

On this page:

[myplace portal](#)

[Participant Information Access](#)

[Information Publication Scheme](#)

[Freedom of Information \(FOI\)](#)

[Sharing information with third parties](#)

[Consent forms](#)

[Subpoenas](#)

[Your Privacy and Information Operational Guideline](#)

This page provides you with a number of ways to access documents and information that we hold.

myplace portal

You can get your personal information straight away through the NDIS participant portal which is called myplace. It's a secure way for you to view the information we hold when it suits you.

Read more about [myplace](#).

Participant Information Access

You can get certain information we hold about you through Participant Information Access.

Read more about [Participant Information Access](#).

Information Publication Scheme

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

This is called our [Information Publication Scheme](#).

In some circumstances, data may be released to external organisations, governments and individuals for the purpose of non-proprietary research.

Further information can be found on the [How we engage with researchers and the disability sector](#) page.

Freedom of Information (FOI)

You can request any document that the NDIA holds under FOI (including your personal information).

While you can ask for your personal information under FOI, we encourage you to first make a request through Participant Information Access. This is often easier and simpler than making an FOI request.

Read more about [Freedom of Information](#).

Sharing information with third parties

We sometimes receive requests for information about participants, prospective participants and providers from third parties.

We can only release information about participants, prospective participants and providers when permitted by law, and usually with the consent of the person the information is about.

In some limited circumstances, permitted by law, we may disclose information about participants, prospective participants and providers to third parties without the consent of the person the information is about. For example, when the request is made for the purpose of law enforcement or child welfare.

All requests are considered by the NDIA on a case-by-case basis.

For more details, visit [Sharing participant information about participants, prospective participants and providers with third parties](#).

Consent forms

We won't share your information unless we have your consent, except where required by law. If you want to provide consent, you can do so using a consent form.

The NDIA has two consent forms:

- [Consent for the NDIA to Share Your Information form \(DOCX 95KB\)](#)
- [Consent for a Third Party to Act on Behalf of a Participant form \(DOCX 59KB\)](#).

The improved, easier to understand forms were introduced in June 2020. They replace the Consent to Exchange Information form, and effectively separate two types of consent.

For more details about the consent forms, and how they are used, see the [Consent forms](#) page. To find out more about how the NDIA shares information with state and territory agencies, see the [Sharing participant information](#) page.

Subpoenas

The NDIS Act does not generally allow the NDIA to comply with a subpoena, summons or other coercive notice from a court or tribunal, except in limited circumstances.

For more information, including details about alternate ways the NDIA might be able to disclose information and where to serve a court order, visit our [subpoena](#) page.

Your Privacy and Information Operational Guideline

Our [Your Privacy and Information Operational Guideline](#) outlines the information handling obligations that apply to all people connected with the NDIS.

It also provides guidance on how we collect, record, use and disclose protected Agency information, as well as the information handling considerations in situations where there is a serious threat to life, health or safety.

Read [Your Privacy and Information Operational Guideline](#) .

See also:

- [Privacy Policy](#)
- [Privacy Policy Easy Read](#)

This page current as of
19 April 2022