On this page:

Reporting suspicious behaviour
Terms of use
Third party hosting
Acceptable engagement
How we moderate content
Disclaimer
Contact
Privacy

You can stay up to date with us through a number of official accounts.

Reporting suspicious behaviour

We won’t message you or ask for your personal information on any of our social media accounts. If you are getting messages on social media claiming to be from us you can report the suspicious behaviour.

Learn more about scams.

There is more information available about scams and current scam alerts at the following links:

- myGov
- Services Australia

Terms of use

The NDIA manages the following official social media pages, sharing stories, news and information about the NDIS and disability in Australia:

- Facebook – NDISAus
- X (formally Twitter) – NDIS
- LinkedIn – National Disability Insurance Agency
- Instagram – ndis_australia
- YouTube – NDIS Australia

These Terms of Use govern access and use of the NDIA’s official social media pages and were last updated on 19 August 2025.

By using and engaging with any of our official social media accounts on these platforms, each individual user and their representative organisation where applicable, acknowledges that they have read, understood and agree to comply with these Terms of Use, including as amended over time.

Third party hosting

The NDIA's official social media accounts and pages are hosted on various third-party platforms.

Each third party platform has its own terms and conditions governing use, and which are available on each social platform.

Access and use of the NDIA's official social media pages is subject to the applicable third-party platform terms and conditions.

Users must be familiar with, and comply with, all applicable third-party platform terms and conditions when accessing or engaging with the NDIA's official social media pages.

Acceptable engagement

When using, engaging or interacting on any of our official social media pages, users are encouraged to:

- protect your personal privacy and that of others by not sharing personal information about yourself or others, including NDIA staff (for example, names, email addresses, private addresses or phone numbers)
- represent your own views and not impersonate or falsely represent any other person.

Users must not:

- be abusive, harass or threaten others
- make defamatory or inappropriate comments. This includes making false or unfair statements that are likely to damage the reputation of a person or organisation
- use insulting, provocative, discriminatory or hateful language
- use obscene or offensive language
- post material that may infringe the intellectual property rights of others
- post multiple versions of the same view or make excessive postings on a particular issue
- promote commercial interests, petitions, or make other unsolicited requests
- include internet addresses or links to websites, or any email addresses in your posts
- make unsubstantiated claims, including against individuals or organisations, or in relation to Government policy
- encourage conduct that may or would constitute a criminal offence or give rise to civil liability, or that otherwise violates any local, provincial, national or international law or regulation

anywhere in the world
- incite hatred or discrimination on the basis of any personal characteristic, including on the basis of race, gender, marital or domestic status, disability, sexuality or age
- identify matters that are currently the subject of legal proceedings or would break a regulator, tribunal or court's non-publication order
- make comments that are irrelevant to the topic being discussed
- use the NDIS name, logos, or other trademarks without prior written permission from the NDIA.

How we moderate content

We reserve the right to hide or remove comments or block users that violate these Terms of Use at any time. With the assistance from technology, the NDIA undertakes moderation in-line with this policy.

Disclaimer

The information we share on our social media channels is for general information only and does not constitute any form of professional advice.

While we make every effort to ensure the content is accurate, current and complete, the NDIA does not guarantee, and accepts no responsibility for, any loss, damage or other consequence arising from the use of, or reliance on, this information or on material contained or linked from our pages.

Information on our social media pages may be updated or changed at any time without notice and should not be relied upon in place of obtaining professional legal, business or other advice relevant to your circumstances.

The NDIA is not responsible for:

- the views or comments expressed by other users
- the accuracy, currency or completeness of third-party content; or
- the content of external sites or social media accounts linked from our channels.

While the NDIA takes reasonable steps to protect its social media content, we cannot guarantee that these platforms are secure or free from viruses or other harmful components.

Users should take appropriate precautions to protect their own systems when accessing our content.

Users may be able to subscribe to updates or receive notifications through the relevant social media platforms.

These notifications are managed by the platform provider, and users who do not wish to receive them should adjust their notification settings within the platform.

You should make your own assessment of the accuracy, currency and relevance of the information provided and seek independent professional advice relevant to your circumstances.

To the extent permitted by law, the NDIA excludes all liability for any loss, damage or cost incurred as a result of the use of, or reliance on, content provided through our social media channels.

Contact

We value your feedback. If you have any questions, about these Terms of Use please contact us.

Privacy

Any personal information collected through the NDIS social media pages is handled in accordance with Our Privacy Policy.

Our Privacy Policy sets out in detail how we handle your personal information, including:

- when we collect information about you
- how we use your personal information
- who your personal information may be shared with
- your choices about the way that we use your information.

This policy also provides guidance about how personal information we hold can be accessed or corrected.

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