

Checklist – Unregistered support coordinators and psychosocial recovery coaches

The checklist below will help unregistered support coordinators and recovery coaches understand the steps involved to begin using the new my NDIS provider portal.

How to create my PRODA account

- Unregistered support coordinators and recovery coaches will use both the existing myplace provider portal and the new my NDIS provider portal.
- The existing [myplace provider portal](#) will:
 - Show high-level information about your organisation.
- The new [my NDIS provider portal](#) is used to:
 - View participants linked to you.
 - Receive and accept or decline participant requests for service (RFS).
 - Upload the new reporting templates, when required.
- To gain access to the new my NDIS provider portal, unregistered support coordinators and recovery coaches are required to [create a PRODA account](#).

Once you have created a PRODA account

- You can now contact provider.support@ndis.gov.au or call us on 1800 800 110 to link your account to the new my NDIS provider portal.
- You will need to provide the NDIA with your:
 - ABN (Australian Business Number)

- organisation legal name
 - organisation trading name
 - physical and postal address
 - contact details, including full name, email and phone number
 - evidence of business registration.
- Evidence of business registration includes certificates and official documentation issued by a Government Agency when the business/ABN is registered, for example:
 - Providers can find their ABN details by using the [ABN Lookup](#) tool on the [Australian Business Register \(ABR\)](#) website.
 - Providers can find their business name registration certificate by searching their ABN on the [Australian Securities and Investments Commission \(ASIC\)](#) website.
 - The NDIA will create a record in our computer system and will send you a link to enable access to the my NDIS provider portal.
 - Once the participant has provided consent, you will be able to submit reports related to the participant.

If you need further support, please email provider.support@ndis.gov.au or call us on 1800 800 110.