On this page:

What the provider learning environment is
What the provider learning environment is for
What the provider learning environment is like

What the provider learning environment is

The provider learning environment is an online learning environment for the my NDIS provider portal.

It’s updated as changes are made to the my NDIS provider portal.

The provider learning environment isn’t compatible with all screen readers.

What the provider learning environment is for

The provider learning environment has easy to follow walk-through tutorials. The tutorials help you learn how to navigate and complete tasks in the my NDIS provider portal.

What the provider learning environment is like

Access the provider learning environment

Access the provider learning environment on your web browser.

Tutorials in the provider learning environment are tailored to each provider role:

- all providers
- my provider
- plan manager
- support coordinator or psychosocial recovery coach
- provider resources.

Complete the tutorials for all providers first

We recommend you complete the all providers tutorials first.

This'll help you understand how to complete basic tasks, such as:

- signing into the my NDIS provider portal
- viewing organisation details
- accessing and submitting claim and payment enquiries.

Complete any other relevant tutorials

You can complete any tutorials relevant to your role after you've completed the tutorials for all providers.

Start using the my NDIS provider portal

You can start using the my NDIS provider portal after you feel comfortable using the provider learning environment.

Related information

How to use the provider portals

How to view plans in the my NDIS provider portal

How to make a payment request

This page current as of
17 July 2026