

Your privacy and information

Quick summary: We have to collect information from you, and about you, when you deal with us. Your privacy is always important to us. We keep all your personal information safe, and only collect what we need. We need to follow federal laws about how we look at your personal information, how we use it, and give it to other people. This guideline explains how we collect, store, use and share information about you, including sharing information outside the National Disability Insurance Agency.

What's on this page?

This page covers:

- [What do we mean by privacy and information handling?](#)
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You might also be interested in:

- [Nominees](#)
- [Child representatives](#)

What do we mean by privacy and information handling?

When you deal with us, we need to collect certain information about you. This is so we know who you are and how we can help you.

If you're an applicant or a participant, we also need to know how your disability affects you. We use this information to make sure you get the supports you need.

We take your privacy seriously. When we talk about privacy, we mean that we make sure we protect your personal information. We're committed to keeping your information safe.

When we talk about your information, we mean the things (including facts or opinions) about you, or which could identify you, that:¹

- you have told us
- others have told us about you (for example, your plan nominee)
- we have recorded about you, your plan, or your business with us.

The information we hold about you or someone else is called personal information² and is protected Agency information.³

We keep a record of our conversations with you. We keep copies of most documents or papers you give us.

Who do we hold information about?

When we say ‘you,’ we mostly mean a participant or an applicant. But we also mean anyone we hold information about. For example, we might hold information about you if you’re:

- a family member, carer, nominee or child representative of a participant or applicant to the National Disability Insurance Scheme (NDIS)
- a service provider
- a person who works for us.

When we say ‘us,’ ‘we’ or ‘our staff,’ we mean:

- National Disability Insurance Agency (NDIA) staff
- [National Contact Centre staff](#)
- [NDIA Board](#) members
- NDIA contractors and organisations that do work for us
- [local area coordinators](#)
- [early childhood partners.](#)

How do we keep your information safe?

We store your information on our secure computer systems.

When we use email in our work, we’ll only use our NDIS email addresses. This includes when we send or receive your information.

We won’t look at the information we have about you, or tell anyone about it, unless we have to. We can only give other people information about you under very special situations. Find out more about [when we give your information to other people](#).

Learn more about privacy on the [Office of the Australian Information Commissioner website](#).

How do we check your identity?

Checking your identity is one of the ways we protect your privacy.

We ask for [evidence of identity documents](#) and information the first time you contact us. We use these documents to complete identity confirmation. As part of this process, we will conduct a face-to-identity check to confirm you are the person on the identity documents.

We need to verify the evidence of identity documents that you give us. We use the Document Verification Service (DVS) to do this. We will ask for your consent to use the DVS.

We also ask for evidence of identity of your child representative or your nominee as well.

Each time you visit us, or contact us by phone or online, we'll ask you some questions to check we're speaking to the right person. This is known as a security check or proof of record ownership. This is how we keep your information safe and private. We must not give your information to the wrong person, or someone pretending to be you.

If you [change your legal name](#), we will ask you for evidence of your name change. We'll need to confirm your identity for your new legal name. We'll do this by asking for a [linking document](#) such as a Change of Name Certificate.

Why do we ask you for information?

If you're a participant or applying to the NDIS, we will ask for evidence of identity and other information. This includes:

- your legal name, contact details, date of birth and age
- evidence of Australian citizenship or Australian residency status
- information and evidence about your health or disability
- the legal name, address and contact details of your guardian or nominee
- your [Centrelink Customer Reference Number \(CRN\)](#) if you consent to this
- bank account details if you'd like to self-manage your NDIS funding
- details of any supports you get now.

We ask you, your child representative, nominee, or authorised representative for this information. We need it to help us to:

- decide [if you're eligible](#) for the National Disability Insurance Scheme (NDIS)
- check your identity
- [create your plan](#)
- decide what supports we should fund for you
- [reassess your plan](#)

- do other NDIS related business, such as [report on the NDIS](#)
- work on any [feedback or complaints](#) you make.

