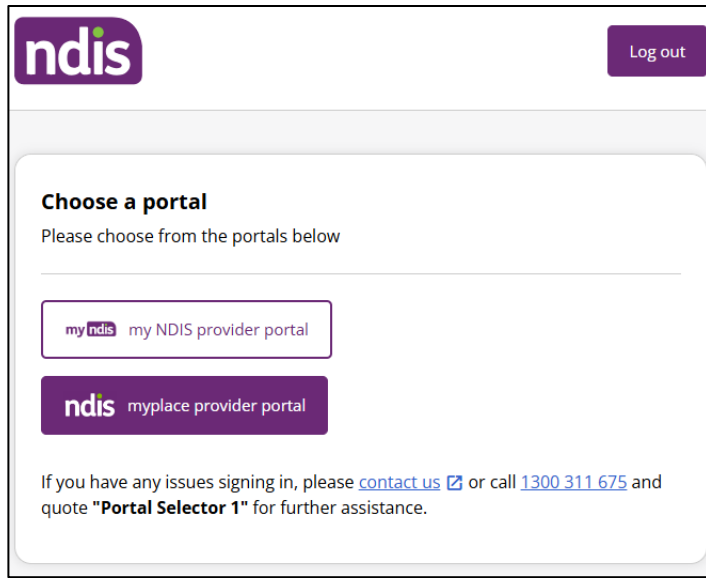
b. When you have selected myID, log in using your personal myID login details.

Note: If you are only authorised on behalf of one organisation, you will be automatically redirected to the NDIS provider portals selected screen as shown below.



c. If you are authorised to access the NDIS Provider Portals for one provider organisation only, or once you have chosen an organisation from the RAM ABN selection page, the NDIS Provider Portals landing page will load where you will see my NDIS provider portal tile.

3. Choose my NDIS provider portal tile on the landing page (N.B. my NDIS provider portal tile will not be available for State and Territory Public Trustee and Guardian staff. They will only be able to choose the myplace provider portal).

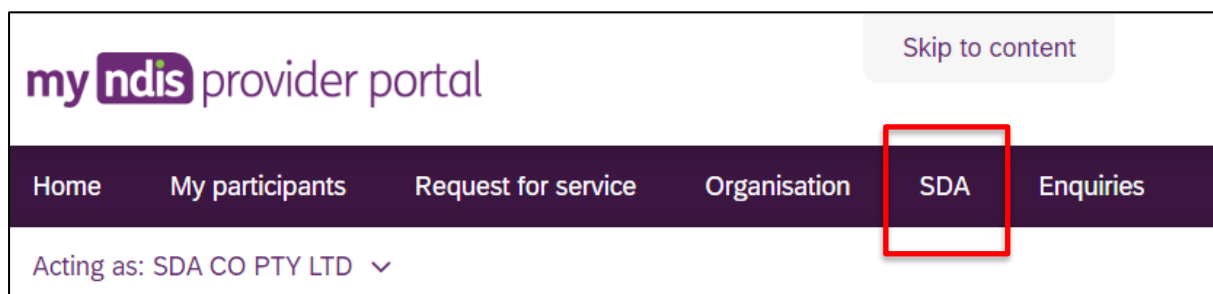


Set up your Digital ID and link to your business in RAM

If you do not have your myID set up, or you are not linked to a provider organisation in RAM, please refer to the [myID and RAM Step-by-Step Guide for NDIS Provider Portals](#) found on the [NDIS website](#).

SDA Dwelling Enrolment page

From the home page, select the **SDA** link in the main navigation menu bar at the top of the page.



Note: If SDA doesn't show in the top banner or in quick link menu of the Home page, you'll need to contact the [NDIS Quality and Safeguard Commission](#) to check you have the Specialist Disability Accommodation registration group approved.

The SDA Dwelling enrolment page will display and show the **Enrol a dwelling** button. Dwellings that are already enrolled or pending an outcome will appear in the dwelling list.

Dwelling enrolment

Dwelling enrolments allow providers of SDA to enrol one or more properties. Providers must complete a form and have their enrolment(s) approved by the Agency if they intend to provide SDA supports.

Enrol a dwelling

Dwelling list ?

Search Filters

Address ↕	Building type ↕	Design category ↕	Enrolment date ↕	Max price per resident ↕	Status ↕
BALDIVIS WESTERN AUSTRALIA 6171	Apartment, 2 bedroom, 2 resident	Multi Design Category			Pending Approval
BEECROFT NEW SOUTH WALES 2119	Group home, 5 residents	Basic			Draft

Submit a new application to enrol a dwelling

Select **Enrol a dwelling** to start a new dwelling enrolment application.

Dwelling enrolment

Dwelling enrolments allow providers of SDA to enrol one or more properties. Providers must complete a form and have their enrolment(s) approved by the Agency if they intend to provide SDA supports.

[Enrol a dwelling](#)

The **Before you start** page will open. Read the important information by clicking on each heading to open it or click **Expand all sections** to open all sections at the same time.

Before you start

To submit a dwelling application you must be:

- A Registered NDIS Provider with the NDIS Quality and Safeguards Commission with the Specialist Disability Accommodation Registration Group approved.
- An authorised representative of the registered provider (please ensure you are listed as the account manager or primary contact in the provider portal.)

Please read through the sections below before you start your application. You can save your application as a draft and finish at a later time.

Important information you should know

[Expand all sections](#)

When can you apply to enrol a dwelling as SDA?

An application to enrol a dwelling as SDA can be commenced at any time, however it can only be submitted for assessment by the NDIA when the dwelling is fully built and completed.

A dwelling is complete when a Certificate of Occupancy/Completion or equivalent has been issued.

> What documents do you need to include with your application to enrol a dwelling as SDA?

Once you have read all the information, select the **Enrol a dwelling** button at the bottom of the page to continue.

[Enrol a dwelling >](#)

Step 1 – Enter Dwelling address details

You can apply to enrol a single dwelling or multiple dwellings in one session.

To apply to enrol a single dwelling, select **No** to **Are you enrolling multiple dwellings?**

If you wish to enrol multiple dwellings, select **Yes**. A new question will appear - **Are the dwellings located in the same building?** Select **Yes** or **No** depending on the dwelling/s location. It is possible to apply to enrol up to 10 dwellings at the same time.

Dwelling address

Are you enrolling multiple dwellings?
You may enrol up to 10 dwellings per submission.

Yes

No

Are the dwellings located in the same building?
For example a group of apartments or villa

Yes

No

Enter the dwelling address(es) using the search function.

Note: If you are aware that this dwelling has previously been enrolled as SDA with a different SDA provider, please contact SDAenrolment@ndis.gov.au to confirm the correct address format to submit. Incorrect addressing will delay enrolment application processing.

If the address has not previously been enrolled, the address submitted must match how it is recorded in ownership documents (i.e. rates notice, occupancy certificate or other verifiable documents). The search results are populated from Addressify and all attempts to find the matching result in Addressify should be made prior to manually entering the address. Select the address from the options displayed in the drop-down.

If you are enrolling multiple dwellings in the same application, you'll need to manually add a unit or apartment number for each address (e.g. Unit 1 or Unit 2).

