# **Transcript –**

# **When to use the my NDIS participant portal**

[Voiceover]

When to use the my NDIS participant portal.

To make it easier for participants, families, and carers to use their NDIS plan, we've made the my NDIS participant portal. The my NDIS participant portal works with your new NDIS plan. When your new NDIS plan is approved, you can start using the my NDIS participant portal to view your budget, make and see claims, and view your plan information and personal details. Once your NDIS plan is approved, your NDIS partner will contact you to offer a plan Implementation meeting to help you get started and make the most of your plan. At your plan Implementation meeting, you can learn how to use the my NDIS participant portal.

When to use the myplace participant portal.

You may still need to use the myplace participant portal if you need to see and manage your past plans. You can use the myplace participant portal to submit claims for support delivered during your previous plan within 90 days of your old plan ending, view your previous plan and claims, view your inbox, and view your list of uploaded documents. It doesn't matter which portal you need to access; you can sign in the same way through myGov. When you sign in through myGov, we will take you to the portal that has your current plan. If you need to use the other portal, you can move between them easily using the links.

Nominees and child representatives that act on behalf of participants can also move between the my NDIS and myplace participant portals. When you select which participant to act on behalf of, we will take you to the portal for their current plan. From there, you can easily move between the portals if you need to.

If you need help to link your account or you would like more information about the new my NDIS participant portal, visit the NDIS website, [improvements.ndis.gov.au](https://improvements.ndis.gov.au/node/4)

[End Transcript]