

NDIS myplace participant portal

Step-by-step Guide

Contact Details

May 2024

Table of Contents

Table of Contents	2
Changes from the last version	3
My Contact Details	3
About Me	4
How Can NDIA Contact Me?	5
How Can I Contact NDIA?	10
My Address Details	11
Share My Plan.....	13
My Bank Details	14

Changes from the last version

The following updates have been made to the last published version of the myplace portal step-by-step guide:

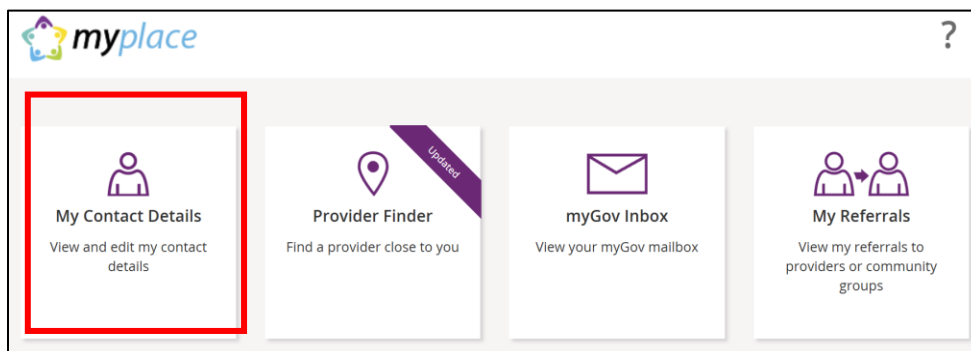
- General updates

My Contact Details

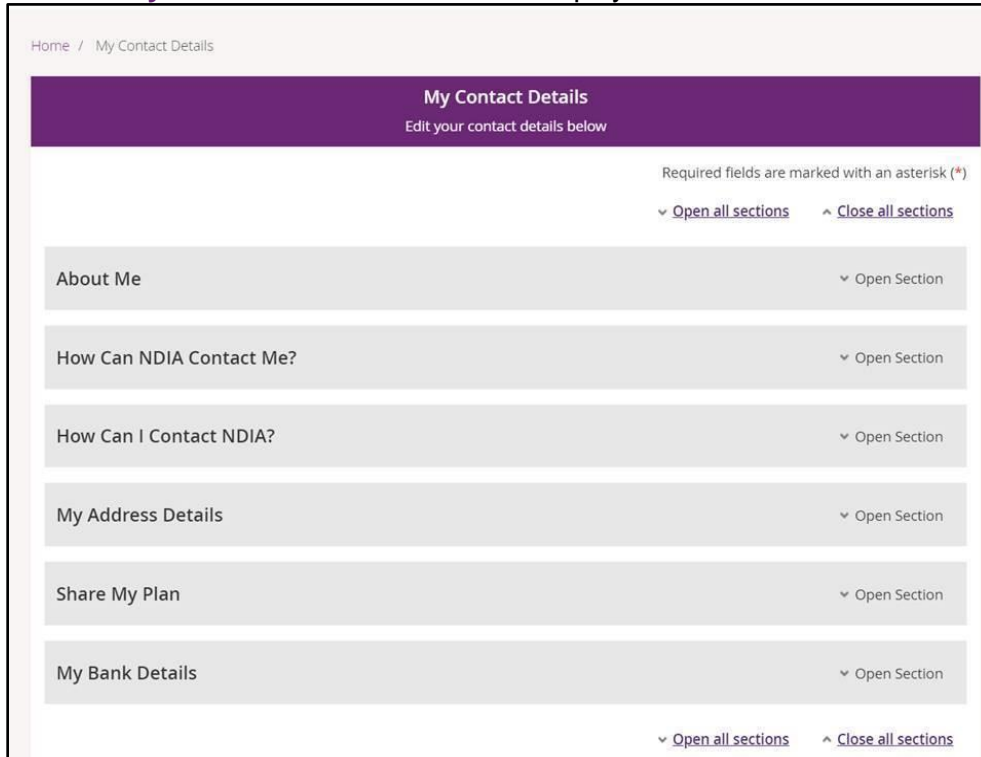
My Contact Details is where you can manage your personal information. You can update contact details, address, and bank details.

This is also where you can choose to share (or not to share) details of your plan with registered service providers you have a service booking with.

1. Select **My Contact Details** on the homepage.



2. The **My Contact Details** screen will display.



About Me

You can view your full name, preferred name, date of birth, NDIS number, gender, Indigenous origin, and Australian South Sea Islander information (if applicable).