If an address does not appear in the Addressify search results, select the **Can't find the address?** button.

What is the street address of the dwelling?
Start typing a street address to find a dwelling Type 4 letters to search.

[Can't find the address?](#)

A new screen will open to **Manually enter address**. Enter the requested information. Select **Save address** to close the window and you'll be returned to the previous page.

Manually enter address ✕

All fields are required.

Complex name *(optional)*

Street address ⓘ

Town or suburb	State	Postcode
<input type="text" value="Wombatville"/>	<input style="border: none; text-align: center; font-size: small;" type="text" value="VIC"/> ▼	<input type="text" value="3999"/>

Note: If you make an error with the dwelling address, only the NDIA can amend once the application for enrolment has been saved. Refer to [Apply to modify a dwelling enrolment](#).

Confirm whether the dwelling is built and select '**Continue to Details**'.

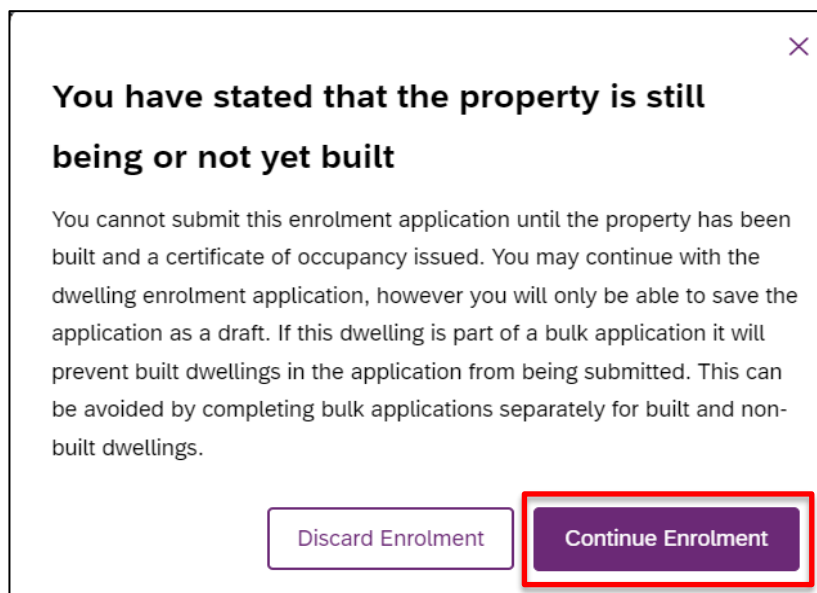
A dwelling is complete when a Certificate of Occupancy/Completion or equivalent has been issued.

Is this dwelling built yet?

Yes, dwelling is built

No, dwelling is not built or is being built

If you select ‘**No, dwelling is not built or is being built**’, a pop-up window will appear. Select **Continue Enrolment** to close this screen. Your application will be saved as a draft, but it cannot be submitted. When the dwelling has been completed, you’ll be able to update the application and submit it.



Discard enrolment in-progress application

If you decide not to submit the application to enrol the dwelling you can choose **Discard enrolment**.



This means the dwelling will no longer show in your Dwelling List on the Home page. Once an application is discarded it cannot be retrieved. If you later want to enrol the dwelling, you will have to start a new application.

Save and exit an in-progress application

At any time, you can save your dwelling enrolment application and return to it later.



Select **Save & exit** at the bottom of the screen. Saved dwelling enrolment applications will appear on the SDA Dwelling Enrolment page with a status of **Draft**.

Step 2 – Enter your dwelling details

Providers must complete details accurately and the details entered must be a true reflection of the dwelling.

For more information about SDA types, Building Types, Design Categories and other features please refer to [SDA Rules](#), [NDIS Pricing Arrangements for SDA](#) and the [SDA Design Standard](#).

^ Dwelling details for: 3/123 KOALA CRESCENT, WOMBATVILLE VIC 3999

Does SDA CO PTY LTD own the dwelling? ⓘ

The provider has ownership documents

The provider has a permission letter from the owner

Type of Specialist Disability Accommodation ⓘ

New Build ▾

Design Category ⓘ

Multi Design Category ▾

Building Type ⓘ

Apartment, 3 bedroom, 2 resident ▾

Total number of rooms for residents ⓘ

3 Bedrooms ▾

What is the maximum number of residents that can live in the dwelling? ⓘ

3

ⓘ

Entering your dwelling details

Providers must complete these details accurately and the details entered here must be a true reflection of the dwelling. More information about SDA types, Building Types, Design Categories and other features is available in the [NDIS Pricing Arrangements for SDA](#).

Select the ⓘ button for more information at each step.

Ownership

The name of the legal owner recorded in the dwelling enrolment application must match the ownership document submitted. For example, if the dwelling is owned by a company, the owner's name recorded in the application must be the company name, not the name of a company's representative.

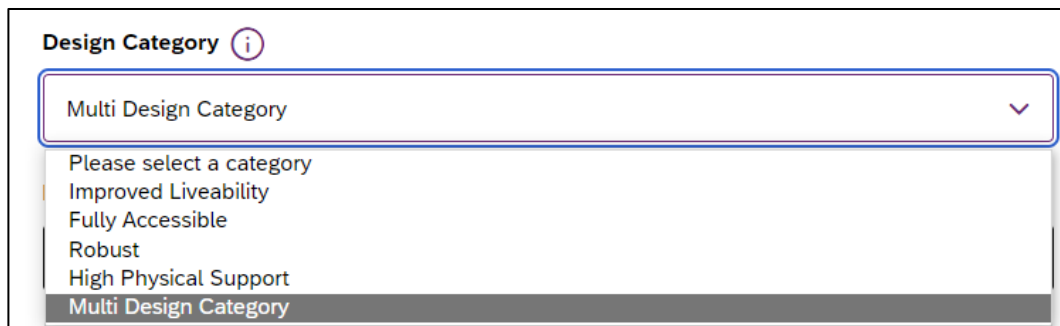
Type of Specialist Disability Accommodation

Select from the drop-down list. Options available are Existing Stock, New Build, New Build (refurbishment) or Legacy Stock.

Design Category

Select from the drop-down list. Options available are Basic, Improved Liveability, Fully Accessible, Robust or High Physical Support. For more information on Design Category refer to Schedule 2 of the [SDA Rules](#).

If the dwelling is fully compliant with a single design category, select that category from the drop-down list.