Sometimes we will need to ask your service providers or family for this information. Learn more about [who we can ask for your information](#).

How will we ask you for your information?

When we ask you, or your nominee or your child representative, for your personal information, it could be:

- in person, for example in your planning meeting
- over the phone
- by post
- by email or other electronic communication, such as a video conference
- in the [Access Request Form](#) when applying to become a participant of the NDIS
- in the [Supporting Evidence Form](#) when requesting home and living supports.

When we ask for your information, we'll let you know:

- why we're collecting it
- if we need to give it to another person or organisation
- what it will mean if you don't give us the information
- how to make a complaint if you're not happy with our service, and how we deal with complaints.

How much of your personal information will we need?

We only ask for as much personal information as we need to do our job. For example, if you're a participant or an applicant, we'll only ask for the information we need.

This might be to check that you're eligible to join the NDIS, or to create, or review your plan.

When we check your identity, we'll record the type of document and keep a copy.

If you or someone else gives us information that isn't relevant or needed, we might not record it.

This means if we don't need a copy of a full document, we might:

- write down only the information we need from a document
- only copy the pages we need from a document

- blank out the parts of the document we don't need when we copy it.

For example, we might ask for a report from your doctor about your support needs. If you give us a long report with other information we don't need, we'll just copy the pages about your support needs.

Do you have to give us the information we ask for?

Most of the time, you can choose how much information you want to give us. But if you don't give us information we need, or let us get information about you from others, it might mean we:

- can't decide if you can become a participant
- can't make other decisions, or it will take longer to make decisions
- can't approve your plan
- can't confirm your identity to support you
- don't have enough information to decide if your supports meet the [NDIS funding criteria](#)
- can't do NDIS related matters with you, if you are a provider or community partner, for example.

When do participants need to give us information?

If you're a participant or an applicant, sometimes the law says you must give us some types of information.

You must give us this information if we have reason to believe you have it, and we ask you to provide it.

The information we need includes how you are using your supports⁴, and if you:⁵

- correctly use plan funds⁶
- shouldn't have got NDIS funding, because you or someone else gave us wrong or misleading information⁷
- get any other disability or early intervention supports outside the NDIS⁸
- get supports or funds from a statutory compensation scheme, or a care or support scheme.⁹ The government sets up a statutory scheme. For example, a state or territory statutory compensation scheme may be for workers' compensation or transport accidents
- change your legal name.

If we ask for this information, we'll write to you to let you know:¹⁰

- what information you need to give us¹¹
- how you can give it to us¹²
- when you need to give it to us¹³ – we'll tell you at least **14 days** before.¹⁴

Sometimes another law may apply, which means you don't have to give us the information we ask for.¹⁵

If you think this may be the case, you should let us know. Or you can ask a person who supports you, such as your support coordinator, or a family member. You can also ask a professional, such as a lawyer if you'd like to. They will tell you if you need to give us this information.

There are times you might need to give us information without us asking. This includes a change in your circumstances that might affect your:

- NDIS eligibility
- plan.¹⁶

You'll need to tell us as soon as the change has happened or is likely to happen.¹⁷

You can tell us about these changes using the [change of details or change of situation form](#). You can tell us on the NDIS website, by phone, or by visiting your local NDIA office.

You'll also need to tell us as soon as you change your legal name. You can update your pronouns and information about your gender as well, if you would like. This is so we can give you a respectful and affirming experience.

You can tell us this information using the [Form: Update your name, pronouns, and information about your gender](#). You can tell us on the NDIS website, by phone, or visit your local NDIA office. Learn more about [Updating your name, pronouns and information about your gender](#).

What if you owe us money?

In rare situations, you might owe us money.

