

# my NDIS Participant Portal

## Terms and Conditions

### Using the my NDIS Portal

1. This information is about using my NDIS portal to communicate with the National Disability Insurance Agency (NDIA).
2. Using my NDIS portal is voluntary. You can also get in touch with us at <https://www.ndis.gov.au/contact>.
3. If you decide to use my NDIS portal you agree to these Terms.

### What we expect of you

1. There are some rules about using my NDIS portal.
2. The rules are based on the laws that apply in the Australian Capital Territory.
3. Sometimes, we might need to change the rules. If we do that, they will be updated here.
4. The rules are:
5. you can't do anything illegal on my NDIS portal
6. you can't damage my NDIS portal on purpose
7. you can't send us anything that could harm my NDIS portal. This includes files, documents and any other material that can be sent electronically
8. you must have a person's permission before you provide or access information on my NDIS portal about that person. If you don't, you may be committing an offence which carries a penalty of up to two year's imprisonment or a fine of $21,600, or both
9. the information that you provide on my NDIS portal must be true; and
10. you cannot use our intellectual property.
11. If you don't follow the rules, we can stop you from using my NDIS portal.

### What you can expect of us

1. We will do our best to make sure that my NDIS portal is working well, but we are not responsible for any problems you experience if my NDIS portal is not working.
2. We will also do our best to make sure that we keep any information about you safe.
3. We will collect, use, disclose and store any information about you in accordance with our [Privacy Policy](https://www.ndis.gov.au/about-us/policies/privacy), the Privacy Notice provided to you when you registered to use the my NDIS portal and the rules contained in the National Disability Insurance Scheme Act 2013 (Cth).
4. We may use the information that you provide on my NDIS portal to assess your eligibility for access to NDIS supports and services.
5. We may, from time-to-time, monitor and review the information that you provide on my NDIS portal for the purposes of ensuring my NDIS portal is working as it should, to investigate complaints or possible misuse of my NDIS portal, and to investigate your entitlement to NDIS supports and services.
6. We will do everything we can to keep my NDIS portal free of computer viruses or other problems, but we are not responsible for any problems that you experience with my NDIS portal.
7. We suggest you use things like a firewall and virus protection software to protect your computer. We also suggest that you keep these things up to date. If they are out of date, they don't work as well.
8. My NDIS portal links to other websites. These include websites for other government departments, or websites belonging to other people or companies. We can't control the way these websites work. This means that, if you link to another website from my NDIS portal, we are not responsible for any problems that occur. And if we link to another website, this does not mean that we agree with the information on that website.
9. Other government agencies involved in the delivery of my NDIS portal are responsible for the security of information on their systems. We can't control the way these systems are protected. This means we are not responsible for any problems that occur.
10. We may change, repair or close my NDIS portal.

### Who can use my NDIS portal?

1. You can only use my NDIS portal if
2. you are an [NDIS Participant](https://www.ndis.gov.au/participants) and you have a my NDIS portal account
3. you are an NDIS Participant's Child Representative and you have created a linked my NDIS portal account; or
4. you are an NDIS Participant's Nominee and you have created a linked my NDIS portal account.
5. You must use your own credentials to log in to the my NDIS portal. If you are an NDIS Participant's Child Representative or Nominee, you must not use that NDIS Participant's credentials to log in to the my NDIS portal.

### Contact

a. You can contact us at:

* 1. by email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
  2. by post: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601
  3. by phone: [1800 800 110](tel:1800800110)
  4. by website: [www.ndis.gov.au/contact](https://ndisgovau.sharepoint.com/sites/GM-AAD-3Ps-ParticipantsPlatformsProcessInitiative/Shared%20Documents/Work%20In%20Progress/Comms%20WIP/www.ndis.gov.au/contact)