NDIS myplace provider portal

Step-by-step guide

Part 2. Maintaining your information

April 2026

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

Changes from the last version

As of April 2026:

1. Updates to ‘Maintaining your information’ – About Me (Page 7).

Contact the NDIS by



NDIS Webchat

You can live chat with us about:

- myplace provider portal
- Service bookings
- Payment requests
- Quotes
- Referrals
- Request for service
- Searching for a register provider



Phone

1300 311 675 You can call us about:

- myplace provider portal
- Service bookings
- Payment requests
- Quotes
- Referrals
- Request for service
- Searching for a register provider
- Submitting a general enquiry, feedback, compliment or a complaint



You can use the provider portal to:

- Submit a payment enquiry
- Submit a general enquiry, feedback, compliment or a complaint
- Search for a provider
- Upload documents



Email us

provider.support@ndis.gov.au

You can email us about:

- Submitting a general enquiry, feedback, compliment or a complaint
- Emailing a document, form report or letter



Contact and Feedback form

NDIS Online Form

You can use the Online form to:

- Submit a general enquiry, feedback, compliment or a complaint
- Request a call back



Mailing address

National Disability
Insurance Agency
GPO Box 700
Canberra ACT 2601

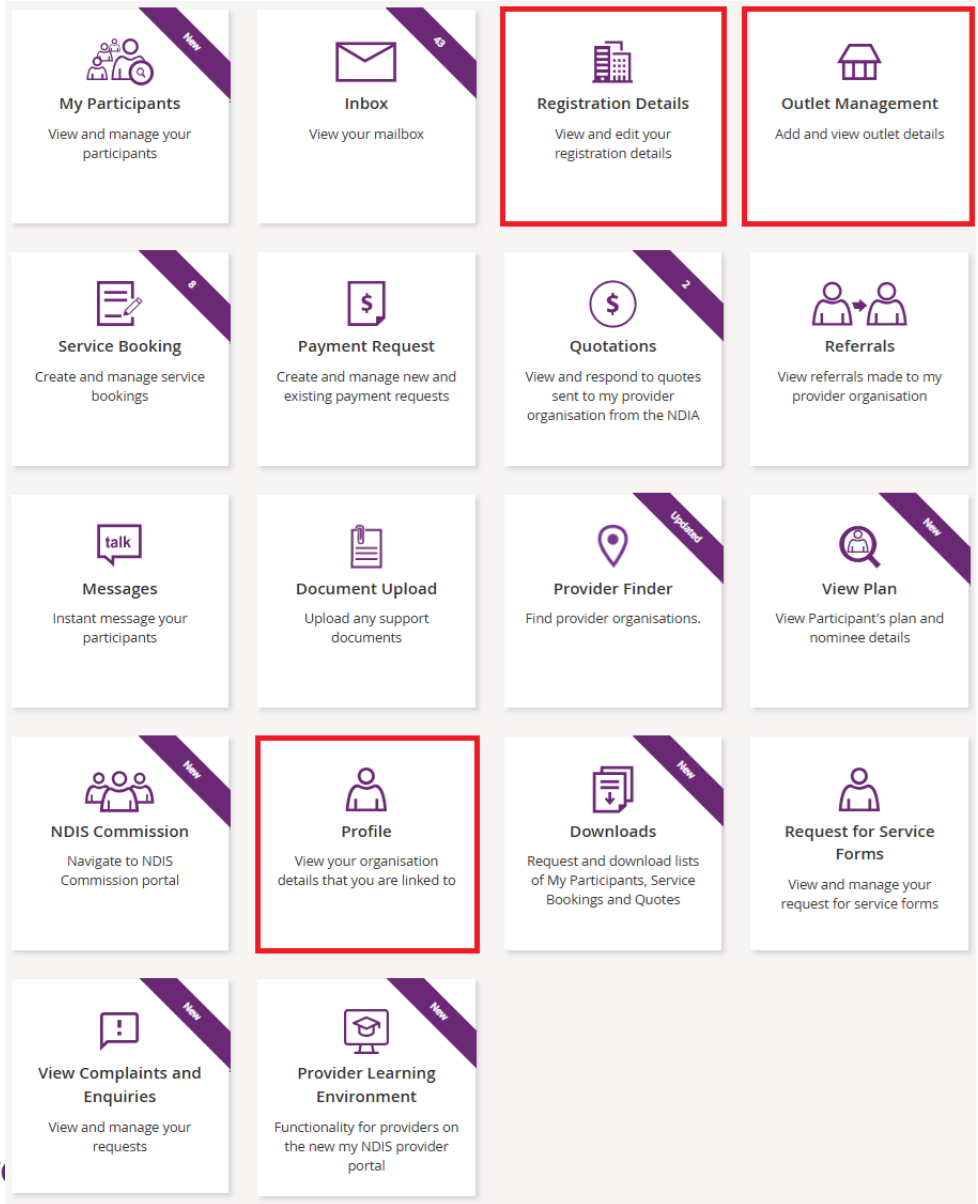
You can mail us:

- Compliment, complaint or provide feedback,
- Document, form, report or letter

- View your **Profile** (your and your organisation's contact information and roles within the provider portal).
- View your **Registration details'** (the services you are approved to provide under the NDIS). To register and maintain your registration details and registration groups you will need to contact the NDIS Quality and Safeguards Commission.
- View your **Outlets** (the times and places from which you deliver services). To add or edit outlet information for outlet you will need to contact the NDIS Quality and Safeguards Commission.

Maintaining your information

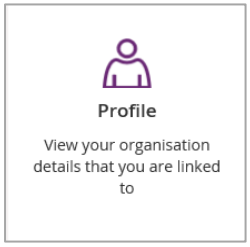
These functions enable you to:



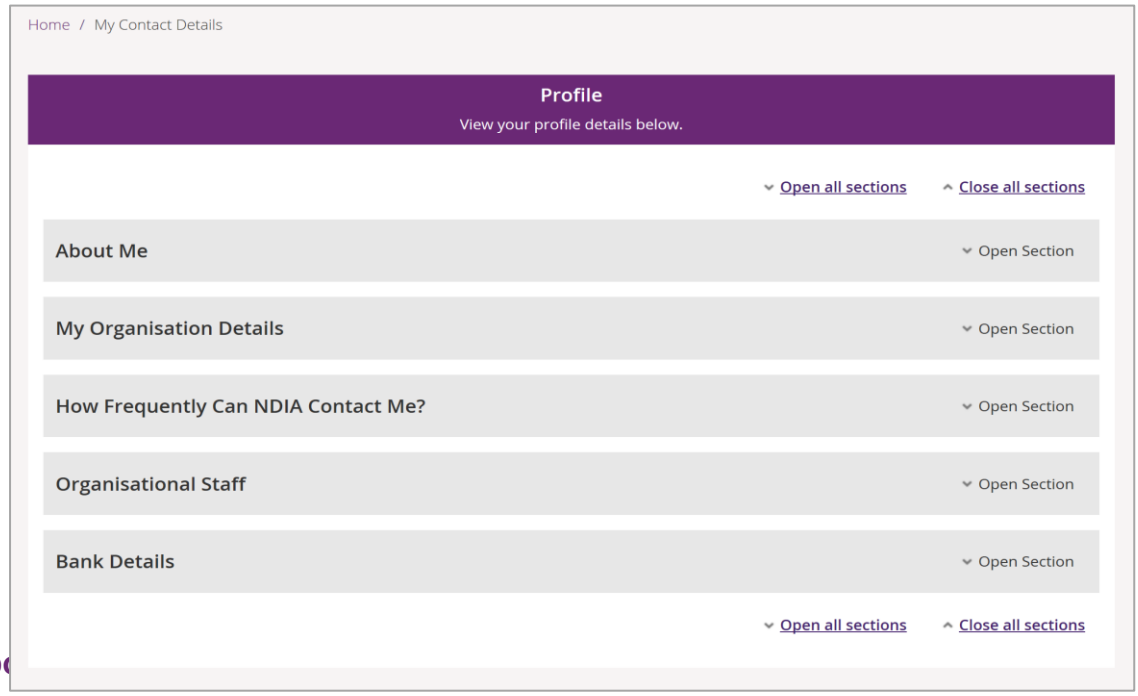
Pr

This allows you to view and update your personal details, and view (and update if you are the account manager for your organisation) the Provider Finder Display in your organisation details, organisation staff and bank details.