Design Category ⓘ

Multi Design Category ▼

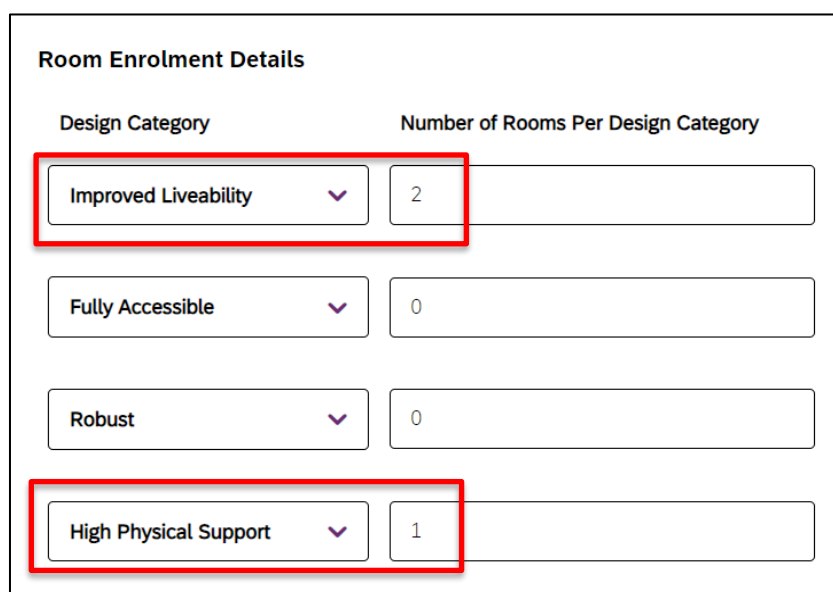
Please select a category

- Improved Liveability
- Fully Accessible
- Robust
- High Physical Support
- Multi Design Category

Multi-Design Category (MDC)

Introduced under the SDA Design Standard is also the flexibility to be able to enrol multi-design category (MDC) dwellings which are single dwellings that have bedrooms of different design categories.

If you select Multi Design Category, a new question will appear, Room Enrolment Details. Populate the room level enrolment details by entering the number of bedrooms that comply with each Design Category.



Design Category	Number of Rooms Per Design Category
Improved Liveability ▼	2
Fully Accessible ▼	0
Robust ▼	0
High Physical Support ▼	1

Note: Only choose Multi Design Category if the dwelling is comprised of at least two bedrooms, each a different design category. For example, a 3-bedroom apartment is designed such that 1 bedroom is designed as High Physical Support and 2 bedrooms are designed as per Improved Liveability. In this example you would enter '2' under Improved Liveability, '0' for Fully Accessible and Robust, and '1' for High Physical Support. The total number of rooms entered must equal the total number of residents for the chosen building type. For example, House 3 residents must have 3 rooms reported in the room enrolment details.

Building Type

Choose from Apartment, Villa/duplex/townhouse, House or Group Home. For additional information on Building Type refer to Schedule 1 of the [SDA Rules](#) and the [NDIS Pricing Arrangements for SDA](#).

Total number of rooms for residents

The total number of rooms in the dwelling includes bedrooms plus On-site Overnight Assistant (OOA) and/or breakout rooms.

Number of residents

A 'resident' refers to anyone who permanently lives in the dwelling whether they are SDA eligible participant or not. Support staff who might stay overnight to provide on-site overnight assistance are not considered residents.

Note: For New Builds the maximum number of residents is 5.

On-Site Overnight Assistance (OOA)

If there is an additional room or apartment provided for the use of support staff who provide support services overnight to participants, the dwelling may be eligible to claim an OOA allowance. If the dwelling will be claiming OOA, select **Yes**. You must indicate if the OOA is shared with other dwellings. Submit the **address** of the OOA room/apartment in the **OOA Space Details** field.

On-Site Overnight Assistance (OOA)

Is the dwelling claiming On-site Overnight Assistance? ⓘ

Yes

No

Is the On-site Overnight Assistance shared with other dwellings? ⓘ

Yes

No

OOA Space Details ⓘ

OOA is Bed 1 within 3/123 Koala Crescent Wombatville

If the OOA is shared with other dwellings, you will need to indicate if the dwelling will or will not be claiming OOA. For example, OOA is payable for a maximum of 10 SDA apartments per one OOA apartment.

Further information about OOA is available in [NDIS Pricing Arrangements for SDA](#).

Fire Sprinklers

If there are fire sprinklers installed, the dwelling may be eligible to claim a Fire Sprinkler allowance.

Select **Yes** or **No**.

Evidence will be required to be submitted if '**Yes**' is selected, for example a fire safety certificate or equivalent.

Separate Breakout Room

If an additional room is provided for use as a breakout room, the dwelling may be eligible to claim a breakout room allowance. A breakout room is a separate room designed to respond to the resident's disability related needs.

Select **Yes** or **No**.

For Guidance as to when a breakout room allowance may be claimed, please refer to [NDIS Pricing Arrangements for SDA](#).

NDIS Home Modifications

Properties that have had modifications which were funded in part or full by NDIS may not be eligible for enrolment. Refer to the [SDA Rules](#) for further details.

Select **Yes** or **No**.

Shared Land Restrictions

If the land parcel on which the dwelling is located is shared with any other dwellings select **Yes**. Evidence may be required to be submitted if **Yes** is selected. Please refer to section 31 of the [SDA Rules](#) for more information about density restrictions.

Intentional community

If the dwelling is part of an Intentional Community as defined in section 31(3) of the [SDA Rules](#) select **Yes**.

GST details

Applications for SDA Type New Build or New Build (refurbishment) will be required to provide GST details. For further information refer to [NDIS Pricing Arrangements for SDA](#) or consult your financial advisor or tax agent.

At question 1, select **Yes** only where the owner of the dwelling was required to pay GST on the construction, refurbishment or purchase price of the dwelling.

At question 2, select **Yes** where the owner of the dwelling was permitted by law to claim input tax credits in respect of those GST payments (whether or not they claimed those input tax credits).

If you receive a GST related error message, please contact SDAenrolment@ndis.gov.au.

Note: If you are enrolling multiple dwellings, you will need to repeat Steps 2 and 3 for each additional dwelling in the application. You can copy the details of the first dwelling to all dwellings by selecting the **Apply details to all dwellings** button.

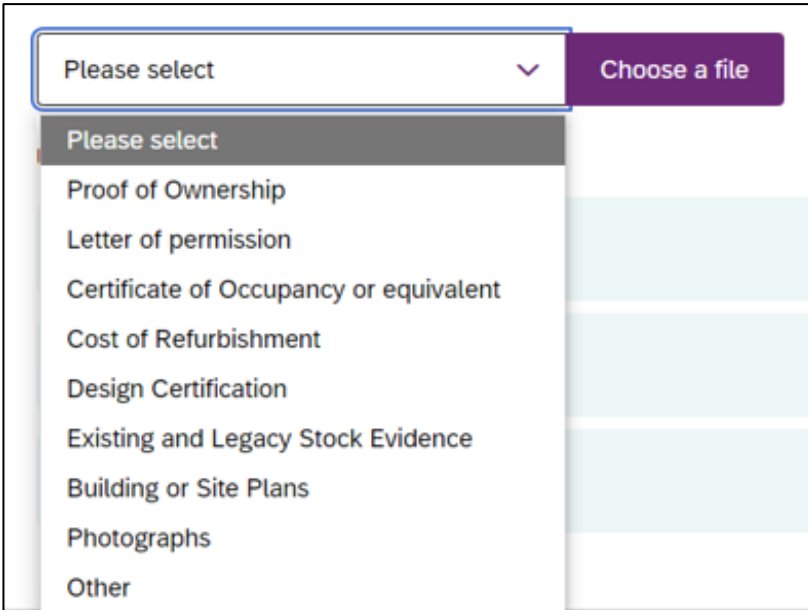
Step 3 – Dwelling Enrolment documents

Documents are used as evidence to support your application. Listed documents are mandatory and must be labelled with relevant file names. You have the option to upload additional documents to support your application. Refer to [SDA Dwelling Enrolment FAQ](#) for additional information about mandatory documents.

