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

When a [provider relationship is created in a participant's record](#), providers can access the parts of a participant's plan that are relevant to them in the [my NDIS provider portal](#).

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 that they are okay with their plan information being shared before we record a provider as a my provider.

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

When providers open a participant's record in the my NDIS provider portal, they can access basic information about a participant.

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 is 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

If you're unsure how to access information in the my NDIS provider portal, you can use the [provider learning environment](#) .

The provider learning environment is an online environment that has easy to follow walk-through tutorials. Learn more about the [provider learning environment](#).

Related information

[How to use the provider portals](#)

[What is consent \(External website\)](#)

[How to do the right thing as a provider](#)

This page current as of
3 May 2026