NDIS myplace provider portal
Step-by-step guide
Part 1. Using the myplace provider portal

July 2020
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Changes from the last version
The following updates have been made to the last published version of the myplace provider portal step-by-step guide:

- New section “How to contact NDIS” (page 5)
- Inclusion of sentence ‘Do not include a $ (dollar sign) as you will get an error message when submitting the payment enquiry (page 23)

Introduction
The myplace provider portal is a secure website developed for providers to manage their transactions with the NDIA, and view and manage their services with Participants. This step-by-step guide describes how the myplace portal works and provides the general layouts of the menus and screens in the portal.

It also includes instructions for using each of the functions in the portal.

What can you do in myplace?
You can use myplace to:
- View your contact details
- View, add and edit NDIS (National Disability Insurance Scheme) registration details including updates to registration groups and professions
- Link another registered provider organisation (if applicable)
- View messages received from NDIS
- Instant message with your linked participants
- Create and manage service bookings
- Create and view payment requests (previously known as claims)
- View and respond to quotes received from NDIS
- View referrals made to your organisation
- View Support Coordination Requests for Service and action these requests
- Upload required documents

1 Add and edit is only available in WA only as this jurisdiction has not yet transitioned to the NDIS Quality and Safeguards Commission.
• Submit and review enquiries or complaints
• Download reports about all your service bookings and participants.

Minimum internet browser requirements
To access myplace, there are minimum browser requirements. These are:
• Internet Explorer 9
• Mozilla Firefox 30
• Google Chrome 39
• Safari 5 (Apple only).
## How to contact NDIS

<table>
<thead>
<tr>
<th>Contact the NDIS by</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NDIS Webchat</strong></td>
</tr>
<tr>
<td>You can live chat with us about:</td>
</tr>
<tr>
<td>- myplace provider portal</td>
</tr>
<tr>
<td>- Service bookings</td>
</tr>
<tr>
<td>- Payment requests</td>
</tr>
<tr>
<td>- Quotes</td>
</tr>
<tr>
<td>- Referrals</td>
</tr>
<tr>
<td>- Request for service</td>
</tr>
<tr>
<td>- Searching for a register provider</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td>1800 800 110</td>
</tr>
<tr>
<td>You can call us about:</td>
</tr>
<tr>
<td>- myplace provider portal</td>
</tr>
<tr>
<td>- Service bookings</td>
</tr>
<tr>
<td>- Payment requests</td>
</tr>
<tr>
<td>- Quotes</td>
</tr>
<tr>
<td>- Referrals</td>
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<td>- Request for service</td>
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<tr>
<td>- Searching for a register provider</td>
</tr>
<tr>
<td>- Submitting a general enquiry, feedback, compliment or a complaint</td>
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<tr>
<td><strong>provider portal</strong></td>
</tr>
<tr>
<td>You can use the provider portal to:</td>
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<tr>
<td>- Submit a payment enquiry</td>
</tr>
<tr>
<td>- Submit a general enquiry, feedback, compliment or a complaint</td>
</tr>
<tr>
<td>- Search for a provider</td>
</tr>
<tr>
<td>- Upload documents</td>
</tr>
<tr>
<td><strong>Email us</strong></td>
</tr>
<tr>
<td><a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a></td>
</tr>
<tr>
<td>You can email us about:</td>
</tr>
<tr>
<td>- Submitting a general enquiry, feedback, compliment or a complaint</td>
</tr>
<tr>
<td>- Emailing a document, form report or letter</td>
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<tr>
<td><strong>Contact and Feedback form</strong></td>
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<tr>
<td>NDIS Online Form</td>
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<tr>
<td>You can use the Online form to:</td>
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<tr>
<td>- Submit a general enquiry, feedback, compliment or a complaint</td>
</tr>
<tr>
<td>- Request a call back</td>
</tr>
<tr>
<td><strong>Mailing address</strong></td>
</tr>
<tr>
<td>National Disability Insurance Agency</td>
</tr>
<tr>
<td>GPO Box 700</td>
</tr>
<tr>
<td>Canberra ACT 2601</td>
</tr>
<tr>
<td>You can mail us:</td>
</tr>
<tr>
<td>- Compliment, complaint or provide feedback,</td>
</tr>
<tr>
<td>- Document, form, report or letter</td>
</tr>
</tbody>
</table>
Accessing myplace

1. Access the myplace portal using the link provided on the NDIS website or type https://myplace.ndis.gov.au/supplier in your internet browser.

2. If you already have a Provider Digital Account (PRODA), please enter your PRODA Username and Password then select Login.
3. If you do not have a PRODA (Provider Digital Access) account, please refer to the PRODA - Step-by-step guide found on the NDIS website.

**Create a Provider digital account**

If you do not have a Provider Digital Account, please refer to the myplace registration for new providers - Step-by-step guide found on the NDIS website.

