1 July 2020

The NDIA is making important changes to improve participants' access to their personal information.

The new Participant Information Access process is an easier and faster way for current and prospective participants, or their authorised representatives, to access the personal information we hold about them.

Participant Information Access is available now

Using our new online form, participants can make a request for:

- information about an access decision, including the reasons for the decision
- information about an NDIS plan or plan review, including the information relied on to make the decision and the reasons for the decision
- medical and other documents provided to the NDIA.

We will aim to respond to requests within 14 days, but no later than 28 days.

For further information visit the Participant Information Access page.

Related articles

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Making your personal information and NDIS account safer

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8 September 2025

Legislation improving the NDIS for participants

Date
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Government improving home and living supports for NDIS participants including to SIL

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6 April 2022
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