

The NDIS My place Portal



Making a payment request Step by step guide

Created by Self Manager Hub
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Go to My.gov.au. Type in your user name and password

**myGov**

Welcome, please sign in

Username or email

[Forgot username](#)

Password

Do not show others your password

[Show](#)

[Forgot password](#)

Sign in

or

Create an account

What is myGov?

A simple and secure way to access government online services.



How secure is your account?

Stay smart online and take control. Read how you can [protect your information](#).

Which services can I access?

- Australian JobSearch
- Australian Taxation Office
- Centrelink

Answer your secret question. Then click next

Sign in - *Secret question*

Secret question (current step) Security codes information

For added security, you need to answer the following secret question you chose when creating your account.

What is the name of the first street I lived in? (required)

Cancel **Next**

Or enter the activation code sent to you
phone.
Then click next

Enter code

We sent a code by SMS to your mobile.

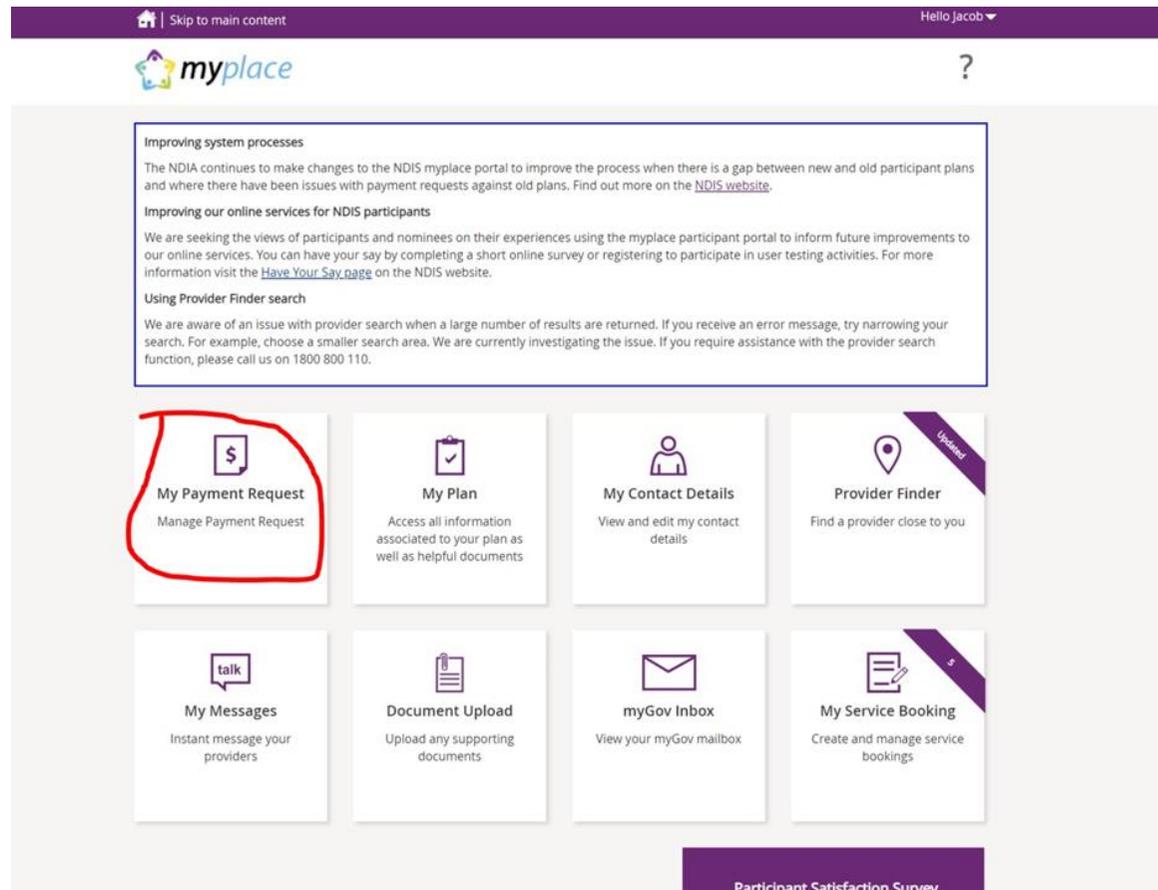
Code

[I didn't get my code](#) 