This happens if you've received or used funding you weren't supposed to.¹⁸ For example, you might owe us money if you:

- were paid by accident from a mistake or computer error¹⁹
- incorrectly use funds²⁰. – learn more about using [your plan](#)
- or someone else gave us wrong information, so we shouldn't have paid the funds.²¹

We may also be owed money if a payment is made after a participant dies.²² For example, payments to a bank account may have continued after the death of a participant, such as periodic transport payments or other funding. Or a service provider was not notified of the death in time and continued to claim payment. Learn more in [what to do when someone dies](#) on the NDIS website.

If you owe us money, you might need to:

- give us information about your financial situation, like a bank statement²³
- tell us within **14 days** if you move house or change your postal address²⁴

We might need someone else to give us information about your financial situation.²⁵ We might also need them to give us information that could help us contact you. For example, if you changed your address or phone number.²⁶

If we ask you for this information, we'll write to you to let you know:²⁷

- what information you need to give us²⁸
- how you can give it to us²⁹
- when you need to give it to us³⁰ – we'll tell you at least **14 days** before³¹
- what could happen if you don't give us the information.

We might also need to meet with you, your child representative or nominee to ask questions about your financial situation.³² If so, we'll let you know in writing when and where you need to meet us. This will be at least **14 days** after we write to you.³³

It can be against the law not to give us this information if we ask,³⁴ unless there is a certain reason not to give it to us.³⁵ For example, you might have a reasonable excuse if this information might make you look guilty of a crime.³⁶

The law has penalties if you don't respond when we ask you for this information unless a legal exception applies.³⁷

What if you update your name, pronouns or information about your gender?

If you update your name, pronouns or information about your gender, you can let us know when you speak to us or you can use the [Update you name, pronouns, and information about your gender form](#).

What if you update your legal name?

If you update your legal name, you will need to let us know. We'll ask for evidence of your updated name. We will do this so that we can check you are who you say you are. We call

this confirming your identity. We must confirm your identity for your new legal name, and we will ask you for a [linking document](#).

What if you have a preferred name that is different from your legal name?

At any time, you can tell us your preferred name. This is even if you aren't changing your legal name. We need to know what name you use, so that we can be respectful to you and use your preferred name when we speak with you.

It is important to know there are times when we will still use your legal name. We will use your legal name when we:

- confirm your identity
- complete a security check to make sure we are speaking with the right person

We'll do our best to make sure your preferred name is printed on your plan and any letters that we send you. If you've received a plan or letter using your legal name, please let our staff know so we can make sure this mistake doesn't happen again.

What if you update information about your gender or pronouns?

We'll update information about your gender or pronouns in our records if requested. We'll make sure we treat you with respect and dignity. We will use your correct pronouns and gender when we speak with you.

If you ask us to update your name, pronouns, or information about your gender, we must respond within **30 days**³⁸.

These updates will not impact your eligibility for the NDIS or your NDIS plan.

To learn more about updating your name, pronouns or information about your gender check out our [Fact sheet - Updating your name, pronouns and information about your gender](#).

Do we need your consent to ask other people for your information?

We sometimes need to get your personal information from other people. For example, we might need to ask a healthcare service or residential care facility for your information.

We won't do this without your agreement, [unless one of a few exceptions applies](#). When you, your child representative or nominee agree for us to ask other people for your information, we call this consent.

If you give us consent, it can mean we create your new plan sooner. Or it can help us to make sure your plan includes the support you need.

How can you give us consent?

You, your child representative, or nominee can tell us in writing, in person or over the phone that you consent. We can accept consent both written and verbal with the use of a translation service. If you tell us in person or on the phone, we'll write it down to record your consent.

To give us your consent to share your information, you can use our [consent form](#). But you don't have to use the form if you provide the information we need.

If you consent for us to ask other people for information, we'll check you:

- understand what you're agreeing to and why
- know which people or organisations we'll talk to or share your information with
- are not under pressure from anyone to give consent
- understand what information you consent for us to get from other people.

