27 July 2026

Cyber criminals have used myGov to gain access to some NDIS accounts through phishing activity and by persuading people to voluntarily provide sign in details.

More information about common myGov scams and how to protect yourself can be found on the Services Australia website .

What the NDIA is doing to support impacted participants

We are taking this matter very seriously and are implementing extra security measures to keep accounts safe and prevent unauthorised access.

We will notify you if we find evidence that your myGov account has been compromised.

We are working with Services Australia (which administers myGov) to manage and respond to the ongoing issue.

What you should do to protect your information

To protect the security of your NDIS accounts and information we advise NDIS participants and nominees to:

- regularly check your NDIS account for any unusual activity or transactions
- monitor the funds in your NDIS plan, including any payments for services you did not request or receive
- monitor your bank account for any unusual activity or transactions
- stay alert to scam activity, including phishing emails and SMS, and impersonation calls
- be cautious if anyone you do not know contacts you by email, SMS, messaging app or phone, and do not click any suspicious links
- do not share online account passwords, SMS authentication codes or personal information with anyone you do not know or trust – remember, the NDIS will never ask for your personal details by SMS
- regularly change your online account passwords, and set up multi-factor authentication if possible
- learn how to spot NDIS and myGov scams, and what to do if you are affected – visit our What is a scam page and the myGov scams page
- contact IDCARE , a national identity support service. IDCARE can provide personalised support for people who have concerns about their personal information.

Contact us

You do not need to contact us, but if you have any questions or concerns:

- call us on 1800 800 110 between 8 am and 8 pm AEST on business days
- email us at enquiries@ndis.gov.au.

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