

Frequently Asked Questions (FAQs) for Providers

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Introduction

From 1 July 2016, all registered NDIS Providers will be using a new online portal called **myplace**. This will replace the current NDIS Provider Portal. The upgrade to a new system is to ensure that we have scalable and resilient information technology (IT) systems to support the 1 July Full Scheme roll out of NDIS to approx. 460,000 participants.

The following frequently asked questions provide context and information to assist with understanding the key changes for providers and the functionalities of the **myplace** Provider Portal. Further support material are available in the Provider Toolkit which can be accessed from the NDIS [website](#).

New Provider Portal - myplace

1. What is myplace?

myplace is the new online portal for providers from 1 July 2016. **myplace** will allow providers to view and manage their services with a participant. This will include:

- Making payment requests (previously known as claims) for services provided to participants
- Manage and view the details of agreements entered into with participants
- View registration details
- Instant messaging with participants.

2. Why do we need a new online portal?

The Full Scheme rollout of NDIS will commence from 1 July 2016 with the aim to support approximately 460,000 Participants.

In order to support the growth of the NDIS, we require a scalable and resilient ICT system to ensure people with disability continue to get the support they need.

The ICT system will also support individuals or organisations registered with NDIS to deliver a support or product to a participant.

3. How is myplace different to the old NDIS Provider Portal?

myplace will provide improved functionalities and a better user experience. The new functionalities include:

- Ability to view Service Booking requests from participants
- Ability to view and respond to quotes sent to you by the NDIA
- Instant message with participants receiving your services.

The look and feel of the portal and some terminology will also be different in **myplace**. For a list of all the key differences, please refer to the ***Important information and key changes for existing providers*** information sheet. A Glossary listing the different terminologies and their definitions is also available and can be found in **Module 12: Glossary** of the Provider Toolkit.

4. How do I access myplace?

Access to **myplace** is through an authentication process called Provider Digital Access (PRODA) which is managed by the Department of Human Services. All providers will need to have a PRODA account before they can use **myplace**. Once a PRODA account is created, providers can login to **myplace** using their PRODA username and password.

For more information and support with PRODA, refer to the [NDIS website](#).

This authentication process replaces AUSkey for the NDIS only. Please note that AUSkey may be required to access other Government services.

5. Do I automatically get access to myplace?

No. All users of **myplace** will need to link their PRODA account to **myplace** before they can access it to manage the products and services provided to participants.

6. Can I assign myplace access for other staff in my organisation?

Providers will need to nominate a Primary Contact who will be responsible for approving **myplace** access requests for other users within their organisation.

We recommend that a Primary Contact is nominated before commencing the process for setting up **myplace** access or registering with NDIS.

If you are the Primary Contact for your organisation, you can approve access for additional users within your organisation. Note that all users of **myplace** will need to have their own individual PRODA account and any additional users requiring **myplace** access will need to be successfully authenticated in PRODA.

If you are the Primary Contact within your organisation, you will receive a request to approve the additional user's access once their PRODA account has been successfully created and authenticated and they have linked their PRODA account to **myplace**. When you have approved the request, the additional user will be able to access **myplace**.

7. How do I change system access levels for staff in my organisation?

Different levels of access are not available in **myplace**. All users that have been granted access to **myplace** will have the ability to add and update information.

Provider Registration

8. When can I submit an application for registration to provide NDIS services?

If you have not previously submitted an application for registration you can apply to be a registered provider from 1 July 2016.

If you lodged your application after 1 June 2016, you will need to re-submit your application in **myplace**, using a PRODA account.

Further information on how to register as a provider is in **Module 2 of the Provider Toolkit**, which is available on the [NDIS website](#).

9. I've already submitted an application for registration and am awaiting approval – do I need to submit a new application?

If you submitted your application before 1 June 2016, your application is being progressed by the NDIA.

You can prepare for your access to **myplace** by ensuring that you have created a PRODA account.

