

NDIS myplace portal updates

June 2020

Self-managed Core funding

Core Supports help you with everyday activities, your current disability-related needs and to work towards your goals. Your core supports budget is flexible, and you can use your funding across any of the following four support categories:

- Assistance with daily living (Daily Activities),
- Consumables,
- Assistance with social and community participation (Social, community and civic participation) , and
- Transport.

The portal has been updated so if you have core funding in your plan, you can claim supports from any of the four core categories.

So what does this mean?

You can continue to use your core support funding to purchase the services and supports you need. This may include services such as short term need for self-care support. This update will make sure you have choice and control on how you use your core funding to achieve your goals.

For example, a participants plan had \$800 allocated to daily activities and \$1000 to consumables. This gave the participant a total of \$1800 to spend on supports in any of the core support categories. The portal now enables the participant to claim the total value of their core supports in any of the core categories.

When you are claiming your supports in the myplace portal, claim against the budget that makes the most sense for the support you have purchased.

In the example above, if you bought \$1800 worth of consumables you would claim it all against the consumables budget.

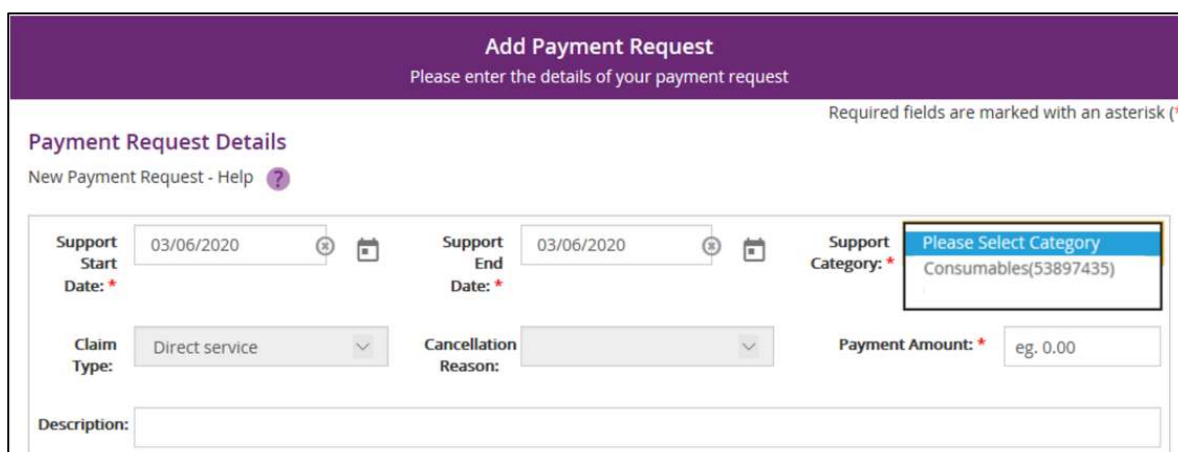
It is important to remember that NDIS funding is for disability-related supports, not for everyday or ordinary living expenses.

What changes will be in the portal?

If you do not have a core support budget, you will not see any change.

If you have a core support budget, you may notice that all core support categories are now available when you make a payment request. Previously only categories with available funding were visible.

For example, if you had \$500 in consumables only, before you would have only the **Consumables** to select when creating a payment request below.



Add Payment Request
Please enter the details of your payment request

Required fields are marked with an asterisk (*)

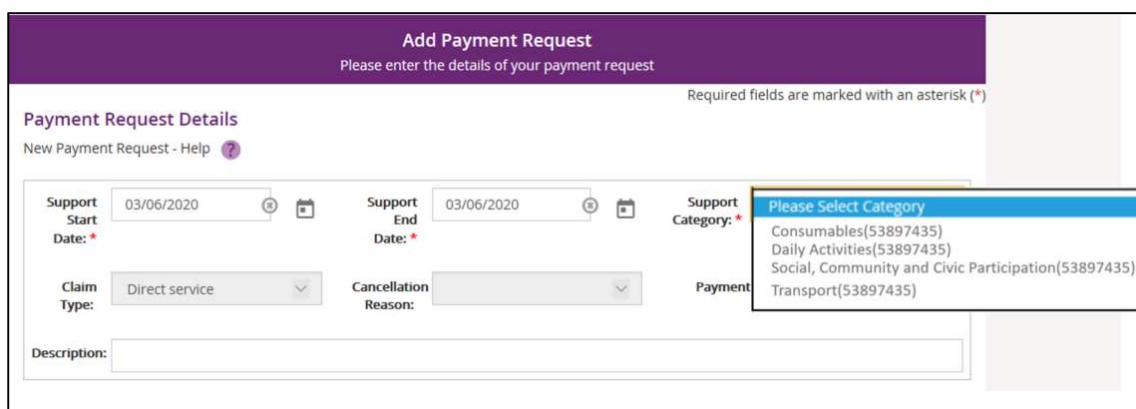
Payment Request Details
New Payment Request - Help ?

Support Start Date: 03/06/2020
Support End Date: 03/06/2020
Support Category: * Please Select Category
Consumables(53897435)

Claim Type: Direct service
Cancellation Reason:
Payment Amount: * eg. 0.00

Description:

For the same example, you now have all four core categories to select from when creating a payment request.



Add Payment Request
Please enter the details of your payment request

Required fields are marked with an asterisk (*)

Payment Request Details
New Payment Request - Help ?

Support Start Date: 03/06/2020
Support End Date: 03/06/2020
Support Category: * Please Select Category
Consumables(53897435)
Daily Activities(53897435)
Social, Community and Civic Participation(53897435)
Transport(53897435)

Claim Type: Direct service
Cancellation Reason:
Payment

Description:

Frequently asked questions

1. Has the process for how I make payment requests change?

No. You make payment requests the same way but you will now have all four core categories to choose from when creating a payment request.

2. Does my periodic transport change?

No. You will continue to receive the payments directly into your bank account. The funding allocated in the periodic budget has not be changed.

3. Why can I not see transport as an option when I create a payment request?

This is because you are receiving periodic transport payments.

4. Why can I not see any of the core categories?

You will only see the core categories if you currently have core funding in your plan.



Earlier updates to the myplace portal:

Some earlier updates to the myplace portal deliver the following enhancements to participants:

- the option to edit any service booking regardless of who created it (plan and Agency managed)
- the option to end service bookings
- automatically share and reflect contact details updated in myGov with the myplace portal and NDIA where participants have a linked Medicare, Centrelink or Australian Taxation Office (ATO) account
- the option to cancel payment requests

These changes have been made in partnership with participants. These enhancements are a part of the NDIA's commitment to delivering a high-quality Scheme, and improving the online experience for participants.