

NDIA decisions about funded supports in a participant's plan, including support coordination are in the:

- National Disability Insurance Scheme Act 2013 (external)
- National Disability Insurance Scheme (Support for Participants) Rules 2013 (external)
Operational Guideline – Planning

Legislation relevant to providing support coordination services include:

- Freedom of Information Act 1982 (external)
- Privacy Act 1988 (external)
- Consumer Law Competition and Consumer Act 2010 (external)
- Mandatory reporting relating to abuse and neglect (external)
- Quality and safeguard legislation (external)
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 (external)

Keeping participant information safe

Support coordinators have access to sensitive participant information. Providers are not authorised to use or disclose participant information for any other purpose than the purpose intended.

The protection of information held and disclosed by the NDIA is covered in the NDIS Act 2013. It is important that providers have processes in place to securely store and maintain participant information to prevent any unauthorised access.

The NDIS Quality and Safeguards Commission Code of Conduct (section 2) (external) provides additional information about what is expected of all providers regarding appropriate use and storage of participant information. Providers are expected to adhere to relevant quality and safeguarding legislation.

In addition, under the Privacy Act 1988 (external), providers must notify affected individuals and the Office of the Australian Information Commissioner (external) when a data breach is likely to result in serious harm to individuals.

Ensuring independence and managing conflicts of interest

Support coordinators and providers of support coordination are required to have policies and processes in place to actively manage any real or perceived conflicts of interest.

Learn more about [support coordinators and conflict of interest](#).

Advocacy

A support coordinator is not an independent advocate. Learn more about [support coordinators and disability advocacy](#).

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