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View your details in 'My account' section in 'Account,' change your PIN in the 'Settings' section in 'Account,' edit your favourite claims and switch accounts if you are claiming for more than one participant.

I'm worried someone has used my NDIS app. What do I do?

A message on the account screen will inform you when your sign-in details were last used, even if the sign-in was on a different device.

If you have any concerns please contact the NDIS fraud reporting and scams hotline on 1800 650 717 or fraudreporting@ndis.gov.au.

We can help you take steps to protect your NDIS records.

Can I update any of my details in the app?

No. You can only make changes in the myplace portal or call the NDIS on 1800 800 110.

Giving feedback

To give us feedback about the app, please use the 'Tell us what you think' option in the app.

1. In the app, go to 'Account'.
2. Select 'Tell us what you think'.
3. Rate the app out of 5 stars, and give us any feedback you have. You can also provide screen shots.

You may sometimes be asked to review the my NDIS app after making a claim.

Joining the app improvement community

As a member of the app improvement community, you can suggest ways to improve the my NDIS app and help test new features.

Joining the app improvement community is optional, voluntary and unpaid.

To register, go to the app's 'Account' section and select 'Join the community'. You can opt out any time you like.

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