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.

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

Date
26 July 2019

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