9 December 2021

The National Disability Insurance Agency (NDIA) has launched the my NDIS app – a new mobile phone application for self-managing National Disability Insurance Scheme (NDIS) participants.

Participants, nominees and child representatives who self-manage their NDIS plan can use the app to view their self-managed budget as well as make and manage claims on the go.

Since July 2020, the NDIA has been working with participants and the disability sector to create the my NDIS app to make sure it has the right functionality and meets the accessibility needs of people with disability.

Minister for the NDIS, Senator the Hon Linda Reynolds CSC, said the my NDIS app is all about making the NDIS simpler, easier and more flexible.

It will provide a better digital NDIS experience for self-managed participants to manage their NDIS plans and to claim for supports.

“Participants told us that they would like an app, like a banking app. Since then the NDIA worked with participants throughout the entire process of the design, building and testing of the app,” Minister Reynolds said.

"Feedback came from a pilot, workshops, surveys and one on one time with NDIA participants and staff. More than 200 participants, families and carers volunteered to use the app and gave the NDIA over 700 pieces of feedback to make sure the app is accessible, user-friendly and meets their needs.

“One of the benefits of designing the app with participants is that they can see their ideas and feedback come to life.”

Dr Ellen Skladzien, Chief Executive Officer for Down Syndrome Australia congratulated the NDIA for the release of the new my NDIS app.

“We appreciate the work the Agency did to consult broadly in the development of the app,” Dr Skladzien said.

“We have heard from families who have tested the app that it is has made it easier to interact with the agency and to lodge payment requests.”

Accessibility is also a key focus of the app which meets international web accessibility and WCAG 2.1 AA accessibility standards.

The NDIA worked with participants with different disabilities, accessibility needs and assistive technology to build on the app’s accessibility features.

These features include compatibility with screen readers and options for high contrast and magnification.

“Since 24 August, participants have made over 20,000 claims through the app and the user sentiment remains high with a score of 4.7 out of 5,” Minister Reynolds said.

“The next steps are for the NDIA to make the app available for all participants regardless of how they manage their NDIS funds.”

“The my NDIS app will also be integrated into myGov in the future to provide users a more streamlined digital experience when managing their government services.”

The free app is now available for download to both Apple and Android devices. More information about the app is available on the My NDIS mobile app page.

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