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What type of information we can share

Protected information

We hold protected information about NDIS participants, people seeking disability support 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 names or participants' guardians or nominees
- 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 get requests for information about participants, people seeking disability support and providers from third parties.

We need to have consent from the person the information is about to share the information in most cases.

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

We'll then decide if we can lawfully share the information.

Learn more about our information sharing protocol:

- Information sharing protocol (DOCX 100KB)
- Information sharing protocol (PDF 310KB)

Who can ask for information

Requests are typically made by:

- participants
- people seeking disability support
- nominees
- child representatives
- providers
- state and territory governments
- third-party organisations.

We'll complete extra checks, including sending a one-time code or asking extra questions, to help us make sure we're speaking with the right person. We'll do this before we talk about or update personal or protected information.

These checks help make sure information is only shared with authorised people.

Keeping contact details up to date helps us complete required checks more quickly.

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 through:

- the myplace or my NDIS participant portals
- the myplace or my NDIS provider portals
- calling 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. It's often faster and easier to use the PIA process if you're asking for your own personal information.

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 (DOCX 1MB) (governments)
- emailing information.requests@ndis.gov.au.

When making a request, you must explain:

- why you haven't been able to get consent
- a detailed explanation about why the information is needed and what it'll be used for.

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