

NDIS myplace portal

Step-by-step Guide

Service Bookings

May 2024



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Changes from the last version

The following updates have been made to the last published version of the myplace portal step-by-step guide:

- General updates.

My Service Booking

Service bookings are used to set aside funding for a NDIS registered provider for a support or service they will deliver. The provider can then claim payments against the service booking. A service booking will show the type of support to be provided, the length of time it is needed, and sets aside funding to pay for the support or service. Service bookings can be made by you, your nominee or an NDIS registered provider (with your consent). Self-managing supports do **not** have a service booking. If your plan is 100% self-managed, you do not need to go over this section.

Note: A service booking is different to a service agreement. A service agreement is an agreement between a participant and a provider. All participants should have service agreements with their providers, as the agreement sets out the expectations for the service to be delivered. Service agreements will not appear in the portal.

Service bookings with different funds management

If your NDIS funds are self-managed

You don't use service bookings because you pay your providers directly.

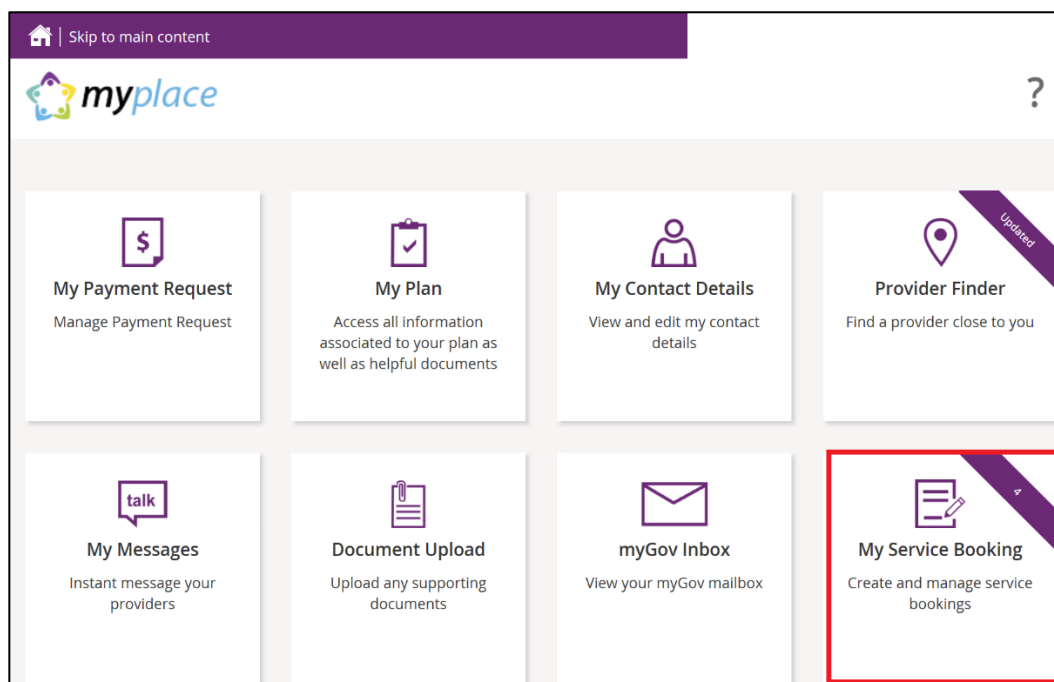
If your NDIS funds are plan-managed

Your Plan Manager will make one service booking, which allows the Plan Manager to claim payment from the NDIS for all services and supports in your plan. In this case, both NDIS registered and unregistered providers can be included in the service booking.

If your NDIS funds are Agency-managed

You will need to give your NDIS registered service providers your NDIS number and the relevant support areas you have been funded for, so your provider/s can create the service booking on your behalf and receive payment.