**Select a provider**

A list of the organisation(s) you may act for (work on behalf of) is displayed.

1. Select the organisation you wish to use myplace for on this occasion. The system will then display information relating to only that organisation.

**Note:** The provider number may also be referred to as Business Partner Number (BPN).

**Note:** You can select a different organisation at any time using the ‘Acting for’ link at the top right of the home page.

**Note:** If the organisation you are acting for is not on the list, you can link to it using Link to my Organisation.

The myplace home page displays.
myplace Portal home page

The myplace home page contains a number of separate sections or functions.
The following table provides an explanation of each of the information on the myplace portal home page.

<table>
<thead>
<tr>
<th>myplace section</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acting for GRAHAM JONES</td>
<td>The provider organisation you are acting for is displayed here. If you work for (and are linked to) more than one provider organisation, you can select which organisation you are using myplace for by selecting the Change Provider icon. If you only work for one provider organisation, you do not need to change any settings here.</td>
</tr>
<tr>
<td>Hello Graham Jones ▼</td>
<td>This is where your username is displayed. You can use the dropdown button to return to the home page or logout of myplace at any time.</td>
</tr>
<tr>
<td>myplace</td>
<td>Select this icon at any time to return to the myplace home page.</td>
</tr>
<tr>
<td>?</td>
<td>Select this icon for simple explanations of the functions displayed on the screen.</td>
</tr>
<tr>
<td>My Participants View and manage your participants</td>
<td>View and manage your participants.</td>
</tr>
<tr>
<td>Inbox view your mailbox</td>
<td>View messages and letters sent to you by the NDIA.</td>
</tr>
<tr>
<td>Registration Details view and edit your registration details</td>
<td>View and edit your registration details, including updates to Registration groups and Professions.</td>
</tr>
</tbody>
</table>
# Provider portal step-by-step guide

<table>
<thead>
<tr>
<th>myplace section</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Outlet Management" /></td>
<td>View and edit your organisation’s outlet details.</td>
</tr>
<tr>
<td><img src="image" alt="Service Booking" /></td>
<td>Create and manage service bookings with participants.</td>
</tr>
<tr>
<td><img src="image" alt="Payment Request" /></td>
<td>Create and manage new and existing payment requests.</td>
</tr>
<tr>
<td><img src="image" alt="Quotations" /></td>
<td>View and respond to quotes sent to you by the NDIA.</td>
</tr>
<tr>
<td><img src="image" alt="Referrals" /></td>
<td>View referrals made to your organisation.</td>
</tr>
<tr>
<td><img src="image" alt="Messages" /></td>
<td>Send instant messages to your Participants.</td>
</tr>
<tr>
<td><img src="image" alt="Link to my Organisation" /></td>
<td>Link to your organisation/s, in order to view them through the myplace provider portal.</td>
</tr>
<tr>
<td><img src="image" alt="Upload Evidence" /></td>
<td>Upload required documents.</td>
</tr>
</tbody>
</table>
## Provider portal step-by-step guide

<table>
<thead>
<tr>
<th>myplace section</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Finder</strong>&lt;br&gt;Find provider organisations.</td>
<td>Search for providers within a certain location.</td>
</tr>
<tr>
<td><strong>View Plan</strong>&lt;br&gt;View Participant's plan and nominee details</td>
<td>View plan details when granted consent by a participant.</td>
</tr>
<tr>
<td><strong>NDIS Commission</strong>&lt;br&gt;Navigate to NDIS Commission portal</td>
<td>Navigate to the NDIS Commission portal.</td>
</tr>
<tr>
<td><strong>Profile</strong>&lt;br&gt;View your organisation details that you are linked to</td>
<td>View and edit information and contact details for yourself and your organisation.</td>
</tr>
<tr>
<td><strong>Downloads</strong>&lt;br&gt;Request and download lists of My Participants, Service Bookings and Quotes</td>
<td>Request and download service bookings information, quotes, or information for participants regarding their active service bookings</td>
</tr>
<tr>
<td><strong>Request for Service Forms</strong>&lt;br&gt;View and manage your request for service forms</td>
<td>View and action Support Coordination Requests for Service Forms.</td>
</tr>
<tr>
<td><strong>View Complaints and Enquiries</strong>&lt;br&gt;View and manage your requests</td>
<td>Submit complaints, feedback, enquiries, payment enquiries and compliments.</td>
</tr>
</tbody>
</table>
Provider portal navigation

Using a function

Select the relevant tile displayed in the myplace home page to go into that section of the provider portal.

Tip: From most functions within the portal, the person icon on the top right of the screen will take you directly to your Profile.

You will note that some tiles have a purple banner across the top right-hand corner with a number showing. This indicates the number of items that have not been actioned. For example, the Inbox tile below shows a purple banner with the number ‘6’. This indicates that there are six messages in your Inbox requiring attention.

