

Participant Portal – What is different?

From 1 July 2016, a new NDIS Participant Portal will be introduced. The new online portal is called 'myplace'. The NDIS Participant Portal is being upgraded to a new system which will better cater for the growing number of NDIS Participants and ensure the best online experience for everyone.

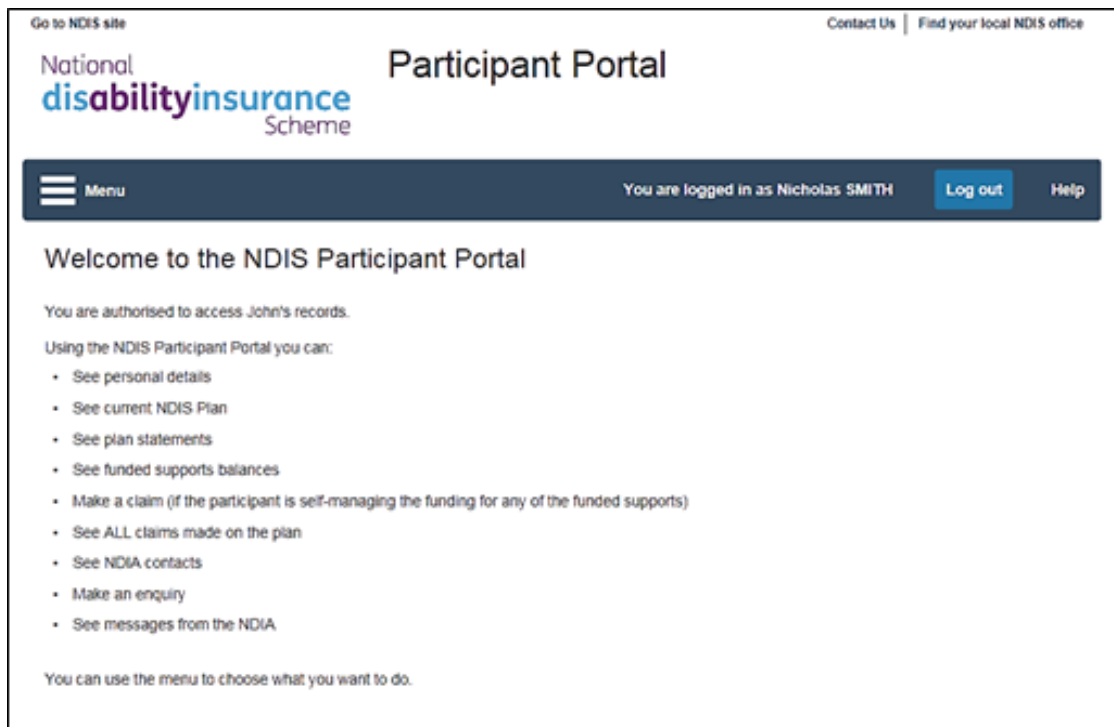
What is different?

You will notice three key differences in myplace:

1. The home page has a new look, featuring tiles that represent information and activities participants use most often
2. Finding information on myplace is easier than the old portal – you click the tile you need and if you need to go back at any time, you can click the 'myplace' logo.
3. There are new features too. For example, you can manage service bookings with providers. Service bookings are a new way for participants to choose providers and manage the services they receive from providers.

