NDIS myplace portal

Step-by-step Guide

Contact Details

July 2022

NDIS myplace portal: Step-by-step guide

Table of Contents

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

# NDIS myplace portal: Step-by-step guide ndis

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.
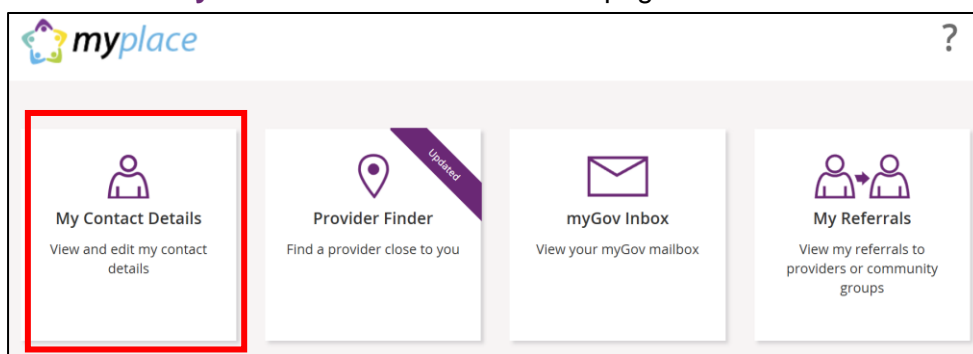
2. The **My Contact Details** screen will display.
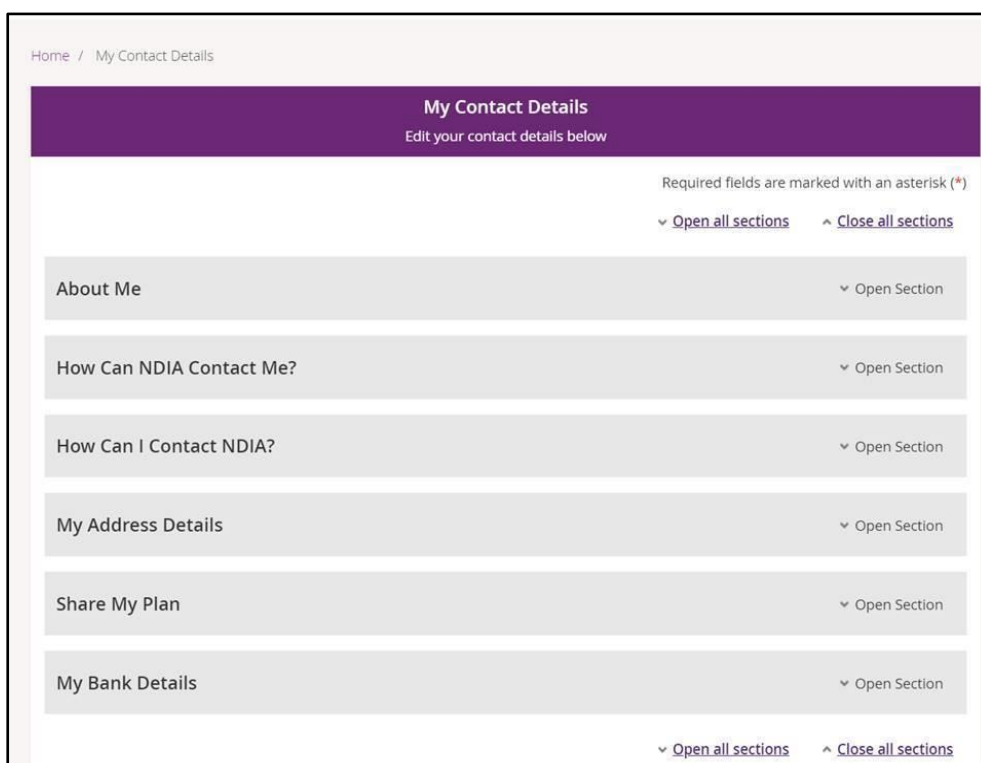
About Me

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.