You can choose how long you consent for us to ask other people for information. For example, you can choose to consent for just one time only, or for any time we need to ask for information in future.

You can also take away your consent at any time. You can let us know by post, email, in person, over the phone or web chat that you no longer consent.

When do other people need to give us information about participants by law?

The law says that sometimes other people must give us certain information about participants, or applicants, when we request it. If we do need to ask for certain information and the law applies,³⁹ we don't need your consent.

This means that other people will need to give us this information we need about you. This is if we ask for it and have good reason to believe they have the information.

If we ask someone else for this information about you, we'll let them know in writing:⁴⁰

- what information they need to give us⁴¹
- how they can give it to us⁴²
- when they need to give it to us⁴³ – we'll tell them at least **14 days** before.⁴⁴

We may also ask the person to meet with us and answer questions about your information.⁴⁵ We'll write to them at least **14 days** before⁴⁶ to let them know when and where to meet us.

It can be against the law if they don't give us the information we ask for. Unless they have a reasonable excuse not to give it to us.⁴⁷ For example, they might have a reasonable excuse if this information might make them look guilty of a crime.

There are legal penalties if they don't respond when we ask them for this information.⁴⁸

What information may other people need to give us about participants when required by law?

The information we might need from other people could include what they know about:⁴⁹

- if you're eligible for the NDIS, or you're still eligible⁵⁰
- if another person is allowed to make decisions for you⁵¹
- information to help us create or review your plan⁵²
- how you're using your supports⁵³
- if you correctly use plan funds⁵⁴
- if you get any other disability supports outside the NDIS⁵⁵
- our [statutory functions](#), including things that help us make decisions or do our job as a government Agency⁵⁶
- if you get supports or funds from a statutory compensation scheme, or a care or support scheme.⁵⁷ The government sets up a statutory scheme. For example, a state or territory statutory compensation scheme may be for workers' compensation or transport accidents.

What do we do with your information?

Once we have your information we'll record it in our system as soon as possible. This keeps your information secure.

We'll make sure your information is accurate, up to date and complete. We'll record relevant information to us or for a decision we make.

We can only record, use or give your information to other people as part of our job. Either with your consent or [if the law says that we can or must do so](#).

When do our staff use your information?

We use your information when we need it to do our job.⁵⁸ This will help you get the supports you need for your disability. We'll only access your information if we need to.

For example, if you call us just to check your address is up to date, we'll do a security check to make sure we're talking to the right person, and then only look at your address. We won't look at any other personal information.

We try to avoid staff working with you if they know you personally. This is because it might mean they have a conflict of interest.

Sometimes we can't avoid conflicts of interest, for example if you live in a small town. If we can't avoid it, we'll make sure we work with you just like we work with everyone else.

Sometimes, we also collect and use information about you to help us:⁵⁹

- research about the NDIS
- check how the NDIS is going, such as in our [quarterly reports](#)
- make NDIS policies.

This can help us understand how people use the NDIS, so we can continue to make it better for you and other participants. When we use your information for research and policy, we remove details that might identify you. We won't include your name or anything that says who you are when we publish research externally.

We have a policy about what information we will share, and how we make decisions about releasing that information. Learn more about our [Public Data Sharing Policy](#).

When do we give your information to other people?

Sometimes we have to give your information to other people. We only give out your information if there's a good reason to, or you want us to, and the law allows us to. For example, to help you get the supports you need.

We take steps to keep your information secure, even after we give it to other people.

When we give out your information, we'll keep a record of this. We'll note what information we gave out when we gave it out and why. We'll also note who we gave your information to.

In very rare situations, we may use the services of an organisation overseas to store your information electronically. If so, we'll let you know which country it may be stored in.

We may give your information to:

- [your nominee, child representative, guardian, or other authorised representative](#).
- [other people when you ask us to](#)
- [other government agencies](#)
- [other people if it's in the public interest to give this information when requested](#)
- [other people if there's a threat to your or someone else's health or safety](#).

