17 April 2024

The NDIA is aware of issues impacting updates to bank account details of some participants with a plan in our new computer system.

Participants affected are those who:

- request a change to their banking details
- are nominees of participants who have recently turned 18.

We are working to introduce a system fix which means participants can use the my NDIS participant portal to update their bank account details.

We expect this fix to be in place in early May 2024.

Until then, a dedicated team is manually making requested updates, making sure details are up to date and payments are processed as expected.

Participants and nominees can talk to their my NDIS contact or call our National Contact Centre on 1800 800 110 if you need to:

- update your bank details
- add or change nominee details and their bank details.

Please be aware that updates to bank account details can take up to 3 days.

We apologise for any inconvenience this has caused participants and their nominees.

Participants turning 18

It is important for nominees let us know if they will continue to be a nominee of a participant soon to turn 18.

Nominees can do this by talking to their my NDIS contact or by calling the National Contact Centre on 1800 800 110.

In May 2024, we will start to call families of participants who are nearing their 18th birthday.

This will help us to make sure our new system’s information is up to date when the participant turns 18.

You can learn more about the new computer system and processes and what the changes mean for you at our dedicated improvements website .

Related articles

Category

- News

Updating bank details

Date
6 July 2026

Nominees and child representatives can now update their own details

Date
13 July 2020
Category

- News
- Notification

Scam alert – beware of emails asking you to update bank details

Date
24 April 2025
Read more news