1. Select the **Profile** tile on the **myplace** home page, or the **Person** icon from other pages.



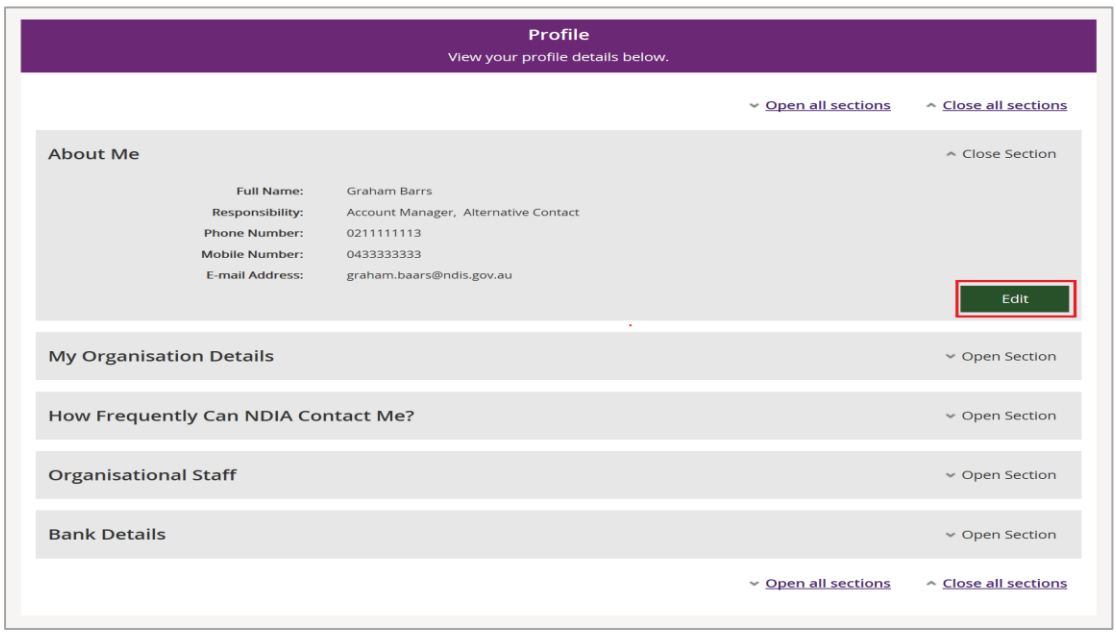
2. The **Profile** page displays. Use the **Open** and **Close** section buttons to see all the information.



