



## Restricted access participants

### Your information and privacy

Any personal information held by the National Disability Insurance Agency (NDIA) is protected under the National Disability Insurance Scheme (NDIS) Act 2013 and the Privacy Act 1988. More information about the collection, use, disclosure and storage of your personal information by the NDIA is provided in the privacy notice factsheet. Please refer to the NDIS website for the latest copy of the factsheet.

### What is restricted access?

Some NDIS participants require additional privacy protection for their NDIS records, this is known as restricted access. Restricted access can be requested at any time.

Restricted access means that only a small number of NDIA staff can access the participant records.

### Who requests restricted access?

A participant, their representative or NDIA staff may request restricted access to a participants' NDIS record because they are:

- A prominent public figure or immediate family member (spouse, partner, parent, child or sibling) of a prominent public figure (for example, politicians, judges, high profile sports people, media personalities, actors or other public figures).

- An NDIA employee, NDIS partner employee, board member or an immediate family member (spouse, partner, parent, child or sibling ) of an NDIA employee, partner or board member.
- A person under police protection.
- A person under an active legal order (for example, have a protected address as a result of domestic violence).

## How do I request restricted access?

A request for restricted access is made by completing a request for restricted access form and sending this to the NDIA.

Contact the NDIS to find out more about requesting restricted access:

### In writing

You can find out more about restricted access by writing to the NDIS using:

myPlace (participant portal)

Mail: NDIA, GPO Box 700, Canberra ACT 2601

### By phone

You can find out more about restricted access over the phone by contacting:

Ph: 1800 800 110

TTY: Ph. 1800 555 677 and ask for 1800 800 110 or your local office

Speak and listen (speech to speech relay): Ph. 1800 555 727 and ask for 1800 800 110 or your local office

### In person

You can find out more about restricted access in person by visiting:

[Your local NDIA office](#)

## How does the NDIA consider the request?

The NDIA has specialist staff (Restricted Access Officers and Managers) dedicated to supporting people who request restricted access. Restricted Access Managers review the request and send a letter to the person advising if the request is approved or declined.

If you think a decision made by the NDIA about you is wrong, you can submit an application for internal review within three months of receiving of receiving the letter declining restricted access.

When asking for an internal review, you should explain why you think the decision is incorrect. The staff member who works on the internal review will not have been involved in the earlier decision. They may want to talk to you directly as part of this process.

Following an internal review, if you still think the decision made about you is wrong, you can seek further review by making an application to the Administrative Appeals Tribunal.

### **What happens if restricted access is approved?**

If the request is approved the participant record moves to a higher level of privacy protection. Access to the record is limited to a Restricted Access Manager and a limited number of Restricted Access Officers. Regional Access Officers become the key contact for the participant and are responsible for managing all NDIS related activities and interactions with the participant.

### **When is restricted access removed?**

A participant may request to have their restricted access removed at any time. Similarly if there is a change of circumstance, such as an NDIA staff member leaves the Agency, the Restricted Access Manager may review the restricted access decision. The participant will be advised, in writing, of any change to their restricted access status.