NDIS myplace portal: Step-by-step guide ndis

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

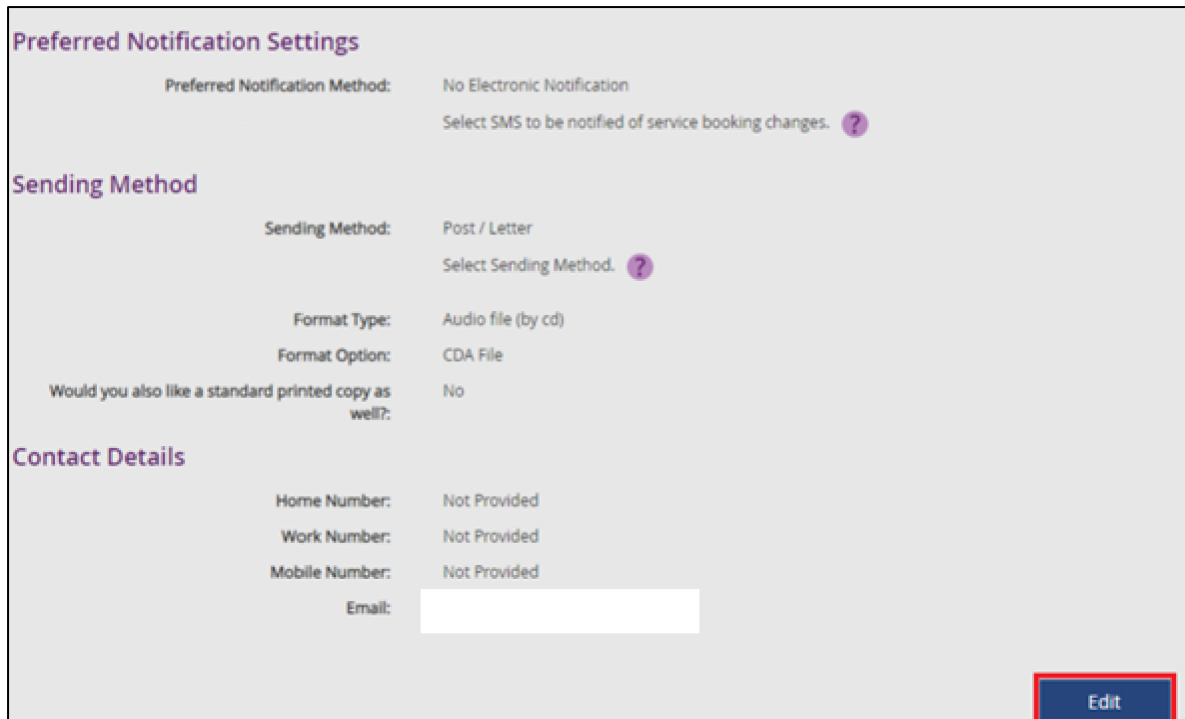Home Number: Not Provided

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 Notfication Settings

Preferred Notification Method:* | SMS ⌄

Select SMS to be notified of service booking changes. (?)

Sending Method

Sending Method:* | Post / Letter ⌄

Select Sending Method. (?)

Format Type:* | Letter ⌄

Format Option:* | Standard Letter ⌄

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: | eg. 03XXXXXXXX
Work Number: | eg. 03XXXXXXXX
Mobile Number: | eg. 03XXXXXXXX
Email: | eg. email@example.com

[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.

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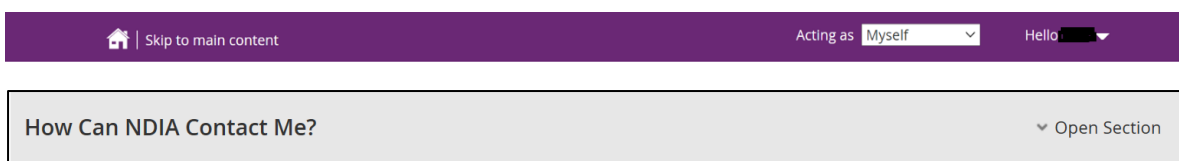
Note: You can update your contact details with MyGov and the updated details will be shared with the NDIA automatically. You must have a linked Australian Taxation Office, Centrelink or Medicare account for the updated details to be shared. If you choose to update

