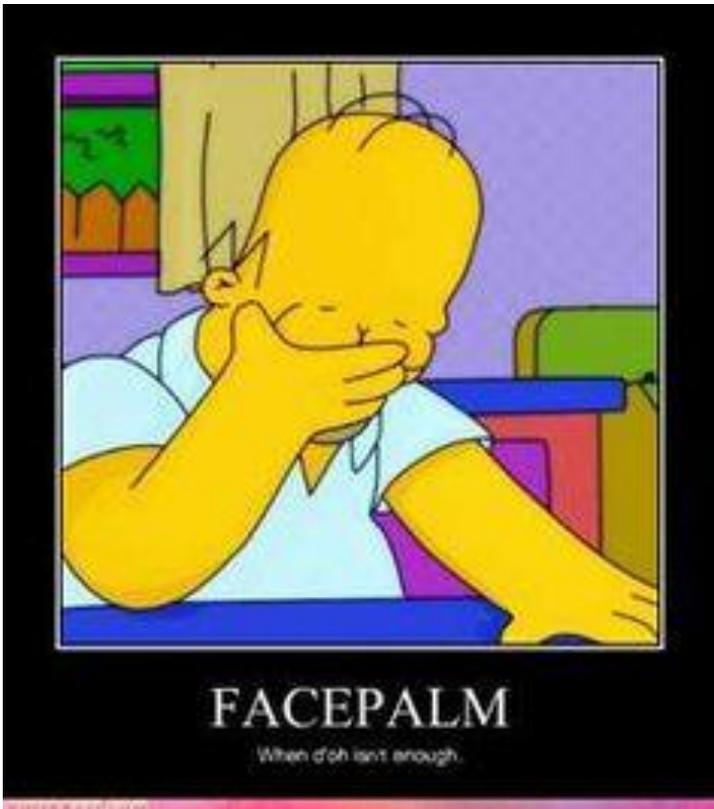


How to cancel a payment request in the NDIS portal



Cancelling a payment request in the NDIS portal



- You have submitted a payment request. But realise you have made a mistake.
- Maybe you made a mistake by claiming twice, claimed from the wrong category or got the amount wrong

Don't worry. It is easy to fix

- You can cancel the payment in the NDIS portal, even after you have been paid.
- When you cancel the payment the NDIA can “offset” the payment , against future payments. So it will all end up even.
- Here's how to do it...

Improving our online services for NDIS participants

We are seeking the views of participants and nominees on their experiences using the myplace participant portal to inform future improvements to our online services. You can have your say by completing a short online survey or registering to participate in user testing activities. For more information visit the [Have Your Say page](#) on the NDIS website.

Using Provider Finder search

We are aware of an issue with provider search when a large number of results are returned. If you receive an error message, try narrowing your search. For example, choose a smaller search area. We are currently investigating the issue. If you require assistance with the provider search function, please call us on 1800 800 110.