Accepted file extensions are .doc, .pdf, .rtf, .png, .jpg and .tif. Size of attachments should not exceed 8MB. If you upload any attachments with a file size greater than 8MB the processing of your application may be delayed.

If you receive an error, check the file extension and size.

Use the drop-down menu to select the relevant category document you are uploading and select **Choose a file** button to upload the file from your device.



The image shows a user interface for document selection. It features a dropdown menu with a white background and a purple border. The menu is currently open, displaying a list of document categories. The top of the menu has a white header with the text 'Please select' and a small downward arrow icon. Below this, the list of categories includes: 'Please select' (highlighted in grey), 'Proof of Ownership', 'Letter of permission', 'Certificate of Occupancy or equivalent', 'Cost of Refurbishment', 'Design Certification', 'Existing and Legacy Stock Evidence', 'Building or Site Plans', 'Photographs', and 'Other'. To the right of the dropdown menu is a purple button with the text 'Choose a file' in white.

As you upload each document, the list of documents will be updated with a tick mark appearing next to the uploaded documents.

Documents to be uploaded for Dwelling #1







3/123 KOALA CRESCENT, WOMBATVILLE VIC 3999

You must upload the following documents. This list is generated based on the information you provided.

- Proof of Ownership ?
- Certificate of Occupancy or equivalentent ?
- Design Certification ?

To delete an uploaded document, select the **Delete** button next to that file.

Uploaded files

-  [Proof of ownership test.docx](#) Delete 
-  [Cert of occupancy test.docx](#) Delete 
-  [Design cert test.docx](#) Delete 

After you have uploaded the documents, select the **Continue to Review** button.


If you have not uploaded all the required mandatory documents an error will appear. You will not be able to continue your application until the document is uploaded.


You cannot continue your application without uploading these documents. If you do not have these prepared you may save your enrolment as a draft and continue later.

Select a category

Select a document category you wish to upload, once the document has been uploaded it will be checked off in the document list.

Accepted file extensions are .doc, .docx, .pdf, .rtf, .png, .jpg and .tif. Files must be 8MB or less. Once a file has been uploaded it will display below.

Please select  Choose a file

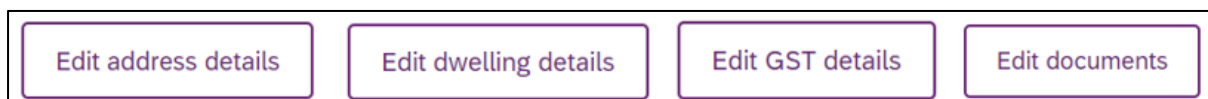
 Please ensure you have uploaded all required files before proceeding.

Note: SDA Dwelling Enrolment officers may request additional documents while processing your application. For further information refer to [Respond to a Request for Information](#).

Step 4 – Review Dwelling Enrolment

Review the details submitted in your application to ensure they are correct.

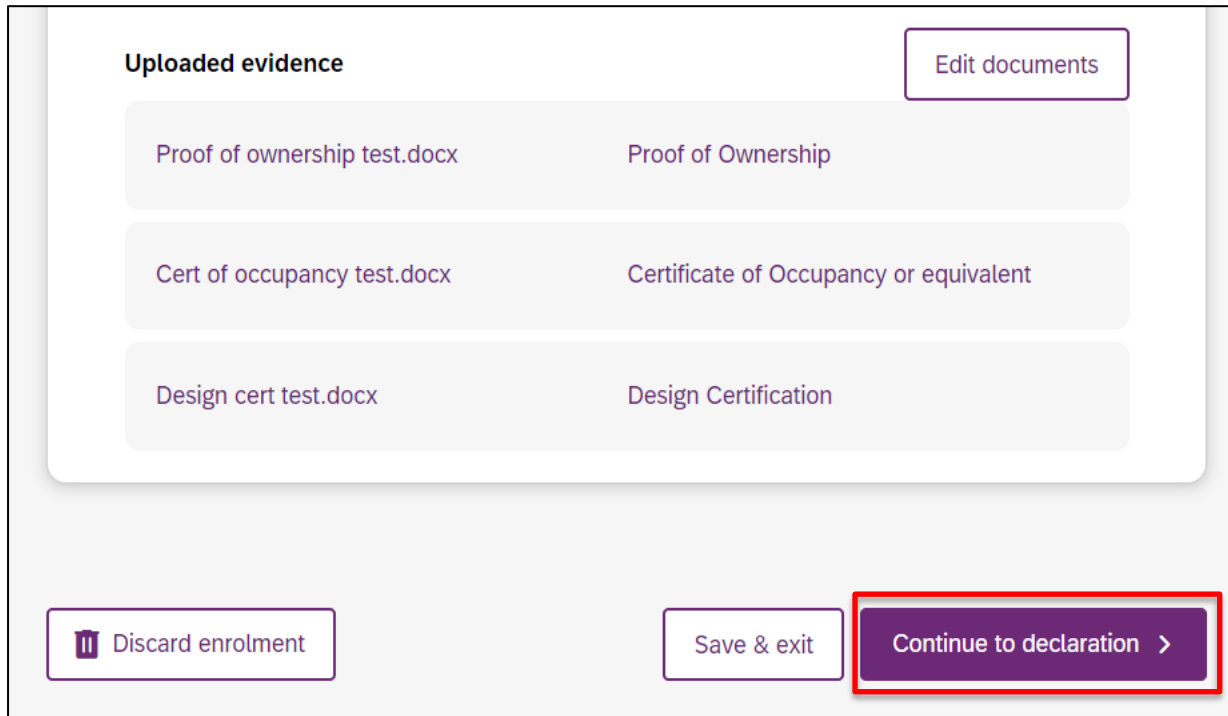
If you identify any errors, select the relevant **Edit** button in the corresponding section. Selecting any of the below buttons will allow you to edit any of the information entered.



Note: If responses have been changed, you may be required to upload additional documents or answer additional questions. Any missed questions will be highlighted.

After making the relevant changes, select **Save changes** at the bottom of the page.

If you have uploaded all the mandatory documents and are satisfied with your dwelling enrolment application, select the **Continue to declaration** button.



Step 5 – Authorised contacts and declaration

The dwelling enrolment application must be completed by an Authorised Contact Person. An Authorised Contact person is the **Account Manager** or **Primary Contact** of the provider organisation as configured in the myplace provider portal.

Choose the **Primary Contact Person** from the drop-down list and select the **Select contact** button to display details. Once selected the information will show in the box below. Review details for accuracy.

Primary contact person

Select a primary contact person

▼ Select contact

Full name: Antoinette sfd sdf Ortiz	Phone: Not provided
Role: Alternate Contact	Email: antoinette.ortiz@sdaco.com.au

Secondary contact person

Select a secondary contact person *(optional)*

▼ Select contact

Repeat for **Secondary Contact Person** if applicable. Providing a secondary contact person is recommended, but not mandatory.

Review the **Dwelling Enrolment Declaration** before submitting your application.