your contact details in the myplace portal, these updates will not be shared with MyGov or your other services.
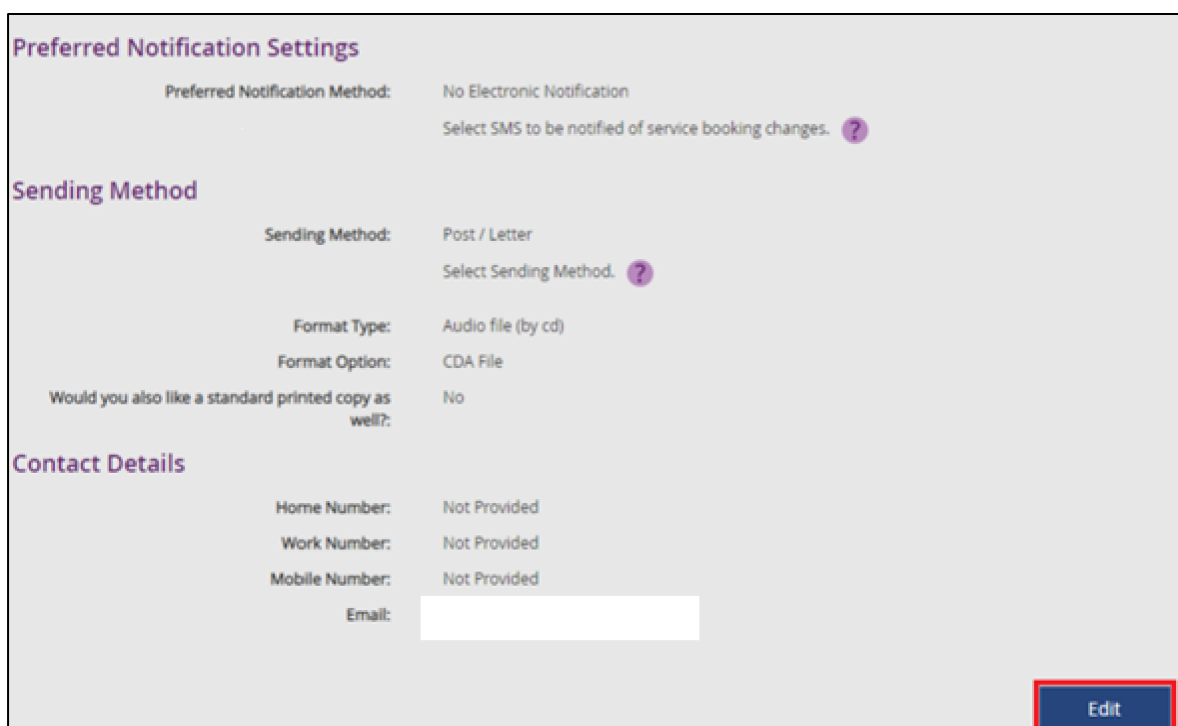
6. The following message will be displayed to confirm your contact details have been successfully updated.