Can we give your information to your nominee or child representative?

Yes. We can give your child representative or nominee any information we have about you.⁶⁰ We do this so they can help you as a participant. A nominee is someone who makes

decisions for you that relate to your support from the NDIS. Learn more about [nominees](#) and [child representatives](#).

What if you want us to give your information to other people?

We can give your personal information to other people if you agree or ask us to.⁶¹ For example, you, your child representative, or nominee might want us to give your information to a provider. We could discuss your needs with the provider to help us decide if your supports are reasonable and necessary.

When we give your information to other people, they need to follow the same rules as we do. They also can't use or give out your information outside these rules.⁶²

When you agree for us to share your information, we call this consent.

If you don't consent for us to give your information to other people, we'll only give out your information if it's allowed or required under the law. This may happen for some of the reasons described below.

When might we give your information to other government bodies?

Sometimes we need to give your information to other government bodies. We only do this either with your consent or where this is allowed by law.⁶³

For example, we might need to give your information to your state or territory government as part of the in-kind program.

If we do this, we'll record what information we gave to the government body, and why.⁶⁴

When do we share your information in the public interest?

Sometimes, we might need to give out your information to someone else if it's in the public interest.⁶⁵ This may happen if sharing your personal information would be for the common good.

Some of the reasons for this could be:

- to help enforce laws, or stop something that could waste government money⁶⁶
- to give authorities information about a crime or threat against our staff, or about an incident at our offices⁶⁷
- to correct a mistake that affects our reputation.⁶⁸ For example, there might be a news story about your experience with us that isn't true
- to let a [government minister](#) know about something⁶⁹
- if you're missing, or if you die⁷⁰
- if there's an issue about child welfare.⁷¹

We only give out this information to people and agencies who have a genuine and legitimate interest in the information. This means the person or agency actually needs to know the information, and needs it for a good reason.⁷²

For example, a child protection agency may ask us for information about a child participant, to make sure the child is being cared for properly. We would only give out the information the child protection agency needs for this purpose. We wouldn't give out the other personal information we hold about that child.

We only give out your information in the public interest if the person can't find the information from anyone else but us.⁷³

What if there's a threat to health or safety?

We may need to give out your information if there are reasonable grounds to believe that there's a risk to life, health, or safety.⁷⁴ This might be to your health and safety, or to someone else's. We'll only do this if, based on what we know, giving out your information could stop or reduce this threat.

For example, we might need to give your information to emergency services or other authorities. This might be if we find out you:

- are at risk of harm, abuse or neglect
- are being physically or emotionally threatened by someone
- made a threat to someone else, including our staff.

This might also be if we find out you, or someone else you're involved with, may be:

- not safe, or your life may be in danger
- being harmed, abused or neglected
- harming, abusing or neglecting others.

What happens if we don't follow these rules when we deal with your information?

We take your privacy seriously. All our staff are trained in managing your personal information and need to always follow these rules.

There can be serious consequences for people who don't follow these rules when they handle protected Agency information. This includes when they:

- access your information⁷⁵
- use your information, or give it to other people⁷⁶

- offer to give your information to someone else.⁷⁷

People who don't follow the rules could lose their job. They could also get a large fine or go to prison for up to 2 years.

It might also be a criminal offence for other people to ask us for your personal information, when they're not allowed to know.⁷⁸

We also have policies for how we respond when we find out that someone's privacy has been lost or broken. This is called a breach. For more information about privacy breaches and how we respond, check out our [Privacy Policy](#).

What happens if there's a notifiable data breach?

We also need to follow the Notifiable Data Breaches scheme. This means we have to follow certain steps if:⁷⁹

- we lose your personal information, or someone uses your information when they're not allowed to
- this is likely to cause serious harm to you, or someone else affected by it
- we couldn't stop this harm.

