NDIS myplace portal

Step-by-step Guide

Contact Details

August 2020
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Changes from the last version

The following updates have been made to the last published version of the myplace portal step-by-step guide:

- Updated My Contact Details screenshot to include ‘Share My Plan’ tab (page 4)
My Contact Details

My Contact Details is where you can manage your personal information. You can update contact details, address and bank details.
This is also where you can choose to share (or not to share) details of your plan with registered service providers you have a service booking with.

1. Select My Contact Details on the homepage.

2. The My Contact Details screen will display.

About Me

You can view your full name, preferred name, date of birth, NDIS number, gender, Indigenous origin and Australian South Sea Islander information (if applicable).

If any of these details are incorrect, please contact the NDIA to have them updated.
1. Click the Open Section link in the top right hand corner to continue.

![About Me](image1)

**How Can NDIA Contact Me?**

You can update your preferred method for notifications of service bookings, your preferred correspondence method (including different accessible formats) and your contact details in this section.

![How Can NDIA Contact Me?](image2)

1. Click the Open Section link in the top right hand corner to see the details

![How Can NDIA Contact Me?](image3)

2. Select the Edit button in the bottom right hand corner.
3. Select a **Preferred Notifications Method** if you want to get notified when a provider has updated a service booking.

4. To change the way you receive your letters, select an option from **Sending Method** drop down menu, then choose a **Format Type** and **Format Option**.
5. You can update your phone numbers and email address in the Contact Details section. Click into the field (or select the delete cross icon) and type in your new details.

Note: If you would like a copy of your plan in a different format to your letters click the Add Method button and follow the instructions under Preferred Plan Format section.

Note: You can update your contact details with MyGov and the updated details will be shared with the NDIA automatically. You must have a linked Australian Taxation Office, Centrelink or Medicare account for the updated details to be shared. If you choose to update
your contact details in the myplace portal, these updates will not be shared with MyGov or your other services.

6. The following message will be displayed to confirm your contact details have been successfully updated.

![Contact details have been updated successfully.]

**Please Note**: If you are a nominee or a child representative you can update your personal details in the ‘How Can NDIA Contact me?’.

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1. Select the **Edit** button in the bottom right hand corner

![Preferred Notification Settings](image)
2. The **Edit** Contact details displays

![Edit Contact Details](image)

3. You can update your phone numbers and email address in the **Contact Details** section. Click into the field (or select the delete cross icon) and type in your new details.

**How Can I Contact NDIA?**

| My NDIS Contact | James R  
| Local Area Coordinator  
| Ferors Care  
| 130006870  
| ferors@ndis.gov.au  
| Call NDIA: 1800 800 110  
| If I use a TTY: 1800 555 677 and ask for 1800 800 110  
| If I use Speak and Listen (speech-to-speech relay): 1800 555 727 and ask for 1800 800 110  
| If I use the National Relay Service: [https://relayservice.gov.au](https://relayservice.gov.au) and ask for 1800 800 110  
| If I need help with English: TIS 131 450 |

The **How Can I Contact NDIA** section provides the contact detail of your My NDIS Contact and our Contact Centre phone numbers.
My Address Details

You can view and update your postal and home (standard address) addresses.

1. Click the Edit (pencil) icon to update an address.

2. Select the Add Address button to add a new address.

3. Select the Address type and fill out the address fields. Enter the Start date and then select Update to save.

Note: You can update your contact details with MyGov and the updated details will be shared with the NDIA automatically. You must have a linked Australian Taxation Office, Centrelink or Medicare account for the updated details to be shared. If you choose to update your contact details in the myplace portal, these updates will not be shared with MyGov or your other services.

Please Note: If you are a nominee or a child representative you can update your personal details in the ‘My Contact Details’.
3. Fill out the address fields. Enter the Start date and then select Update to save.

Share My Plan

The Share My Plan function enables you to share parts of your plan with any service providers you have an active service booking with.

1. Tick the box next to the provider name/s to share your plan; or untick to not share.

2. Provide a reason for the change in the Why are you updating or changing who can see the plan text box.

3. Click the Submit button to finalise the changes.
Note: you can change a provider’s permission to view your plan at any time. It is your choice if you share your plan details with providers.

4. Click the **Close Section** link in the top right hand corner to close this section.

**My Bank Details**

The **My Bank Details** function enables you to view your bank details and add new bank account information. When you update your bank account details, the system will send you the following SMS:

“We have updated your bank account details as requested. If necessary, contact NDIA on 1800 800 110”.

1. Click the **Open Section** link to view your bank details.
2. Click the **Add Bank Details** button to add a new account.
3. Enter the new account details and then click the **Update** button to save.
4. Click the **Close Section** link in the top right hand corner to close this section.

**Note:** If you are a Plan Nominee or Child Representative please contact the NDIA on 1800 800 110 to update the bank account details on your behalf.