

# **NDIS myplace portal**

## **Step-by-step Guide**

## **Contact Details**

July 2022

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## Changes from the last version

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

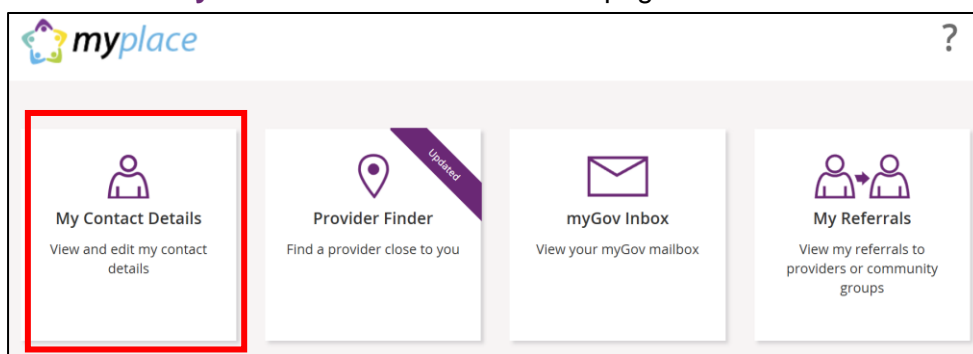
- Updated About me screenshot (page 5)
  - Updated My Bank Details screenshot (page 12)
-

## My Contact Details

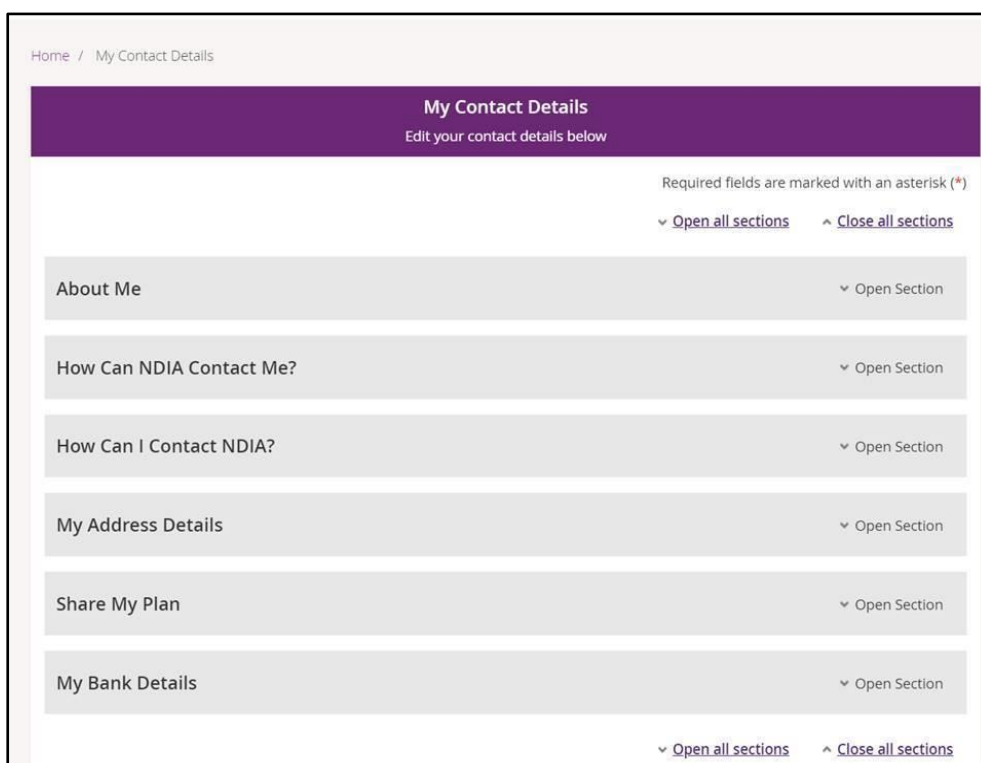
**My Contact Details** is where you can manage your personal information. You can update contact details, address and bank details.

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

Close Section

Full Name:	Mr. Test User
Preferred Name:	Tester
Date of Birth:	01/01/2000
NDIS Number:	43000000
Gender:	Male
Indigenous Origin:	Neither Aboriginal nor Torres Strait Islander
Australian South Sea Islander:	No

## 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?

Open Section

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

How Can NDIA Contact Me?