> ✓ Contact details has 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?'.
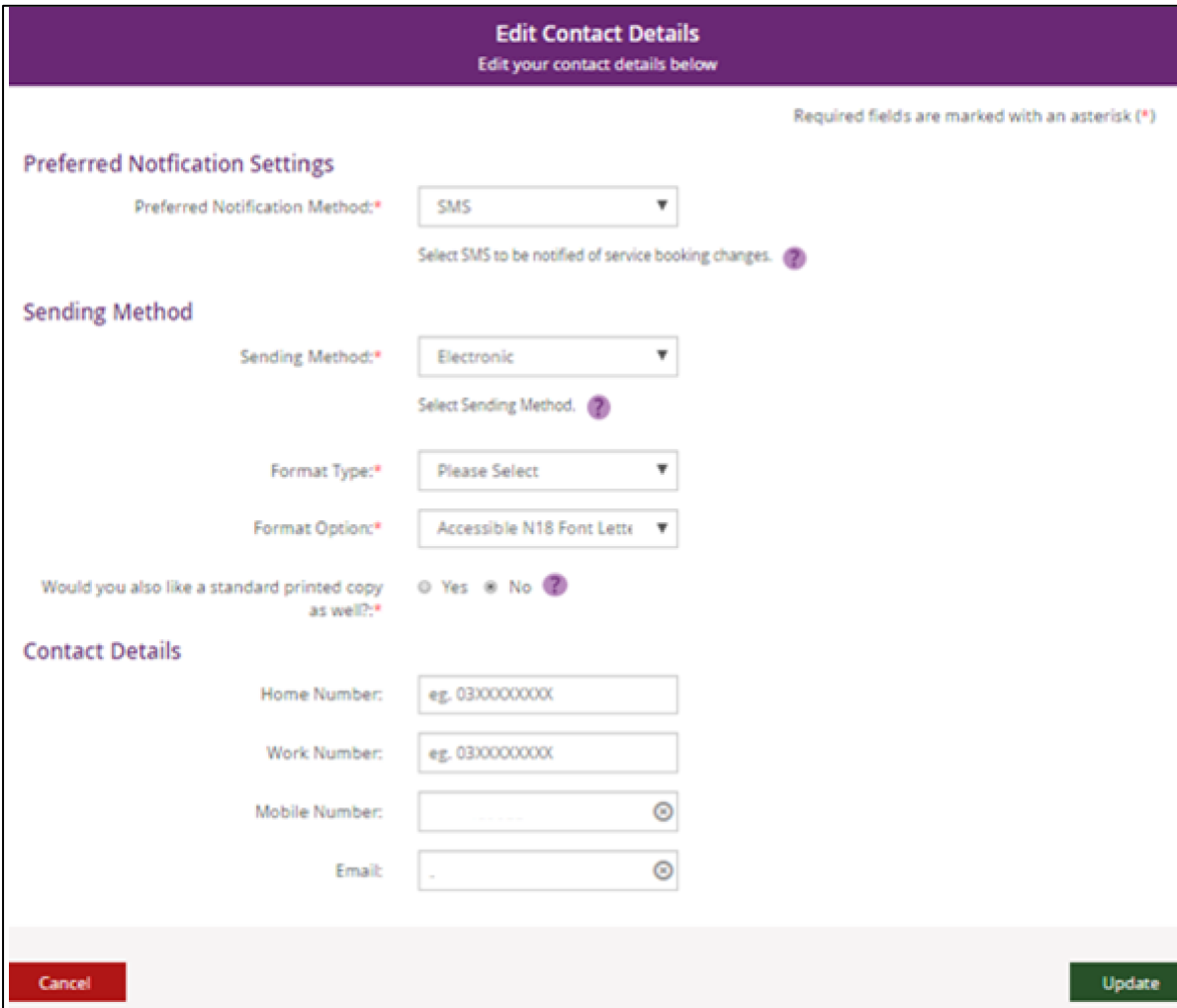

1. Select the **Edit** button in the bottom right hand corner

2. The **Edit** Contact details displays

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?

