NDIS myplace portal

Step-by-step Guide

Provider Finder and Documents

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 portal step-by-step guide:

• Formatting changes to bring guide in line with the current content standards

Provider Finder

The **Provider Finder** enables you to find and contact a registered provider. You can also view providers you have a service booking with. This section contains contact information of providers via the **View Details** link, and detailed directions via the **Find Directions** link.

Provider Search

1. Select **Provider Finder** tile on the homepage.



The Provider Finder page displays.

😭 my place			[~	ŝ	?
Home / Provider Finder						
		Provider Finder a service provider by location or	service			
l am looking for A new provider or service I want to search by						
All Providers	Provider Name	Profession/Service	Support Category			
within of my home add	ress or a different location		\otimes		Search	

You have the option to search by:

• All providers: All providers within the selected distance to your address will display.



- Provider name: You can enter the name of the provider you are looking for.
- **Profession/service:** You can choose the profession/service (for example, dietician) from a drop down menu.
- **Support Category:** You can choose the support category you are looking for from a drop down menu.

The following steps is an example of searching by a profession/service.

2. Select the **Profession/Service** tab.

		Provider Finder a service provider by location or :	service	
I am looking for My recent providers	A new provider or service			
I want to search by All Providers	Provider Name	Profession/Service	Support Category	
Select the Profession/Service	you are looking for		•	
within of my home and a second se	address or a different location		\otimes	Search

- **3.** Click the dropdown box and select a service.
- **4.** The search radius defaults to 5 kilometres from your home address. You can expand the search distance by clicking the **within** dropdown arrow.
- 5. You can change the address that the search is on by clicking the delete icon in the 'of my home address or a different location' field and type in an address.
- 6. Select Search. The search results display.



-			V	/ith 5km ra	dius.		
Filters	<u>First</u>	Previous	Page	1 of 5	<u>Next</u>	Last	Show Map
		Use this page to fin		l er Finde e provider		rice	
am looking for							
A new provider o	r service						
All Provide	rs	Provider Name		Professior	/Service	Support Category	
Dietician						\otimes	•
ithin of	my home address	or a different location					
5 km 🗸						\otimes	Search
						Print	provider informati
earch results		ing your search criteri		S.			
	or providers match 76 Diamond ST, Am	aroo, ACI, 2914 with 5					
) out of 19 results t		Previous	Page	1 of 2	Next	Last	Show Map
) out of 19 results for nowing results for Filters	76 Diamond ST, Am First Physio Gungał	Previous	Page	Vis	<u>Next</u> it provider website nin@flexout.com.a		Show Map View Detail
out of 19 results for Filters	76 Diamond ST, Am First Physio Gungah eferrals	Previous	Page	Vis	it provider website		

- 7. To print your search results, select the **Print provider Information** link.
- 8. If there is more than one page of results use the buttons of **Next** and **Last** to look at all the providers.



- **9.** To narrow down your search results, you can apply filters to your search by selecting the **Filters** button at the top of the window.
- **10.** The following filters can be applied to your search:
 - Accepting new referrals
 - Open extended hours on weekdays
 - Open on weekends

I am looking for								
My recent provi	ders A new j	provider or service						
I want to search by								_
All Provider	s Pr	ovider Name	F	Profession	/Service	Support Ca	tegory	
within of m	y home address or a	different location						
5 km 🗸	Greenw	ay, ACT, 2900					\otimes	Search
Search results							Print pro	vider information
10 out of 289 results f Showing results for 27		0,0		s.				
Filters	First	Previous	Page	1 of 29	Next	Las	<u>t</u>	Show Map
Accepting Ref	errals				it provider web overnan.com	usite d'		View Details

11. To see more information on a specific provider, select the **View Details** button.

Filters		
Filter by		
 Accepting new referrals Open extended hours on weekdays Open on weekends 		
Burgers and Friends	Visit provider website 🕅	View Details