Close Section

Preferred Notification Settings

Preferred Notification Method: No Electronic Notification  
Select SMS to be notified of service booking changes. ?

Sending Method

Sending Method: Post / Letter  
Select Sending Method. ?

Format Type: Audio file (by cd)

Format Option: CDA File

Would you also like a standard printed copy as well?: No

Contact Details

Home Number: Not Provided

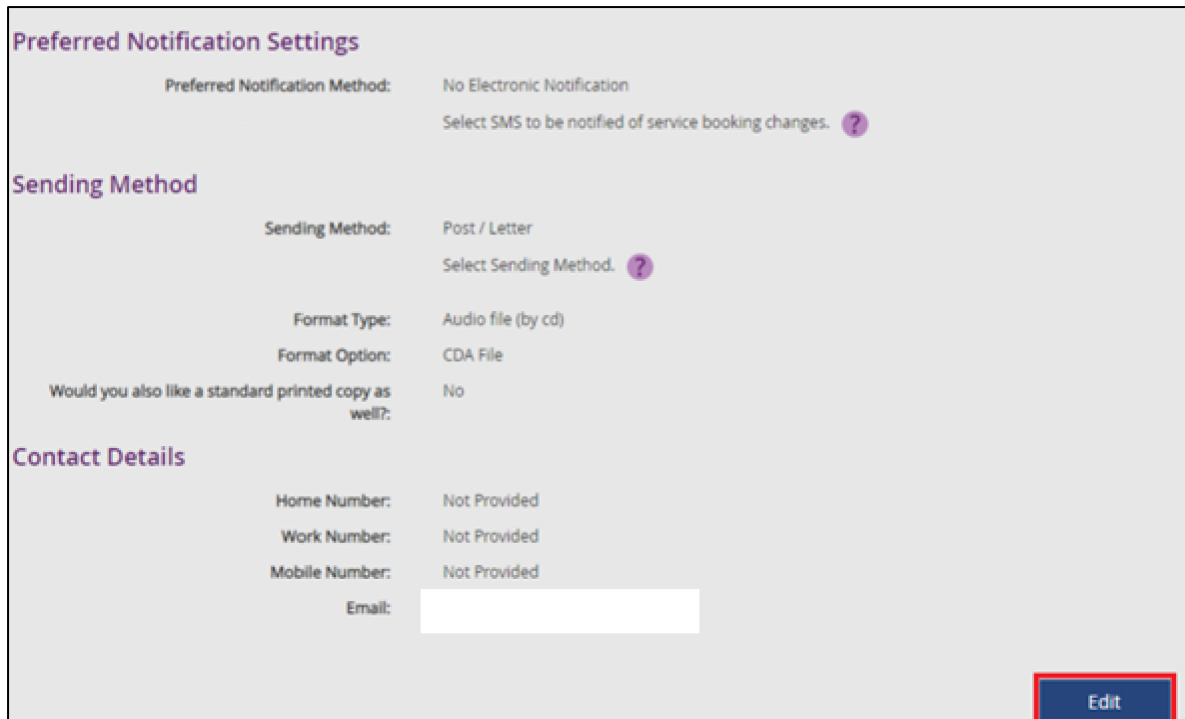
Work Number: Not Provided

Mobile Number: Not Provided

Email:

Edit

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



**Preferred Notification Settings**

Preferred Notification Method: No Electronic Notification  
Select SMS to be notified of service booking changes. ?

**Sending Method**

Sending Method: Post / Letter  
Select Sending Method. ?

Format Type: Audio file (by cd)  
Format Option: CDA File  
Would you also like a standard printed copy as well?: No

**Contact Details**

Home Number: Not Provided  
Work Number: Not Provided  
Mobile Number: Not Provided  
Email:

Edit

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**.

## Edit Contact Details

Edit your contact details below

Required fields are marked with an asterisk (\*)

### Preferred Notification Settings

Preferred Notification Method:\*

Select SMS to be notified of service booking changes. ?

### Sending Method

Sending Method:\*

Select Sending Method. ?

Format Type:\*

Format Option:\*

Would you also like a standard printed copy as well?:\* ☒ Yes ☐ No ?

