13 November 2020

From November to February, the NDIA National Contact Centre will be calling nominees and child representatives to speak to them about how they access the myplace portal.

A number of nominees and child representatives are logging into the myplace participant portal as the participant, instead of using their own details.

It is important that nominees and child representatives access myplace by using their correct account details. This enables us to protect participant privacy, while ensuring nominees and child representatives can still access the information they need to. It also helps us to improve the myplace portal for participants, their nominees and child representatives.

The NDIA is making lots of improvements to its digital platforms in the coming years, and it will be important for participants, their nominees and child representatives to correctly access the system in order to benefit from these improvements.

If you have any concerns about the identity of the caller or their purpose, ask for their name, number and the reason for their call. You can verify this information by contacting the NDIA directly on 1800 800 110.

For instructions on how to unlink an existing NDIS myplace portal account from myGov, and relink using a new activation code, refer to the Reactivate myplace portal access guide.

For step-by-step instructions on how to access the myplace portal, refer to myplace step-by-step guides: Part 1 - Introduction.

Related articles

Nominees and child representatives can now update their own details

Date
13 July 2020
Category

- Notification

Updates to myplace participant portal editing functions

Date
30 October 2023
Category

- News

Disability Representative and Carers Organisation (DRCO) Forum summary – 9 December 2024

Date
8 November 2024
Read more news