If this happens, we'll:

- make sure your information doesn't get shared further
- investigate and work out what happened
- tell you, and anyone else affected by the breach
- report it to the Office of the Australian Information Commissioner.

Find out more about the Notifiable Data Breaches scheme on the [Office of the Australian Information Commissioner website](#).

Can we remove or delete your information?

We keep your information so we can access it again if needed. This means we have all the information we need to assess your eligibility and create your plan. And you don't need to repeat the same information.

The law says we can't delete your information.⁸⁰ For example, we can't delete information from your application form to become a participant, even if you ask us to.

But you can always give us new information, for example to tell us one of your documents is wrong. Learn more [about what happens if your information is wrong, outdated, or incomplete](#).

We need to keep your information even if you [leave the NDIS](#).

What if you need extra privacy protections (restricted access)?

We already have controls in place to protect your information. There are some situations where your records may need more privacy protection than usual. We call this restricted access. It means only a limited number of staff with special permissions can access your information.

You, your representative, your nominee, or a child representative can ask for restricted access at any time. You must meet [one of the requirements](#).

Who needs restricted access?

We can approve restricted access if one of these applies to you:

- you're a prominent public figure, for example, a politician, judge, high profile sports person, media personality or actor
- you're an immediate family member of a prominent public figure
- you're an NDIA employee, NDIA contractor, NDIS National Contact Centre staff member, NDIA Board member, local area coordinator or early childhood partner
- you're an immediate family member of an NDIA employee, contractor or other staff member, board member, local area coordinator or early childhood partner
- you're under police protection
- you're under an active legal order, for example, your address is protected due to family violence.

When we say immediate family member, we mean a:

- husband or wife
- ex-husband or ex-wife
- de facto partner or former de facto partner
- child, parent, grandparent, grandchild, or sibling
- child, parent, grandparent, grandchild or sibling of a spouse or de facto partner
- step-relatives, such as stepparents and stepchildren
- adopted immediate family member.

Why would you get restricted access?

We take your privacy seriously and want to keep all personal information safe. Learn more about [what we normally do with your information](#). If you want extra privacy protection, and you meet [the requirements](#), you can apply for restricted access.

In very limited situations, you might still need restricted access even if [the requirements](#) don't apply to you. We'll look at your situation when we decide whether to give you restricted access or not.

How do you get restricted access?

You can ask for restricted access at any time using our [request for extra privacy protections \(restricted access\) form](#). Or, you can [contact us](#) and ask for restricted access in person or over the phone.

We'll write to you with our decision within **14 days** of your request.

How we protect your privacy when you have restricted access?

If we approve your request, you'll get a My NDIS Contact who has special access to your NDIS records. You can ask us for your My NDIS Contact to be from a different area than your own. We'll write to tell you who your My NDIS Contact will be. They will be responsible for most of your contact with us. They'll work with you on anything about your plan.

There are a limited number of staff in other parts of the NDIA that also have this special access. So they can help with other requests. For example, to arrange a payment or manage a complaint. This includes staff at our National Contact Centre. You can call our contact centre, and someone will be able to help you.

Your service providers won't be able to view your information unless you want them to. You can do this by sharing your plan with them using the [my NDIS portal](#). This is the same way those without restricted access share their plans.

We'll make sure anyone you deal with at the NDIS doesn't have a conflict of interest working with you. For example, we make sure they don't know you directly.

Can we remove restricted access?

We'll remove your restricted access if you ask us to. You can ask for this at any time.

We may remove your restricted access if you no longer meet the requirements. For example, you might not be an NDIA employee anymore.

After we remove restricted access, any of our staff can see your record if they need to for their work. We'll still protect your privacy and information in the normal way.

Can you ask for a review of a restricted access decision?

No. Restricted access is not a reviewable decision. Learn more about [what decisions you can review](#).

If you're not happy with our decision, you can discuss it with us. You can also [make a complaint](#).

Can you ask for the information we keep about you?