1. Select the **My Service Booking** tile from the home page.



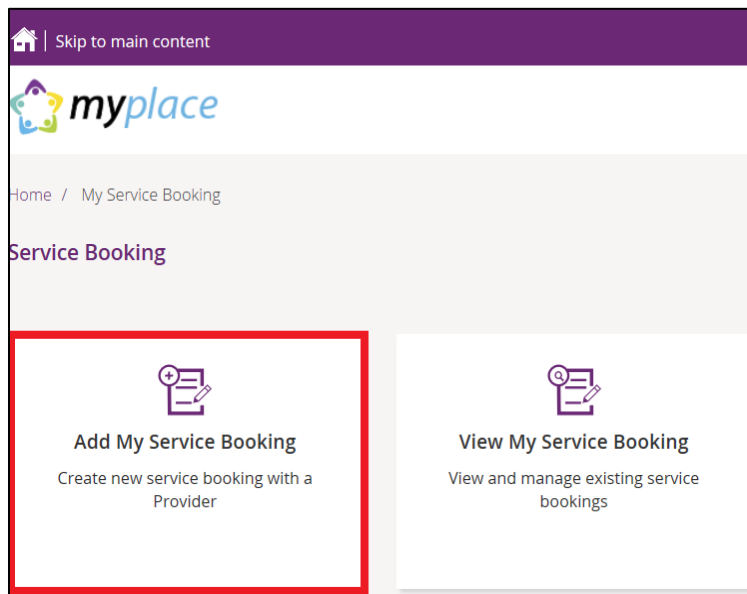
The Service Booking page displays. You have two tiles:

- Add My Service Booking
- View My Service Booking

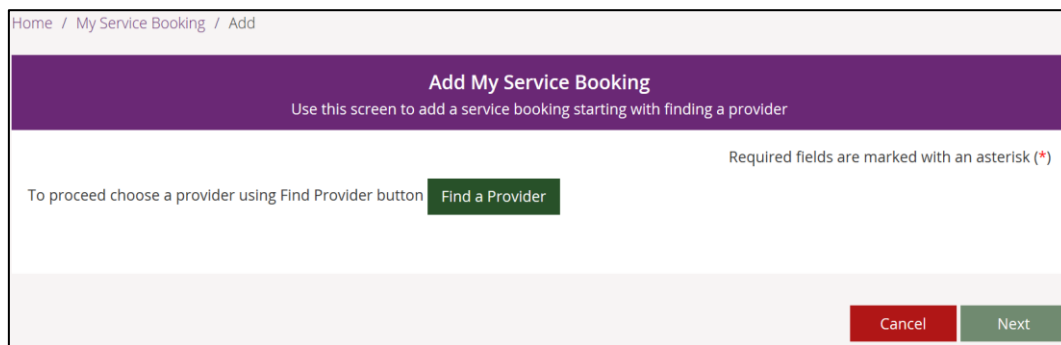
Add My Service Booking

You only add service bookings for supports that are Agency-managed. Your provider may have already created a service booking on your behalf, so check with them first.

1. Select the **Add My Service Booking** tile.



2. Select the **Find the Provider** button to choose your provider.



The screenshot shows the 'Add My Service Booking' form. At the top, there is a purple header with the text 'Add My Service Booking' and 'Use this screen to add a service booking starting with finding a provider'. Below the header, there is a note: 'Required fields are marked with an asterisk (*)'. The main content area contains the text 'To proceed choose a provider using Find Provider button' followed by a green button labeled 'Find a Provider'. At the bottom right, there are two buttons: a red 'Cancel' button and a green 'Next' button.

You are moved to the **Provider Finder** section of the portal.

Home / Provider Finder

Provider Finder

Use this page to find a service provider by location or service




I am looking for

My recent providers A new provider or service

Recently engaged providers [Print provider information](#)

This list shows the last 5 providers that you have had a service booking with. Please note that your providers are listed by their organisations name.

