27 August 2026

> "Accessibility is not optional, it is essential."
> Group member

What we talked about

Participant Portal and myNDIS App

The NDIA facilitated a discussion on participant choice when accessing the NDIS through the participant portal and the myNDIS App on mobile devices. The discussion explored why participants choose one platform over another, what prevents people from using digital channels, and what improvements could make digital access easier, safer and more accessible for First Nations participants and their families.

What we heard

- Digital platforms should work for different people and circumstances, not a one-size-fits-all approach. Members said digital services should be easy to find, easy to use and responsive to people's needs. More promotion, community education and support are needed so people know what services are available.
- Barriers to accessing the app and portal include poor internet, especially in rural and remote areas, high costs for devices and internet services, accessibility needs, low digital confidence, anxiety and limited user support.
- English-only information may exclude some First Nations participants.
- Alternative ways to access the internet and NDIS digital platforms, including for people who cannot get access from home, need to be considered and promoted, such as accessing through libraries and community services.
- People experience a range of challenges accessing and navigating the NDIS portal and app. For example:
    - people in regional and remote areas may have unreliable internet or limited access to devices
    - government websites, apps and login processes can be confusing, which may discourage use
    - problems with logins, verification codes and system reliability
    - preferences speaking directly with a person via a phone call, rather than searching for information on the website, portal, app or using a chatbot or looking through Frequently Asked Questions, especially for personal or complex questions.

- Participants may need supports to use digital services and would like support to be available face–to-face. Support workers and coordinators should understand the app and portal so they can help participants.
- Members suggested other learning resources such as videos and task cards to help people use the app and portal.
- Busy lives, especially for those with caring responsibilities, can make it difficult to find time to use online services or learn about new methods of connection.
- People use different devices depending on the task they are doing and the time they have available. Phones are often used for quick checks, so outages can be particularly frustrating. Members said they would like earlier notice of planned maintenance to help them plan around any disruptions.
- Some members preferred the portal because it was familiar and easier to use on a larger screen. One member found the myNDIS App quick, simple and easier to use than the portal.
- Members suggested adding direct access to NDIA services, such as the Contact Centre or web chat through the app or portal.
- Members wanted clearer information explaining the difference between the app and portal.
- Members were interested in how their personal information is stored, used and protected on digital platforms, and some expressed concerns about privacy and data security.
- Members were interested in how First Nations' needs, experiences and accessibility requirements have been incorporated into the design of digital services.

Next meeting

Thursday 24 September 2026

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