

# Updating your name, pronouns and information about your gender

This Fact Sheet will help you understand:

- how to update your name, pronouns, and information about your gender
- when you can update your name, pronouns, and information about your gender
- what information we need from you
- how we'll support you to update your details

We want to support you to connect with the NDIS in a positive way. When we record your details, we aim to do this in a way that is empowering and affirms your sense of personal identity.

When we say identity, we mean the values, culture and traits that make a person unique. Identity is important for everyone as it allows us to live authentically. For example, you may have a preferred name, or pronouns that affirm your gender. We will provide a respectful experience by using your preferred name and pronouns.

## How will the NDIS support you?

If you tell us you've updated your preferred name, pronouns, or information about your gender we will update this in our records. We won't ask you for any evidence. We want to be respectful and supportive of your experience and use your preferred name and your pronouns when we speak with you.

If you have legally changed your name, we'll need some evidence of this. This is a legal requirement so we can update your records and make sure we can confirm your identity later when we're supporting you.



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### Frequently Asked Questions

#### How do I update my name, pronouns, or information about my gender with the NDIS?

If you want to update your legal or preferred name, pronouns, or information about your gender with the NDIS, you can complete our form: [Update your name, pronouns, and information about your gender](#).

You can also contact us in the ways listed under [More Information](#), and we can update them for you.

If you've updated your legal name, we'll also ask you for some evidence. You will need to provide us with a linking document. See our [Fact sheet: Evidence of Identity](#) for a list of linking documents we will accept.

#### When can I update my name, pronouns, or information about my gender?

You can update your name, pronouns, or information about your gender with us at any time, even after you have an NDIS plan.

These updates will not impact your eligibility for the NDIS or your NDIS plan.

If you ask us to update your name, pronouns, or information about your gender we'll respond to your request within 30 days.

#### What if my preferred name is different from my identity documents?

We want to be respectful and communicate with you in a way that affirms your identity. We'll use your preferred name whenever we speak with you, with a few exceptions. We will need to use the name on your identity documents to confirm your identity and for a security check each time we speak with you. We'll use your preferred name for the rest of the conversation.

#### Can I use my preferred name without legally changing my name?

Yes, you can update your preferred name with us anytime, by contacting us in the ways listed under [More Information](#), or by completing our form: [Update your name, pronouns and information about your gender](#). We will update your preferred name in our records, and we'll use this name every time we speak with you to make sure we are respectful and supportive.





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### When will you use my legal name rather than my preferred name?

It's important to know there are times when we will still use your legal name. We'll use your legal name when we:

- confirm your identity
- complete a security check each time we speak with you, to make sure we're speaking with the right person

We'll do our best to make sure that your preferred name is printed on your plan and any letters that we send you. If you've received a plan or letter using your legal name, please let a staff member know so we can make sure this mistake doesn't happen again.

### Do I need to provide identity confirmation documents again if I change my name?

If you've updated your legal name, we need to confirm your identity with your new name. If you have previously provided us with your evidence of identity documents under your previous name, you'll just need to give us evidence of your name change. We call this evidence a Linking document. For more information on evidence of identity documents, see the [Fact Sheet: Evidence of Identity](#).

Once you have provided and we've accepted your Linking Document, we'll update this in our records to make sure we use your new name.

If you ask us to update your legal name, we'll respond to your request within 30 days.

### What if my gender is different from my identity documents?

We don't use gender as a marker for checking your identity. Your listed gender will not impact your identity confirmation or security check.

### What evidence of my gender will I need to provide?

You don't need to give us any evidence about your gender. We'll record the gender that you tell us. You can provide information about your gender at any time, by contacting us in the ways listed under [More Information](#), or by using the form: [Update your name, pronouns, and information about your gender](#).

If you ask us to update information about your gender, we'll respond to your request within 30 days.





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### Why does the NDIS collect information about my gender?

Sharing information about your gender is optional. Information about NDIS participants is stored securely. The data we collect helps the NDIS to identify needs, successes and challenges for Australians who live with a disability and those who support them.

### What if I want to update my pronouns with the NDIS?

You can let us know your pronouns at any time. We'll be respectful and supportive and use your pronouns when we speak with you. You can update your pronouns with us at any time by contacting us at the ways listed under [More Information](#) or by using the form: [Update your name, pronouns, and information about your gender](#).

If you ask us to update your pronouns, we'll respond to your request within 30 days.

### Who can I contact for emotional support?

If the details in this form have brought up difficult feelings, please reach out to your support network. For immediate crisis support contact:

- **Lifeline:** [lifeline.org.au](http://lifeline.org.au) or 13 11 14

For support specifically around topics of gender and pronouns, QLife is available 3pm-12am every day:

- **QLife:** [qlife.org.au](http://qlife.org.au) or 1800 184 527

## More information

You can find more information on the NDIS website [ndis.gov.au](http://ndis.gov.au) or through the NDIS National Contact Centre **1800 800 110**.

Follow us on Twitter [@NDIS](#)

Find us on Facebook: [Facebook/NDISAus](#)

### For people with hearing or speech loss

TTY Users: **1800 555 677**

Speak and Listen Users: **1800 555 727**

### For people who need help with English

TIS: **131 450**





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### In person

You can find your closest **local area coordinator**, **early childhood partner** or **NDIS office** on our website. Go to [ndis.gov.au](https://www.ndis.gov.au), select Contact, then under Offices and contacts in your area you can search your area.

- [Form - Update your name, pronouns, and information about your gender](#)
- [Fact Sheet: Evidence of Identity](#)
- [Privacy Act 1988](#).