### Preferred Plan Format

To receive your plan in a different format from other letters:


1. Click the Add Method button below
2. Choose from the options in Sending Method and Format Type
3. Save your changes

You don't need to make any changes if you want to receive your plan in the same way as other letters.  
You need to delete your current preference before trying to change it.

Letter	Sending Method	Format Type	Format Option
Plan Summary and Plan Approval	Post / Letter	Braille letter	Braille Grade II Letter

[Add Method](#)

### Contact Details



Updating details in this section will update your NDIS account only and will not be shared with MyGov or your other services.

Home Number:

Work Number:

Mobile Number:

Email:

[Cancel](#) [Update](#)

**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.

- 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.

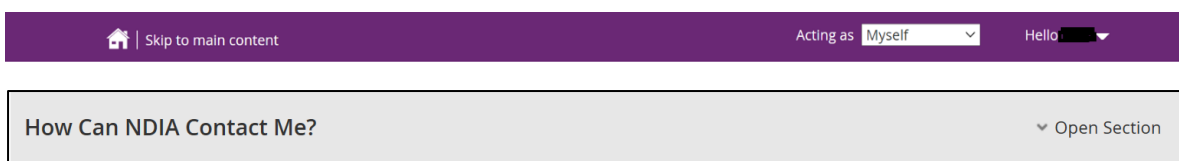
**Note:** You can update your contact details with MyGov and the updated details will be shared with the NDIA automatically. You must have a linked Australian Taxation Office, Centrelink or Medicare account for the updated details to be shared. If you choose to update

your contact details in the myplace portal, these updates will not be shared with MyGov or your other services.

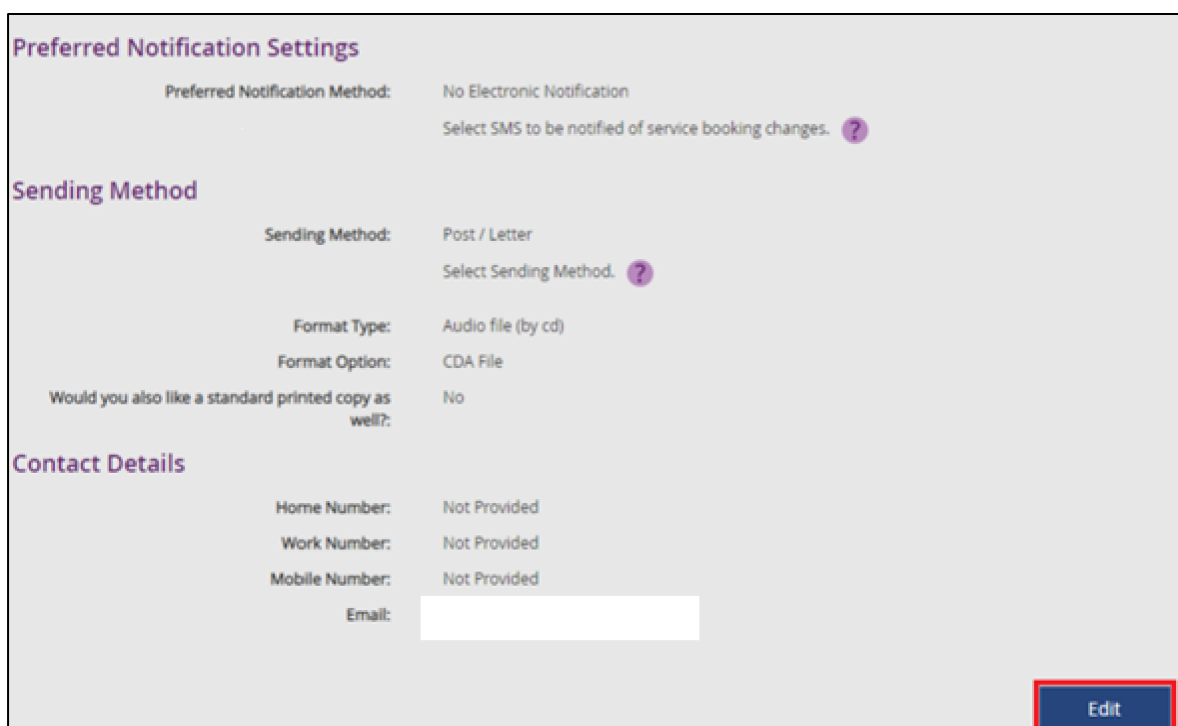
6. The following message will be displayed to confirm your contact details have been successfully updated.



