(Title on screen) How to view a service booking

Narrator: Welcome to the Viewing a Service Booking video tutorial.

This short video offers a practical step-by-step guide to viewing an existing service booking.

You can work through the tutorial at your own pace, pausing the video as we progress.

To get to this stage, you will have already created a service booking.

Service bookings must be in place for participants who are agency-managed before you can provide supports to a participant or be paid for supports delivered.

If you need help creating a service booking, there are helpful resources provided at the end of this video.

There are two simple steps to viewing a service booking.

(Title on screen) Step one.

Log in to the MyPlace homepage at [www.myplace.ndis.gov.au](http://www.myplace.ndis.gov.au)

Once logged in, select the "Service Booking" tile on the MyPlace homepage.

The "Service Booking" page displays two options, "New Service Bookings" and "View Service Bookings".

Select the "View Service Bookings" tile.

(Title on screen) Step two.

Now you're on the "Find" page.

There are a number of ways you can search for a service booking.

You can search by participant name or NDIS number in the "Find a Participant" box or click "Refine Search" to search by service booking number, status or initiated by.

Enter the details and then select "Search".

You can also sort service bookings. Click the "Sort By" dropdown menu in the bottom right corner and select an option.

In this example, we can see four service bookings for participant John Citizen.

To view a service booking, click the service booking number on the left-hand side.

This opens the "View Service Booking Details" section.

In this example are details of the service booking for John Citizen.

From left to right on screen are the participant name - John Citizen and his NDIS participant number.

The type is a standard booking.

The number is the service booking number.

The start date of this example is the 26th of February, 2020.

And its current End Date - the date the service booking is due to end, is the 15th of August, 2020.

Unless there has been a revision to the end date of this service booking, the column "Revised End Date" will be blank.

The service booking total is $800.

The column titled "In-Kind Program" is blank, indicating the service booking is not linked to an In-Kind program and the Status is Active at the time of this video.

Your service booking will look different to this, this is just an example.

Underneath "Service Booking Details" will be the support details of the service booking.

In this example, "CB Daily Activity" has been entered at the category level which is referred to as Support Budget in the portal as displayed on screen.

We know it's been entered at the category level as the "Support Item Number" and "Support Item Name" fields are blank.

If there are entries in these fields, the service booking has been created at the line item level.

In this example, the Allocated Amount - Unit Price, is $800 and the Remaining Amount is $800.

This means that a payment request has not yet been made by a provider.

You're all done.

To view other service bookings, select "Service Bookings" from the navigation at the top of the page, or select the MyPlace logo to return to the homepage.

We hope that this video tutorial has been useful.

If you require further assistance, please refer to the NDIS MyPlace provider portal Step-by-Step Guide, found on the NDIS website at [www.ndis.gov.au/provider-portal-guides](http://www.ndis.gov.au/provider-portal-guides)

Refer to other service booking videos and resources at [www.ndis.gov.au/service-bookings](http://www.ndis.gov.au/service-bookings)

Call the National Contact Centre on 1800 800 110 or email the Provider Support team at provider.support@ndis.gov.au