10. How can I get an update on my registration status?

You will be able to monitor the status of your registration in **myplace** after 1 July. There may be some delay with accessing this information. Should you wish to enquire about the status of your registration during this time, please call NDIA on 1800 800 110.

In the meantime, please ensure you have read the 'Guide to Suitability' in the Provider Toolkit, and have commenced any applications for quality and safeguard checks that are required for you to be registered.

You can prepare for your access to **myplace** by ensuring that you have created a PRODA account.

11. I received my certificate of approval from NDIS but I still have some supports listed as 'Pending state approval'. What does this mean?

If you receive a certificate that shows some of your supports as 'pending state approval' it is because you have applied for a specialist disability support that is required to meet the quality and safeguard standards as set out in your state/territory.

The NDIA requires evidence that you have met your state/territory quality and safeguard requirements before you can be registered. Further information is available in **Module 4 of the Provider Toolkit**, which is available on the [NDIS website](#).

Authentication (PRODA) and Access to myplace

12. I'm an allied health professional and already have a PRODA account. Do I need another one?

No, you will be able to use your existing PRODA account to link to **myplace**.

Information on how to login to **myplace** for the first time is available on the [NDIS website](#).

13. What should I do if my PRODA doesn't work?

If you experience any issues with your PRODA account or have questions about setting up a PRODA account you can call 1800 800 110.

Please select the voice prompt for Provider Digital Access system, which is available from 9am to 5pm Monday to Friday AEST.

14. I haven't provided services during trial, but I've recently been registered and need to provide services on or immediately after 1 July – do I need a PRODA account?

Yes, all providers will need a PRODA account to access **myplace** from 1 July 2016.

Information on how to log into **myplace** for the first time is in *Module 2 of the Provider Toolkit* on the [NDIS website](#).

15. Do I still need my AUSkey for NDIS services?

Providers from the trial phase will need to retain their AUSkey to ensure they have access to the existing Provider Portal until 30 June 2016.

While providers from the trial phase will not be able to use the former Provider Portal to request payments or amend records, they will have historical read-only access. This access will cease after 30 June 2016.

For support with AUSkey, please refer to the [Australian Business Register website](#).

16. How many users can register for PRODA?

There is no limit on the number of users that can register for PRODA.

You are required to nominate a Primary Contact in your organisation, and have them create a PRODA account and link to **myplace** first.

Once your Primary Contact is set up, they can then grant permission for other PRODA account holders to connect to **myplace**.

17. Who should the myplace Primary Contact be?

It is up to the provider to determine who within their organisation establishes a PRODA account first for the purposes of accessing **myplace**.

The first person to login to **myplace** will automatically be identified as the Primary Contact.

The Primary Contact will be responsible for granting other people within your organisation to access your details and make Payment Requests.

18. When can other users have access to myplace?

After your Primary Contact has successfully connected to **myplace** and has approved your **myplace** access request.

Additional contacts can apply for their PRODA account now, but the first person to log into **myplace** on behalf of your organisation should be your nominated Primary Contact.

19. What do I do if I need to change my Primary Contact?

Every provider is able to update their Primary Contact. Please call NDIA on 1800 800 110 to request for this information to be updated.

Registering for Supports / Registration groups

20. Which supports/registration groups should I register for?

Descriptions of each registration group, along with required professional qualifications and experience to deliver services under those registration groups, can be found in **Module 4 of the Provider Toolkit**, which is available on the [NDIS website](#).

When reading the Module, please consider whether your state/territory requires you to undergo a quality and safeguards assurance process before you can be registered with the NDIS.

21. What's the difference between a 'support cluster' and 'registration group'?

'Support clusters' have been replaced by the term 'registration groups'.

A table mapping the previous support clusters to the registration groups in **myplace** is available in **Module 4 of the Provider Toolkit**, which is available on the NDIS website .

