



# Update contact details in My Registration

## Quick reference guide - Provider

Providers can update their own contact details in the NDIS Commission Portal. Details that can be updated include:

- Provider details (only ACN and trading name can be updated)
- Contact details and parent entity details
- Address details

### Step by step guide

1. Login to **NDIS Commission Portal**
2. Select **My Registration** from the home screen.

The screenshot shows the NDIS Commission Portal home screen. At the top left is the Australian Coat of Arms and the NDIS Quality and Safeguards Commission logo. On the right, there are links for 'Change role / Manage access', 'Notifications 2', 'Switch to myplace', and a 'Logout' button. Below the navigation bar, the main content area says 'Welcome to the NDIS Commission Portal, [redacted]'. There are six dashboard tiles: 'My applications', 'My registration', 'Tasks' (with 'Number of tasks awaiting action: 0'), 'Worker Screening' (with 'Number of pending verification requests: 0'), 'Participants', and 'Email preferences'. A green bar is at the bottom of the page.

3. In the Provider details tab click Update.

Home Application Registration Task Change position Behaviour support plan Reportable incidents

Registration id: [redacted]  
Provider type: Registered  
Registration status: Approved  
Renewal date: 07/06/2021 12:00:00

Registration details

Overview  
Registration details  
Registration conditions  
SDA property  
Surveillance / audit cycle  
Auditor relationship

Provider details

Provider legal name: [redacted]  
Entity type: Site or Outlet Only  
Party type: Australian Private Company  
Provider business name: [redacted]  
Provider ABN: [redacted]  
ACN: [redacted]  
 For profit  Approved charity  
 GST registered  
Status: Draft

Contact details

Update

4. Update provider business name or ACN (if needed) and click **Save**.

Provider details \* required

Prefill from ABR

Provider details

Provider legal name: [redacted]  
Entity type: Site or Outlet Only  
Party type: Australian Private Company  
Provider business name: [redacted]  
You have 59 of 80 characters remaining  
Provider ABN: [redacted]  
ACN: [redacted]  
 For profit  Approved charity  
 GST registered  
Status: Draft

5. If required, update **Contact details** and click **Save**.

Contact details

Phone number:\* [redacted]  
Fax: [redacted]  
Email address:\* [redacted]  
Web address: [redacted]

6. If required, update **Parent entity details** and click **save**.

Parent entity details

Parent entity type: \_\_\_\_\_ Parent entity phone: \_\_\_\_\_ Parent entity name: \_\_\_\_\_

Parent entity ABN:

[Discard changes and return](#)

7. In **Address** tab select **Add address** button to update the address details.

Addresses

Record Id	Address	Address type	Status	End date
▼	123 Street, Canberra, ACT 2600	Physical	Active	

Start date: 6/08/2018  
Valid address: Y

Select Format, Press Export, and Save Download  
Format: Comma Separated Values (CSV)

8. From the drop down menu, add the address start date and select either **postal** or **physical**. Start typing the address, select the correct address and click **Save**.

Home Applications Tasks Worker Screening Participants

Adding an address \* required

From: \* dd/mm/yyyy

Address type: \*  
Please Select

Please enter the full address below: \*  
  
e.g. 76 Athillon Drive Greenway ACT 2900

[Discard changes and return](#)

9. If address does not appear then select, **I don't see my address** and **Save**.

Home Applications Tasks Worker Screening Participants

Adding an address \* required

From: \* dd/mm/yyyy  
02/09/2021

Address type: \*  
Physical

Please enter the full address below\*:  
28 Wow street Campsie

**I don't see my address**

[Discard changes and return](#) **Save**

Provider type: Registered  
Status: Approved  
Renewal date: 19/02/2023 12:00:0  
Registration Id:

Registration details

Overview

Registration details

Registration conditions

Notification of changes and events

Periodic audits

Auditor relationship

Provider details

**Addresses**

More address option will appear. Complete address and select **Save**

Home Applications Tasks Worker Screening Participants

Adding an address \* required

From: \* dd/mm/yyyy  
02/09/2021

Address type: \*  
Physical

Search again

Building / Floor:

Street / PO Box:

Suburb / Town:

State:  
Please Select

Postcode:

[Discard changes and return](#) **Save**

Provider type: Registered  
Status: Approved  
Renewal date: 19/02/2023 12:00:0  
Registration Id:

Registration details

Overview

Registration details

Registration conditions

Notification of changes and events

Periodic audits

Auditor relationship

Provider details

**Addresses**

Key personnel

Registration groups

Outlets

Applications

Actions

Tasks

Attachments

The updated address will appear. Please note there is no availability to remove the old address however, it will become inactive in the system and the NDIS Provider Register.

End.