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

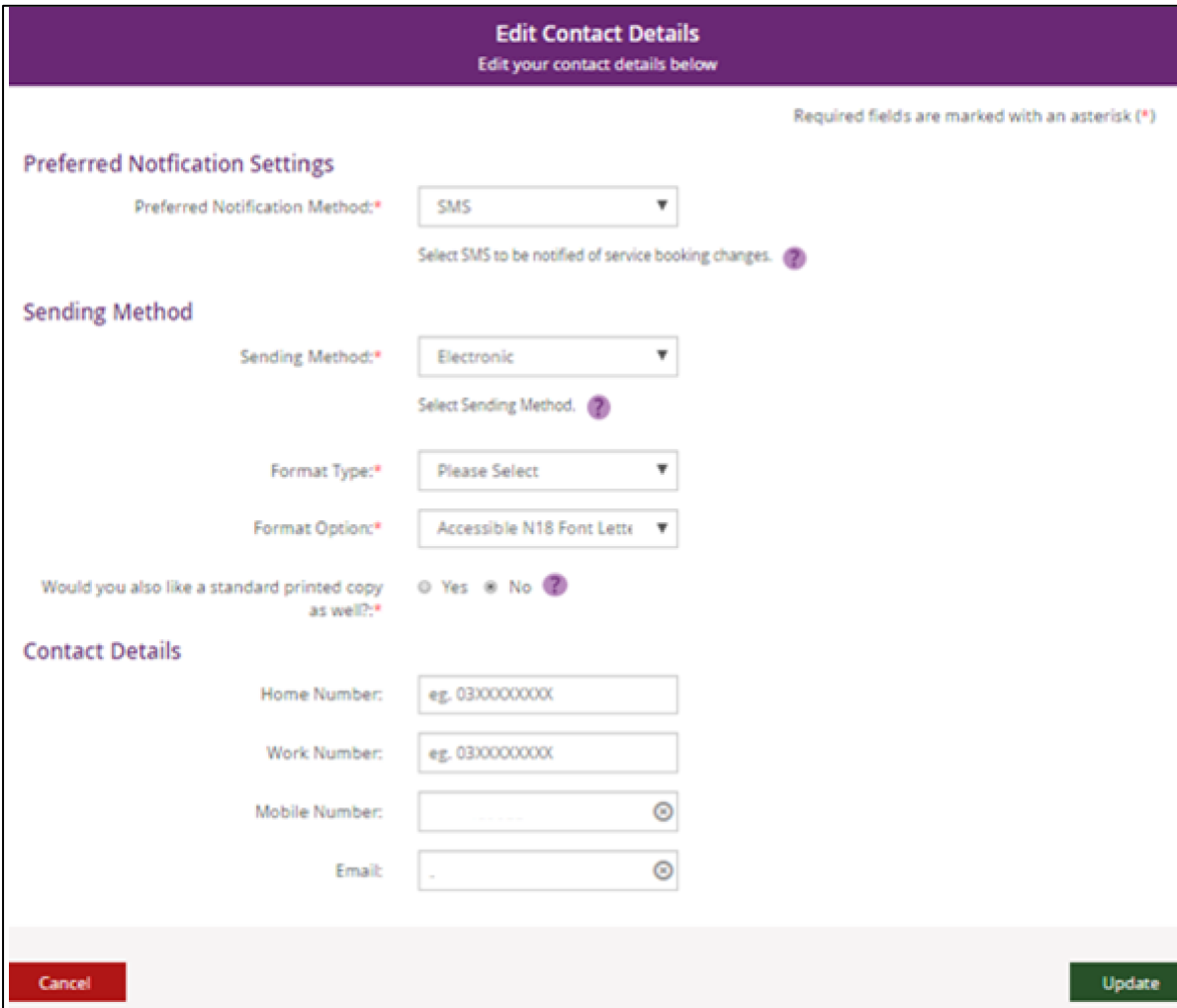


1. Select the **Edit** button in the bottom right hand corner

The image shows a form titled "Preferred Notification Settings". It is divided into three sections: "Preferred Notification Method", "Sending Method", and "Contact Details".  
- "Preferred Notification Method": Includes "Preferred Notification Method:" with the value "No Electronic Notification" and "Select SMS to be notified of service booking changes." with a question mark icon.  
- "Sending Method": Includes "Sending Method:" with the value "Post / Letter" and "Select Sending Method." with a question mark icon. Below this are "Format Type:" (Audio file (by cd)), "Format Option:" (CDA File), and "Would you also like a standard printed copy as well?:" (No).  
- "Contact Details": Includes "Home Number:", "Work Number:", and "Mobile Number:", all with the value "Not Provided". Below these is an "Email:" field with a white input box.  
In the bottom right corner of the form, there is a blue button with the text "Edit" highlighted by a red rectangle.



## 2. The **Edit** Contact details displays



**Edit Contact Details**  
Edit your contact details below

Required fields are marked with an asterisk (\*)