Terms of Business

22. When can a pre-payment be authorised by the provider for supports as outlined in the Terms of Business?

The Terms of Business have been updated to make it clear that providers can only be paid in arrears.

23. The Terms of Business state that “ ... at least monthly invoices must be provided to participants detailing services delivered, and the amount charged for those services.” Is this arrangement required for all participants?

The Terms of Business have been updated to make it clear that providers must ensure that the participant is regularly provided with, or has access to details of, the services they have been delivered and the amount charged for those services.

This could include, for example, ensuring that a participant is reviewing their **myplace** account.

If a participant is unable to access **myplace**, then the provider must look at other ways of ensuring a participant has visibility of the services they have received.

Providers must also abide by relevant consumer laws regarding the provision of receipts and itemised bills.

24. The Terms of Business state that “A claim for payment is to be submitted within a reasonable time (28 days) after the date of providing the support.” If this timeline is not met, will there still be a mechanism for providers to make Payment Requests?

Providers are encouraged to submit their Payment Requests within 28 days of providing supports. This is necessary to support participants to manage their supports and individuals budgets.

Making Payment Requests outside of this period is strongly discouraged as it impacts the ability of participants to track their supports and budget.

Guide to Suitability

25. What is the Guide to Suitability?

The Guide to Suitability is the key document to assist you to understand what supports you will be providing and what your obligations are as providers of these NDIS supports.

It is contained in **Module 4 of the Provider Toolkit**, which is available on the [NDIS website](#).

26. Who determines if a provider is a specialist disability service?

Service types that constitute a 'specialist disability service' have been agreed between each state/territory and the Commonwealth Government and NDIA.

Each state is different, and you will need to read the 'Quality and Safeguards Working Arrangements' for your state/territory.

The Working Arrangements are available in **Module 4 of the Provider Toolkit** on the [NDIS website](#).

27. What does it mean when I have a support that is noted as 'Pending state approval'? What is the process I need to follow?

If you receive a certificate that shows some of your supports as 'pending state approval' it is because you have applied for a specialist disability support that is required to meet the quality and safeguard standards as set out in your state.

The NDIA requires evidence that you have met your State/Territories quality and safeguard requirements before you can be registered.

Further information is available in **Module 4 of the Provider Toolkit**, which is available on the [NDIS website](#).

28. How does the Agency address complaints and issues regarding the quality and safe guards working arrangements?

The Agency has a comprehensive complaints system and feedback policy. Complaints should be referred to the complaints team at feedback@ndis.gov.au

Further information on how to provide feedback and make complaints can be found on the [NDIS website](#).

29. What is meant by Best Fit?

Providers should consider the types of services they want to deliver, and read the Guide to Suitability to determine what registration group they should apply for.

The 'best fit' will be the registration group that aligns with (1) the services you want to deliver, (2) your professional qualifications and experience.

Further information is available in **Module 4 of the Provider Toolkit**, which is available on the [NDIS website](#).

Service Agreements and Service Bookings

30. What is the difference between a Service Agreement and a Service Booking?

A Service Agreement is between a participant and provider. They help to ensure there is a shared understanding of:

- expectations of what supports will be delivered and how they will be delivered, and
- each party's responsibilities and obligations and how to resolve any problems that may arise.

A Service Booking is the way a participant engages with their chosen provider(s) online. The service booking nominates the type of service, dates of support, and funding to be allocated to a given provider.

Further information about Service Agreements can be found in **Module 5 of the Provider Toolkit**, and about Service Bookings in Module 6 of the Provider Toolkit which is available on the [NDIS website](#).

31. Do I have need to have a Service Agreement with a participant?

No. However, they are a matter of best practice.

Further information is available in **Module 5 of the Provider Toolkit**, which is available on the [NDIS website](#).