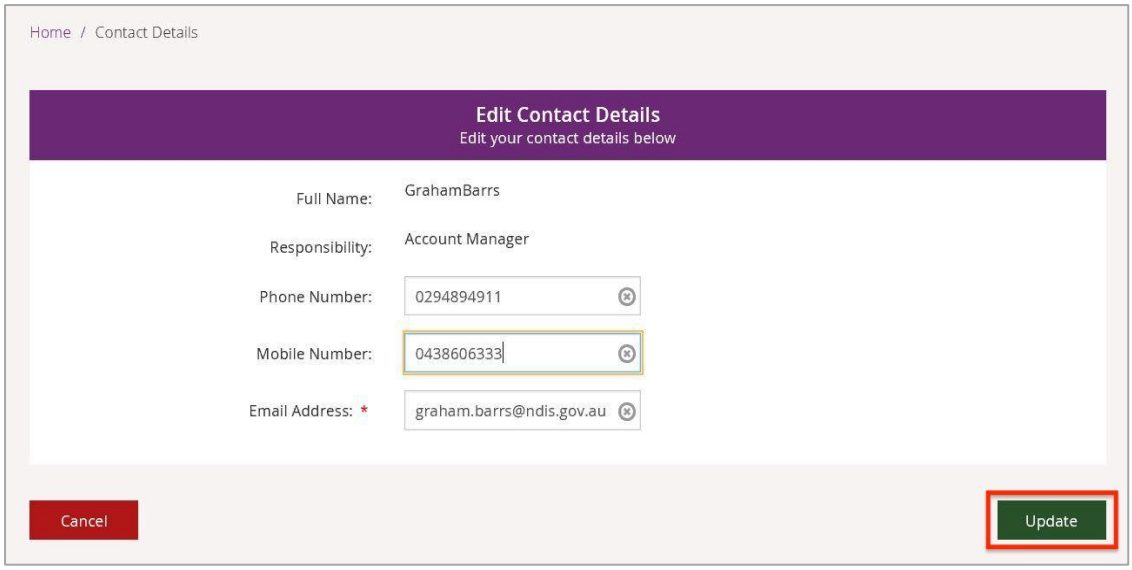
Abo

1. Select **Edit** in the **About Me** group to update your telephone numbers and email address.

Note: It's important you keep your contact information up to date. When you contact the NDIA to discuss or request sensitive or protected information, a one-time code will be sent to the email address or mobile phone number on your record. If you are unable to authenticate the one-time code, we can only discuss general information with you.



2. Enter your changed details and select **Update**.



Note: If you do not wish to update your details, select **cancel**. You can only change phone numbers and the email address.

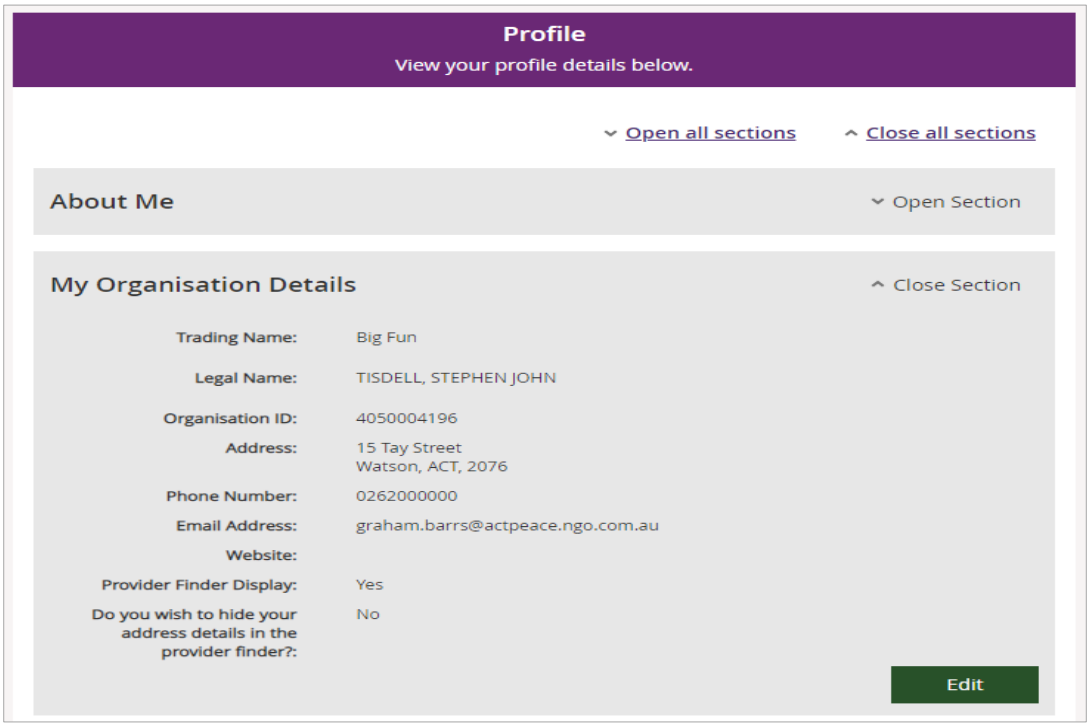
My organisation details

1.

2.

