11 September 2019

An improved request for service (RFS) process for registered support coordination providers is now live.

The process has moved from email and is now managed in the myplace provider portal.

NDIA planners and registered providers will be able to use the new process to manage requests and deliver services to participants more efficiently.

There is no change to the process for participants.

Registered support coordinators can easily respond to the RFS within the provider portal.

The myplace provider portal step-by-step guide has been updated with information on the RFS.

If you have any questions, please call the National Contact Centre on 1800 800 110 or email enquiries@ndis.gov.au

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