When you are ready, choose the **Authorising Officer** from the dropdown list.

And then **Select officer** to display details. The authorising officer may be the same as the primary or secondary contact or another staff member.

Dwelling enrolment declaration

I am authorised by the Registered Provider to enrol dwellings and for each dwelling being enrolled, I declare that:

1. Each dwelling is either a New build, Existing stock or Legacy stock as the Registered Provider has set out in this Dwelling Enrolment Form (see SDA Rules r6.6(b), r.6.10-6.13 and the National Disability Insurance Scheme (NDIS) Price Guide);
2. The Registered Provider complies with all laws that apply in relation to the provision of Specialist Disability Accommodation (SDA), including building standards and tenancy. There are also mechanisms in place to ensure ongoing compliance (see SDA Rules r.7.7);
3. The Registered Provider has mechanisms in place to ensure that all employees, contractors or other persons engaged by the Provider will comply with all laws in relation to the provision of SDA, including building standards and tenancy laws (see SDA Rules r.7.8);
4. The Registered Provider will not house more residents in a dwelling than the number for which the dwelling is enrolled (see SDA Rules r.7.9);
5. I have not enrolled a dwelling to house a greater number of residents than the number of bedrooms and similar sized private rooms in the dwelling (see SDA Rules r.6.1(f));
6. I hold a written certification that each dwelling complies with the requirements of the SDA

Authorising Officer

Please select ▼ Select officer

By clicking Submit Enrolment you confirm that the information given in this form is correct, complete and accurate and that you are an authorised contact and registered provider of the SDA.

Discard enrolment Save & exit Submit Enrolment

Complete the dwelling enrolment application by selecting **Submit Enrolment**.

Note: By completing the declaration and submitting the application, you certify that all the details provided in the application are accurate.

Once submitted the status of the dwelling on the SDA Dwelling Listing home page will change to Pending Approval. The application for enrolment will be sent to the SDA Dwelling Enrolment team for assessment.

Success: The dwelling enrolment has been submitted. [Dismiss](#) ×

Dwelling enrolment

Dwelling enrolments allow providers of SDA to enrol one or more properties. Providers must complete a form and have their enrolment(s) approved by the Agency if they intend to provide SDA supports.

[Enrol a dwelling](#)

Dwelling list ? Search [Filters](#)

Address ↕	Building type ↕	Design category ↕	Enrolment date ↕	Max price per resident ↕	Status ↕
3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999	Apartment, 3 bedroom, 2 resident	Multi Design Category			Pending Approval

Providers are responsible for keeping organisation contacts up to date. If there are changes to organisation contacts or other details impacting provider dwelling enrolment application processes, please contact SDAEnrolment@ndis.gov.au for help.

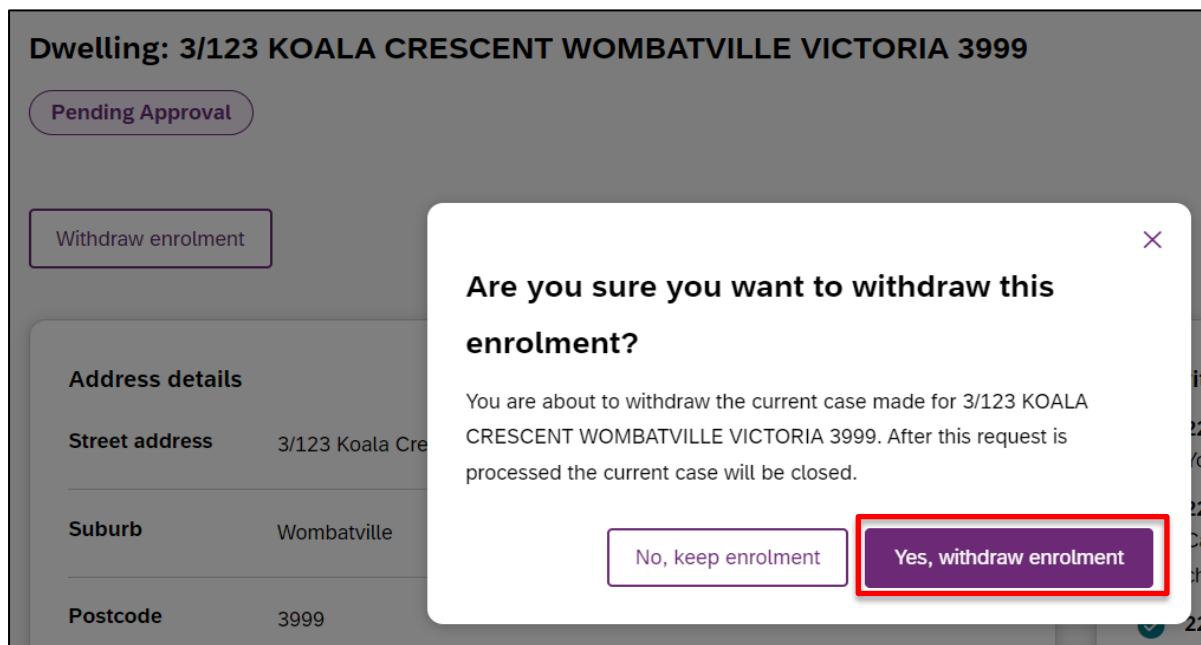
Proceed to [Dwelling enrolment application outcome](#).

Withdraw a submitted Dwelling Enrolment application

To withdraw a submitted dwelling enrolment application, navigate to the **SDA dwelling enrolment page** and select on the dwelling address.

Note: Only dwelling enrolment applications with a status of Pending Approval can be withdrawn.

Review the summary of the dwelling enrolment application details. To withdraw the application, select **Withdraw enrolment** button to continue. If you do not wish to proceed, select **Back to enrolments list**.



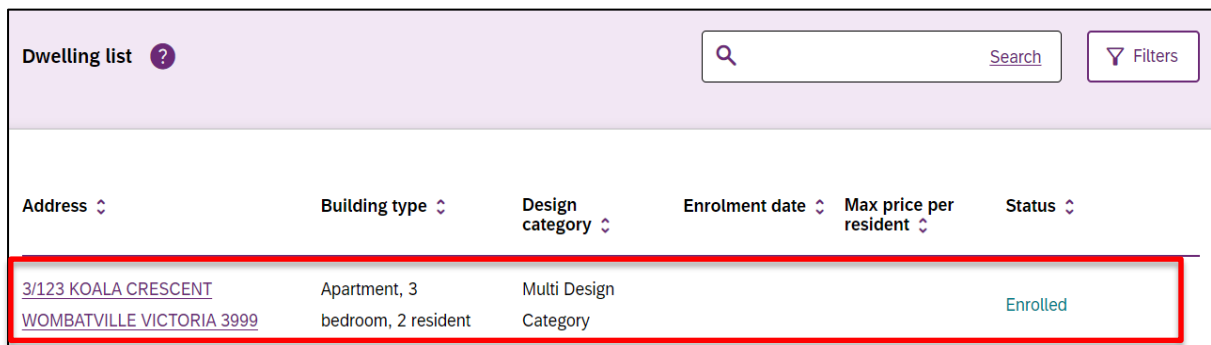
A confirmation screen will appear and advise that withdrawing the application to enrol will close the case. Select the **Yes, withdraw enrolment** button if you wish to continue or the **No, keep enrolment** button to stop withdrawing the application to enrol.