The old home page

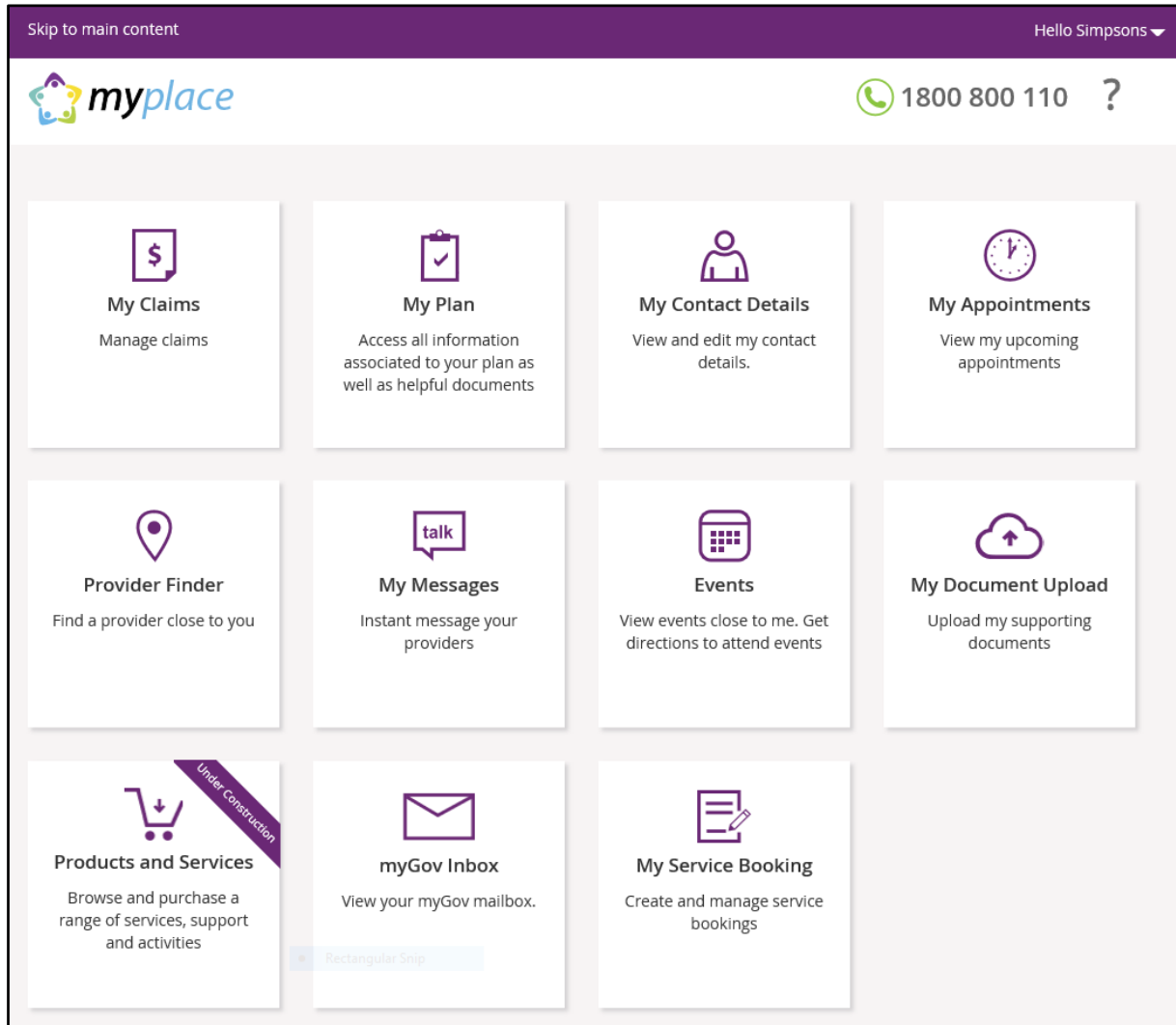
Our first NDIS Participant Portal home page included a welcome message and a list describing what participants could do in the portal:



The screenshot shows the old NDIS Participant Portal home page. At the top left, there is a link "Go to NDIS site". At the top right, there are links "Contact Us" and "Find your local NDIS office". The main header features the "National disability insurance Scheme" logo and the title "Participant Portal". Below the header is a dark blue navigation bar containing a "Menu" button, a user login status "You are logged in as Nicholas SMITH", and "Log out" and "Help" buttons. The main content area starts with the heading "Welcome to the NDIS Participant Portal" and a message: "You are authorised to access John's records." Below this, it says "Using the NDIS Participant Portal you can:" followed by a bulleted list of actions: "See personal details", "See current NDIS Plan", "See plan statements", "See funded supports balances", "Make a claim (if the participant is self-managing the funding for any of the funded supports)", "See ALL claims made on the plan", "See NDIA contacts", "Make an enquiry", and "See messages from the NDIA". At the bottom of the content area, it says "You can use the menu to choose what you want to do."

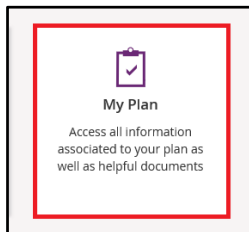
The new home page

myplace, our new NDIS Participant Portal looks different. It includes links to the information participants need most often.



Getting around myplace

Click on any tile on the home page (e.g. My Plan) to open that section of the portal.



Click the myplace logo to return to the home page at any time.



Click the question mark icon to access help.



Comparing old and new

The tiles on your myplace home page should be easier for you to understand and navigate than the old portal. If you are not sure where to find something you can use this helpful table that explains what the new functions are in relation to the menu options in the old portal.

OLD Menu option	NEW tile function
See my details	My Contact Details
See my current NDIS plan	Select 'My Plan', then select 'View My Plan'
See my plan statements	Select 'My Plan', then select 'My Support Budget'
See all claims on my plan	My Payment Request, then select 'View My Payment Requests'
See my NDIA contacts	My Contact Details
Make an enquiry	Phone 1800 800 110
Make a claim	Select 'My Payment Request', then select 'Add Payment Request'
See my funded supports balances	Select 'My Plan' and then select the 'My Support Budget'
Messages from the NDIA	myGov Inbox

New Features

Messages

In myplace you can send instant messages to your providers and receive direct replies from them. This will give you more options on how you can communicate with your providers.

Referrals

This new section shows all the current referrals to providers or community groups you have in one easy to access place.

Appointments

The new appointments feature allows you to view all your future appointments with service providers.



Service Bookings

Service bookings are a new way for participants to choose a provider and gives you more control in managing the services delivered to you by your providers.

Inbox

The inbox allows you to communicate directly with your providers.

More Information

Detailed information to support participants in using myplace will be published on the [NDIS website](#) before 1 July 2016.