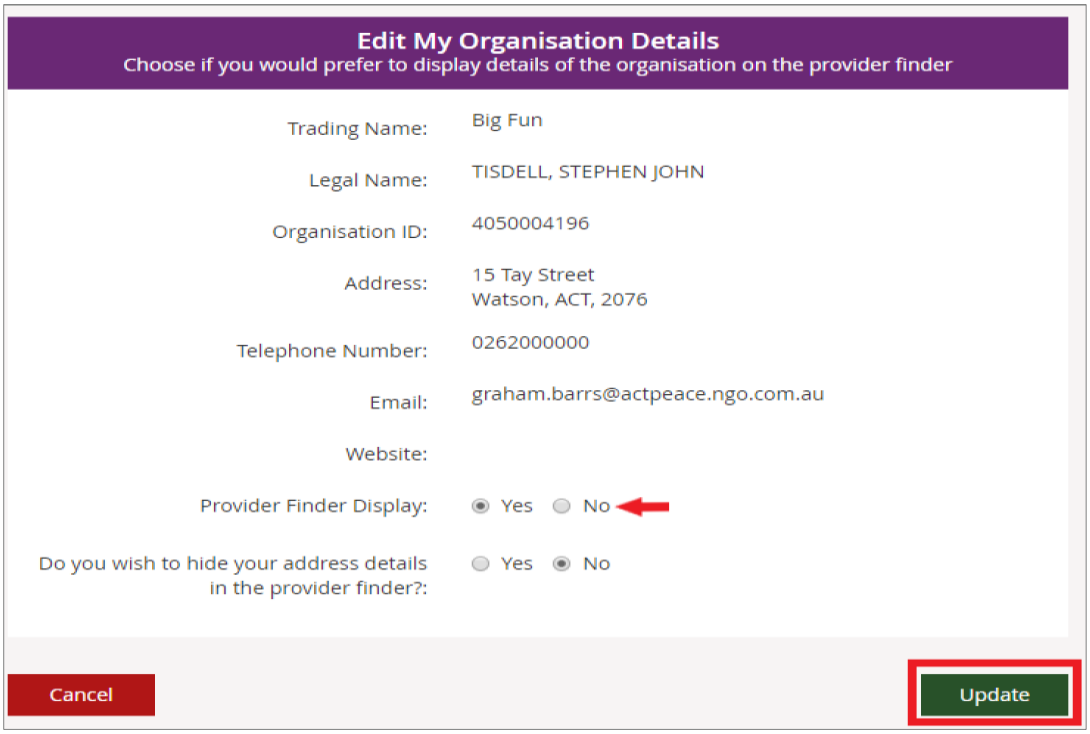
View name and contact information for your organisation in the **My Organisation Details** section.

Select **Edit** to update whether the provider should display in the Provider Finder, and if so whether the address should also be displayed.



Note: The following steps are only available if you are the account manager for your organisation.

3. Select '**Yes**' if the provider should display in the Provider Finder, and if so whether the address should also be displayed. Then select **Update.**



Note: To edit your organisation's details including your email address, to make sure you receive important information, you will need to contact the NDIS Quality and Safeguards Commission.

Nominate how often your organisation wants to be notified about changes to service bookings and quotations, and new Requests for Service sent to your organization for review.