If you logged in via MY Gov you will need to click the NDIS button



To make a payment request click “my payment requests” – the top button left hand side



The screenshot shows the myplace portal interface. At the top, there is a purple navigation bar with a home icon and the text "Skip to main content" on the left, and "Hello Jacob" with a dropdown arrow on the right. Below the navigation bar is the myplace logo and a question mark icon. The main content area features a white box with a purple border containing three sections of text: "Improving system processes", "Improving our online services for NDIS participants", and "Using Provider Finder search". Below this box is a grid of eight service tiles. The first tile, "My Payment Request", is highlighted with a red hand-drawn circle. The other tiles are "My Plan", "My Contact Details", "Provider Finder", "My Messages", "Document Upload", "myGov Inbox", and "My Service Booking". At the bottom right, there is a purple button labeled "Participant Satisfaction Survey".

Improving system processes
The NDIA continues to make changes to the NDIS myplace portal to improve the process when there is a gap between new and old participant plans and where there have been issues with payment requests against old plans. Find out more on the [NDIS website](#).

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

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

Participant Satisfaction Survey

Click “Add My Payment Request”



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 Calendar enter support start date and support end date

Home / My Payment Request / Add

Add Payment Request

Please enter details of one or more items you wish to request for

Required fields are marked with an asterisk (*)

