

We will keep improving the app and adding new features.

This page shows the latest updates and features.

Latest Updates

Date	New feature/function	What you need to know
12 Oct 2022	Simpler payee list	<p>We listened to users: we've simplified the payee list in the my NDIS app</p> <p>We've made the payee list in the my NDIS app easier to use – thanks to user feedback.</p> <p>On Wednesday 12 October, we removed payees we added to the user payee list in the early days of the app. These were payees from the myplace portal. We migrated these to the app to help early users make claims.</p> <p>At the time, this was a big help to users.</p> <p>Users have since told us they no longer need the old myplace portal payees in their in-app payee list. It's making the payee list bigger than it needs to be and harder to use.</p> <p>We've taken this feedback on board.</p> <p>Users have said goodbye to payees from the myplace portal payee list migration. We've removed migrated payees.</p> <p>Not to worry, payees users have created or saved in the app will remain in the payee list.</p>

28 Jun 2022	Dark mode display	<p>All participants can switch between light and dark mode displays.</p> <ul style="list-style-type: none">• Dark mode helps reduce eye strain, by adjusting brightness to current lighting conditions and facilitating screen use in dark environments. Additionally, it conserves phone battery power.• This feature can be turned on using the device settings, or in the app by selecting Account > Settings > Dark mode.
5 Apr 2022	View your current plan information	All participants can view their current plan. Includes plan goals and participant statements.
23 Feb 2022	View your current budget	All participants can view their current budget. Includes plan managed, agency managed and self-managed funds.

App problems and solutions

Date	Status	What you need to know
10 Apr 2022	Resolved	Some Android users had to clear the my NDIS app and Google Play cache and data to be able to sign in to the app. This problem has been fixed and Android users can now sign in to the app as usual.

30 Mar 2022	Resolved	<p>Apple iPhone (iOS) users were occasionally forced to sign back into the app using their sign-in credentials, instead of their PIN/Face ID/Fingerprint. This problem has been fixed.</p> <p>This issue was caused by the iOS operating system “pre-warming” the app in the background while the device was locked which was signing the user out of the app.</p>
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12 October 2022