If any of these details are incorrect, please contact the NDIS on 1800 800 110 to have them updated.

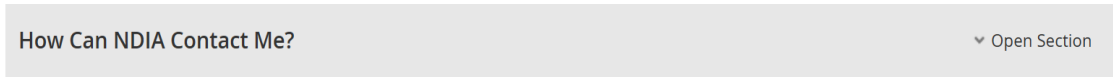
1. Click the **Open Section** link in the top right-hand corner to see the details.



How Can NDIA Contact Me?

This section shows you your preferred method for notifications of service bookings, your preferred correspondence method (including different accessible formats) and your contact details.

1. Click the **Open Section** link in the top right-hand corner to see the details.



2. Select the **Edit** button in the bottom right-hand corner.

A screenshot of the "My Contact Details" form. At the top, it says "Edit your contact details below". Below this, there are links for "Open all sections" and "Close all section". The form is divided into sections: "About Me", "How Can NDIA Contact Me?", "Preferred Notification Settings", "Sending Method", and "Contact Details".
- "Preferred Notification Settings": Preferred Notification Method: E-mail. Select SMS to be notified of service booking changes. (with a question mark icon).
- "Sending Method": Sending Method: Post / Letter. Select Sending Method. (with a question mark icon).
- "Format Type": Letter.
- "Format Option": Standard Letter.
- "Would you also like a standard printed copy as well?": No.
- "Contact Details": Home Number: Not Provided; Work Number: Not Provided; Mobile Number: Not Provided; Email: Katie.Nagi@gmail.com.
At the bottom right, there is a blue "Edit" button highlighted with a red box.

3. Select a **Preferred Notifications Method** if you want to get notified when a provider has updated a service booking.
4. To change the way you receive your letters, select an option from **Sending Method** drop down menu, then choose a **Format Type** and **Format Option**.

Note: If you would like a copy of your plan in a different format to your letters click the **Add Method** button and follow the instructions under **Preferred Plan Format** section.

Edit Contact Details
 Edit your contact details below

Required fields are marked with an asterisk (*)

Preferred Notification Settings

Preferred Notification Method:* ?

Select SMS to be notified of service booking changes. ?

Sending Method

Sending Method:* ?

Select Sending Method. ?

Format Type:* ?

Format Option:* ?

Would you also like a standard printed copy as well?:* Yes No ?

Preferred Plan Format

To receive your plan in a different format from other letters:

1. Click the Add Method button below
2. Choose from the options in Sending Method and Format Type
3. Save your changes

You don't need to make any changes if you want to receive your plan in the same way as other letters.
 You need to delete your current preference before trying to change it.

Letter	Sending Method	Format Type	Format Option	
Plan Summary and Plan Approval	Post / Letter	Braille letter	Braille Grade II Letter	

Add Method

Contact Details

i Updating details in this section will update your NDIS account only and will not be shared with MyGov or your other services.

Home Number:

Work Number:

Mobile Number:

Email:

Cancel
Update

5. You can update your phone numbers and email address in the **Contact Details** section. Click into the field (or select the delete cross icon) and type in your new details.
6. Select **Update**.

Contact Details

Updating details in this section will update your NDIS account only and will not be shared with MyGov or your other services.

Home Number:

Work Number:

Mobile Number:

Email:

7. This message will be displayed to confirm your contact details have been successfully requested: “We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 100 or [contact us.](#)”

Note: This request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you will be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone the NDIS on 1800 800 110 or [contact us.](#)

Nominee/Child Representative process to update your own contact details

If you are a nominee or a child representative, you can update your own personal details in the ‘How Can NDIA Contact me?’ by selecting the *Acting as Myself* in the drop-down box in the top right-hand corner.

| Skip to main content

Acting as Hello

How Can NDIA Contact Me?

1. Select the **Edit** button in the bottom right-hand corner.

My Contact Details

Edit your contact details below

Required fields are marked with an asterisk

[Open all sections](#) [Close all section](#)

About Me [Open Section](#)

How Can NDIA Contact Me? [Close Section](#)

Preferred Notification Settings

Preferred Notification Method: E-mail
Select SMS to be notified of service booking changes. ?

Sending Method

Sending Method: Post / Letter
Select Sending Method. ?

Format Type: Letter
Format Option: Standard Letter
Would you also like a standard printed copy as well?: No

Contact Details

Home Number: Not Provided
Work Number: Not Provided
Mobile Number: Not Provided
Email: Katie.Nagi@gmail.com

[Edit](#)

- The **Edit** contact details displays

Edit Contact Details
Edit your contact details below

Required fields are marked with an asterisk (*)

Preferred Notification Settings

Preferred Notification Method:* SMS
Select SMS to be notified of service booking changes. ?

