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# Step 1: Understand who can request what information

## Who can make a request

Requests to access information can be made by:

- NDIS participants
- child representatives
- nominees
- NDIS applicants
- third parties who have participant consent to access information, such as a provider.

## What information you can request

You can request information about your access to the NDIS or your NDIS plan or plan reassessment. The information you request can be about your current NDIS plan, or your previous NDIS plans.

You can also request copies of the documents and evidence you previously provided to us.

Learn more about what information we can share.

> **Tip: Looking for information about something else?**
>
> You can make a freedom of information request if you're trying to access information about something else.
>
> Learn more about freedom of information .

# Step 2: Choose how you would like to request information

You can:

- fill out the participant information access request form on our website
- call our National Contact Centre on 1800 800 110
- talk to your my NDIS contact
- visit your local office in person
- send us your request for information by mail to NDIA, GPO Box 700, Canberra ACT 2601.

**Tip: We're here to help if you need it.**

If you have questions about requesting information or need help to submit your request you can:

- talk to your my NDIS contact
- call us on 1800 800 110
- email information.access@ndis.gov.au.

# Step 3: Submit your request

## Complete the details for your request

You need to provide us with details about yourself and the information you are requesting no matter how you choose to submit your request. These details include:

- your name and contact information, or that of the participant you are requesting information on behalf of
- proof of identity
- evidence of your authority to make this request, or the consent the participant you are requesting on behalf of has given you
- what type of information you want
- any other documents or evidence you want access to.

## Submit your request

Submit your request by clicking on 'submit' at the end of the online participant information access request form and mailing it to us.

We'll submit a request for information on your behalf if you've called us or spoken to us in person.

## Once we have your request for information

We'll aim to provide the information to you within 28 business days if your request meets the identity and consent requirements.

We'll ask you for more information if the request doesn't meet our requirements. We may close and not action your request if you don't provide this information within 14 days.

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