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What a my NDIS contact is

When you become an NDIS participant, we provide you with a contact person.

We call this person a my NDIS contact.

Your my NDIS contact might be:

- an NDIS partner
- an early childhood partner
- a person at the NDIA.

Your my NDIS contact is a person at the NDIA if you:

- are in an area where our NDIS partners don't work
- have complex, intensive and super intensive support needs
- are a young person in residential aged care
- are in a hospital
- are in a justice setting
- have restricted access on your participant record.

> **Tip: Looking for your my NDIS contact details?**
>
> The name and contact details for your my NDIS contact are in your NDIS plan

We have other people who can also help you

Your my NDIS contact may not always be the person who helps you if you reach out to us with a general enquiry. We'll try to answer your query when you first contact us.

We'll make sure to connect you with the right person to help with your enquiry at that time.

For example, when you call our National Contact Centre on 1800 800 110, the person you speak with will be able to help you and you won't need to also speak with your my NDIS contact.

What a my NDIS contact is for

Your my NDIS contact is there to support you as a participant.

They can help you with how to:

- make the most of your NDIS plan
- choose your goal
- find or change providers
- record your my providers if you need to
- use the my NDIS app and the participant portals
- ask for changes to your plan
- understand the information and evidence needed for your plan reassessment.

Sometimes your my NDIS contact, or another NDIA staff member, will reach out to you if we:

- notice you're using your plan budgets faster or slower than expected
- need to talk to you about your NDIS supports or a payment claim you've made.

Related information

What is an NDIS partner

What is an early childhood partner

What is a my provider

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