On this page:

Step 1: Decide who can access your plan
Step 2: Give consent to share your plan
Step 3: When we have your consent

Step 1: Decide who can access your plan

You need to tell us you have given permission to share your plan before we can share your information,

You also need to give us permission if you would like a provider to do things on your behalf. For example, a plan manager paying for your NDIS supports on your behalf.

We call this giving consent.

Who you share your plan with is up to you

You have choice and control over the information and permissions you share with your providers.

Your providers can access the parts of your plan they support you with when you share your plan with them.

You can give your consent for different providers to see different parts of your plan.

Basic information you can share

The basic information you can share includes your:

- name
- date of birth
- gender
- contact details
- plan length, start and end date
- nominee information
- information about their role as your provider.

Choosing what different providers access

A plan manager, support coordinator, recovery coach or a my provider will be able to see your basic information, when you give them consent.

If you have a plan manager

Giving consent to a plan manager means they'll will be able to access your plan's:

- funded supports and budget information
- goals
- self-managed and NDIA-managed supports, if available
- the option to add, extend and end their plan-manager relationship with you.

If you have a support coordinator or recovery coach

You can choose to give consent for a support coordinator or recovery coach to see more information in your 'About me' section and your plan's:

- funded supports and budget information
- goals
- community and mainstream supports.

If you have recorded my providers

You can also give consent for your my providers to see the active goals in your plan.

Step 2: Give consent to share your plan

Option 1: Use the participant portals

You can use the participant portals to tell us who you give consent to.

Using the myplace participant portal

You can click on 'Share my plan'. This lets you share parts of your plan with any providers you have active service bookings with.

Using the my NDIS participant portal

Use the ‘relationships’ tab to add, update or check the consent you give your providers.

You can also approve requests from your providers to access parts of your plan in the portal, under the ‘requests to share’ tab.

Option 2: Tell us who you give consent to

You can tell us who you give consent to by:

- talking to your my NDIS contact
- calling the National Contact Centre on 1800 800 110
- letting us know during your plan meeting, plan implementation meeting or check-in
- completing the NDIS consent form.

Learn more about how to give consent.

Information we need about your provider

Your provider may be a business with multiple staff, so we need to know the contact person at that provider business you would like to give your consent to.

We record this person’s details as who you have given your consent to.

Step 3: When we have your consent

We’ll record the consent you’ve given

We record everyone you’ve given consent to.

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

We’ll always check with you before sharing any information

We'll always check you have given consent before we share your plan or any of your information with a provider.

Your provider will have access to the information you consented to

We'll share the information you gave consent for your provider to access with them.

Your provider will be able to access this information in the provider portals.

You can check what information your providers can access in your participant portal.

You can change who you share your plan with

You can change or take away your consent to share information with providers at any time.

This includes if you want to change:

- how long your consent lasts
- what type of information you've consented to share
- what things you've consented for a provider to do for you.

You can change your consent in the participant portals or by contacting us at any time.

Related information

What is consent

How to give consent

How to use the participant portals

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