[Show Map](#)

	Burgers and Friends 0433179412 135 reed street, greenway, ACT, 2600 Find Directions	Visit provider website moudgilgay@gmail.com	View Details
	Big Fun 0262000000 15 Tay Street, Watson, ACT, 2076 Find Directions	graham.barrs@actpeace.ngo.com.au	View Details
	Hard 'Wheelbarrow 0400000033 38 PRINTERS WAY, KINGSTON, ACT, 2604 Find Directions	Visit provider website graham.barrs@ndis.gov.au	View Details

- Once you have found the provider, select **View Details** of the provider and then click the **Create Service Booking** button. If you need help, go to **Part 4 – Provider Finder and documents** guide.

You are returned to the **Add My Service Booking** section.

Home / My Service Booking / Add

Add My Service Booking

Use this screen to add a service booking starting with finding a provider

Required fields are marked with an asterisk (*)


To proceed choose a provider using Find Provider button [Find a Provider](#)


Service Booking Details

[Help on this](#) [Close Section](#)

Selected Provider: Hard 'Wheelbarrow (4050000000)

Service Booking Type*: Standard Booking

Service Booking Start Date*:  DD/MM/YYYY

Service Booking End Date*:  DD/MM/YYYY

[Find Plan](#)

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

4. Enter the **Start Date** and **End Date** of the service booking.

Note: these dates must be within the start and end dates of the current plan.

5. Select the **Find Plan** button.

Home / My Service Booking / Add

Add My Service Booking

Use this screen to add a service booking starting with finding a provider

Required fields are marked with an asterisk (*)

To proceed choose a provider using Find Provider button [Find a Provider](#)

Service Booking Details

Help on this ? [Close Section](#)

Selected Provider: Manishs Wheelchairs (4050000000)

Service Booking Type*: Standard Booking

Service Booking Start Date*:

Service Booking End Date*:

[Find Plan](#)

Step 2: Select Plan

Help on this ? [Close Section](#)

Select *	Plan ID	Start Date	End Date
<input type="radio"/>	1010101	09/03/2018	09/03/2019

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

6. **Step 2: Select Plan** displays. Select the radio button next to the plan.

Add My Service Booking

Use this screen to add a service booking starting with finding a provider

To proceed choose a provider using Find Provider button Find a Provider

Required fields are marked with an asterisk (*)

Service Booking Details

Help on this ? Close Section ^

Selected Provider: Burgers and Friends (4060000000)

Service Booking Type*: Standard Booking

Service Booking Start Date*: 23/10/2019

Service Booking End Date*: 25/10/2019

Find Plan

Step 2: Select Plan

Help on this ? Close Section ^

Select *	Plan ID	Start Date	End Date
<input checked="" type="radio"/>	1010101	03/12/2018	03/12/2019

Step 3: Support Details

Help on this ? Close Section ^

Support Budget*: Please select Item Number:

Allocated Amount: \$0.00

Reset Add

Added Details

Help on this ? Close Section ^

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount	Action
No Support Item						

Cancel Next

Step 3: Support Details and **Added Details** display.

Step 2: Select Plan
Close Section ^
Help on this ?

Select *	Plan ID	Start Date	End Date
<input checked="" type="radio"/>	1010101	24/01/2020	23/01/2022

Step 3: Support Details
Close Section ^
Help on this ?

Support Budget*:
Item Number:

Allocated Amount:

Reset Add

Added Details
Close Section ^
Help on this ?

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount	Action
No Support Item						

- The **Support Budget** displays the categories of funded supports in your NDIS Plan. Select the category from the drop-down list and enter the **Allocated Amount**. Once completed, click the **Add** button.

Add My Service Booking

Use this screen to add a service booking starting with finding a provider

To proceed choose a provider using Find Provider button Find a Provider

Required fields are marked with an asterisk (*)

Service Booking Details

Help on this ?

Selected Provider: Burgers and Friends (4060000000)

Service Booking Type*: Standard Booking

Service Booking Start Date*: 23/10/2019

Service Booking End Date*: 25/10/2019

Find Plan

Step 2: Select Plan

Help on this ?

Select *	Plan ID	Start Date	End Date
<input checked="" type="radio"/>	1010101	03/12/2018	03/12/2019

Step 3: Support Details

Help on this ?