- **12.** The details of the provider will display with the following:
 - Organisational name: The provider business name.
 - Contact person: The name of who you can speak within the organisation.
 - Contact details: Including contact phone numbers and email addresses.
 - Address: The street address of the provider.
 - Outlet status: This tells you if the provider is able to take referrals.
 - Services provided: A list of all services provided is listed here.
 - Operating hours: Details of the days and times the provider is open for business.

	ler Details		
View details of t	he selected provider		
< <u>Back to search results</u>			
Peppermint Chocolate			
Organisation Name	Operating Ho	urs	
Cadbury Chocolate	Day	Start Time	End Time
Outlet Status Accepting Referrals	Sunday	Closed	Closed
Contact Person	Monday	Closed	Closed
Garry John	Tuesday	14:00	16:00
Contact Details 0345654556	Wednesday	09:00	16:00
Visit provider website 🖬	Thursday	Closed	Closed
Address	Friday	Closed	Closed
Services Provided	Saturday	Closed	Closed
Social Worker			
< Back to search results			

Note: If you would like to conduct another search, select **Back to search results** link at the top or bottom of the screen. This returns you to the **Provider Finder** screen, where you are able to complete another search.

- 13. Select Show Map if you want to see the location of the provider.
- **14.** Once you have found the right provider, select **Create Service Booking** to make a booking with this provider. This button **only** displays if you have support funding that is Agency managed.



Recent Providers

The **My recent providers** section only displays if you have had service bookings. It displays the providers of your last five service bookings.

1. Select **My recent providers**. This list the last five providers that you have had a service booking with.

🔐 Skip to main content	Hello
The second secon	Ē 🖧 ?
Home / Provider Finder	
Provider Finder	
Use this page to find a service provider by location or service	
I am looking for My recent providers A new provider or service Recently engaged providers	Print provider information
This list shows the last 5 providers that you have had a service booking with. Please note that your providers are listed by their organisations name.	Show Map
03 12345678 et, Fitzroy, VIC, 3065 Find Directions	View Details
T HOLT, HOLT, ACT, 2615	View Details

2. To view the location of these providers, select the **Show Map** near the top right hand corner of the window.

Provider Finder Use this page to find a service provider by location or service				
I am looking for My recent providers A new provider or service				
Recently engaged providers	Print provider information			
This list shows the last 5 providers that you have had a service booking with. Please note that your providers are listed by their organisations name.	Show Map			

A map will populate on screen with markers identifying where the providers are located.



Provider Finder Use this page to find a service provider by location or service	
am looking for	
My recent providers A new provider or service	
ecently engaged providers	Print provider informatio
his list shows the last 5 providers that you have had a service booking with. Please note that your providers re listed by their organisations name.	Hide Map
Map Satellite Herne Hill Geelong West	
Map Satellite Manifold Heights Westfield Geelon Waterfront	

- 3. Select Hide Map to return to the listing of providers.
- 4. To view contact details and services provided by specific providers, click the View **Details** button to the right of the provider.

Burgers and Friends	Visit provider website 🗗	View Details

Document Upload

This screen is where you can send copies of documents to the NDIS.

Note: Once you have uploaded a document it cannot be deleted from the system.

1. Click the **Document Upload** tile on the homepage.



2. The Document Upload page displays.



	Document Upload Upload any supporting documents	s below	
		Required fields an	e marked with an asterisk (
pload Document?			
Category:	Please Select	\sim	
Document name: *	eg. Example Document		
Add description:	eg. Example description		
Choose file: *	Choose File(Max size 25MB)	rowse	
	Reset Upload		
	Choose File(Max size 25MB) B	rowse	

3. In the **Category** field, select from the drop down list.

	Document Upload Upload any supporting documents below
Upload Document	
Category:	Please Select Invoice Receipt Progress Report AT Assessment Quote - Service Provision Supporting Evidence Form Supporting Evidence Form – Child under 6 Nominee Request Evidence of Disability Access Request Feedback Other

- 4. In the **Document name** field, type the name of the document. Ensure the document name captures the main purpose of the document.
- **5.** In the **Add description** field, type a description of the file. Ensure the description is connected to the content within the document.
- 6. Select **Browse** to find the file you want to upload from your computer.

