

On this page:

[Step 1: Understand who can request what information](#)

[Step 2: Choose how you would like to request information](#)

[Step 3: Submit your request](#)

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](#)
- people who have applied to the NDIS
- 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 have previously provided to us.

Learn more about [what information we can share](#).

Tip: Looking for information about something else?

If you are trying to access information about something else, you can make a Freedom of information request. 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, or visit your local [NDIS partner or NDIA office](#) to talk to us in person about requesting information
- send us your request for information by mail to 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

When you have completed all the details required in your request, you can then complete it by:

- clicking submit on the online form
- sending it to us via mail.

If you called us or spoke to us in person to complete your request, we will submit it on your behalf.

Once we have your request

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

If the request doesn't meet the requirements, we will ask you for this. We may close and not action your request for information if you don't provide this information within 14 days.

This page current as of
3 May 2026