Support Budget*: Please select

Allocated Amount: \$0.00

Item Number:

Reset Add

Added Details

Help on this ?

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount	Action
No Support Item						

Cancel Next

Generally, you are not required to select an **Item Number** (this is a specific item within the support category) unless discussed with your provider. If you do specify the **item**, the **Allocated Amount** is the agreed rate for that item. You will then enter the quantity of services needed.

Home / My Service Booking / Add

Add My Service Booking

Use this screen to add a service booking starting with finding a provider

Required fields are marked with an asterisk (*)

To proceed choose a provider using Find Provider button [Find a Provider](#)

Service Booking Details

Help on this ?

Selected Provider: Manishs Wheelchairs (4060000000)

Service Booking Type*: Standard Booking

Service Booking Start Date*:

Service Booking End Date*:

[Find Plan](#)

Step 2: Select Plan

Help on this ?

Select *	Plan ID	Start Date	End Date
<input checked="" type="radio"/>	1010101	09/03/2018	09/03/2019

Step 3: Support Details

Help on this ?

Support Budget*: ☒ Item Number:

Allocated Amount:

[Reset](#) [Add](#)

Added Details

Help on this ?

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount	Action
No Support Item						

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

- To add more supports under the same provider, return to **Step 7**.
- If you need to make changes, click the **Edit** link to amend a support, or the **Remove**

link to delete a support.

Step 3: Support Details
Close Section ^

Help on this ?

Support Budget*:
Please select

Item Number:

Allocated Amount:
\$0.00

Reset
Add

Added Details
Close Section ^

Help on this ?

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount	Action
1	Consumables	-	-	-	\$1,000.00	Edit Remove

Cancel
Next

10. Once all supports are added, click **Next**.

Step 3: Support Details
Close Section ^

Help on this ?

Support Budget*:
Please select

Item Number:

Allocated Amount:
\$0.00

Reset
Add

Added Details
Close Section ^

Help on this ?

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount	Action
1	Consumables	-	-	-	\$1,000.00	Edit Remove

Cancel
Next

The Review screen displays.

Home / My Service Booking / Add / Review

Review

Review the selected service booking details below

Support Booking Details

Provider Name (NDIS Number)	Type	Start Date	End Date	Total Allocated Amount	In-Kind Program	Action
Manish Wheelchairs (4050000000)	Standard Booking	09/03/2018	15/03/2018	\$15.00	-	Edit

Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount
1	Social,Community and Civic Participation	04_103_0125_6_1	ass to access community, social and rec activities - indiv-per weekday evening	5	\$3.00

Comments:

This comment is entered by participant during service booking creation on participant portal


[Back](#)
[Submit](#)

- Notes may be added in the **comments** section. The provider will see these comments.
- Select the **Submit** button to create the service booking.

A service booking confirmation message displays.

Home / My Service Booking / Add / Review / Confirmation

Confirmation



Your Service booking has been successfully submitted.

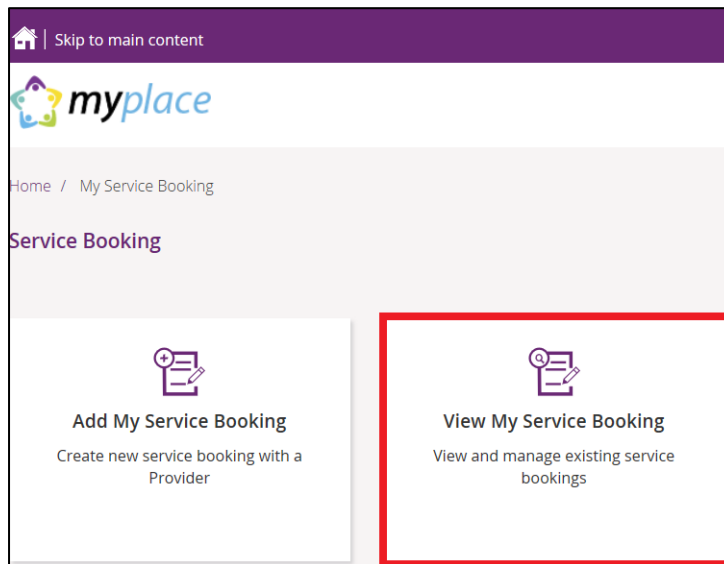
[View Service Bookings](#)

Select **View Service Bookings** to see the details of any of your service bookings.