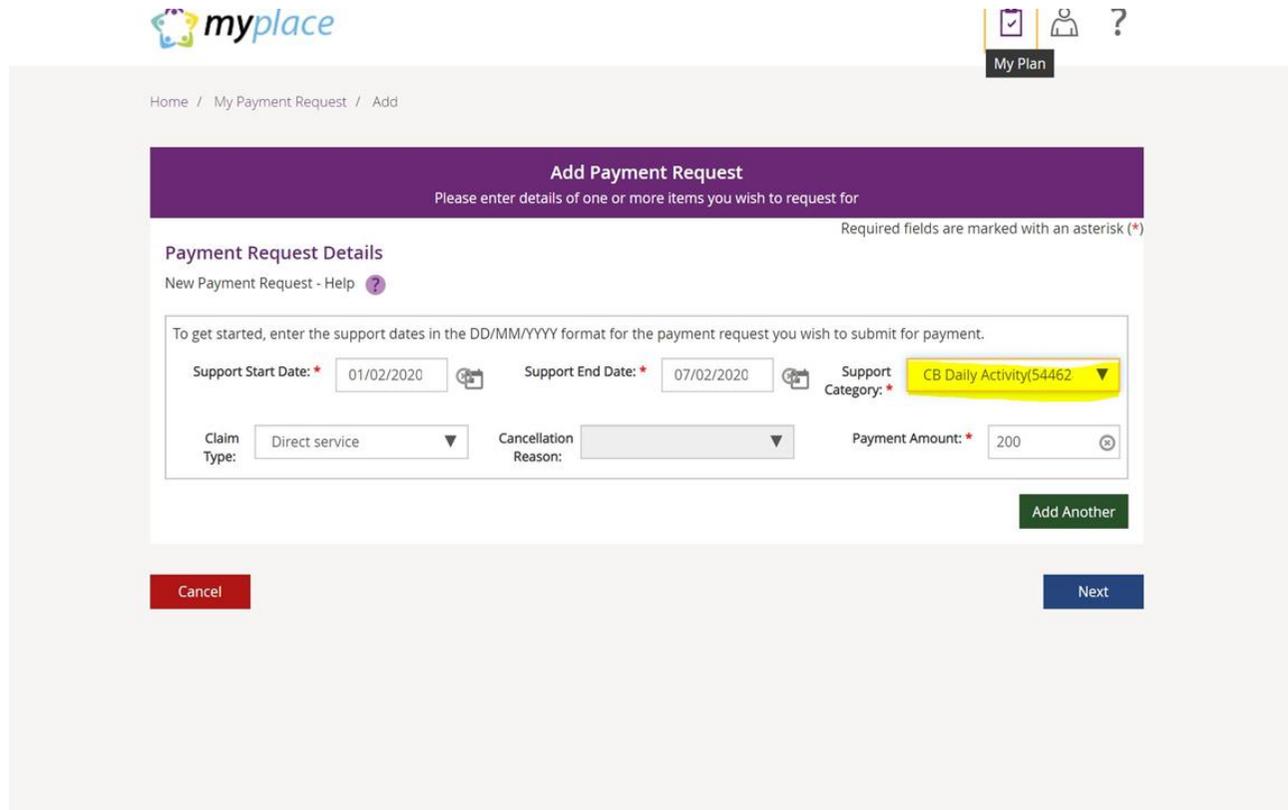
Payment Request Details

New Payment Request - Help ?

To get started, enter the support dates in the DD/MM/YYYY format for the payment request you wish to submit for payment.

Support Start Date: *	<input type="text" value="01/02/2020"/>		Support End Date: *	<input type="text" value="07/02/2020"/>		Support Category: *	<input type="text" value="CB Daily Activity(54462)"/>
Claim Type:	<input type="text" value="Direct service"/>		Cancellation Reason:	<input type="text"/>		Payment Amount: *	<input type="text" value="200"/>

From the drop down menu select the support category



The screenshot shows the 'Add Payment Request' form in the myplace system. The form is titled 'Add Payment Request' and includes a purple header bar with the text 'Please enter details of one or more items you wish to request for'. Below the header, the form is divided into sections. The first section is 'Payment Request Details', which includes a link for 'New Payment Request - Help'. The main form area contains several fields: 'Support Start Date' (01/02/2020), 'Support End Date' (07/02/2020), 'Support Category' (CB Daily Activity(54462)), 'Claim Type' (Direct service), 'Cancellation Reason', and 'Payment Amount' (200). The 'Support Category' field is highlighted in yellow. At the bottom of the form, there are three buttons: 'Cancel', 'Add Another', and 'Next'.

myplace

Home / My Payment Request / Add

Add Payment Request
Please enter details of one or more items you wish to request for

Required fields are marked with an asterisk (*)

Payment Request Details
New Payment Request - Help ?

To get started, enter the support dates in the DD/MM/YYYY format for the payment request you wish to submit for payment.

Support Start Date: * 01/02/2020 Support End Date: * 07/02/2020 Support Category: * CB Daily Activity(54462)

Claim Type: Direct service Cancellation Reason: Payment Amount: * 200

Cancel Add Another Next

Enter the amount



Home / My Payment Request / Add

Add Payment Request

Please enter details of one or more items you wish to request for

Required fields are marked with an asterisk (*)

Payment Request Details

New Payment Request - Help ?

To get started, enter the support dates in the DD/MM/YYYY format for the payment request you wish to submit for payment.

Support Start Date: *	<input type="text" value="01/02/2020"/>		Support End Date: *	<input type="text" value="07/02/2020"/>		Support Category: *	<input type="text" value="CB Daily Activity(54462)"/>	▼
Claim Type:	<input type="text" value="Direct service"/>	▼	Cancellation Reason:	<input type="text"/>	▼	Payment Amount: *	<input type="text" value="200"/>	

Add Another

Cancel

Next

Click “add another” if you have more than one payment request.
Or click “next”

Home / My Payment Request / Add

Add Payment Request

Please enter details of one or more items you wish to request for

Required fields are marked with an asterisk (*)

Payment Request Details

New Payment Request - Help ?

To get started, enter the support dates in the DD/MM/YYYY format for the payment request you wish to submit for payment.

