6 December 2024

We are improving how we check your identity when you phone our National Contact Centre. This is to improve the safety of your plan by making sure only you or your authorised representative have access to your plan information.

From 16 December 2024, we will ask for more information to check the identity of some participants and representatives who call the NCC for help to complete some activities.

This may include updating bank account details or seeking access to participant portals. This is because these some of these actions carry a greater risk to your NDIA account and security.

We send you a one-time code to the contact details on your record. We will ask you to confirm this code or word with us.

If we send you an SMS with the one-time code, the SMS will be sent from a mobile number identified as the NDIA. We will ask you to confirm this code with us.

If we can’t send you a code, we will ask you some additional security questions.

We need to establish your identity before discussing or updating your details or access, including for records that you're authorised for. We'll also ask you questions based on information we hold about you. This may include:

- details from letters or notices we have sent you
- information you have shared with us
- details from your records, such as information about your plan or budget
- information about your interactions with us
- details about your plan use and the support you receive
- information about documents you have shared with us.

To save time, please have your NDIS number ready when you phone us.

The NCC will support you through this process while on the call.

This does not change how you sign in to the participant portals or the my NDIS app.

If you are a provider, there are no changes to how we check your identity.

We will continue to strengthen how we check your identity. We look forward to sharing these improvements with you in the coming months.

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