8 September 2025

We’re improving how we check and confirm your identity when you use our systems and services.

When you call us, email us, or log in to our app or portals, we’ll be checking that your account information is up to date and matches the information you use to access other government services, such as myGov.

Using our participant portal and app

You may notice new pop-up messages in our app or portals asking you to check or update your personal details.

Our pop-ups may ask you to link to other government services, like Medicare, Centrelink and the Australia Tax Office, using myGov.

Linking to other government services doesn’t give us access to the information you share with those services

These pop-up messages are part of our ongoing work to keep your personal information and NDIS account safe and protected from fraud.

We want to make sure that only you and your nominated representatives can access your account information, plan details and NDIS funds.

The pop-up message will tell you what actions you need to take.

When you call us

If you need to update personal information such as your email address or mobile phone number, we may send you a one-time code to your new email address or mobile number for you to verify.

By doing this, we're making sure the new details we have on file for you are valid and correct.

When you update your details, we’ll also send a confirmation message to both your old and new email address or mobile number, as an extra security measure.

Keeping your NDIS account safe

You can call our National Contact Centre on 1800 800 110 if you have any concerns about requests to provide or update your personal information.

Even if you don't receive a pop-up message, there are some actions you should take to ensure your account is as secure as possible:

- Set up myID with a standard or strong identity strength
- Link your myGov account with at least one other member service such as Centrelink, Medicare or the Australian Taxation Office.

If you use the my NDIS mobile app, you should:

- check that you are using the latest version of the app (find the latest version in the App Store or on Google Play)
- set up automatic app updates so you have access to new security upgrades and features as soon as they are released (see how to do this on Apple iPhone or Android)

Completing these actions now will mean you will have more self-service options through our app and portals over the coming months.

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