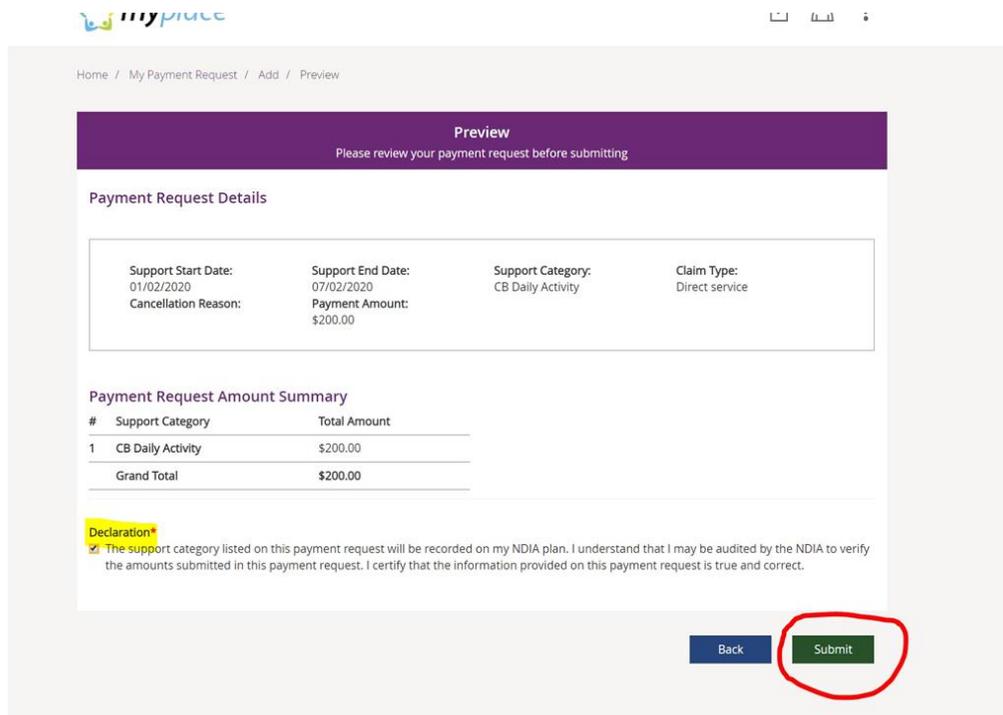
Support Start Date: * 01/02/2020  Support End Date: * 07/02/2020  Support Category: * CB Daily Activity(54462) ▼

Claim Type: Direct service ▼ Cancellation Reason: ▼ Payment Amount: * 200 

[Add Another](#) 

[Cancel](#) [Next](#) 

Check you “Payment Request Summary”.
Click declaration, verifying information is
correct and click “next”



myplace

Home / My Payment Request / Add / Preview

Preview
Please review your payment request before submitting

Payment Request Details

Support Start Date: 01/02/2020	Support End Date: 07/02/2020	Support Category: CB Daily Activity	Claim Type: Direct service
Cancellation Reason:	Payment Amount: \$200.00		

Payment Request Amount Summary

#	Support Category	Total Amount
1	CB Daily Activity	\$200.00
	Grand Total	\$200.00

Declaration*

The support category listed on this payment request will be recorded on my NDIA plan. I understand that I may be audited by the NDIA to verify the amounts submitted in this payment request. I certify that the information provided on this payment request is true and correct.

Back Submit

Confirmation page confirms payment request

Home / My Payment Request / Confirmation

Confirmation



Your Payment Requests have been received

Payment Request Details

#	Payment Request Number	Support Budget	Claim Type	Cancellation Reason	Support Start Date	Support End Date	Payment Total	Status	Rejection Reason
1	74066732	CB Daily Activity	Direct service		01/02/2020	07/02/2020	\$20.00	Pending Payment	

[View Payment Requests](#)

Click “add another” if you have more than one payment request. Or click “next”

Home / My Payment Request / Add

Add Payment Request

Please enter details of one or more items you wish to request for

Required fields are marked with an asterisk (*)

Payment Request Details

New Payment Request - Help ?

To get started, enter the support dates in the DD/MM/YYYY format for the payment request you wish to submit for payment.

Support Start Date: *	<input type="text" value="01/02/2020"/>	Support End Date: *	<input type="text" value="07/02/2020"/>	Support Category: *	<input type="text" value="CB Daily Activity(54462)"/>
Claim Type:	<input type="text" value="Direct service"/>	Cancellation Reason:	<input type="text"/>	Payment Amount: *	<input type="text" value="200"/>



'The NDIS My Place Portal; Making a payment request, step by step guide' 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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