9 July 2026

First Nations people seeking NDIS help can now call a new phone line, established to provide a more culturally respectful, tailored experience with the National Disability Insurance Agency (NDIA).

The community has told the NDIA they would like to talk to call centre staff who understand identity and community life, respect cultural values, and explain the NDIS clearly.

First Nations Connect - delivered through the NDIS National Contact Centre - has been set up to do just that on 1800 411 640.

The service has been shaped by extensive engagement with First Nations communities, including more than 230 stakeholders.

All staff supporting First Nations Connect have undergone specialised training and some identify as being Aboriginal and/or Torres Strait Islander.

The training was developed in collaboration with the NDIA First Nations Group and informed by previously reported gaps in service.

The service will grow and evolve, as greater information about the phone line is gathered.

Meg*, a First Nations NDIA staff member trained to work on the specialist service, said she saw First Nations Connect as a step in the right direction.

“First Nations Connect opens the door to a different type of conversation – one that is more supported, more respectful of First Nations Peoples’ cultural needs, that builds more trust.”

The new service forms part of the Agency’s broader commitment to supporting national priorities including Closing the Gap and the recommendations of the Disability Royal Commission.

Quotes attributable to Minister for the NDIS, Senator Jenny McAllister:

"We are listening to First Nations participants and communities, to ensure they get the help they need.”

“First Nations Connect is an ongoing commitment to improve service delivery for First Nations people when they call the NDIS.”

“It’s about building trust, connection and better outcomes for First Nations people with disability.”

Quotes attributable to Larrakia and Warramungu man and NDIA Board Member, Dr Richard Fejo:

“First Nations Connect is a big step forward towards advancing equity for First Nations people with disabilities.”

“Having access to services tailored to First Nations people is essential, ensuring these services are relevant and respectable is a must."

“Working for mob with mob has always been the solution but we can all work together to build a better tomorrow.”

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