22 October 2021

Participants have told us the myplace participant portal is hard to use. We know it doesn't meet accessibility standards.

We have heard lots of ideas about how to make it better. We have used those ideas to start building a new portal.

It will be the new 'my NDIS participant portal'. The new portal will eventually replace the current myplace portal.

We need your help

We are looking for participants, nominees and child representatives interested in using and giving us feedback on an early

version of new my NDIS participant portal we are building.

What we would like you to do:

- use the new portal as we build it
- give us regular feedback and complete surveys about the portal
- talk to us about the portal by email or phone call, or participate in small focus groups.

To use the new portal, you must:

- be an NDIS participant with a current plan, or are a nominee or child representative for a current NDIS participant
- have a computer or tablet device and internet access
- have an active email address only you can access and mobile phone, are happy to give us this information and use it to log in to the new portal
- be able to use the new portal from late October for about six weeks.

You can opt in by filling in this online form . We will use this information to check your eligibility and send you information on how to access the new portal.

We will use all the valuable feedback to finish building the portal before we release it next year.

More information is on the my NDIS participant portal page.

The new portal is part of our ongoing commitment to improve the experience of participants, families and carers – and a commitment under the Participant Service Improvement Plan.

Related articles

Participants voice is central to building a better Scheme

Date
17 September 2021

Building a better NDIS partner program

Date
14 October 2021
Category

- Notification

Updates to myplace participant portal editing functions

Date
30 October 2023
Read more news