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To help deliver our new computer system, we've built a new portal called the my NDIS participant portal. The my NDIS participant portal is for participants with NDIS plans developed in our new computer system.

If you do not have a plan in our new computer system, you should continue to use the current myplace participant portal.

## my NDIS participant portal

The my NDIS participant portal is a more accessible and user-friendly way to:

- view your funding component amounts
- view your total budget amount
- view all current provider relationships
- see your plan information and personal details
- make and manage claims (for self-managing participants)
- view and modify the information you are sharing with a provider's role
- view the history of a provider's relationship requests
- add a provider as a my provider when verifying claims
- see all claims for NDIS supports
- check, accept or dispute claims made by providers not recorded as a my provider (for NDIA-managed participants)
- see messages from the NDIA.

Participants with a plan built in our new computer system can access the my NDIS participant portal through [myGov](#) .

If you already have a myGov account for other government services such as Medicare, the Australian Taxation Office or Centrelink, you can use the same myGov account to access the my NDIS participant portal.

You will need to link the my NDIS participant portal to your myGov account:

- [Link the NDIS to your myGov account](#)

When you link the my NDIS participant portal to your myGov account for the first time, you will need to enter an NDIS activation code.

This one-time 6-digit SMS code will be sent to the mobile phone number listed in your account. If for any reason you can't get the SMS code, you can contact the NDIS on 1800 800 110 (Monday - Friday, 8am - 8pm).

It is important that you access the portal myplace as soon as possible after you receive your activation code, as the code will expire within 24 hours.

Please note each NDIS portal account can only be linked to one myGov account. Each person must link using their own NDIS number and myGov account. Using someone else's NDIS number (such as another Child Representative, Plan Nominee or Participant's) will result in an error message.

Once you have linked the my NDIS participant portal to your myGov account, you can sign in to the my NDIS participant portal through the myGov platform.

- [myGov website](#)

If you do not have a myGov account, you will need to create one. You will then need to link your my NDIS participant portal to your myGov account.

- [Create a myGov account](#) .

## **Nominees and child representatives of participants**

If you are a nominee or child representative, you will need to use your own myGov account to access the my NDIS participant portal.

To use, check, accept, dispute and make claims in the my NDIS participant portal, nominees and child representatives must sign in using their own myGov account, not the participant's myGov account.

It's important for nominees and child representatives to use their myGov account because it gives us accurate information about who is using the portal and making claims.

For nominees and child representatives who support more than one participant, using the myGov platform means you can easily view and make claims for each participant you represent.

If you need help with the my NDIS participant portal, please [read our frequently asked questions](#), ask my NDIS contact to help you or call the National Contact Centre on 1800 800 110.

## **Managing your myGov account**

myGov can lock or close your account if you enter your password incorrectly multiple times, if you enter your 2 factor authentication code incorrectly multiple times or if they believe your account is compromised.

### **If your myGov account is closed**

If your myGov account is closed, the link between myGov and your NDIS account will be broken.

Your myGov account can be closed if there are multiple failed attempts at two factor authentication or if myGov believe the account may have been compromised.

If your myGov account is closed, you will be notified by email to the email address registered to your myGov account.

You will need to create a [myGov account](#) .

Follow the steps to [link your NDIS account with myGov](#) .

### **If your myGov account is locked**

Your myGov account can be locked if you enter your password incorrectly nine times.

If your myGov account is locked, it will show this on the screen when you try to log in.

myGov can help you to unlock your account. Please contact [myGov](#) by calling 132 307.

## **Watch our video on the my NDIS participant portal**

You can watch the below video for an overview of the my NDIS participant portal.

[Transcript for 'my NDIS participant portal overview'](#)

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## Watch our video on when to use the my NDIS participant portal

You can watch the below video for an overview of the my NDIS participant portal.

[Transcript for 'When to use the my NDIS portal'](#)

## Watch our video on how to claim in the my NDIS participant portal

You can watch the below video for how to claim in the my NDIS participant portal.

[Transcript for 'How to claim in the my NDIS participant portal.docx'](#)

## Watch our video on 'How to manage relationships in the my NDIS participant portal.'

You can watch the below video for how to manage relationships in the my NDIS participant portal'.

[Transcript for 'Manage relationships in my NDIS participant portal'](#)

## my NDIS portal privacy notice

This information is for NDIS participants who have plans in our new computer system.

The privacy notice explains how the NDIA will collect, use and disclose the information you provide. By registering for the my NDIS portal, you confirm you agree:

- To share your personal information with the NDIA for the purpose of delivering supports to you.
- You have read and understood our privacy notice.

Read more:

- [Privacy Notice \(PDF 174KB\)](#)
- [Privacy Notice \(DOCX 115KB\)](#)

## my NDIS portal terms and conditions

This information is for NDIS participants who have plans in our new computer system.

This explains the terms and conditions of using the my NDIS participant portal.

To use the portal, you must agree to the terms and conditions set out in this document.

Read the terms and conditions:

my NDIS portal terms and conditions

- [Terms and conditions \(PDF 203KB\)](#)
- [Terms and conditions \(DOCX 89KB\)](#).

## Accessibility statement

It is important that the my NDIS participant portal is accessible for participants. This is because we want to give equal access to people with disability.

The NDIS is committed to meeting Web Content Accessibility Guidelines (WCAG) 2.2 AA in the participant portal. The my NDIS portal accessibility statement outlines the accessibility features available to you when using the my NDIS portal.

Read the my NDIS portal accessibility statement:

## Accessibility statement

- [Accessibility statement \(DOC 36KB\)](#).

If you need help to set up, sign in or use the my NDIS participant portal, your my NDIS contact can help you.

You can now make and keep track of enquiries through the my NDIS participant portal.

You can also call the National Call Centre on 1800 800 110.

You can also [email us, fill out our online form or visit one of our offices](#).

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