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What type of information we can share

Protected information

We hold protected information about participants, prospective participants and providers to deliver the NDIS.

Protected information is anything about a person or organisation we may or may not have on record.

Protected information may include:

- legal name or participants' guardian or nominee
- contact details
- date of birth
- citizenship status
- information and evidence of disability
- details on current supports
- plan management type
- Centrelink Customer Reference Number (CRN)
- bank account details.

Other information we share

We publish a wide range of information about the NDIA on our website.

This is called our [information publication scheme](#).

Who we can share information with

We sometimes receive requests for information about participants, people seeking disability support and providers from third parties.

In most cases, we need to have consent from the person the information is about to share the information.

We can only release information about participants, people seeking disability support and providers when the law says we can. This is also usually with the consent of the person the information is about.

Sometimes we may give information to third parties without consent. For example, for the purpose of law enforcement or child welfare.

In these cases, we need to know:

- why they have not been able to get consent
- why the information is needed
- what the information will be used for.

We will then decide if we can lawfully share the information.

See the information sharing protocol for details:

- [Download the Information Sharing Protocol WORD file](#) - DOCX 100 KB
- [Download the Information Sharing Protocol PDF file](#) - PDF 310 KB

Who can ask for information

Requests are typically made by:

- NDIS participants
- people seeking disability support
- [nominees](#)
- child representatives
- [providers](#)
- state and territory governments
- third-party organisations.

How to ask for information

Participants

Participants and their authorised representatives can ask for information we have about them through the Participant Information Access (PIA) scheme.

Participants can [submit a webform](#) to ask for access to this information.

Participants, providers and organisations with consent can also ask for information in the following ways:

- myplace or my [NDIS participant portals](#)
- myplace or my [NDIS provider portals](#)
- phone 1800 800 110.

You can ask us for any document through a [Freedom of Information](#) (FOI) request.

This must be made in writing. There are some types of documents that may not be able to be released through FOI.

It usually takes up to 30 days to get a response. If you're asking for your own personal information, it's often faster and easier to use the PIA process.

You can email information.access@ndis.gov.au for help with the best way to get information.

Governments and third-party organisations

State and territory governments can ask for information without consent by:

- submitting a participant [information access request form](#) (governments)
- emailing information.requests@ndis.gov.au.

When making a request, you must explain:

- why you have not been able to [get consent](#)
- a detailed explanation about why the information is required and what it will be used for.

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