29 January 2026

The NDIS is updating the my NDIS mobile app to improve accessibility, simplify navigation and make it easier for participants to manage their plans.

The app works alongside the my NDIS participant portal and myplace portal. Together, the app and portals help participants easily and flexibly self-manage their NDIS funds.

The changes will be made from February. The update will either occur automatically, or you will receive a notification in the app when the changes are available to manually update.

The updates will improve accessibility by:

- making the app more predictable and easier to learn for a wide variety of users
- using clearer error messages and guidance
- increasing support for large text, so users can select their preferred text size
- introducing dark mode where a user has this activated in their phone settings
- for participants who use VoiceOver, removing announcements after every keystroke, making it easier to complete forms.

Participants helped us to design these changes through surveys, working groups and testing.

There is no change to the way participants manage their NDIS plan with the updated app.

Find out more about how to update your app and the operating system requirements on the my NDIS mobile app page.

If you have any questions about these changes, or have any trouble using the updated app, contact the National Contact Centre.

You can also request support or submit feedback in the app by navigating via More - Settings - Provide feedback.

Changes for app users on SAP plans

There will be some extra changes for participants who are on NDIS plans that are on the SAP CRM system:

Claims filtering

The design of the filters in the Claim History has been improved and aligned with the Enquiries filter design.

Order of claiming steps

We have updated the order of claiming steps.

The information you need to provide to claim using the app has not changed, just the order in which some of the steps appear.

Notifications

You will receive updates about plan extensions in a new notification menu, rather than as pop-ups.

Changes for all app users

Signing in

The sign-in page and process will look a little different. Signing in to the app.

New feature: Prompts when claiming

When using the app to make claims, you may receive a pop up ‘prompt’ if something doesn’t look right. For example, if the claim description you enter doesn’t look like an NDIS support, you may receive a prompt.

The prompt message will ask you to confirm if you’ve entered the correct information. You can either confirm if the information is correct or edit it.

The prompts aren't AI-generated. They are there to help you along the way, and to reduce errors that may slow down approval of your claims.

New feature: Invoice recognition (Apple iPhone users)

When you upload evidence to support your claims, the new invoice recognition feature will be able to quickly identify if the document you’ve uploaded is a valid form of evidence, such as a receipt or invoice.

This feature will also let you know if your photo or scan is blurry or unusable. If so, you’ll be prompted to upload it again.

We may make this feature available to users of Android phones in the future.

Date picker

The date selector in the calendar will match the design of your phone, to provide a consistent experience. You will still be able to manually type in the date.

Navigation and pages

Our updated app will include simpler menus, to make it easier to use and navigate.

This will also provide a better experience for people using screen readers.

We're also adding more 'swiping' navigation, so our app is more consistent with other apps you may use.

Navigation tab bar icons

All navigation tab bar icons will be the same size and be outlined.

Once selected, the icon will become filled and have a teal line above it, so you can more easily see which item and page you are on.

Plan enhancement

We're removing the text limit on the 'Your Goals' page to allow you to see more information and replacing the current text box with lists. This will help avoid scrolling and improve accessibility.

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