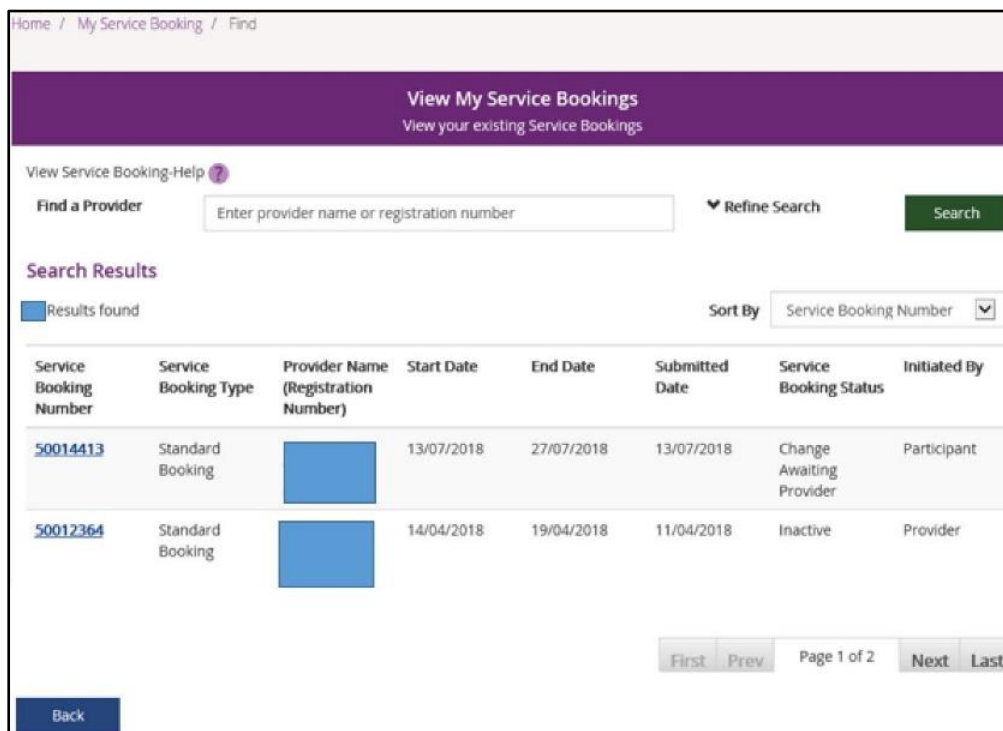
Note: The status of the service booking you have created is **Awaiting Provider Review**. When the provider accepts the booking, the status will show as **Active**. If your provider rejects the booking, the service booking status will show as **Rejected**. The reason for rejection can be seen in the **View Service Booking Details** screen.

View existing bookings

1. Select the **View My Service Booking** tile on the **Service Booking** page.

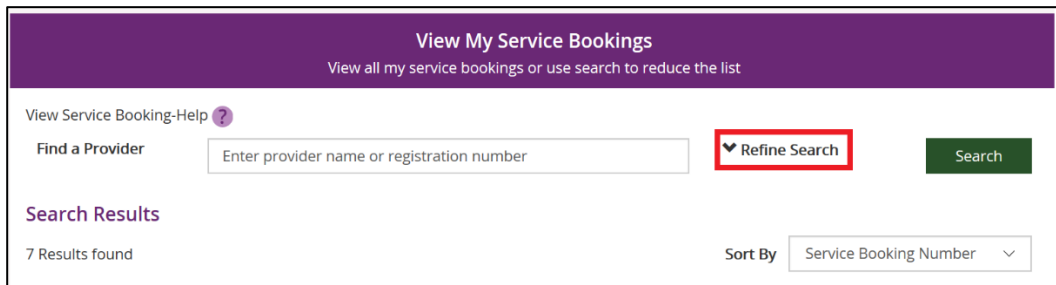


Your service bookings display.