32. The participant has a support coordinator, do I work with them or the Agency?

The role of the support coordinator is to support implementation of all supports in the plan, including providing specialist assistance where it is funded for participants with high support or complex needs. Providers primary contact should be with the participant and their support coordinator. Where a participant has particularly complex needs, the support coordinator will liaise with the provider about the support model and pricing and provide this information to both the participant and the Agency.

33. How will Service Bookings operate for existing participants from 1 July 2016?

The Agency is making arrangements to ensure that Service Bookings for existing participants and providers are automatically generated on 1 July.

This will help to ensure that providers can make payment requests on **myplace** from 1 July.

Further information about Service Bookings can be found in **Module 6 of the Provider Toolkit**, which is available on the [NDIS website](#).

34. Is it the participant's or the provider's responsibility to create a Service Booking?

Either the participant or the provider can initiate the Service Booking.

If the Service Booking is initiated by the provider, it will need to be accepted by the participant. The provider can indicate the participant's acceptance in **myplace**.

If the Service Booking is initiated by a participant, the provider has 21 days to accept it in **myplace**.

For further information on Service Bookings refer to **Module 6 of the Provider Toolkit**, which is available on the [NDIS website](#).

35. Will a provider be able to make a Payment Request for services provided to a participant without a Service Booking?

No. Payments can only be made where a Service Booking has been created.

A Service Booking acts in a similar way to a purchase order. A Service Booking cannot be made without the available budget.

36. If I can't claim now but I'm already providing supports, will I be out of pocket?

No, providers should not be out of pocket because:

- Supports funded in a plan that are agreed by the participant and aligned with the Agency price guide, can be claimed from plan approval using a Service Booking with a backdated start date.
- Governments are continuing to monitor planned and actual transition rates and are making payment adjustments as necessary.

There may be circumstances where a participant wishes to choose a different provider for their continued provision of supported independent living services. The plan will contain both appropriate supports to sustain the existing accommodation and facilitate the participant's goal to explore alternate housing arrangements.

37. How will Service Bookings be created for participants who lack the capacity or do not have internet access to make a Service Booking in myplace? Can a provider create a Service Booking on their (or their nominee's) behalf?

Participants can be supported by their Local Area Coordinator, Plan Manager or Support Coordinator to access on-line assistance in creating the Service Booking.

Alternatively, participants (or their nominee) can ask their providers to create and accept a Service Booking on their behalf.

The participant's (or their nominee's) acceptance of the Service Booking will be flagged and recorded in system.

38. Do Service Bookings apply to old and new NDIS Plans or just new Plans?

Service Bookings will be required for all NDIS plans, including those Plans that were created before 1 July 2016.

39. How do Plan Managers (who make the one and only service booking) commit funds to multiple providers?

Where Plan Managers are involved, the Plan Manager will have a service booking for the delivery of Plan Management and will submit a Payment Request in **myplace**.

Where a participant requires services from other providers, the Plan Manager will make a separate service booking on behalf of the participant. The other providers will then submit Payment Requests through **myplace** for the services provided as detailed in the relevant Service Booking.

40. Where NDIS Plans are extended beyond their original end date, do the Service Booking end dates automatically extend as well?

Yes, a Service Booking can be extended as long as the plan has available budget.

This will be subject to annual review.

41. I've been told that I can't create a service booking because plans are on hold, paused or incomplete?

Approved plans are not on hold, incomplete or paused. Some funded supports require an additional step before they can be implemented and a service booking

made. These funded supports include where the participant requires an assessment or the chosen provider is required to submit a quote.

Payment Requests (previously known as claims)

42. When can I start submitting Payment Requests in myplace?

You can start submitting Payment Requests in **myplace** from 1 July 2016.

43. How do I make Payment Requests for services delivered between 16 and 30 June 2016?

You will be able to submit Payment Requests in **myplace** for services delivered between 16 and 30 June 2016.

To assist providers and participants, the Agency will auto-generate Service Bookings for services that were delivered during trial.

For further information on how to make a Payment Request, refer to **Module 7 of the Provider Toolkit**, which is available on the [NDIS website](#).

