10 August 2026

To better protect participants from fraud and identity misuse, we are introducing additional security checks when people contact us.

We may also complete these checks when we call you if you ask us to update personal information.

These checks could include:

- confirming a one-time code sent to your mobile phone number or email address
- answering a few extra questions to confirm your identity.

These checks help us make sure we're speaking with the right person before we discuss or update your personal or protected information.

What you need to do

Please make sure your mobile phone number and email address are up to date.

This will help you complete the required checks quickly if you need to contact us, or if we need to contact you.

If you're an NDIS participant or approved nominee, the best way to update your details is through the NDIS participant portals. If you can't use the participant portal, you can contact us or visit an NDIS office and we can help update your details.

If you're a provider, you can update your details through the myplace provider portal.

For more information, visit our What is evidence of identity page.

Related articles

Category

- News

Making your personal information and NDIS account safer

Date
8 September 2025

Category

- Fraud and compliance
- News

Changes to checking your identity when you phone us

Date
6 December 2024
Category

- News

Updating bank details

Date
6 July 2026
Read more news