Returning to the myplace home page

You can return to the myplace home page in any of the following ways:

1. Select the myplace logo (top left corner of the portal page).

2. Select the Home button (top left corner of the portal page) to return to the myplace home page.

3. Select the Home link in the breadcrumb trail below the myplace logo.
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Help and feedback

Getting help
Select the question mark icon (top right corner of the portal page) for simple explanations of the functions displayed.

Call NDIA on 1800 800 110 if you are unable to resolve a problem or need help to use myplace.

Providing feedback
1. You can provide feedback to the NDIA via the portal. To provide feedback
Select the Feedback link in the page footer, or:

On the myplace home page, select the View Complaints and Enquiries tile.

The View Complaints and Enquiries screen will display.
Select Add new request.
2. The **Add Feedback** form will be displayed.

![Add Feedback form](image)

3. The following representative details will be prepopulated:
   - Name
   - Organisation
   - Email
   - Phone

   **Note:** The email address displayed will be the business registered email address. The email of the person logging the request is also recorded.

4. Select from the available **Feedback types**:
   - **Complaint** (continue from step 1 under [Complaints](#))
   - **Feedback** (continue from step 1 under [Feedback and Compliments](#))
   - **Compliment** (continue from step 1 under [Feedback and Compliments](#))
   - **Enquiry** (continue from step 1 under [Enquiries](#))
   - **Payment Enquiry** (continue from step 1 under [Payment Enquiries](#))
Complaints

1. Select Complaint

Select whether this complaint is on behalf of a participant.

   a. If the complaint is not on behalf of a participant select No.
   b. If a complaint is submitted on behalf of a participant select Yes, enter the participant’s NDIS number, Last name and Date of birth and then select Verify participant.
2. **Subject** – Select the subject that relates to your complaint from the dropdown list:

- Assistive technology
- Home Modification
- Market Information
- National Quality & Safeguard Commission
- Participant Pathways
- Participant Plan
- Portal Functionality
- Price Guide
- Provider Payment
- Service Bookings
- Specialist Disability Accomodation
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- Staff Conduct
- Support Catalogue
- Supported Independent Living

3. **Feedback Details** – Enter a description of your complaint. This field has a 2000 character limit.

4. Select **Submit** to send your complaint to the NDIA.

**Feedback and Compliments**

1. Select **Feedback** or **Compliment**

2. **Description** – Provide a brief description of your feedback/compliment
3. **Subject** – From the dropdown select the **subject** that relates to your feedback:
   - NDIS Website
   - NDIS Site
   - Provider Portal
   - Participant Portal
   - Provider of Services
   - Scheme Rollout
   - Process
   - Agency Staff
   - Agency Site
   - Agency Service
   - NDIA in General
   - Other

4. **Feedback Details** – Enter a description of the feedback. This field has a 300 character limit.

5. Select **Submit** to send your feedback to the NDIA.

### Enquiries

1. Select **Enquiry**

![Enquiry Form Image]
Select whether this enquiry is on behalf of a participant.

a. If the enquiry is not on behalf of a participant select No.

b. If an enquiry is submitted on behalf of a participant select Yes, enter the participant’s NDIS number, Last name and Date of birth and then select Verify participant.

2. **Is About** – Select the area that your enquiry is about from the dropdown list:
   - Access
   - Assistive Technology/Home Modifications
   - Events
   - Market Information
   - Participant Myplace
   - Planning
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- Pricing
- PRODA
- Provider Myplace
- Registration
- Service Bookings
- Specialist Disability Accommodation (SDA)
- Supported Independent Living (SIL)

**NOTE:** This dropdown selection is mandatory to submit your enquiry.

3. **Is related to** – Select the area that your enquiry is about from the dropdown list. The available items are related to your previous drop-down selection made from the **Is about**. This dropdown is also a mandatory selection for your enquiry.

4. **Additional Details** – Select an item that matches additional detail from the dropdown list. The available items are related to your previous drop-down selection made from the **Is related to**. This selection is **not** a mandatory item to submit your enquiry.

5. **Feedback Details** – Enter a description of your enquiry. This field has a 2000 character limit.

6. Select **Submit** to send your enquiry to the NDIA.
Payment Enquiries

There are two methods to submit a payment enquiry on behalf of your organisation: as a new payment enquiry, or by linking to an existing Payment Request.

Submit a New Payment Enquiry

1. Select Payment Enquiry

2. Select the payment enquiry type: Single payment issue or Bulk Upload Issue
Note: if selecting **Bulk Upload Issue** then the document relating to the relevant bulk upload will need to be attached. This is a mandatory requirement of the **Bulk Upload issue** process.