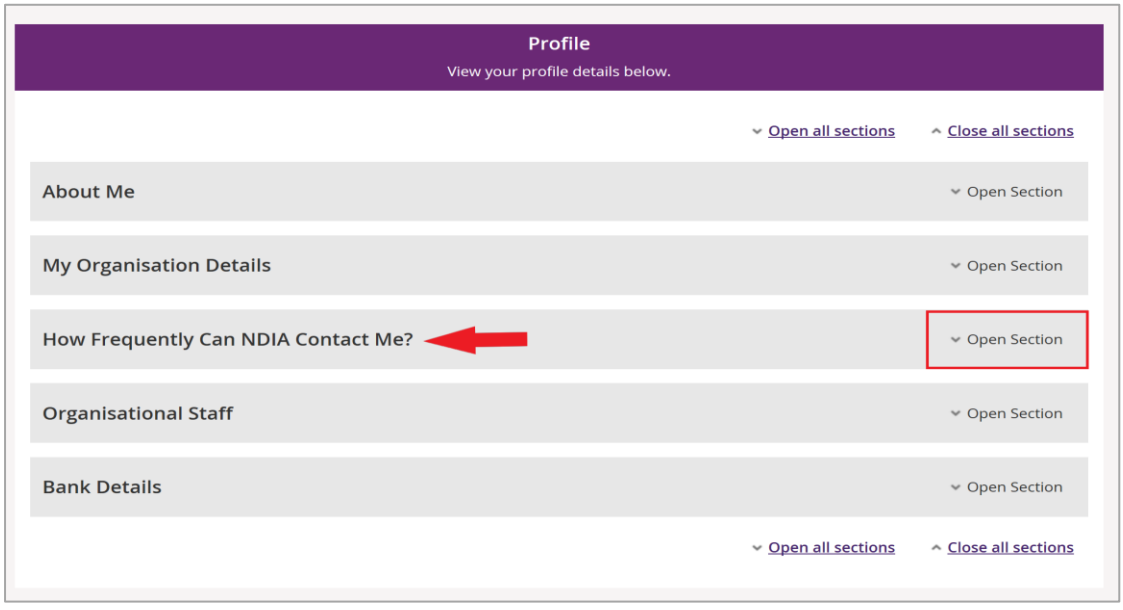
How Frequently Can NDIA Contact Me?

For new 'Requests for Service' you will be notified immediately. For service bookings and quotations, you can choose to be notified:

- Immediately
- Daily
- Weekly
- Never

Note: You will only be notified about service bookings and quotations that your organisation needs to action.

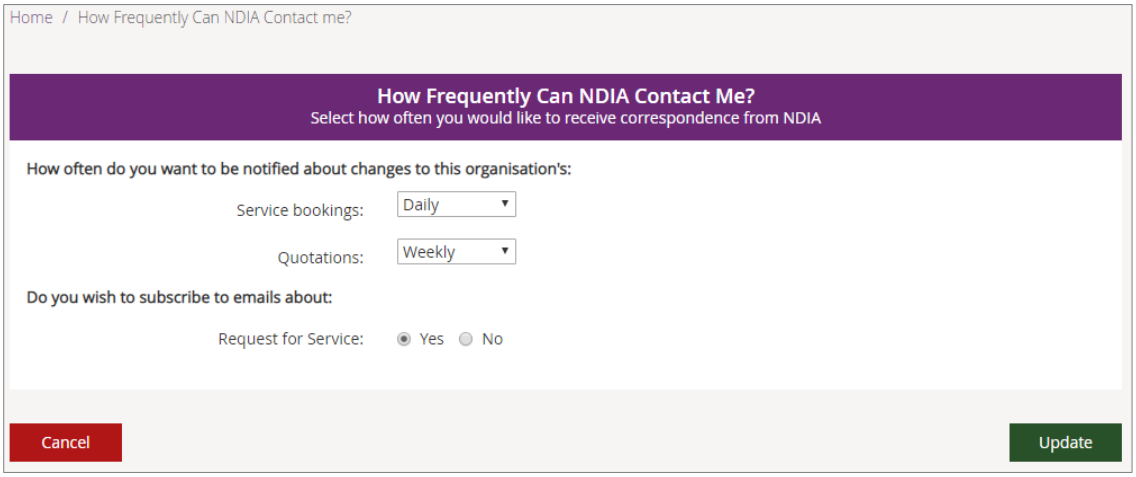
1. Select **Open Section** to view or edit your information.



2. Select **Edit** to update your preferred frequency.

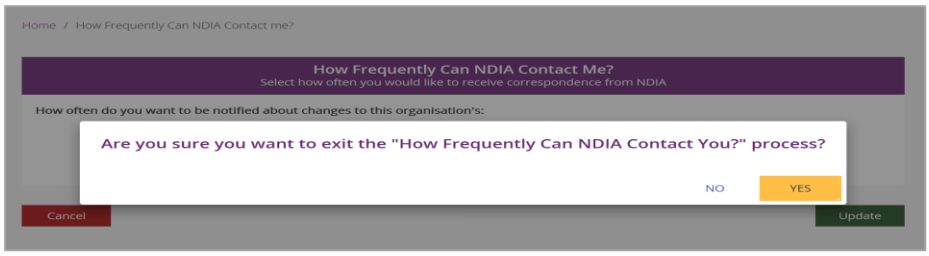


3. Choose from the drop-down how often you wish to receive service bookings and quotations notifications and select **Update**:
    - Immediately
    - Daily
    - Weekly
    - Never



Note: If you choose daily or weekly, all changes for the previous day or week (Monday to Sunday) will be grouped together and sent in one message to your inbox.

