

Understanding consent

This fact sheet will explain:

- what consent is
- what you can give consent for
- how you can give consent
- how you can change or take away consent.

What is consent?

Consent is a record of the permission you have given.

If you're 18 or older, you have the right to make decisions about how you work with us. That's why we need a record of your consent before we share your information with anyone else or let someone else do things for you.

If you have a [child representative](#) or a [nominee](#), they can give consent for you. But they still need to support you to be involved in the decisions they make.

For more information, read [Our Guideline – Your privacy and information](#) on the NDIS website.

What can you give consent for?

There are two types of consent you can give:

- consent for the NDIA to share your information
- consent for a third party to act on your behalf.

Consent for the NDIA to share your information

We need your consent to share your information or ask for information about you.

For example, you might give us consent to:

- let someone talk to us about you or receive letters for you
- ask your treating professionals for information about you
- use the Document Verification Service to check your identity
- use your Centrelink information to check your age and residence when you apply
- let your plan manager, support coordinator or recovery coach see the parts of your plan they support you with.

Consent for a third party to act on your behalf

We need your consent to let someone else do things for you. This could be a provider, friend, support coordinator or plan manager.

For example, you might tell us you give someone consent so they can:

- ask us to do things for you, like asking for a [review of a decision](#)
- make administrative changes for you, like updating your contact details.

When you give someone consent to do things for you, this will also give them consent to see or share any information they need to make the request.

A person you've given consent to, can support you to make decisions, but they can't make decisions for you.

There are some decisions you can't give someone else consent for. We'll let you know if it's something you, your plan nominee or a child representative must do. For example, you can't give consent to someone else to ask for a plan reassessment on your behalf.

To learn more about who can ask for a plan reassessment, go to [Our Guideline – Plan reassessments](#).

How do you give consent?

You can give consent by using the [consent for your NDIS information form](#) on the NDIS website. Or you can [contact us](#) to give your consent over the phone, in person, in writing, or the way you want to communicate.

You get to decide the specific consent you give. We'll make sure we understand:

- what information you want to share, or what you want someone to do for you
- how long you want to give consent for. This can be one time only, until a set date, or ongoing until you take away your consent.

Every time you give consent, we check to make sure your consent is:

- **informed:** you have information to help you understand consent
- **voluntary:** you choose to give consent because you want to, not because you feel pressured
- **current and specific:** you choose how long you want it to last and what it gives people permission to do
- **understood and communicated:** you have let others know this through written, verbal or other ways.

Checking who you have given consent to

You can [contact us](#) to check the consent you've given.

We keep a record of everyone you've given consent to on our computer system. This includes details about the consent you've given them, and when the consent starts and ends.

We also keep a record of what information you've consented to be shared with third parties, what information we have shared, and who we've shared it with.

If you want to change or take away consent

You can change or take away your consent at any time. This includes if you want to:

- change who has consent
- change how long you want consent to last
- change what types of consent you've given
- take away consent and do things by yourself.

You can [contact us](#) in person, by phone or email to change or take away your consent.

For more information about consent, visit [ndis.gov.au](https://www.ndis.gov.au).

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels

[Facebook](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: relayservice.gov.au