# **my NDIS Provider Portal – Request for Service**

[Narrator]

The Requests for Service tab will allow you to view your pending requests, accepted requests, reporting tasks and request history.

Under the Pending requests section, you can view a list of all outstanding requests for service. It will show the Request ID, Age, location and disability of the participant and the date a decision is due, noting you have 4 days to accept or decline a request.

To accept or decline a request, simply click on the request ID number.

You will then be presented with more information for the participant, such as budget amount and disability information along with the purpose of the referral, type of funded request, participant context, referrals for assessments, reporting frequency and additional comments.

To accept a request select the Accept button, you will be presented with a message asking you to ensure you have read all the information, then select Accept request.

You will see a Success message advising you have successfully accepted a request for service

To decline a request, select the Decline button

Then using the drop down menu select the decline reason. If you select the reason of Other, you will be required to add further information in the Comments section. Then select Decline request.

You will then see a message confirming you have the declined the request.

To view all of your accepted requests, select the Accepted requests section.

You can search for a participant with their last name, request ID or NDIS number.

Alternatively you can scroll down the page to view the list of all previously accepted requests which shows the participant's name, NDIS number, age, location, disability and Re-assessment date.​

To view further information about a participant and the request, select the participants name.

After selecting a participant, the tabs available to you are Contact details, Participant context, Reporting tasks and Submitted reports.

Under the Contact details tab you will be able to scroll down to see all the contact details for the participant as well as Plan Nominees and Child Representatives (where they exist)​.

Under the Participant Context tab you will be able to see information about the participant including disability information, purpose of referral, type of funded request, participant context, referrals for assessments, reporting frequency and any additional comments.

The Reporting tasks tab will allow you to upload implementation and progress reports along with showing you the due dates for each of these reports. ​

Click “upload report” button to upload the required report.​

You can drag and drop or search for your file to upload.

Your file will then show under the Attached files section, if this is the wrong file, press the delete button and upload the correct report.

Then select Submit Report

Once you have successfully uploaded a report, a confirmation message will be displayed at the top of the screen.​

Please note: only upload implementation and progress reports that are relevant to this request for service. If there are additional reports or documents, they need to be submitted through enquiries@ndis.gov.au as you currently do now.

The final tab, **Submitted reports**, will allow you to see all the reports previously uploaded for this participant.​

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The next section, **Reporting tasks**, will allow you to view a complete list of all mandatory reporting tasks due in the next 60 days for all your participants.

Finally, the **Request History** section shows a list of all the past requests for service that have been sent to your organisation and their status. ​

By selecting More under Actions, it will provide you with the reason for the declined and cancelled requests.​

To log out of the portal, simply click on your name in the top right hand corner and then select ‘sign out’

[End Transcript]