Note: If the dwelling enrolment application is withdrawn and you change your mind, you'll need to start a new application. No letter will be issued to confirm the application has been withdrawn.

Apply to Modify a Dwelling Enrolment

If the characteristics of an enrolled dwelling change, an application to modify a dwelling enrolment can be submitted. An application to modify a dwelling enrolment is considered a new application to enrol and all evidence requirements apply.

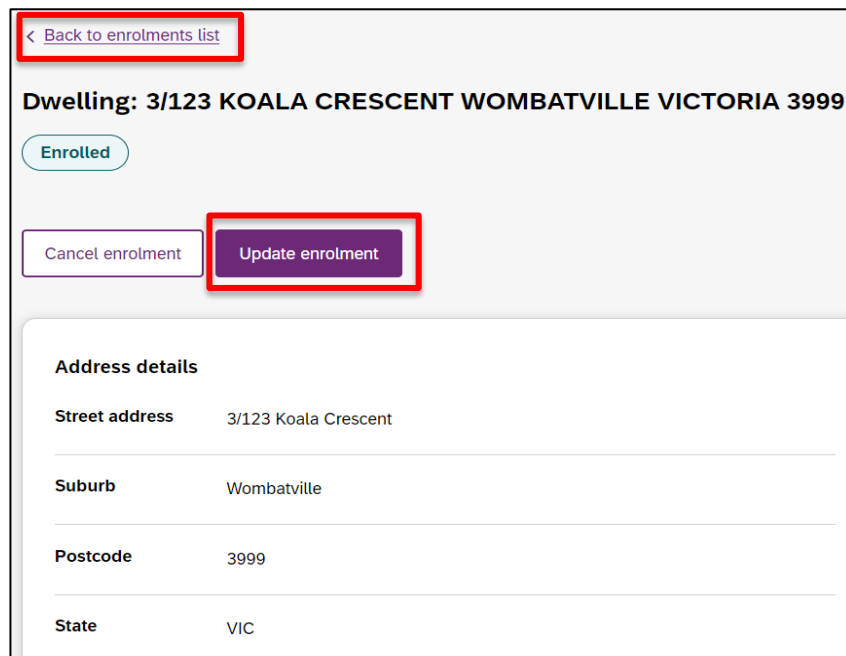
On the **SDA Dwelling Enrolments page**, select the dwelling address. An application to modify a dwelling enrolment can only be created against dwellings with a status of **Enrolled**.



Address	Building type	Design category	Enrolment date	Max price per resident	Status
3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999	Apartment, 3 bedroom, 2 resident	Multi Design Category			Enrolled

Note: Addresses are unable to be modified by providers on the portal. Please email SDAEnrolment@ndis.gov.au where amendments are required.

A summary of the dwelling enrolment characteristics can be viewed. Select **Update enrolment** to continue or **Back to enrolments list** if you do not wish to proceed.



< [Back to enrolments list](#)

Dwelling: 3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999

Enrolled

[Cancel enrolment](#) [Update enrolment](#)

Address details

Street address 3/123 Koala Crescent

Suburb Wombatville

Postcode 3999

State VIC

Review and update the required dwelling information and documentation.

Select **Continue Enrolment** to update the **Primary and Secondary Contact Persons** as well as the **Authorising Officer**.



Selecting **Submit Enrolment** will notify the NDIA that you have applied to modify a dwelling enrolment. The status of the dwelling on the SDA dwelling enrolments page will change to **Pending Approval**.

The screenshot shows a 'Dwelling list' interface. At the top, there is a search bar and a 'Filters' button. Below is a table with the following columns: Address, Building type, Design category, Enrolment date, Max price per resident, and Status. A single row of data is visible, with the 'Status' cell highlighted by a red border.

Address	Building type	Design category	Enrolment date	Max price per resident	Status
3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999	Apartment, 3 bedroom, 2 resident	Multi Design Category			Pending Approval

Proceed to [Dwelling enrolment application outcome](#).

Note: Where there is a change in SDA provider, the dwelling enrolment must be cancelled by the outgoing provider before a new application can be lodged by the incoming provider. Refer to [Submit an application to cancel a dwelling enrolment](#).

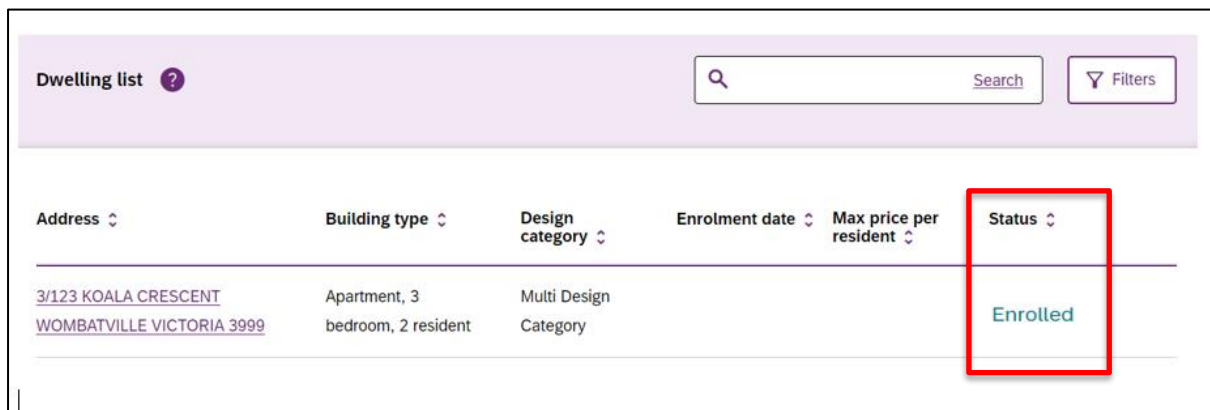
Submit an application to cancel a Dwelling Enrolment

Providers can cancel an enrolled dwelling via my **NDIS provider portal**.

Cancelling a dwelling enrolment will mean that you can no longer claim SDA payments for NDIS participants that reside in the dwelling.

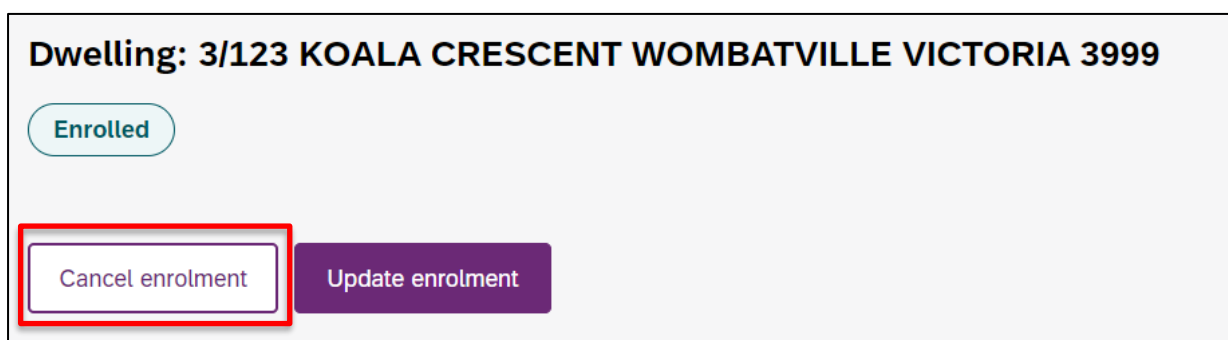
Once a dwelling enrolment is cancelled, a new application must be submitted if a provider wishes to enrol the dwelling as SDA again in the future.