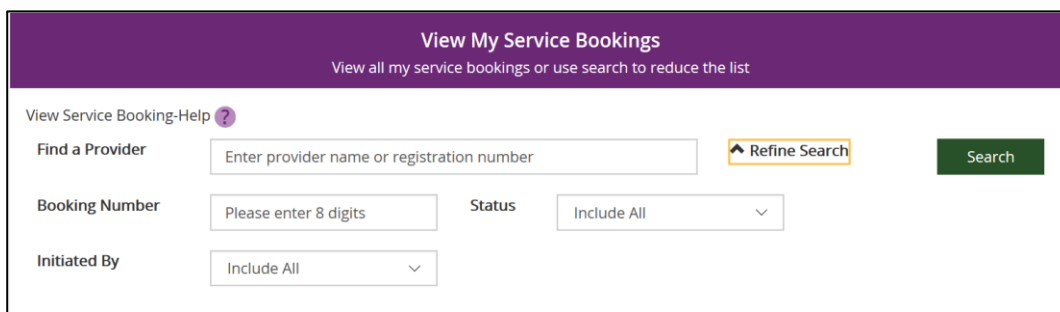


Refine search

1. You can search by a provider or to expand the search criteria, click the **Refine Search** button.



The screenshot shows the 'View My Service Bookings' page. At the top, there's a purple header with the title and a subtitle 'View all my service bookings or use search to reduce the list'. Below this, there's a section 'View Service Booking-Help ?'. Underneath, there's a 'Find a Provider' section with a text input field 'Enter provider name or registration number'. To the right of this input field is a button labeled 'Refine Search' with a downward arrow, which is highlighted with a red box. Further right is a green 'Search' button. Below the search section, there's a 'Search Results' section showing '7 Results found'. At the bottom right, there's a 'Sort By' dropdown menu currently set to 'Service Booking Number'.



The screenshot shows the 'View My Service Bookings' page with the search criteria refined. The 'Refine Search' button is now highlighted with a yellow box. Below the 'Find a Provider' section, there are three more filter sections: 'Booking Number' with a text input 'Please enter 8 digits', 'Status' with a dropdown menu set to 'Include All', and 'Initiated By' with a dropdown menu set to 'Include All'. The green 'Search' button remains on the right.

You can search by:

- **Booking Number** – refers to the 8-digit service booking number.
 - **Status** – refers to the service booking status. For example: active/inactive, awaiting review, awaiting provider review, change awaiting provider, review change or rejected.
 - **Initiated by** –who initiated the booking. For example: all, participant, provider or staff.
2. Once you have entered your search criteria, select **Search**.
 3. You can sort your search results by clicking the **Sort By** drop down field. The options are:
 - Initiated by
 - Service Booking Number
 - Service Booking Start Date
 - Service Booking End date
 - Submitted Date
 - Service Booking Status

View My Service Bookings

View all my service bookings or use search to reduce the list

View Service Booking-Help ?

Find a Provider

Enter provider name or registration number

Refine Search

Search

Booking Number

Please enter 8 digits

Status

Include All

Initiated By

Include All

Search Results

7 Results found

Sort By

Sort by:

Initiated By

Service Booking Number

Service Booking Start Date

Service Booking End Date

Submitted Date

Service Booking Status

Service Booking Number	Service Booking Type	Provider Name (Registration Number)	Start Date	End Date	Submitted Date
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- To view details of a service booking, click on the **Service Booking Number**.

View My Service Bookings

View your existing Service Bookings

View Service Booking-Help ?