4. Choose from Yes and No to update your Request for Service email preferences.
5. Select **cancel** if you wish to cancel the selection. A popup box will appear asking for confirmation to return to the Profile screen without updating any contact details.
6. Select **yes** to return to the **Profile** screen; select **No** to return to the list of correspondence options and make a selection.



Your role (also shown as Responsibility or Contact type depending on the screen) will be allocated to you by your organisation's account manager.

If you are linked to multiple organisations, your role may vary between organisations.

Organisational staff

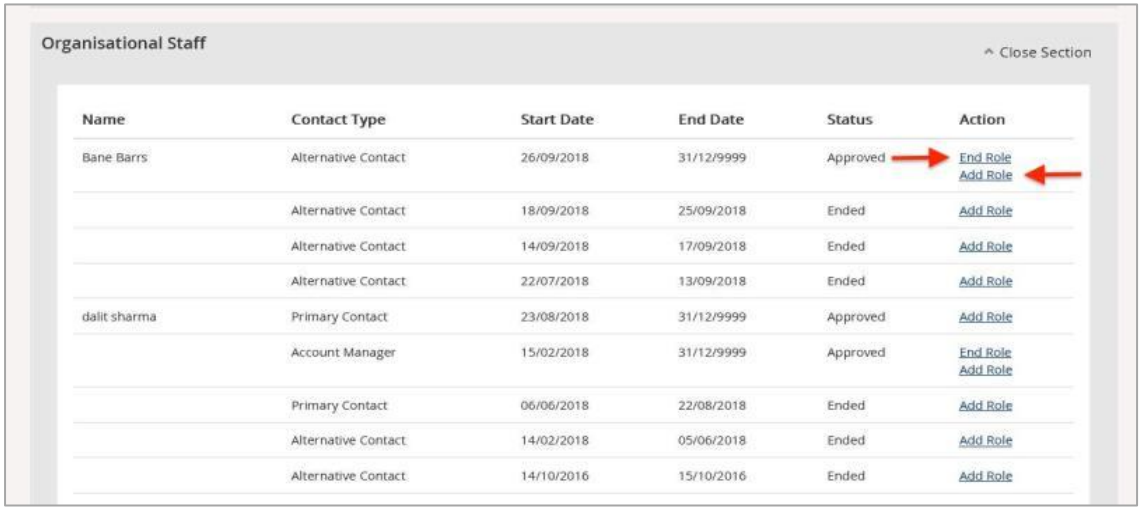
Depending on your role, you can view your profile, edit your details, edit contacts and update bank account details. The roles available are:

Contact type / Responsibility role	Account manager	Primary contact	Alternative contact
Number allowed (per Organisation)	Multiple	One	Unlimited
Create Service bookings	Yes	Yes	Yes
Submit Payment requests	Yes	Yes	Yes
Cancel Paid and Pending Payment requests	Yes	Yes	No
Add/ Remove contacts	Yes	No	No
Update Bank account	Yes	No	No