On the **SDA Dwelling Enrolments page**, select the dwelling address. An application to cancel the enrolment of a dwelling can only be created against dwellings with a status of **Enrolled**.



Address	Building type	Design category	Enrolment date	Max price per resident	Status
3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999	Apartment, 3 bedroom, 2 resident	Multi Design Category			Enrolled

On the summary of the dwelling enrolment characteristics page, select **Cancel enrolment** to continue.



Dwelling: 3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999

Enrolled

[Cancel enrolment](#) [Update enrolment](#)

A pop-up window requesting the **Reason for cancelling enrolment** and **Effective date of cancellation** will open.

- The Reason for cancelling enrolment is a free text box.
- Effective date of cancellation means that payments are claimable up to and including this date but not into the future. For example, the date of 7 August 2025 has been submitted in the screen shot below. The provider is able to claim payments up to 7th August 2025, but not for 8 August 2025 onwards.

Are you sure you want to cancel this enrolment?

Cancelling a dwelling enrolment will mean you can no longer claim SDA payments for NDIS participants that reside in this dwelling.

Reason for cancelling enrolment

Effective date of cancellation

07/08/2025

Back to dwelling details **Cancel Enrolment**

To submit the cancellation, select the **Cancel Enrolment** button.

If you do not wish to proceed select the **Back to dwelling details** button.

The NDIA will be notified that you have submitted an application to cancel the dwelling enrolment. The status of the dwelling on the portal home page will remain **Enrolled** until the application to cancel is finalised by the NDIA.

The status of the dwelling on the portal home page will change to **Not Enrolled** once the application to cancel enrolment is finalised.

Proceed to [Dwelling enrolment application outcome](#).

Respond to a Request for Information

If the NDIA need more information the Primary Contact officer for the application will receive an email. The email will state what information is required. The status of the application on the portal home page will change to **Pending Update**.

Select the dwelling address with the status of **Pending Update**.

Dwelling list ?					
<input type="text"/> <input type="button" value="Search"/> <input type="button" value="Filters"/>					
Address ↕	Building type ↕	Design category ↕	Enrolment date ↕	Max price per resident ↕	Status ↕
3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999	Apartment, 3 bedroom, 2 resident	Multi Design Category			Pending Update

Select **Respond to Request for Information**.

[Back to enrolments list](#)

Dwelling: 3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999

Pending Update

Respond to Request for information

Address details

Street address 3/123 Koala Crescent

Suburb Wombatville

Postcode 3999

State VIC

Is the provider the owner? Yes

Complex name Kangaroo Heights Apartments

Review and update the required information and documentation and select the **Continue Enrolment** button. Update any changes to the **Primary and Secondary Contact Person/s** as well as the **Authorising Officer**.

Selecting **Submit Enrolment** will notify the NDIA that you have responded to their request for information and the application will continue to be assessed.

The status of the dwelling on the SDA dwelling enrolments page will update to **Pending Approval**.

If you receive an email requesting further information, always use the reply button on the email to provide your response. This ensures all the information and documents provided stay connected to the unique enrolment application (Case) ID.

Dwelling enrolment application outcome

When an outcome is finalised by the NDIA the portal generates an automated email. This is sent to the application primary contact with the subject line **Outcome of application**.

Subject	Outcome of application 00001234
Dear Applicant,	
An outcome has been reached for Specialist Disability Accommodation dwelling application 00001234.	
Please refer to the My NDIS Provider Portal for further information.	
The Agency will provide you with further correspondence on this decision.	
If you require further information, please contact the National Disability Insurance Agency on 1800 800 110 or email at sdaenrolment@ndia.gov.au	
Thank you	

Note: The automated correspondence from the portal refers to an application number only, not a dwelling address. Further information is provided at [Find Application Number](#).

Applications to enrol or modify a dwelling as SDA

When a dwelling enrolment application or application to modify a dwelling enrolment is approved, the NDIA will prepare and email the Certificate of Enrolment to the application contact. The certificate will include the dwelling address.

The enrolment status of the dwelling on the SDA dwelling enrolments page will immediately change to Enrolled. Providers can check the SDA dwelling enrolments page for status updates at any time.

If the dwelling enrolment application is **not approved** the NDIA will prepare and email a letter to the application contact. The letter will include the application ID and confirm the outcome, including the reasons why the application was not approved. The dwelling status in the portal home page will change to **Not Enrolled**.

Applications to cancel a dwelling enrolment

Where an application to cancel a dwelling enrolment is **approved**, the status of the dwelling in the portal home page will immediately change to **Not Enrolled**. Providers can check the portal home page for status updates at any time.

Dwelling enrolment

Dwelling enrolments allow providers of SDA to enrol one or more properties. Providers must complete a form and have their enrolment(s) approved by the Agency if they intend to provide SDA supports.

[Enrol a dwelling](#)

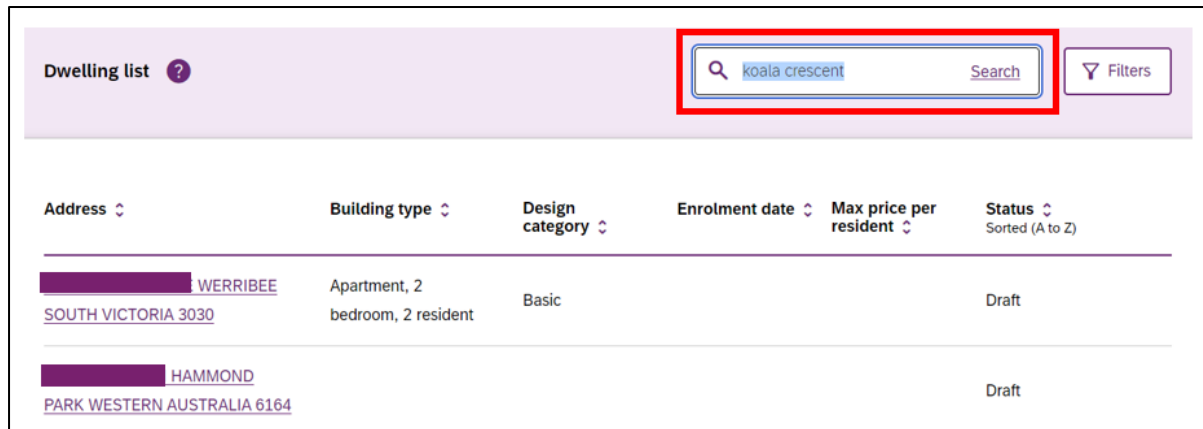
Dwelling list ?