Find a Provider

Enter provider name or registration number

Refine Search

Search

Search Results

2 Results found

Sort By Service Booking Number

Service Booking Number	Service Booking Type	Provider Name (Registration Number)	Start Date	End Date	Submitted Date	Service Booking Status	Initiated By
50014413	Standard Booking		13/07/2018	27/07/2018	13/07/2018	Change Awaiting Provider	Participant
50012215	Standard Booking		09/03/2018	24/03/2018	09/03/2018	Change Awaiting Provider	Participant

First

Prev

Page 1 of 1

Next

Last

Back

- If the status is 'awaiting provider review' you can delete the service booking by selecting **Delete**. Once a service booking has been accepted by the provider it cannot be deleted.

View Service Booking Details
 Detailed view of the selected service booking

Service Booking Details

Provider Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Manishs Wheelchairs (4050000000)	Standard Booking	50015058	06/08/2018	20/08/2018	-	\$1.00	-	Awaiting Provider Review

Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Social,Community and Civic Participation	-	-	1	-	\$1.00	-	-	\$1.00

Back
Delete

6. Once you select **Delete**, the following warning message displays.

Warning:

You are about to delete this service booking. This will remove it from your list of service bookings permanently. The provider will not be able to provide services or request payment on this service booking. Do you agree to continue? Choose yes to delete or no to cancel this action.

NO
YES

7. If you select **Yes**, you will receive the following message confirming the service booking has been deleted.

Service booking 50015058 has been deleted.

You are returned to the **View My Service Bookings** page.

Edit a service booking

You can change or end a service booking (with the status **Active**) if it was created by yourself, your provider or by the NDIA.

Change the dollar values in a Service Booking

1. Click the **View My Service Bookings** tile on the **Service Bookings** page.
2. Click the **Service Booking Number** of the booking you wish to edit.

Home / My Service Booking / Find

View My Service Bookings

View your existing Service Bookings

Required fields are marked with an asterisk (*)

Search for Service Booking

Help on this ?

Search by:

Search Results

31 Results found Sort By: Service Booking N

Service Booking Number	Service Booking Type	Provider Name (Registration Number)	Start Date	End Date	Submitted Date	Service Booking Status	Created By
50014413	Standard Booking	Manishs Wheelchairs (4050000000)	13/07/2018	27/07/2018	13/07/2018	Active	Participant

3. Click the **Request Update Allocation** button in the bottom right-hand corner of the window.

Provider Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Hard Wheelbarrow (4050000000)	Standard Booking	50023252	22/05/2019	22/06/2019	-	\$108.00	-	Inactive

Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Daily Activities	01_021_012_0_1_1	Linen Service	2	-	\$54.00	-	-	\$108.00

[Back](#) [Request Update Allocation](#)

The **Request Update Allocation** page will display.

Home / Service Bookings / Find / View / Request Update Allocation

Request to Update Allocation
Add the Revised Quantity and Revised Unit Price, then Submit. Please ask the provider to review and accept your changes

Service Booking Details

Provider Name (Reference Number)	Service Booking Type	Service Booking Number	Start Date	Current End Date	Total Allocated Amount	Total Remaining Amount	Status
Manishs Wheelchairs (4050000000)	Standard Booking	50014413	13/07/2018	27/07/2018	\$0.01	\$0.01	Active

Support Details


No.	Support Budget	Support Item Number	Support Item Name	Quantity	Allocated Amount (Unit Price)	Remaining Amount	Revised Quantity	Revised Unit Price
1	Social, Community and Civic Participation	-	-	1	\$0.01	\$0.01	<input type="text" value="1"/>	<input type="text" value="\$0.00"/>

[Back](#) [Submit](#)

- Enter the **Revised Quantity** and **Revised Unit Price** and then select **Submit**.

A message displays at the top of the screen stating the details have been updated successfully.

- Click the **Back** button to return to the **View My Service Bookings** page.

 Your details have been updated successfully.

