13 October 2025

Update 13 October

We closed our improvements website on 9 October 2025.

All information and resources about our new computer system are now available on the NDIS website.

It's a good idea to make sure you update your saved links and webpage bookmarks to the new webpages on the NDIS website.

Original content

We are closing the improvements website from 9 October 2025.

All information and resources will be moved to the NDIS website. This will make it easier for participants and providers to find what they need on one website.

We will redirect from the improvement site to the NDIS website from late September 2025, before it is permanently shut down from 9 October 2025.

The purpose of the improvements site was to make sure key information, tools and resources about our new computer system and improved ways of working were available for participants, providers and the disability community.

It was always intended to be a temporary site alongside ndis.gov.au.

Participants, families and carers

If you need more information or support:

- Call us on 1800 800 110.
- Submit an enquiry through our service hub .
- Talk to your my NDIS contact or visit your local NDIA office in person.

Providers

You can find tools and resources about our new computer system on ndis.gov.au, including links to the my NDIS provider portal, guides, instructions and reporting templates.

It's a good idea to make sure you update your saved links and web page bookmarks to the new pages on the NDIS website.

You will be able to find information about:

- the my NDIS provider portal
- provider tools and resources
- support coordinator reporting templates

If you need more information or support:

- Call us on 1300 311 675.
- Submit an enquiry through our service hub.

Related articles

New and improved NDIS website

Date
11 December 2018

Testing our new computer system and improvements in Tasmania

Date
10 November 2022
Category

- Fraud and compliance
- Provider news

Improvements to how providers prove their identity

Date
9 December 2024
Read more news