



## Participant Portal Terms and Conditions

### 1. Using the my NDIS portal and the myplace portal

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

### 2. What we expect of you

- a. There are some rules about using the my NDIS portal and myplace portal.
- b. The rules are based on the laws that apply in the Australian Capital Territory.
- c. Sometimes, we might need to change the rules. If we do that, they will be updated here.
- d. The rules are:
  - i. you can't do anything illegal on the my NDIS portal or myplace portal
  - ii. you can't damage the my NDIS portal or myplace portal on purpose
  - iii. you can't send us anything that could harm the my NDIS portal or the myplace portal. This includes files, documents and any other material that can be sent electronically
  - iv. you must have a person's permission before you provide or access information on the my NDIS portal or myplace 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
  - v. the information that you provide on the my NDIS portal and myplace portal must be true; and
  - vi. you cannot use our intellectual property.
- e. If you don't follow the rules, we can stop you from using my NDIS portal.

### 3. What you can expect of us

- a. We will do our best to make sure that the my NDIS portal and the myplace portal is working well, but we are not responsible for any problems you experience if the my NDIS portal or the myplace portal is not working.
- b. We will also do our best to make sure that we keep any information about you safe.
- c. We will collect, use, disclose and store any information about you in accordance with our [Privacy Policy](#), the Privacy Notice that is provided to you when you register to use the my NDIS portal and myplaceportal and the rules contained in the National Disability Insurance Scheme Act 2013 (Cth).
- d. We will do everything we can to keep the my NDIS portal and the myplace portal free of computer viruses or other problems, but we are not responsible for any problems that you experience with my NDIS portal.
- e. 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.
- f. The my NDIS portal and the myplace 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 the my NDIS portal or the myplace 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.
- g. Other government agencies involved in the delivery of the my NDIS portal and the myplace 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.
- h. We may change, repair or close the my NDIS portal and/or the myplace portal.

### 4. Who can use the my NDIS portal and the myplace portal?

- a. You can only use the my NDIS portal and/or the myplace portal if
  - i. you are a [NDIS Participant](#) and you have a my NDIS portal or myplace portal account
  - ii. you are a NDIS Participant's Child Representative and you have created a linked my NDIS portal account or myplace portal account; or
  - iii. you are an NDIS Participant's Nominee and you have created a linked my NDIS portal account or myplace portal account.

- b. You must use your own credentials to log in to the my NDIS portal and the myplace 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 and the myplace portal.

## 5. Contact

- a. You can contact us at:
  - i. GPO Box 700, Canberra, ACT 2601
  - ii. [1800 800 110](tel:1800800110)
  - iii. [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
  - iv. <https://www.ndis.gov.au/contact>