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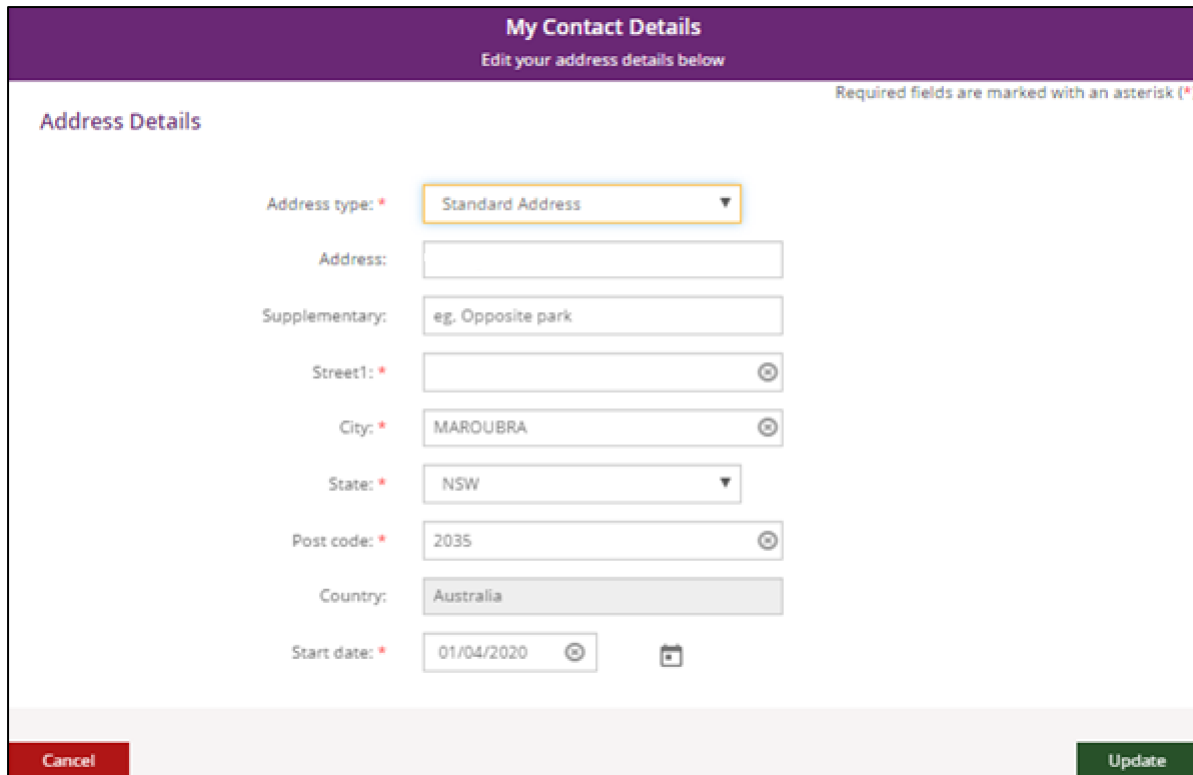
1. Click the **Edit** (pencil) 🖊 icon to update an address

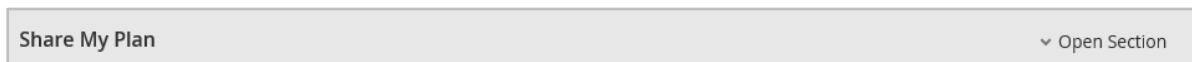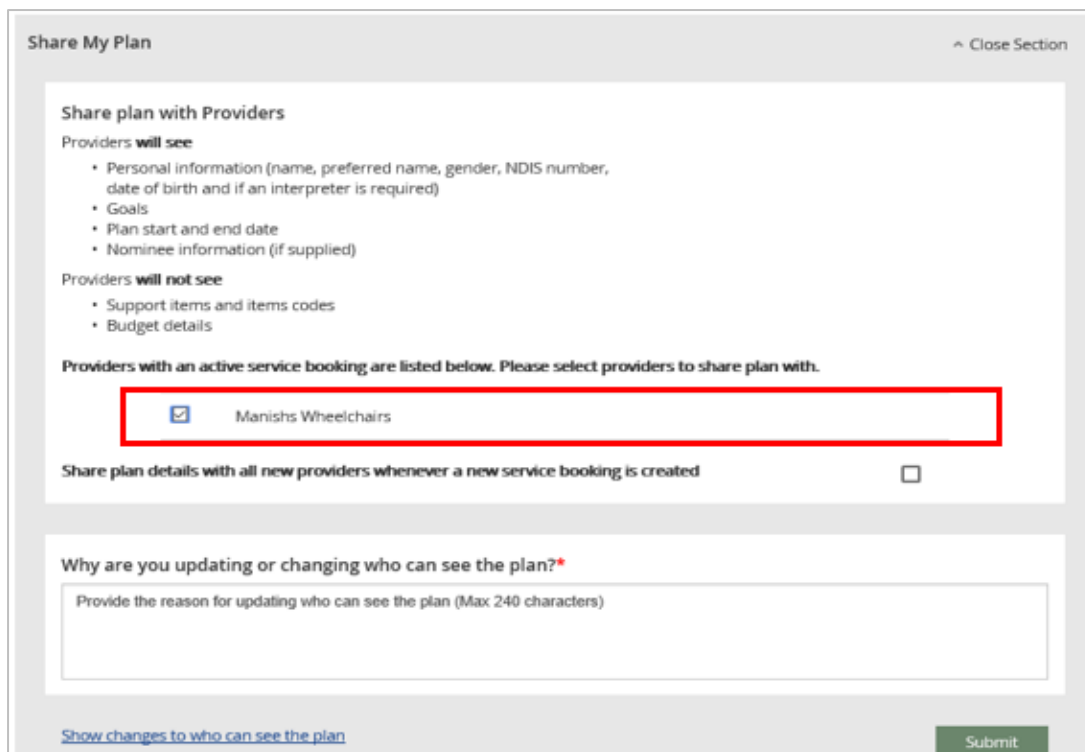| My Address Details						⌃ Close Section
Address Type	Supplementary	Street/PO Box	City	State	Postcode	Action
Standard Address			MAROUBRA	NSW	2035	🖊
						Add Address

