6 July 2026

We are making changes to how we manage and update NDIS participants' bank account details.

We're doing this to help reduce the risk of fraud and to keep participants' personal information safe.

Across the NDIA, we're limiting who can see and update participant bank account details.

We have introduced extra security checks for high-risk transactions, such as updating bank account and personal details.

These checks apply to both participants and registered providers.

When updating your details, you may be asked to confirm a one-time code check when you contact us.

The one-time code will be sent to your email address or mobile phone number, and we'll ask you to repeat it back to us.

Participants and registered providers can also securely update their details using our portals.

These self-service options allow you to update personal information at a time that suits you, without needing to phone us.

Participants who don't use the portals can contact the National Contact Centre, or visit an NDIS office for help.

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