Sending Method

Sending Method:* Electronic
Select Sending Method. ?

Format Type:* Please Select

Format Option:* Accessible N18 Font Letts

Would you also like a standard printed copy as well?:* Yes No ?

Contact Details

Home Number: eg. 03XXXXXXXX

Work Number: eg. 03XXXXXXXX

Mobile Number: [input field with delete icon]

Email: [input field with delete icon]

Cancel Update

- You can update your phone numbers and email address in the **Contact Details** section. Click into the field (or select the delete cross icon) and type in your new details.
- This message will be displayed to confirm your contact details have been successfully requested: “We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 100 or [contact us](#).”

Note: This request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you will be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone the NDIS on 1800 800 110 or [contact us](#).

How Can I Contact NDIA?

The **How Can I Contact NDIA** section provides the contact detail of your My NDIS Contact and our Contact Centre phone numbers.

How Can I Contact NDIA? Close Section

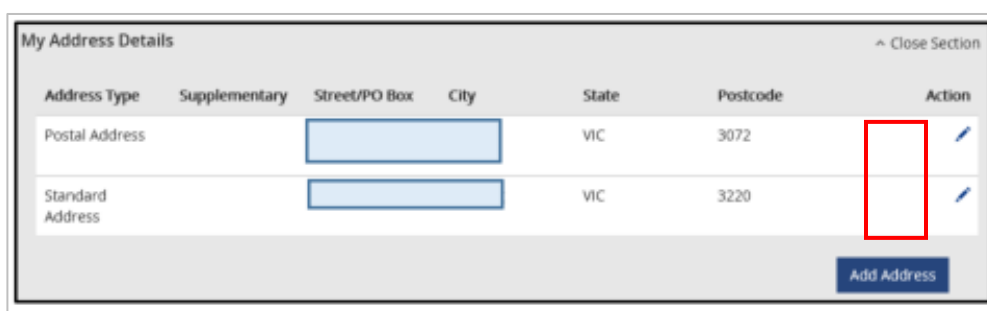
My NDIS Contact:	James R Local Area Coordinator Feros Care 1300986970 feroslac@ndis.gov.au
Call NDIA:	1800 800 110
If I use a TTY:	1800 555 677 and ask for 1800 800 110
If I use Speak and Listen (speech-to-speech relay):	1800 555 727 and ask for 1800 800 110
If I use the National Relay Service:	http://relayservice.gov.au and ask for 1800 800 110
If I need help with English:	TIS 131 450

My Address Details

You can view your postal and home (standard address) addresses.



1. Click the **Edit** (pencil)  icon to update an address



2. Select the **Add Address** button to add a new address.
3. Select the **Address type** and fill out the address fields. Enter the **Start date** and then select **Update**.
4. This message will be displayed to confirm your contact details have been successfully requested: “We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 100 or contact us”.


Note: This request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you will be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone the NDIS on 1800 800 110 or contact us.

Nominee/Child Representative process to update your address

If you are a nominee or a child representative, you can update your personal details in the ‘My Contact Details’ by selecting the **Acting as Myself** in the drop-down box in the top right-hand corner.



1. Click the **Edit** (pencil)  icon to update an address

Address Type	Supplementary	Street/PO Box	City	State	Postcode	Action
Standard Address			MAROUBRA	NSW	2035	

[Add Address](#)

2. The **My Contact Details** screen displays.

My Contact Details
Edit your address details below

Required fields are marked with an asterisk (*)

Address Details

Address type: *

Address:

Supplementary:

Street1: *

City: *

State: *

Post code: *

Country:

Start date: *

[Cancel](#) [Update](#)

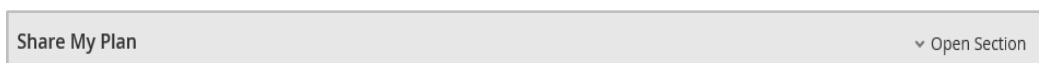
3. Fill out the address fields. Enter the **Start date** and then select **Update**.
4. This message will be displayed to confirm your contact details have been successfully requested: "We have your details and will update them in 2 business days. If you need help, please phone NDIS on 1800 800 100 or contact us."

Note: This request may take up to 2 business days to complete. Once your contact details have been updated in the NDIS business system, you will be able to see the updated contact details in the myplace portal. If you need your details updated sooner, please phone the NDIS on 1800 800 110 or contact us.

Share My Plan

The **Share My Plan** function enables you to share parts of your plan with any service providers you have an active service booking with. You can change a provider's permission to view your plan at any time. It is your choice if you share your plan details with providers.