44. Can I request payment for support provided to existing clients from the time they have an approved NDIS plan?

Yes, under the condition that a service booking has been created for this period, you are a registered provider of the NDIS and have nominated for the equivalent registration groups. The system will then allow service bookings to be created from the date the plan was approved. Provision of support will need to align with the plan and service agreement made with the participant.

Sometimes there are delays in being able to create a service booking while a provider is negotiating a quote with the Agency. This is because a service booking can't be created without an agreed price in the participants plan. Once the quote is agreed Providers will need to liaise with the participant to confirm their acceptance of the service booking. Once the service booking is completed providers are able to request payment for the funded support provided.

45. Do I need to submit Payment Requests in myplace for both old and new NDIS Plans?

You will need to submit a Payment Request in **myplace** for all plans including those that were created before 1 July 2016 (during trial).

For further information on how to make a Payment Request, refer to **Module 7 of the Provider Toolkit**, which is available on the [NDIS website](#).

46. How long do I have for submitting a Payment Request?

The Terms of Business require providers to submit a Payment Request within 28 days of delivering services to a participant.

For further information on Payment Request refer to **Module 7 of the Provider Toolkit**, which is available on the [NDIS website](#).

47. What is the turnaround time for payments?

The Agency will endeavor to pay a provider that has submitted a valid Payment Request within 2 business days.

48. Will requests for outstanding payments need to use the old item codes or the new item codes?

Providers will need to use the newly released item codes to make Payment Requests for services delivered to participants during the period 16 to 30 June 2016.

Payments will be made in accordance with the prices listed in the 2016/17 Price Guide.

For further information on how to make a Payment Request, refer to **Module 7 of the Provider Toolkit** which is available at on the [NDIS website](#).

49. Will bulk uploads for Payment Requests be possible from 1 July?

Yes. Providers will be able to make bulk Payment Requests including for those services delivering during 16 to 30 June.

The Payment Requests can be submitted in .csv or .xml file formats. Templates for bulk uploads are provided in **myplace**.

50. The old Provider Portal requires a two-step process for Payment Requests. Will this process be required in myplace?

No. Payment Requests are made using a one-step process where the details of the request are entered and submitted in one go.

The Price Guide

51. When does the new Price Guide take effect?

1 July 2016.

52. Why have prices increased for 2016/17?

The NDIA updates price levels to account for growth in input costs (in particular wage costs) for providers.

This approach is designed to ensure that efficient providers will be able to recover their costs, and therefore deliver sustainable, high quality services to participants.

53. Why doesn't the Price Guide list all support items?

The NDIA Price Guide is not a comprehensive list of all available supports, nor does it prescribe the only supports funded by the NDIS. Providers are able to make Payment Requests for other non-specified supports.

It includes item descriptors to assist providers to make Payment Requests using a 'best-fit' approach and to assist participants in engaging and negotiating with disability support workers and service providers.

A comprehensive listing of support 'line items' will be kept up to date on the NDIS website.

54. How many separate Price Guides are there?

There are four Price Guides, one for each of the following areas:

- NSW/Vic/Qld/Tasmania
- WA/SA/ACT/NT
- Remote areas
- Very remote areas

The only differences between the Guides are price limits for some supports and services.

55. The prices for the services I provide are higher than those in the Price Guide. Can I still offer my services to NDIS participants?

In general, prices noted in the Price Guide are the maximum that can be claimed against NDIS participants' budgets.

These price limits are in place to ensure that participants receive value for money in the supports and services that they receive. This is an important measure for many participants, especially in disability support markets that are immature or where there are few options for participants to choose from.

It is a business decision as to whether you provide supports that cannot be fully recovered according to the maximum prices set out in the Price Guide. The NDIA encourages organisations to develop a sustainable model of service delivery

56. Do price limits in the Price Guide apply to self-managing participants?

No. As per the NDIS Terms of Business, self-managing participants can negotiate the prices they pay for services.

