17 December 2019

We have introduced webchat on our website to help you quickly find general information about the Scheme through an online ‘live chat’ platform.

Initially webchat will be able to give general advice only and we will not be able to discuss your personal circumstances or have access to personal or confidential information.

Over time, we will add more features so you can discuss your personal circumstances with the NDIA over webchat.

You can find webchat on the Contact page. Webchat will be monitored from 8am to 8pm Monday to Friday local time.

If you want to learn more about webchat, you can try it out or contact us on 1800 800 110 or via enquiries@ndis.gov.au.

Related articles

Webchat – another way to talk to us

Date
30 March 2020

We’ve improved webchat

Date
30 November 2020
Category

- News

Supporting participants through severe weather events in NSW

Date
22 May 2025
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