Yes. In most cases, you'll be able to get any information we hold about you.

We recommend to check the my NDIS portal first. This will have the basic information we hold about you.

Learn more about the [my NDIS portal](#).

If you can't find the information you're looking for in the my NDIS portal, you can request it through our [Participant Information Access process](#).

How can you get more of your information (Participant Information Access)?

Participant Information Access is a quick and easy way for you to get most of the information we hold about you, including:

- your application to the NDIS
- your current or previous NDIS plan
- medical and other documents that you've given us.

You, your nominee, or child representative can use Participant Information Access to ask for your information. Some other people can make a request on your behalf. For example, someone who helped you apply for the NDIS, or someone you give consent to, can ask on your behalf.

If we can give you the information, we'll do it as soon as possible. In most cases within **14 days**, and we'll always give it to you within **28 days**.

There is no cost to make a request.

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

What information can't we give you?

Sometimes we can't give you all the information we hold about you. This might be because it contains personal information about other people or giving it to you might put someone else at risk.

We'll tell you the reasons why we can't give you the information. We'll also let you know if you can request it through [Freedom of Information](#).

How do you make a Freedom of Information request?

You can also make a [Freedom of Information](#) request for information we hold, including your personal information.

If your request is for your personal information, you might like to make a request through Participant Information Access first. This is often quicker and easier than making a Freedom of Information request.

If your request is for other information, such as about our policies or processes, we will:

- try to give you access outside of the formal Freedom of Information process wherever we can
- help you make your Freedom of Information request, including to help narrow your request if it's too large or vague
- keep in contact with you, especially if there's any delay in making a decision
- process all requests as soon as we can
- clearly explain our decisions.

It's a good idea to [contact us](#) first, to see if we can give you information directly. You may not need to make a Freedom of Information request.

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

What if your information is wrong, outdated, or incomplete?

If you believe the information we hold about you is wrong, outdated, incomplete, irrelevant, or misleading. Then you can [contact us](#) to correct it. If we don't agree to change our records, we'll write to you to tell you why.

You can also ask if we can let other organisations or government agencies know about any changes to your information.

What if you're not happy with our response?

You can always give us feedback or make a complaint about the service we've given you. This includes if you think we haven't followed these rules about your privacy and information. You can contact the Privacy team by email privacy@ndis.gov.au with any specific privacy concerns or complaints. Or for more information check out [feedback and complaints](#).

If you have questions about your request for information, you can contact our Participant Information Access team by email information.access@ndis.gov.au or our Freedom of Information by email foi@ndis.gov.au.

If you're not happy with how we've looked into your information, you can also make a complaint to the Office of the Australian Information Commissioner.

They're separate to us and can investigate complaints about your privacy and information. It's best to talk to us first before you contact them. This is because they might ask us to look into it further before they investigate the complaint.

Check out the [Office of the Australian Information Commissioner website](#) for more information.

