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What consent is

When you give consent, you're letting someone do something for you.

You can make decisions about how you work with us if you're over the age of 18. This means we need to ask for consent before we do things that affect you.

You can choose if you want to give consent to someone when it comes to:

- information we keep about you
- who can do things on your behalf.

You may have someone who can give consent on your behalf and help you have your say about your decisions. This person is called a nominee.

You may have someone who makes decisions on your behalf if you're under the age of 18. This person is called a child representative. They may be your parent or legal guardian.

What consent is for

We need your consent before we can do anything with your information or let someone make decisions for you.

Why we need consent

There are rules about how we share your information under the NDIS laws and the Privacy Act 1988.

We need to protect your personal information. This is so people can't get your information if you don't want them to.

We can share your information with third parties if the law says we can, in some circumstances.

Tip: We still need to confirm who we're speaking with even if you give someone consent.

Giving consent doesn't replace the required checks to confirm we're speaking with the right person before discussing or updating personal or protected information. These checks help protect your information and make sure it's only shared with authorised people.

Learn more about what information we can share.

What consent is like

When we need consent

Consent to share information

We ask you for your consent before we:

- share your information with anyone
- ask someone for information about you
- share your NDIS plan with anyone.

You can give another person consent to:

- talk to us on your behalf
- get letters with information about you.

Consent to make decisions

We ask you for your consent before we let someone:

- do things on your behalf
- ask us to do things on your behalf.

You can give another person consent to:

- make requests about you on your behalf
- update your information.

Giving consent

You can give consent by:

- completing a written consent form
- submitting a request through our service hub
- visiting an office in person.

Learn more about how to give consent.

> **Tip: You can give consent for someone to talk to us on your behalf when you call us.**
>
> This consent will only be for that call. We'll always check your identity when you call us or when we call you.
>
> You need to give us written consent if you'd like someone to speak to us on your behalf ongoing or for a set period.

Understanding your consent

We'll make sure you understand what you agree to and are giving consent because you want to.

We'll make sure you choose:

- what you're giving consent for
- how long you're giving consent for.

Who you can give consent to

You can give consent to anyone you want to share your information with, or make decisions on your behalf. This could include:

- nominees
- child representatives
- third parties.

You can also give consent to providers.

Learn more about how to share your plan with a provider.

We record everyone you give consent to, including:

- what you give them consent for
- how long the consent lasts for.

We also record:

- what information you give us consent for
- what information we have shared
- who we've shared it with.

When you want to change your consent

You can change your consent at any time.

This includes:

- who you give consent to
- how long your consent will last
- what you give consent for
- taking away consent and doing things for yourself.

You can let us know by:

- talking to your my NDIS contact
- calling us on 1800 800 110
- submitting your request through our service hub
- visiting an office in person.

This page current as of
25 August 2026