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.

Share My Plan	⌄ Open Section

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.

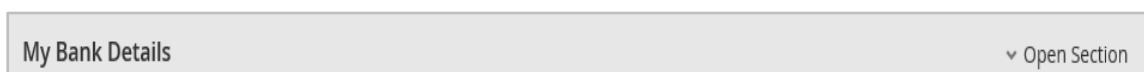**3.**   Click the **Submit** button to finalise the changes.

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.
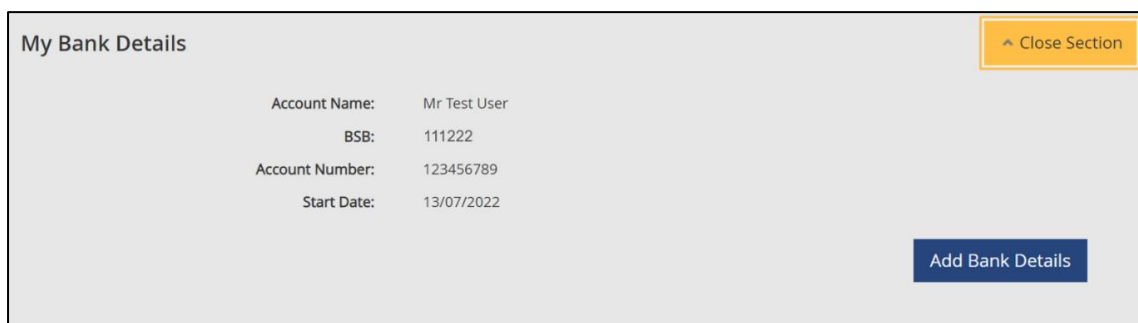
My Bank Details

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.
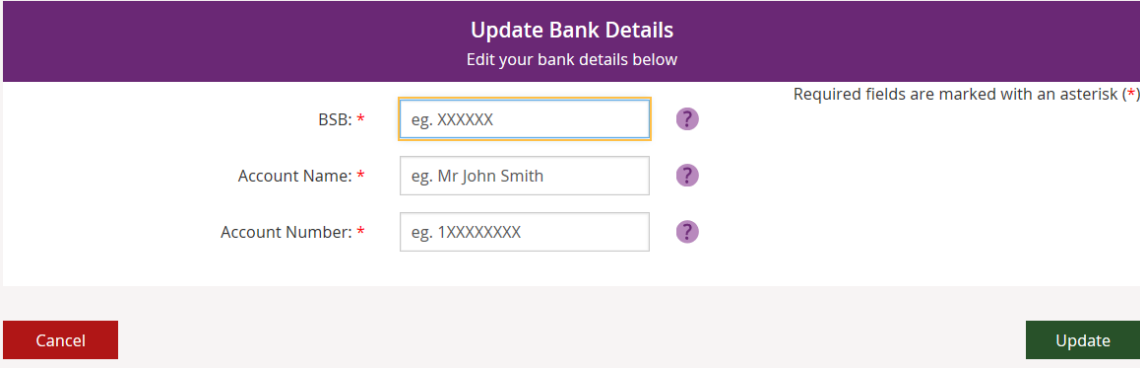
3. Enter the new account details and then click the **Update** button to save.

| **Update Bank Details** |
| Edit your bank details below |

Required fields are marked with an asterisk (*)

BSB: * [eg. XXXXXX] (?)

Account Name: * [eg. Mr John Smith] (?)

Account Number: * [eg. 1XXXXXXXX] (?)

[Cancel]   [Update]

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.