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25 February 2020

All enquiries, feedback, compliments and complaints can now be lodged using the “View complaints and enquiries” tile in the myplace Provider Portal.

You can also include the details of a participant in the enquiry form.

NDIA will now be able to more quickly assign enquiries to the right teams, track their progress and respond.

You will still receive responses through the usual email and phone channels.

The [myplace provider portal step by step user guide](#) has been updated with information on how to submit an enquiry.

Payment enquiries should not be sent from the myplace provider portal. Please contact the National Call Centre for any payment related enquiries.

If you have any questions, please call the National Contact Centre on 1800 800 110 or email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au).

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## Related articles

### [New enhancements available in the provider portal](#)

Date

2 April 2020

### [Improvements to provider quotations process](#)

Date

27 May 2019

### [Improvements to provider quotation management process](#)

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26 July 2019

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