[Home](#) / [Service Bookings](#) / [Find](#) / [View](#)

View Service Booking Details
 Detailed view of the selected service booking

Service Booking Details

Provider Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Manishs Wheelchairs (4050000000)	Standard Booking	50014413	13/07/2018	27/07/2018	-	\$0.01	-	Change Awaiting Provider Review

Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Social, Community and Civic Participation	-	-	1	1	\$0.01	\$0.01	\$0.01

[Back](#)

The status of the service booking will change to **Change Awaiting Provider Review**. This means the provider can accept or reject the changes you have made. If the provider accepts the changes, the status returns to **Active**.

[Home](#) / [My Service Booking](#) / [Find](#)

View My Service Bookings
 View your existing Service Bookings

Required fields are marked with an asterisk (*)

Search for Service Booking

Help on this ?

Search by: Please select ▼

Search Results

31 Results found Sort By Service Booking N ▼

Service Booking Number	Service Booking Type	Provider Name (Registration Number)	Start Date	End Date	Submitted Date	Service Booking Status	Created By
50014413	Standard Booking	Manishs Wheelchairs (4050000000)	13/07/2018	27/07/2018	13/07/2018	Active	Participant

If your NDIS provider makes a change to your service booking, you will receive the following SMS notification:

“Your NDIS Provider has updated your service booking (number). Please review the change and discuss with your provider if necessary. Do not reply by SMS.”

End Service Booking

You can request to end a service booking with an active status that was created by the NDIA, your provider or yourself. The service booking will not be ended until your service provider accepts your request to end the service booking.

1. Select **View My Service Bookings** and click the Service Booking Number of the booking you wish to end.
2. Select **Request End Date Change** to end the service booking.

View Service Booking Details

Detailed view of the selected service booking

Service Booking Details

Provider Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Manishs Wheelchairs (4050000000)	Standard Booking	50014413	13/07/2018	27/07/2018	-	\$0.01	-	Active

Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Social,Community and Civic Participation	-	-	1	-	\$0.01	-	\$0.01

Back

Request End Date Change


Request Update Allocation

3. Enter the **Service Booking End Date** and select a **Reason for Change** from the drop-down list.

Home / Service Bookings / Find / View / Request End Date Change

Request End Date Change

Update the Service Booking end date. Please ask the provider to review and accept your change




The new service booking end date will be applied as soon as the provider accepts the change

Service Booking Details

Provider Name (NDIS Number)	Service Booking Type	Service Booking Number	Start Date	Current End Date	Total Allocated Amount	Total Remaining Amount	Status
Manishs Wheelchairs (4050000000)	Standard Booking	50014413	13/07/2018	27/07/2018	\$0.01	\$0.01	Active

Update End Date ?

Service Booking End Date*:  13/07/2018

Reason for Change*:

Back
Submit

- Click the **Submit** button in the bottom right hand corner of the window.
- An alert message displays confirming you want to continue. If you want to ending the service booking click **Yes**. If not, click **No**.

After your Provider accepts this update, Quantity, Allocated Amount (unit price) and End Date for this service booking cannot be changed again. You will not be able to receive supports through this service booking after 14/07/2018. Do you want to continue?

NO
YES

You will receive a message at the top of the screen confirming the details have now been successfully updated.

✔ Your details have been updated successfully.

[Home](#) / [Service Bookings](#) / [Find](#) / [View](#)

View Service Booking Details
Detailed view of the selected service booking

Service Booking Details

Provider Name (NDIS Number)	Type	Number	Start Date	End Date	Revised End Date	Total	In-Kind Program	Status
Manishs Wheelchairs (4050000000)	Standard Booking	50014413	13/07/2018	27/07/2018	-	\$0.01	-	Change Awaiting Provider Review

Support Details

No.	Support Budget	Support Item Number	Support Item Name	Quantity	Revised Quantity	Allocated Amount (Unit Price)	Revised Amount	Remaining Amount
1	Social, Community and Civic Participation	-	-	1	1	\$0.01	\$0.01	\$0.01

[Back](#)

The status of the service booking will change to **Change Awaiting Provider Review**. This means the provider can accept or reject the changes you have made. **When** the service booking ends the status will show as **Inactive**. If the provider rejects your change for whatever reason, the status will show as **Active** and you will need to contact the provider.