Note: If you have a new plan in the new NDIS business system, you are unable to change your share my plan details in the portal. Please phone the NDIS on 1800 800 110 or [contact us](#).



1. Tick the box next to the provider name/s to share your plan; or untick to not share.
2. Provide a reason for the change in the **Why are you updating or changing who can see the plan** text box.
3. Click the **Submit** button to finalise the changes.

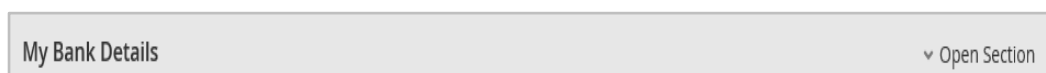
The screenshot shows the 'Share My Plan' interface. At the top right is a 'Close Section' link. The main content area is titled 'Share plan with Providers'. It lists what providers will see (personal information, goals, plan dates, nominee info) and what they will not see (support items, budget details). Below this, it says 'Providers with an active service booking are listed below. Please select providers to share plan with.' A list of providers is shown, with 'Manish Wheelchairs' selected, indicated by a red box around the checkbox and name. Below the list is a checkbox for 'Share plan details with all new providers whenever a new service booking is created'. At the bottom, there is a text box for 'Why are you updating or changing who can see the plan?' with a character limit of 240. A 'Submit' button is at the bottom right, and a link 'Show changes to who can see the plan' is at the bottom left.

4. Click the **Close Section** link in the top right-hand corner to close this section.

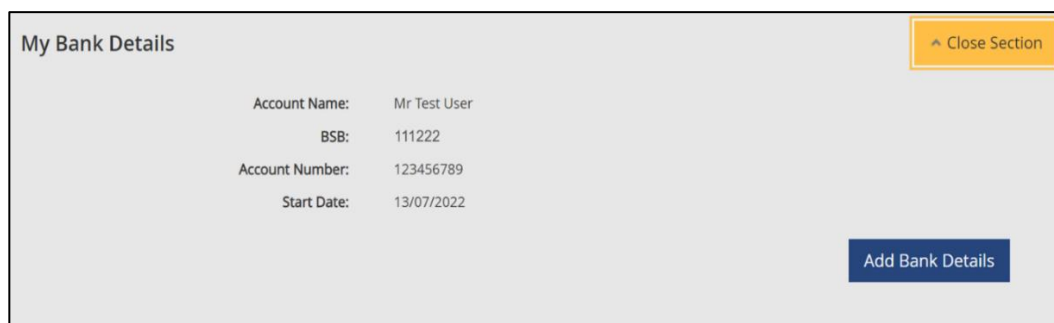
My Bank Details

The **My Bank Details** function enables you to view your bank details and add new bank account information. When you update your bank account details, the system will send you the following SMS:

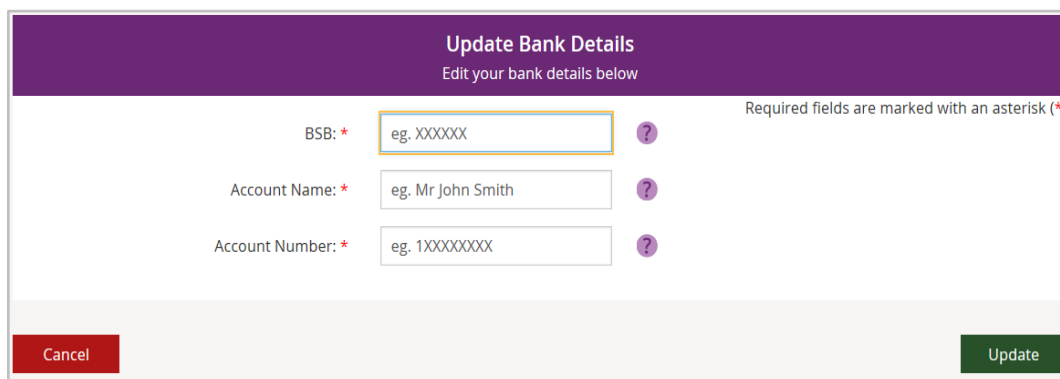
*“We have updated your bank account details as requested. If necessary, contact NDIS on **1800 800 110**”.*



1. Click the **Open Section** link to view your bank details.
2. Click the **Add Bank Details** button to add a new account.



3. Enter the new account details and then click the **Update** button to save.



4. Click the **Close Section** link in the top right-hand corner to close this section.

Note: If you are a plan nominee or child representative, please contact the NDIS on **1800 800 110** to update the bank account details on your behalf.