30 March 2020

We have improved webchat, a ‘live chat’ service on our website you can use to talk with staff at the NDIS.

When we introduced webchat, we could only answer general questions and provide general information about the NDIS.

From today, NDIS staff can help participants with their personal circumstances once they have verified their identity, just like when you call us.

Now you can use webchat to discuss your individual circumstances and get help from our highly trained staff.

For example, if you want to know about your NDIS plan, you can use webchat instead of calling.

Your privacy is important. We will ask you some questions to identify you before we discuss your details in webchat. Personal information you share via webchat will be confidential.

Everyone can use webchat. Blind Citizens Australia worked with us to make sure webchat is accessible and meets the needs of all our users.

To start a webchat session, go to our Contact page, from 8am to 8pm AEDT Monday to Friday, the same hours you can call.

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

Related articles

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17 December 2019

We’ve improved webchat

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