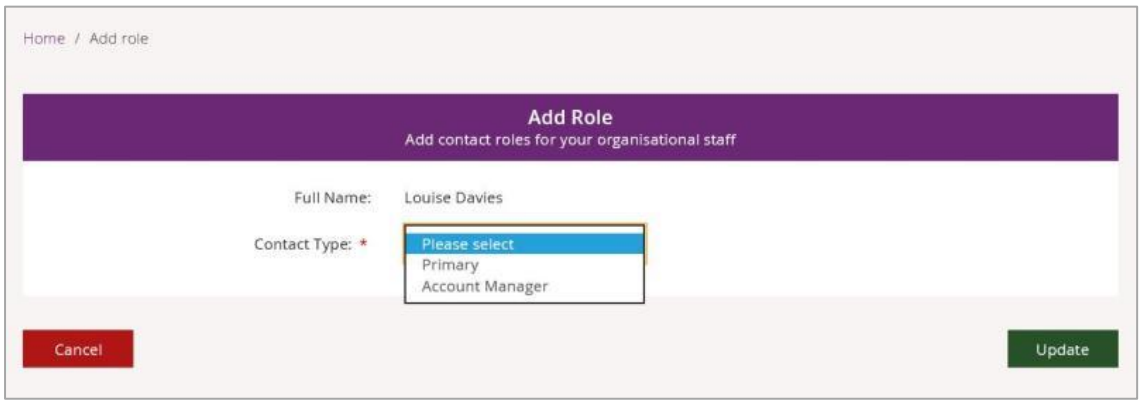
If you have the account manager role, you can edit the staff roles for your organisation through the **Organisational Staff** section.

Important note: The first person who links to an organisation will be automatically assigned the roles primary contact and account manager. This applies when the registration is processed through the NDIS Quality and Safeguards Commission.

1. Select **End Role** in the Action column to remove that access type from a contact.
2. To add a new role to an existing contact, select **Add Role**.



3. Select the contact type from the **Contact Type** drop-down and select **Update** to save the record.



Tip: The **Contact Type** available to select will be limited to the roles the staff member does not hold.

Tip: An individual user cannot hold both primary contact and alternate contact roles at the same time.

Bank details

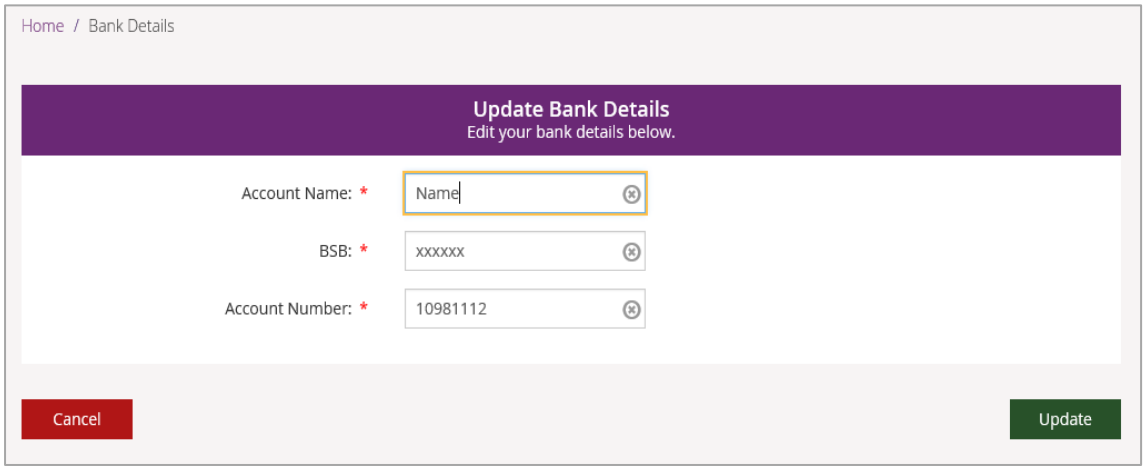
The NDIA will pay **Payment Requests** from your organisation to this account.

1. To add bank account details, select **Add Bank Detail** from the **Bank Details** section.

Note: Only the account manager can add or edit bank accounts details.

Note: Bank details will not be updated for payments that are already approved but not yet paid. Approved payments made after the bank account details have been updated, will be paid into the new bank account.

2. Complete the following fields:
    - At **Account Name**, enter the bank account name.
    - At **BSB**, enter the six-digit BSB number.
    - At **Account Number**, enter the account number.
    - Select **Update**.



3. Once you have saved your bank account details, use the **Edit** button if you need to change the account details.

Note: Whenever the bank account details are added or edited, the primary contact for your organisation will receive an SMS stating:

We have updated your bank account details as requested. Contact NDIA on 1800 800 110 if you need to.