# **my NDIS Participant Portal – Overview**

[Narrator] my NDIS Participant Portal – Overview

Many Participants and their families have told us the current myplace portal is difficult to navigate, confusing and lacking basic accessibility features.

We have been building the new my NDIS participant portal to deliver a better experience overall for participants, nominees and child representatives.

In October 2021 we started testing an early version of the new portal with participants.

This testing was closed in August 2022.

During the test, nearly 500 participants, nominees, child representatives and organisations, from a range of disability cohorts volunteered to participate and give feedback on how to make the portal better.

This collaboration has been key in identifying improvements and has shaped the build of the new portal for current and future participants.

Initially users will navigate to the new portal from the NDIA website not via myGov.

Before accessing the portal for the first time all users will need to register.

To register they will need their own NDIS number, date of birth and the mobile phone number linked to their NDIS account.

Once registered they can sign into the new portal using either their NDIS number or email address and a password of their choice.

One signed in the new my NDIS portal will give participants and their representatives a fully accessible platform to:

* view their budget
* view plan information and personal details
* make and manage claims (for self-managed plans)
* See all claims against their budget
* See messages and correspondence from NDIA

The new my NDIS portal can be accessed by Participants, child representatives and nominees in the Tasmanian transition group with an approved PACE plan.

All other participants should continue to use the myplace portal and/or the my NDIS mobile app until they have an approved PACE plan.

[End Transcript]