

Participant Reference Group

Meeting summary – 9 July 2025

The Participant Reference Group (PRG) makes sure the National Disability Insurance Agency (NDIA) hears and understands the participant voice. The PRG has 23 members from participant and carer organisations across Australia.

The NDIA uses feedback from PRG meetings to keep making the National Disability Insurance Scheme (NDIS) better. PRG members work on what the NDIA plans to do. They work on new and current policies, improving the systems we use, and how we deliver services.

Chairperson's welcome

Donna Purcell is the Branch Manager, Office of the Participant Advocate, and chair of the PRG. She welcomed members to the sixth virtual PRG meeting of the year.

Session - Strengthening identity and myGov

The NDIA welcomed PRG members and talked about its work to strengthen identity security and privacy across NDIS systems.

The NDIA has been working with MyGov to improve login processes for digital platforms.

Data matching

The NDIA shared upcoming changes to improve account security in the myNDIS app and portal.

Soon, your NDIS and myGov details will need to match to access your account. If they don't, you'll be guided to update them.

Participants were also asked to share their thoughts on how they'd like to update personal details like date of birth.

Update your contact details

The NDIA introduced a new optional feature that lets users with linked myGov accounts update their contact details across multiple government services at once.

The PRG talked about accessibility, saying that some people may need extra support to use the service effectively.

MyGov inbox and communication

The NDIA said that NDIS messages will now be sent to participants' myGov Inbox.

This gives users a central, secure place to manage communications.

The PRG talked about spotting official messages and any worries about using the myGov Inbox.

Breakout room activity – Data matching

The NDIA asked the PRG to think about experiences with setting up and using myGov. The PRG said to simplify the process and provide clearer guidance, especially for users who may struggle with technology or lack support.

The PRG said inclusive, user-friendly systems are important. They said keeping participants informed and engaged beyond just accessing services is valuable.

Breakout room activity – Update your contact details

The NDIA explored how participants feel about NDIS receiving updates from myGov, when contact details have been updated in myGov and all linked government services.

Participants said there was confusion around whether updates are automatic and stressed the need for clear communication if NDIS becomes a linked service.

The PRG said there is importance to trauma-aware, inclusive systems, especially for users with low digital literacy.

The PRG said to make information easier to find, offering both automated and supported options, and improving website navigation.

The NDIA shared the participant newsletter, and feedback was given on making it more accessible online.

Breakout room activity – myGov Inbox

The NDIA asked the PRG to think about how best to explain upcoming changes to NDIS messaging via the myGov Inbox.

The PRG asked for clearer guidance on the difference between MyGov and MyID, and how each affects access.

The NDIA explained that MyID is a login tool, separate from MyGov, which connects services like Medicare and Centrelink.

The PRG said keeping a few communication options—like phone and mail—so digital messages enhance, not replace, existing methods.

Final comments and close

The NDIA thanked participants for their valuable input, which will help shape improvements to identity systems and supporting materials like FAQs and communications.

Attendees were reminded about the next PRG meeting in Brisbane this August, with a travel survey to follow soon.

Wellbeing resources are available for anyone who found the discussion challenging.

Next meeting

August 26 and 27, 2025 (in person – Brisbane)

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