57. Can I upload new prices and support reference numbers in bulk to my ICT system?

Yes. The NDIA will supply .csv files with prices and new support item codes, for easy upload to providers' ICT systems.

58. Will the NDIS pay me the same as I was getting under state or territory funding?

Not necessarily. The Agency will make payments to a provider based on a participant's assessed needs and according to the NDIS price guide. This means that there may be a difference in what a support is called and the amount of funding from previous states and territories. As a result, providers will need to understand the Price Guide and manage the cost of their services under the NDIS.

59. Why is there a price difference between the funding I was previously receiving from the state government and the NDIS accepted quote?

This could be for three reasons. 1. Some services previously provided may have been split-out from the NDIS support item and may or may not still be provided by the same (single) provider (e.g. therapy, transport, SDA etc.) 2. Some services or costs may have been funded by the State that are not included in the NDIS plan 3, Some services may have been funded at different prices (e.g, repayment for overheads).

Specialist Disability Accommodation

60. How can I register for Specialist Disability Accommodation (SDA)?

Information on how to register for SDA will shortly be available on the NDIS website.

This will include frequently asked questions.

Please email SDAregistration@ndis.gov.au for further information.

Supported independent Living

61. I've been told there are delays in processing quotes for supported independent living?

Some delays may be experienced by providers where a quote is greater than the amount specified in the Price Guide. In the majority of occasions this is because the provider has included in the quote supports that are broader than assistance with and supervision of tasks of daily life. These other supports need to be 'unbundled' from the quote. For instance, some providers include within their quotes supports such as coordination, transport and therapy. Where these types of supports are reasonable and necessary they are funded separately under the participant's plan and not part of supported independent living.

62. How can I speed up the process so I can claim successfully?

You can reduce the timeframe for quote approval by 'unbundling' all the services you have agreed to deliver to the participant and including in the quote the services that meet the definition of the support item you have been requested to provide. For supported independent living, providers should detail their service offerings in the quote along with the prices for each service offering to the Agency to help speed up the process.

63. Will there be more information about how to provide a NDIS quote for supported independent living?

The Agency is developing a tool to assist providers. The Supported Independent Living (SIL) Benchmark Guide Tool has been designed to allow users to compare provider quotes to an expected price range, consisting of the NDIS benchmark and a standard SIL service. The purpose of the tool is to fast track a common understanding of the SIL service where participants and providers can create service agreements that meet the needs of both parties. The tool is currently being trialled and information on the release of the tool will be included in our regular newsletters.

Help and Support

64. Is there support material available for providers?

The Provider Toolkit has a range of support materials and is available on the [NDIS website](#).

The Toolkit includes:

- Module 1: Introduction and overview of the Provider Toolkit
- Module 2: Registering as a Provider
- Module 3: Terms of Business
- Module 4: Guide to Suitability
- Module 5: Service Agreements
- Module 6: Service Bookings
- Module 7: Payment and Assurance
- Module 8: PRODA Step by Step guide
- Module 9: **myplace** Provider Portal Step by Step Guide to logging into myplace for the first time – existing providers
- Module 10: **myplace** Provider Portal Step by Step Guide to Registration for new providers
- Module 11: **myplace** Provider Portal Step by Step Guide (excluding registration) (*this will be available from 1 July*)
- Module 12: Glossary

65. Who do I contact if I have questions and/or difficulties with using myplace?

In the first instance, refer to the Step by Step Guides in the Provider Toolkit.

If you need further assistance, contact NDIA by phone on 1800 800 110.

66. How do I keep informed about what the Agency requires me to do when providing supports to an NDIS participant who has transitioned?

A Provider Toolkit has been developed and gives providers the information they need in order to complete their registration, deliver supports and manage their registration.

The toolkit is available on the NDIS website <https://ndis.gov.au/providers/provider-toolkit.html>