My Payment Request

Manage Payment Request



My Plan

Access all information associated to your plan as well as helpful documents



My Contact Details

View and edit my contact details



Provider Finder

Find a provider close to you

Updated



My Messages

Instant message your providers



Document Upload

Upload any supporting documents



myGov Inbox

View your myGov mailbox



My Service Booking

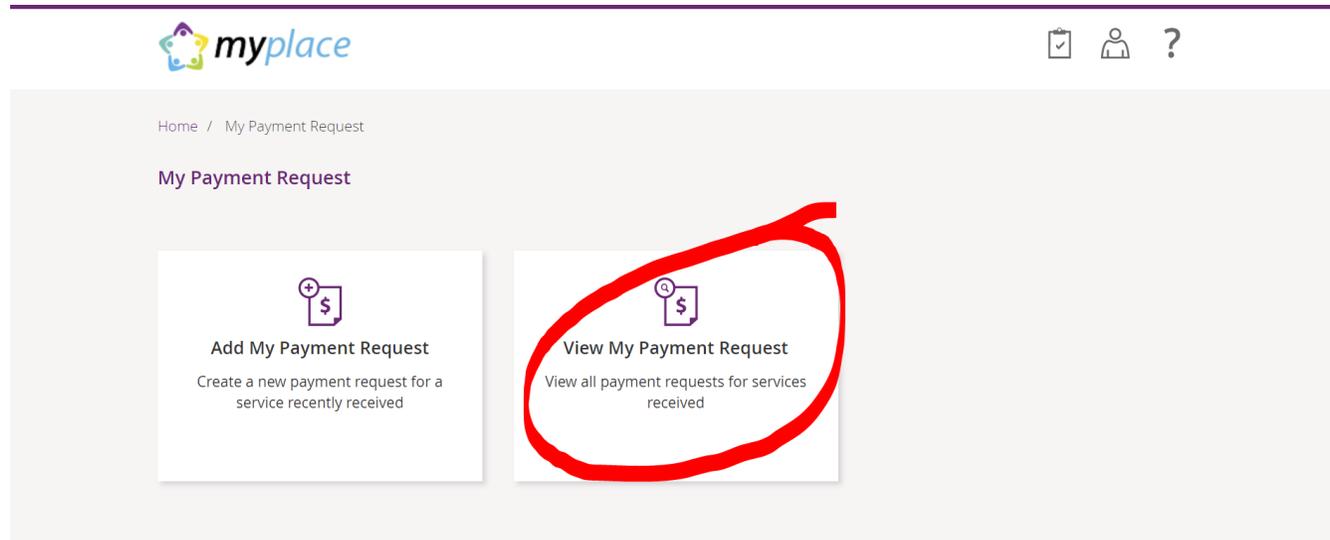
Create and manage service bookings

5

Participant Satisfaction Survey

In the NDIS portal home page click 'payment request'

Click
'View my
payment
requests'



myplace

Home / My Payment Request

My Payment Request

Add My Payment Request
Create a new payment request for a service recently received

View My Payment Request
View all payment requests for services received

In the drop down menu click 'view submitted payment requests'

Home / My Payment Request / View

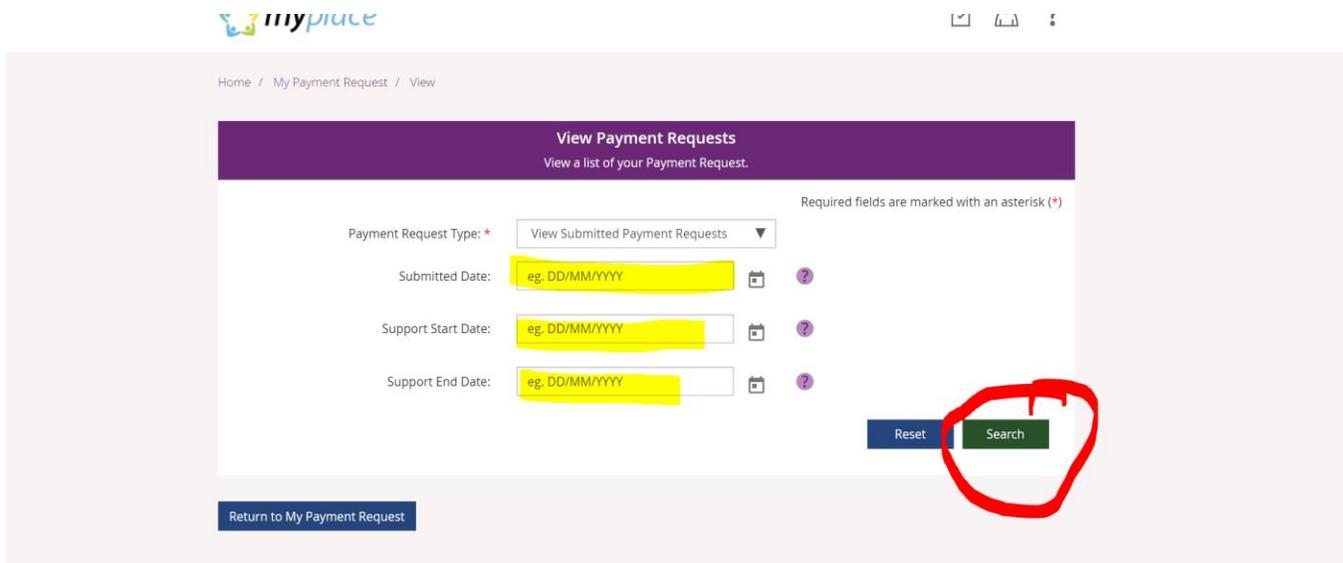
View Payment Requests

View a list of your Payment Request.

Payment Request Type: * Required fields are marked with an asterisk (*)

[Return to My Payment Request](#)

You can select the date you submitted payment, support dates, OR simply click search.



myplace

Home / My Payment Request / View

View Payment Requests

View a list of your Payment Request.

Required fields are marked with an asterisk (*)

Payment Request Type: *

Submitted Date:  

Support Start Date:  

Support End Date:  

Here is the list of payment requests in order starting with most recent. Find the payment you wish to cancel. Click the payment request number

View Payment Requests
View a list of your Payment Request.

Required fields are marked with an asterisk (*)

Payment Request Type: *

Submitted Date:

Support Start Date:

Support End Date:

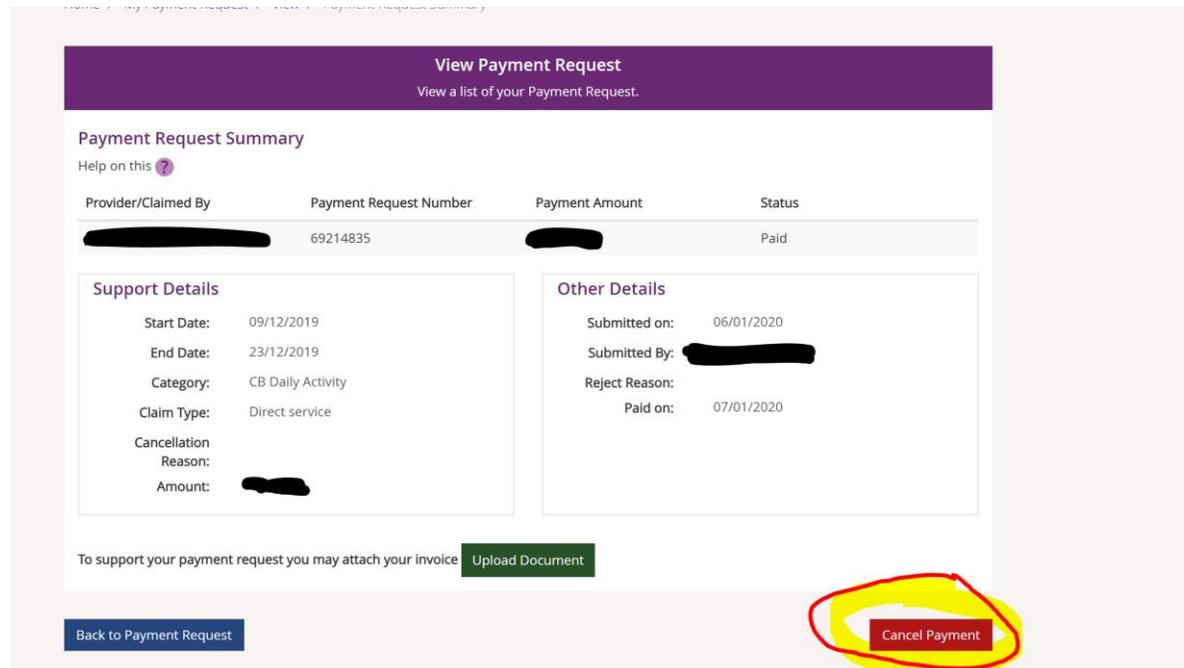
Search Results - Submitted Claim

Showing 1 - 10 of 126 payment requests

Payment Request Number	Submitted Date	Support Category	Support Start Date	Support End Date	Payment Total	Status
71075860	23/01/2020	CB Daily Activity	21/11/2019	08/01/2020	██████████	Paid
71075858	23/01/2020	Consumables	08/01/2020	21/01/2020	██████████	Paid
71074758	23/01/2020	Social Community and Civic Participation	08/01/2020	21/01/2020	██████████	Paid
71075856	23/01/2020	Daily Activities	08/01/2020	21/01/2020	██████████	Paid
69837542	13/01/2020	Daily Activities	24/12/2019	06/01/2020	██████████	Paid
69214835	06/01/2020	CB Daily Activity	09/12/2019	23/12/2019	██████████	Paid
69213838	06/01/2020	Social Community and Civic Participation	11/12/2019	25/12/2019	██████████	Paid
67057757	11/12/2019	Social Community and Civic Participation	27/11/2019	11/12/2019	██████████	Paid
65107091	26/11/2019	Assistive technology	18/11/2019	19/11/2019	██████████	Paid
65107088	26/11/2019	Daily Activities	12/11/2019	25/11/2019	██████████	Paid

Page 1 of 13

Click cancel payment



View Payment Request
View a list of your Payment Request.

Payment Request Summary
Help on this ?

Provider/Claimed By	Payment Request Number	Payment Amount	Status
[REDACTED]	69214835	[REDACTED]	Paid

Support Details

Start Date: 09/12/2019
End Date: 23/12/2019
Category: CB Daily Activity
Claim Type: Direct service
Cancellation Reason: [REDACTED]
Amount: [REDACTED]

Other Details

Submitted on: 06/01/2020
Submitted By: [REDACTED]
Reject Reason:
Paid on: 07/01/2020

To support your payment request you may attach your invoice [Upload Document](#)

[Back to Payment Request](#) [Cancel Payment](#)

If you are sure you want to cancel, click
'yes'

Are you sure you would like to cancel the selected payment?

NO

YES



You have successfully cancelled your payment request. If the payment request had a status of 'Paid' you will either receive an invoice from the NDIA, or the amount will be offset against future payment requests.

[Home](#) / [My Payment Request](#) / [View](#)

On the top of the page it will say “you have successfully cancelled you payment request ...”

You will see in your list of payment request that it now says cancelled beside it.

71075856	23/01/2020	Daily Activities	08/01/2020	21/01/2020		Paid
69837542	13/01/2020	Daily Activities	24/12/2019	06/01/2020		Paid
69214835	06/01/2020	CB Daily Activity	09/12/2019	23/12/2019		Cancelled
69213838	06/01/2020	Social Community and	11/12/2019	25/12/2019		Paid

And now you can
get on with the
rest of your day



'How to cancel a payment request' was created by the Self Manager Hub.

The Self Manager Hub is an initiative of [The Growing Space](#) and [Community Disability Alliance Hunter \(CDAH\)](#)

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to you by...