**Preferred Notification Settings**

Preferred Notification Method:\* SMS ▼  
Select SMS to be notified of service booking changes. ?

**Sending Method**

Sending Method:\* Electronic ▼  
Select Sending Method. ?

Format Type:\* Please Select ▼

Format Option:\* Accessible N18 Font Letts ▼

Would you also like a standard printed copy as well?:\* ☐ Yes ☒ No ?

**Contact Details**

Home Number: eg. 03XXXXXXX

Work Number: eg. 03XXXXXXX

Mobile Number: -

Email: -

Cancel Update

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?



**How Can I Contact NDIA?** Close Section

My NDIS Contact: James R  
Local Area Coordinator  
Feros Care  
1300986970  
[feroslac@ndis.gov.au](mailto:feroslac@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: <http://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.

My Address Details Open Section

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

My Address Details Close Section

Address Type	Supplementary	Street/PO Box	City	State	Postcode	Action
Postal Address				VIC	3072	
Standard Address				VIC	3220	

Add 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'.

 Skip to main content Acting as Myself Hello

My Address Details Open Section

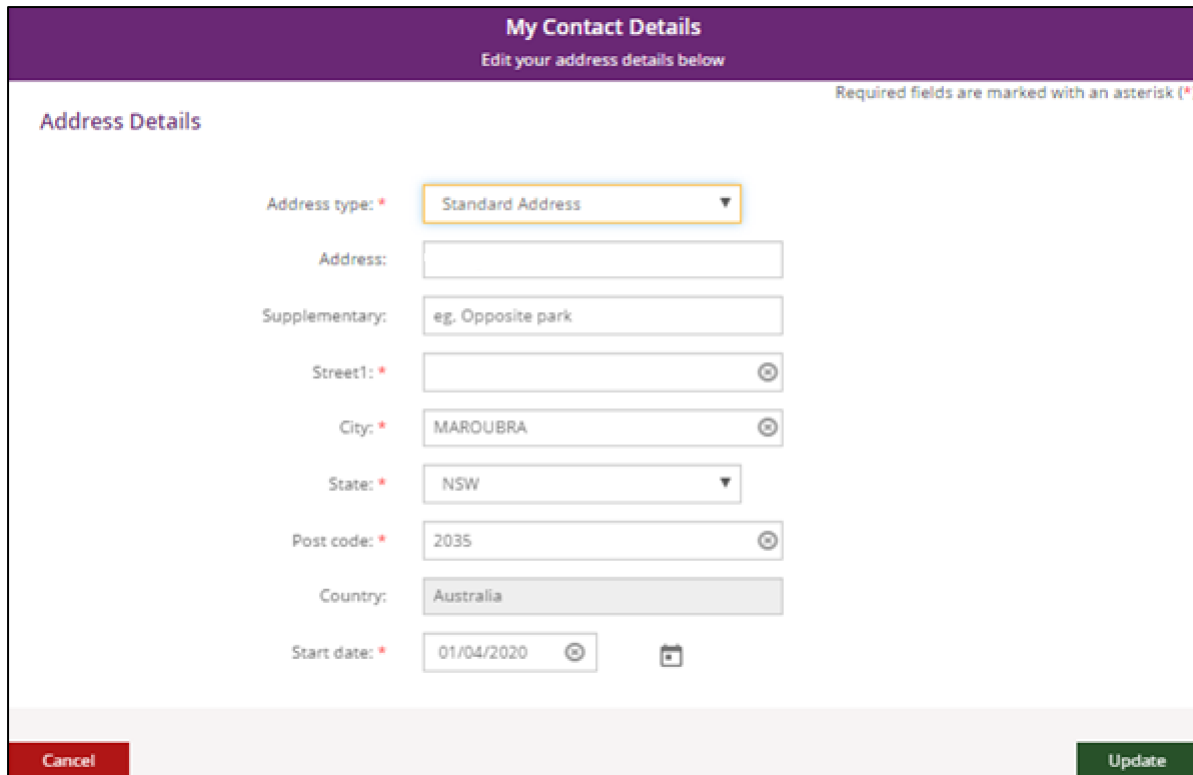
1. Click the **Edit** (pencil)  icon to update an address