Reference list

- ¹ Privacy Act 1988 s 6.
- ² Privacy Act 1988 s 6.
- ³ NDIS Act s 9.
- ⁴ NDIS Act s 53(2)(a).
- ⁵ NDIS Act s 53(1).
- ⁶ NDIS Act ss 53(2)(b), (d).
- ⁷ NDIS Act s 53(2)(c).
- ⁸ NDIS Act s 53(2)(e)(ii).
- ⁹ NDIS Act s 53(2)(e)(i).
- ¹⁰ NDIS Act s 54(1).
- ¹¹ NDIS Act s 54(2)(a).
- ¹² NDIS Act s 54(2)(b),(d).
- ¹³ NDIS Act s 54(2)(c).
- ¹⁴ NDIS Act s 54(3).
- ¹⁵ NDIS Act ss 58-59.
- ¹⁶ NDIS Act s 51(1).
- ¹⁷ NDIS Act s 51(2).
- ¹⁸ NDIS Act s 182(1).
- ¹⁹ NDIS Act s 182(2)(a).
- ²⁰ NDIS Act s 182(2)(b)(i).
- ²¹ NDIS Act s 182(2)(b)(ii).
- ²² NDIS Act s 182(2)(c).
- ²³ NDIS Act ss 186(a)-(b).
- ²⁴ NDIS Act s 186(c).
- ²⁵ NDIS Act s 187(b).
- ²⁶ NDIS Act s 187(a).
- ²⁷ NDIS Act s 188(1).
- ²⁸ NDIS Act s 188(2)(a).
- ²⁹ NDIS Act ss 188(2)(b), (d).
- ³⁰ NDIS Act s 188(2)(c).
- ³¹ NDIS Act s 188(3).
- ³² NDIS Act s 188(4).
- ³³ NDIS Act s 188(5).
- ³⁴ NDIS Act s 189(1).
- ³⁵ NDIS Act s 189(2).
- ³⁶ NDIS Act s 189(3).
- ³⁷ NDIS Act s 189.
- ³⁸ Australian Government Guidelines on the Recognition of Sex and Gender s 23, cl 13.5(a)(i) of Schedule 1 to the Privacy Act 1988 (Cth)
- ³⁹ NDIS Act s 55 (1)
- ⁴⁰ NDIS Act s 56(1).
- ⁴¹ NDIS Act s 56(2)(a).
- ⁴² NDIS Act ss 56(2)(b),(d).
- ⁴³ NDIS Act s 56(2)(c).
- ⁴⁴ NDIS Act s 56(3).
- ⁴⁵ NDIS Act s 56(4).
- ⁴⁶ NDIS Act ss 56(1), 56(5)
- ⁴⁷ NDIS Act s 57.
- ⁴⁸ NDIS Act s 57(1).
- ⁴⁹ NDIS Act s 55(1).

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- ⁵⁰ NDIS Act ss 55(2)(a)-(b).
⁵¹ NDIS Act s 55(2)(c).
⁵² NDIS Act s 55(2)(d).
⁵³ NDIS Act ss 55(2)(e).
⁵⁴ NDIS Act ss 55(2)(f)-(g).
⁵⁵ NDIS Act s 55(2)(h)(ii).
⁵⁶ NDIS Act ss 55(2)(k); 118.
⁵⁷ NDIS Act s 55(2)(h)(i).
⁵⁸ NDIS Act s 60(1).
⁵⁹ NDIS Act s 60(3).
⁶⁰ NDIS Act ss 66(3), 74(1).
⁶¹ NDIS Act s 60(2)(d)(iii).
⁶² NDIS Act ss 62, 42.
⁶³ NDIS Act s 66.
⁶⁴ NDIS (Protection and Disclosure of Information) Rules r 5.5.
⁶⁵ NDIS Act s 66(1)(a).
⁶⁶ NDIS (Protection and Disclosure of Information) Rules r 4.6(a).
⁶⁷ NDIS (Protection and Disclosure of Information) Rules r 4.6(b).
⁶⁸ NDIS (Protection and Disclosure of Information) Rules r 4.7.
⁶⁹ NDIS (Protection and Disclosure of Information) Rules r 4.8.
⁷⁰ NDIS (Protection and Disclosure of Information) Rules r 4.9.
⁷¹ NDIS (Protection and Disclosure of Information) Rules rr 4.10-4.11.
⁷² NDIS (Protection and Disclosure of Information) Rules rr 4.3(b), 4.4.
⁷³ NDIS (Protection and Disclosure of Information) Rules r 4.3(a).
⁷⁴ NDIS Act s 60(2)(e).
⁷⁵ NDIS Act s 61.
⁷⁶ NDIS Act s 62.
⁷⁷ NDIS Act s 64.
⁷⁸ NDIS Act s 63.
⁷⁹ Privacy Act 1988 (Cth) pt IIIC.
⁸⁰ Archives Act 1983 (Cth) s 24.