# Information Pack – Understanding consent

What is consent?

If you’re 18 or older, you have the right to make decisions about your business with the NDIS. That is why we need to ask for your consent.

Consent is **a record of your permission for something**. For example, you can give us permission to ask your doctor for information, or to send a support person information about your plan so they can discuss it with you.

Before we can do this, you need to tell us that we have your permission, and we need to record your permission in our computer system.

What can I give consent for?

We’ll ask for your consent before we discuss or share your information, or ask someone else for information about you.

This includes asking for your consent to:

* collect and share information with another person or organisation
* use the document verification service to verify identity documents
* use Centrelink information as evidence of age and residence for a NDIS application
* share a community connections or early support plan if you are getting help from a NDIS Partner
* let your plan manager see the parts of your plan and budgets that they manage.

You can also choose to give consent to another person to support you in your business with the NDIS. You can choose to give consent to another person so:

* they can talk to the NDIA or receive letters about you
* they can do things on your behalf, like submit a request for a review.

A person you’ve given consent can support you to make decisions, but will not be able to make decisions for you. This makes them different to a nominee.

To learn more, read [**Our Guideline – Appointing a nominee**](https://ourguidelines.ndis.gov.au/home/having-someone-represent-you/appointing-nominee)or [**Our** **Guideline – Child representatives**](https://ourguidelines.ndis.gov.au/home/having-someone-represent-you/child-representatives/what-child-representative-and-what-do-they-do) on the NDIS website.

How do I give consent?

You can give consent by using an [NDIS consent form](https://www.ndis.gov.au/about-us/policies/access-information/consent-forms), or you can tell us on the phone, in person, in writing, or the way you want to communicate.

When you give us consent, we check to make sure your consent is:

* **informed:** you have information to help you understand consent
* **voluntary:** you choose to give consent because you want to, not because you feel pressure
* **current and specific:** you choose how long you want it to last and what it gives people permission to do
* **understood and communicated:** you have let others know this through written, verbal or other ways.

We’ll do this every time you give someone new or different consent. And the specific consent you give can be different every time.

How can I check who I’ve given consent to?

We keep track of everyone you’ve given consent to in our computer system. This includes any people linked to your account, like nominees or child representatives, and details about the consent you’ve given them, including how long the consent lasts.

We also keep a record of what information you’ve consented to be shared with third parties, what information we have shared, and who we’ve shared it with.

If you have any questions about what consent you’ve given, contact us at any time.

What if I want to change or take away consent?

You can change or take away your consent any time. This includes if you want to:

* change who you gave consent to
* change how long you want consent to last
* change what types of consent you’ve given
* take away consent and do things by yourself.

You can contact us in person, by phone or email if you want to change or take away your consent.

If you need more information about consent, you can:

* contact us on 1800 800 110, or
* send us an email at [enquiries@ndis.gov.au](mailto:enquires@ndis.gov.au)
* message us on our Webchat – ndis.gov.au.

You can find more ways to contact us at <www.ndis.gov.au/contact>.