Note: you can only upload a maximum file size of 25MB (Megabytes) per upload.



Home / Document Upload					
Document Upload Upload any supporting documents below					
		Required fields are marked with an asterisk (*)			
Upload Document?		_			
Category:	Please Select	Y			
Document name: *	eg. Example Document				
Add description:	eg. Example description				
Choose file: *	Choose File(Max size 10MB) Browse	e			
	Reset Upload				
Available Documents?					
Showing 1-2 of 2 files					

- 7. Once you have selected the file, click the **Upload** button to send the document to the NDIA.
- **8.** Successfully uploaded documents are visible under the **Available Documents** section. The documents are displayed from the most recent date.

Note: If the matter relating to your document needs to be actioned urgently by an NDIA staff member or your Local Area Coordinator (LAC), please contact the NDIA on **1800 800 110**.

My Helpful Documents

This screen is where you can access helpful guides and resources.

1. Select My Helpful Documents tile on your homepage



2. Planning Support Booklets hyperlink will display



🚔 Skip to	main content		Acting as ATHM Adult2	•	Hello	Bobone 🔫
🟫 m;	place			Ĵ	â	?
Home / My f	lan as ATHM / Helpful Documents as ATHM					
		Helpful Documents View a list of helpful documents				
G Plan	ning Support Booklets 📽					

- 3. Click on the Planning Support Booklets hyperlink
- 4. This will direct you to the 'For participants' page in the NDIS participant website
- **5.** The 'For participants' page will display.



6. You will be able to select and view each booklet.

myGov Inbox

You can view all your myGov messages in the myGov Inbox.





- 1. Select the myGov Inbox tile on your homepage.
- 2. Your myGov inbox displays all messages you have in your myGov account.

Inbox View all of your mygov inbox messages below				
Folder: Mess	sages	From:	All services	
Show: All Unr	ead			
Move to Trash 💼			Showing - of messag	

3. Select the **From** dropdown to view specific messages.

Inbox View all of your mygov inbox messages below				
Folder: Messages Show: All Unread Move to Trash Image: Contrast Con	n Trash	From:	All services Medicare Australian Taxation (National Disability In myGov	
From	Subject			Date/time
Australian Taxation Office	Information about	ut your income tax 🖻		20/08/2019 08:29 PM
Australian Taxation Office	Check your inco	me tax notice of assessment 🗗		20/08/2019 08:29 PM
Australian Taxation Office	Your payment su	mmary information, or income statem	ent, is tax ready 🗗	06/07/2019 12:09 PM
Australian Taxation Office	<u>Wait until your p</u>	ayment summary information is tax r	ready 🗗	09/06/2019 10:23 PM
Australian Taxation Office	The ATO online T	erms and Conditions are changing from	m 1 June 2019. 🗗	16/04/2019 10:13 PM
		1	First Prev Page	1 of 4 Next Last

- 4. Select Unread in the Show field to only display unread messages.
- **5.** To read a message, click on the message subject hyperlink.

The message displays.



_	Inbox View all of your mygov inbox messages below	
Folder: 🖾 Messag Show: All Unre	Sent by: Medicare Sent on: 04/11/2017 1:26 PM	×
Move to Trash 🛅	Message:	wing 6 - 10 of 18 messages
E From	Attachments: 1. <u>Welcome Letter</u>	Date/time
Australian Taxation O Australian Taxation O	Related links:	13/09/2018 06:18 PM
Medicare	Close	04/06/2018 01:30 AM
Medicare		09/11/2017 12:59 AM
Medicare	Welcome to Medicare letters online 🗗 🐧	04/11/2017 01:26 PM
	First Prev	Page 2 of 4 Next Last

- 6. Select Close to return to the Inbox screen.
- 7. If you want to move a message to trash, click in the tick box next to the message and then select **Move to Trash**.
- 8. Select **Home** to return to the myplace homepage.