My Address Details Close Section

Address Type	Supplementary	Street/PO Box	City	State	Postcode	Action
Standard Address			MAROUBRA	NSW	2035	

Add Address

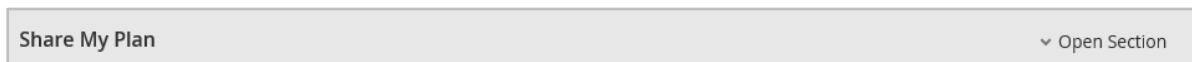
2. The **My Contact Details** screen displays.



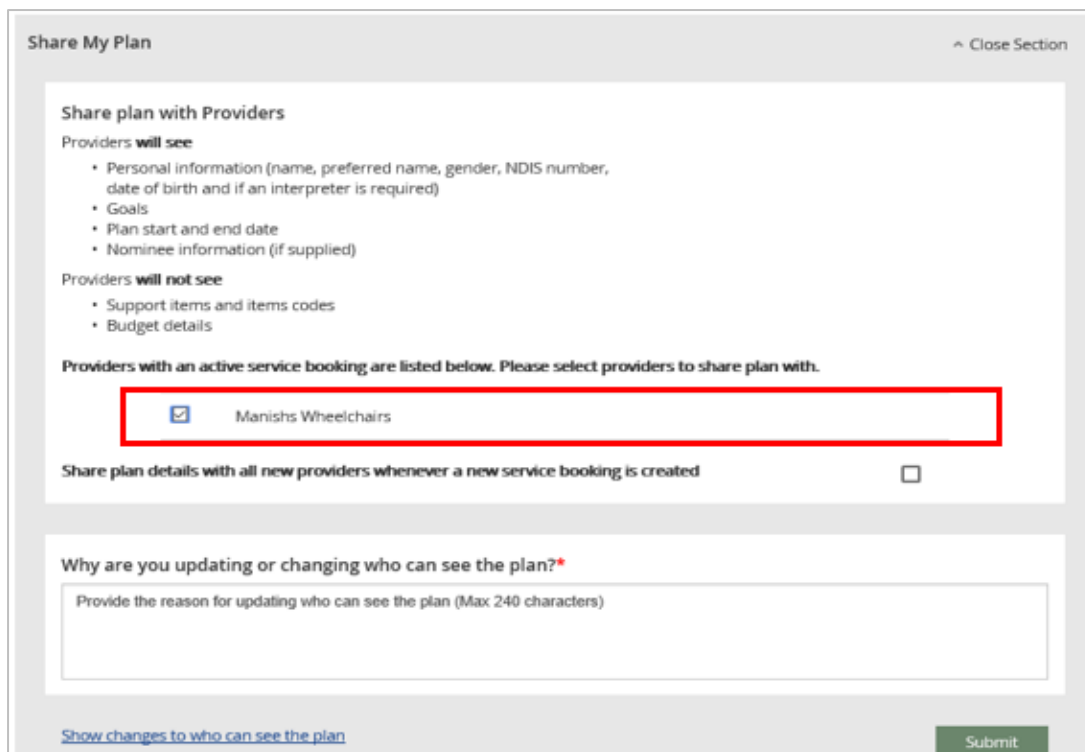
3. Fill out the address fields. Enter the **Start date** and then select **Update** to save.