3. Select whether the enquiry is on behalf of a participant.
   - If the enquiry is not on behalf of a participant select **No**
   - If the enquiry is submitted on behalf of a participant select **Yes**, enter the participants **NDIS number**, **Last name** and **Date of Birth** and then select **Verify Participant**.
4. **Request details** – choose the subject that relates to your enquiry from the drop down list
   - Service Booking Enquiry
   - Payment Request Enquiry
   - General Payment Enquiry
   - AAT Decision / Legal Agreement to Pay
   - Ceased / deceased Participant

5. Select whether you have a service booking number.
   - If not, select **No**
   - If there is a service booking number, select **Yes** and enter the service booking number.

6. Select whether you **have a payment request number**.
   - If not, select **No**
   - If there is a payment request number, select **Yes** and enter the payment request number.

7. Select whether there is any amount involved in the enquiry.
   - If not, select **No**
   - If there is, select **Yes** and enter the amount in dollars and cents. **Do not** include $ (dollar sign) as you will get an error message when submitting the payment enquiry.
8. **Feedback details** – Enter a description of your enquiry. This field has a 2000 character limit.

9. **Associated Documents** – If there are associated document select **choose file** to attach. Only .doc, .docx, .xls, .xlsx, .csv, .pdf, .jpeg, .jpg, .jpe, .gif, .bmp, .png, .pnt, .pntg, .xml, .txt files are able to be uploaded and must be no larger than 10MB each. Up to 10 files may be uploaded.

Remember to attach any required supporting documents such as invoices before you select submit, as you won’t be able to add these after you submit your enquiry.

10. Select what you would like to do with this payment issue.
   - **Submit and create another payment enquiry with participant information**
     - This will allow you to create a new payment enquiry for the same participant using the existing participant information.
   - **Submit and create new payment enquiry** – You will return to the payment enquiry screen so that you are able to immediately enter a new enquiry.
     - Or
   - **Submit this payment enquiry** – To submit your payment enquiry and provide you with details including the payment enquiry reference number.
A list of your organisation’s submitted payment enquiries will display in the View Complaints and Enquiries.

One of three status will be displayed in the Status column:

**Submitted** – Your enquiry has been submitted and will be reviewed by NDIA.

**In Progress** – Your enquiry is under review by NDIA.

**Closed** – Your enquiry has been completed. You may need to submit a new enquiry to provide more information.

### Raising a Payment Enquiry from an existing Payment Request

1. From the home screen select the Payment Request tile
2. Select the **View Payment Request** tile

![Payment Request](image)

3. **Search** for the existing Payment Request

![Search for Payment Requests](image)

4. **View By** - Select search criteria from the drop down menu:
   - Submitted Payment Requests
   - Uploaded Bulk Payment File

5. **Search By** - Select search criteria from the drop down menu:
   - NDIS Number
   - Payment Request Number
   - Status
   - Support Item Number
   - Submitted Date
   - Support Start Date
   - Support End Date
   - Your Invoice Number
6. **Search Criteria** - Select from the drop down menu:
   - Rejected
   - Incomplete
   - Pending Payment
   - Paid
   - Cancelled
   - Awaiting Approval

7. Select **Add to Criteria**
8. Select **Search**

9. From the display results, **select** the relevant payment request and the payment request will display. To add a new enquiry select **Create payment enquiry**.
10. Complete the steps above from **Submit New Payment Enquiry** to complete your payment enquiry.

**Note:** Some information will pre-populate, based on the existing payment request data.

### View Complaints and Enquiries

**View Complaints** allows you to view your complaints and submit complaints, feedbacks or compliments associated with your provider portal.

1. Select the **View Complaints and Enquiries** tile on the **myplace** home page.

![View Complaints and Enquiries tile](image)

2. The **View Complaints and Enquiries** page displays your submitted **Complaints** and **Enquiries** and allows you to submit **Complaints, Enquiries, Payments Enquiries, Compliments** and **Feedback**.

**Note:** Search results only display the Feedback type **Complaints and Enquiries**.

For information regarding submitted Feedback types **Compliments, Enquiries** and **Feedback** please **Call NDIA on 1800 800 110**.

Use **Next** and **Previous** to navigate through lists that have more than 10 entries.

3. Next to the free text search field use the drop down selection to choose the criteria of the search:

- **Submission ID**
- **Participant NDIS number**
- **Submitted by NDIS number**
- **Submitted by Surname**.
4. Enter the details of the complaint or enquiry in the search box and select **Search**.

You can sort the Search Results by the column titles; select from the options in the **Sort By** dropdown to view all the complaints by:

**Submission ID**

**Type of Submission**

To view the details of the **Complaint** or **Enquiry** select the **Submission ID** (hyperlinked)
The details of the **Complaint** or **Enquiry** will be displayed.

5. Select **Back** (bottom left corner of the page) to return to the **search results**.