Address ↕	Building type ↕	Design category ↕	Enrolment date ↕	Max price per resident ↕	Status ↕
3/123 KOALA CRESCENT WOMBATVILLE VICTORIA 3999	Apartment, 3 bedroom, 2 resident	Multi Design Category			Not Enrolled

Other Functions

Find a dwelling

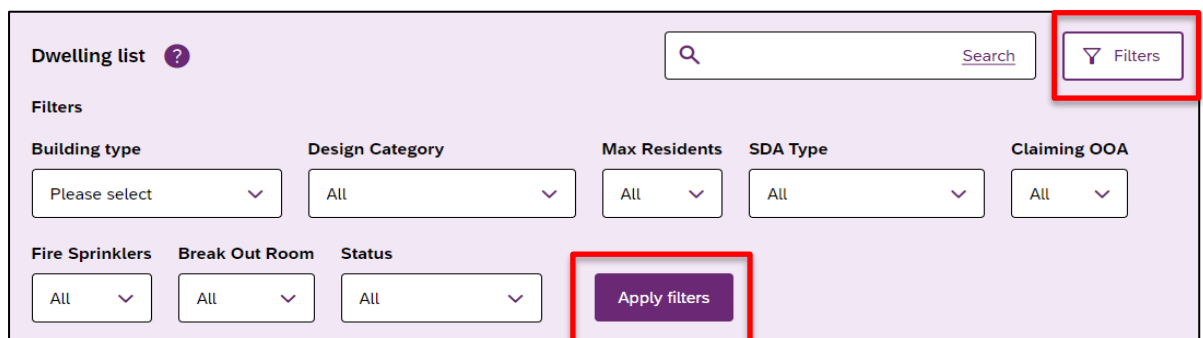
Your enrolled dwellings can be searched for using the search or filter functions. You may enter all or part of an address (e.g., postcode or suburb) in the search field and select **Search**.



Select the **Filters** button to display the available filter options in the dropdown fields. You may select an option from one or more of the available dropdowns.







Select **Apply Filters** to filter the dwelling list.

You may use multiple filters and the search tool at the same time.




Sort Dwelling list

You can sort the dwellings list based on any of the listed columns.

Dwelling list ?					
<input type="text"/> Search <input type="button" value="Filters"/>					
Address ↕	Building type ↕	Design category ↕ Sorted (A to Z)	Enrolment date ↕	Max price per resident ↕	Status ↕
  NEW SOUTH WALES 2360	Apartment, 1 bedroom, 1 resident	Basic			Pending Update
  WILLIAMS LANDING VICTORIA 3027	Apartment, 2 bedroom, 1 resident	Basic			Pending Approval
  NORTHERN TERRITORY 0800	Apartment, 1 bedroom, 1 resident	Improved Liveability			Not Enrolled

To apply a sort order, select the desired column heading to toggle between smallest to largest, largest to smallest, or alphabetically.

Address ↕	Building type ↕	Design category ↕	Enrolment date ↕	Max price per resident ↕	Status ↕ Sorted (A to Z)
	Legacy Stock, 6+ residents	Fully Accessible	20/02/2024	\$9684	Enrolled

View dwelling enrolment value

From the SDA dwelling enrolments page, select a dwelling address with the status Enrolled to open the detail page for that dwelling.

The Enrolled Value is displayed to the right in a green box.

Back to enrolments list

Dwelling: [Redacted]

Enrolled

Cancel enrolment Update enrolment

Address details

Street address [Redacted]

Suburb [Redacted]

Enrolled Value

The dwelling enrolment value is calculated from the categories chosen:

\$78,035.76

Note: Where the dwelling is a multi-design category dwelling, the Enrolled Value box will not display a value. The enrolled value of each bedroom in the dwelling is displayed in **Multi Design Category details**. This is located beneath the dwelling details.

Multi Design Category details

Design Category1: Improved Liveability	Design Category2: Fully Accessible
Design Category1 Number of Rooms: 2	Design Category2 Number of Rooms: 2
Max Price Per Resident-Design Category1: 19964	Max Price Per Resident-Design Category2: 37248
Design Category3: Robust	Design Category4: High Physical Support
Design Category3 Number of Rooms: 2	Design Category4 Number of Rooms: N/A
Max Price Per Resident-Design Category3: N/A	Max Price Per Resident-Design Category4: N/A

Return to the SDA dwelling enrolments page by selecting **Back to enrolment list**.

Find Application Number

Every dwelling enrolment application created generates a unique Application ID Number (also known as a Case). Correspondence automatically generated by the my NDIS provider portal references these ID numbers. Application (or Case) ID numbers can be found in the Activity log of each dwelling summary.

On the SDA dwelling enrolments page, select a dwelling address to open the detail page for that dwelling.

The **Activity** log displays in a column to the right of the screen, below the Enrolled Value. Each entry in the Activity log will start with a Case number. This is the Application ID Number (also known as Case ID Number).

< [Back to enrolments list](#)

Dwelling: [Redacted]

Enrolled

Cancel enrolment Update enrolment

Address details

Street address [Redacted]

Suburb [Redacted]

Postcode 2911

State ACT

Enrolled Value

The dwelling enrolment value is calculated from the categories chosen:

\$78,035.76

Activity

25 Jun 2024, 11:05 AM

Activity

- 25 Jun 2024, 11:07 AM
You are missing mandatory documents
- 24 Jun 2024, 12:23 PM
Case 03510525 New Enrolment
Status changed to New
- 24 Jun 2024, 12:20 PM
Case 03510525 New Enrolment
Created

Return to the portal home page by selecting **Back to enrolment list**.

Trouble shooting

Duplicate Record

Only one application may be created for an address. If you receive an error because you are attempting to create an application for a dwelling that is already enrolled, please contact the SDA Enrolment Team at SDAEnrolment@ndis.gov.au.

Please include the address you are attempting to enrol and full screen shots from the provider portal. A team member will work with you to resolve the issue.

Reporting

The my NDIS provider portal does not have reporting functionality. Providers should use the information provided on the SDA dwellings page to support the creation of their own reports. The NDIA is not able to provide reports relating to providers' enrolled dwellings.

Dwelling Enrolment History

When a request to modify existing dwelling enrolment is submitted and approved, the enrolment start date will be updated to the new approval date. The new start date shows when the changes were approved and the new maximum price per resident. It's a good idea to maintain a summary register of dwelling enrolments, including any changes, and new start dates, and the maximum per resident prices.

Version Control

Version	Page	Details of Amendment	Date Published	Date of Effect
1.0		my NDIS provider portal	15 December 2021	15 December 2021
1.1				
1.2				
1.3		Updates for the November 2022 release of my NDIS provider portal. Including capability to select an organisation.	07 November 2022	07 November 2022
2.0		Simplified guide to reflect availability of additional in-portal guidance and help-text. Removed references to unavailable functionality. Updated screenshots to capture the new look and feel of the SDA dwelling enrolment pages		
3.0		Updated screenshots to capture SDA dwelling enrolment pages Simplified guide to reflect availability of additional in-portal guidance and help-text.	December 2024	December 2024
4.0		Updated screenshots to capture SDA dwelling enrolment pages Additional information provided to reduce errors in applications	August 2025	August 2025