The app shows your current plan information and budget. You can use the app to:

- see a timeline of your plan
- read your goals and information about you
- check your budget
- see how much funding is available in each support category.

Can I see my old plan budget in the app?

No. You can only see your current budget in the my NDIS app. To get information about your previous plan, please use the myplace portal or contact the NDIS on 1800 800 110.

Does the app show service bookings?

No. You can view your service bookings in the myplace portal.

Are my budgets remaining balance up to date?

Yes. If you make a claim from the my NDIS app, the balance shown in the app will update as soon at the claim has been made.

It can take about 10 minutes for your budget to be updated if you make a claim in the myplace portal and vice versa.

If your budget has not been updated, try logging out, waiting 10 minutes and logging back in to the app.

Can I see my old goals from previous plans in the app?

No. You can only see your current plan in the my NDIS app. To get information about your previous plan, please use the myplace portal or contact the NDIS on 1800 800 110.

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5 April 2022