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Step 1: A provider relationship is created in a participant's record

Providers can access the parts of a participant's plan relevant to them in the my NDIS provider portal when a provider relationship is created in a participant's record.

All provider employees at an organisation who can access the my NDIS provider portal can access a participant's plan information.

We always check with participants they're okay with their plan information being shared before we record a provider as their my provider.

Step 2: Use the my NDIS provider portal to access basic participant information

Providers can access basic information about a participant if they open a participant's record in the my NDIS provider portal.

My providers, support coordinators, recovery coaches and plan managers can all access:

A participant's:

- plan duration and dates
- preferred name
- date of birth
- gender
- preferred contact method
- phone number
- email address
- interpreter requirements.

A nominee's:

- name
- relationship type
- preferred contact method
- phone number
- email address
- interpreter requirements.

Their:

- provider role, for example, my provider or support coordinator
- support category, for example, home and living or behavioural supports
- last modified date
- role start and end dates
- role status.

My providers and plan managers can also access actions, including adding, extending or ending the relationship.

Plan managers can also access:

- goals, both active and historical
- budgets, including active and historical budgets and their management types
- funded NDIS supports, both active and historical.

Step 3: Participants can give consent for providers to access more information

Participants can give consent for providers to access more information in their plan.

What extra information providers can access with participant consent

With consent, my providers can access a participant's active goals.

With consent, support coordinators can access:

- the about me section, including a participant's strengths, living arrangements, relationships, supports and daily life
- goals, both active and historical
- budgets, including active and historical budgets and their management types
- funded NDIS supports, both active and historical

- informal community and mainstream supports.

There’s no extra information plan managers can access with consent.

How participants can give consent

Participants can give consent by:

- completing the NDIS consent form
- calling us on 1800 800 110
- submitting an enquiry through our service hub
- talking to their my NDIS contact.

Step 4: Learn how to access information in the my NDIS provider portal

You can use the provider learning environment if you’re unsure how to access information in the my NDIS provider portal.

The provider learning environment has easy to follow walk-through tutorials.

Related information

How to use the provider portals

What is consent (External website)

How to do the right thing as a provider

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