## 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.



Share My Plan [Close Section](#)

**Share plan with Providers**

Providers **will see**

- Personal information (name, preferred name, gender, NDIS number, date of birth and if an interpreter is required)
- Goals
- Plan start and end date
- Nominee information (if supplied)

Providers **will not see**

- Support items and items codes
- Budget details

Providers with an active service booking are listed below. Please select providers to share plan with.

☒ Manish Wheelchairs

Share plan details with all new providers whenever a new service booking is created ☐

**Why are you updating or changing who can see the plan?\***

Provide the reason for updating who can see the plan (Max 240 characters)

[Show changes to who can see the plan](#) [Submit](#)

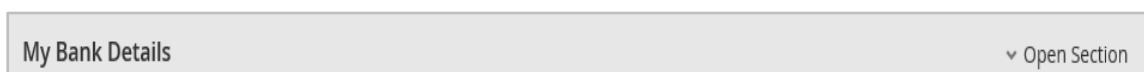
**Note:** you can change a provider's permission to view your plan at any time. It is your choice if you share your plan details with providers.

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

## My Bank Details

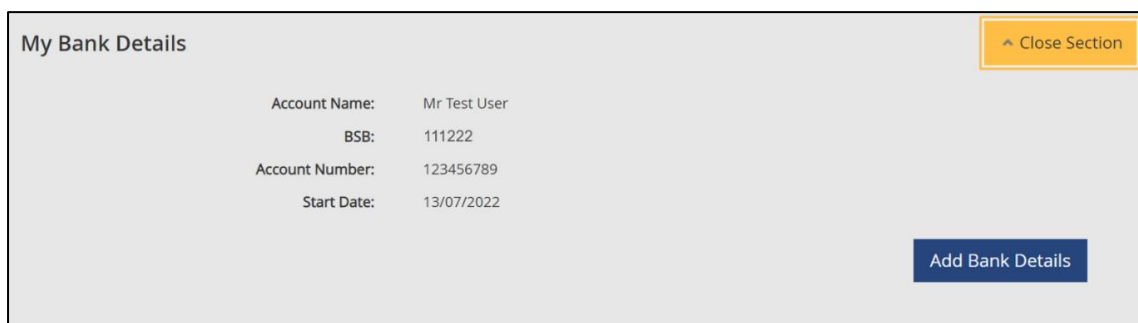
The **My Bank Details** function enables you to view your bank details and add new bank account information. When you update your bank account details, the system will send you the following SMS:

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



My Bank Details [Open Section](#)

1. Click the **Open Section** link to view your bank details.
2. Click the **Add Bank Details** button to add a new account.



My Bank Details [Close Section](#)

Account Name: Mr Test User

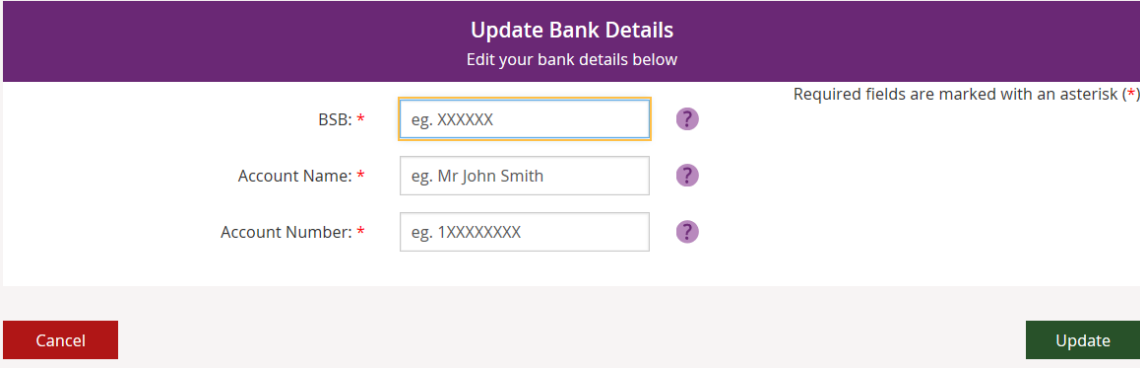
BSB: 111222

Account Number: 123456789

Start Date: 13/07/2022

[Add Bank Details](#)

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.