25 August 2025

The Agency is trialling a new phone system with selected service delivery teams. The trial will begin on 25 August 2025 and run for three months.

The trial aims to:

- Improve the participant experience by reducing missed calls and delays
- Introduce safeguards to protect staff
- Inform decisions about a broader rollout across the Agency

What this means for you

During the trial, you may receive an email from myNDIS@ndis.gov.au or SMS from myNDIS prompting you to return a missed call.

Your return call will be automatically routed to the original staff member who attempted to contact you.

If the staff member is unavailable, they will be notified of your attempted call, and you will have the option to leave a message.

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