On this page:

Step 1: Understand consent
Step 2: Choose how you give consent
Easy Read

Step 1: Understand consent

Consent for us to share your information

This could be consent to:

- let someone talk to us about you or receive letters for you
- ask your health professionals for information about you
- use the document verification service to check your identity
- use your Centrelink information to check your age and residency
- let others access parts of your plan.

Learn more about what information we can share.

Consent for someone else to do things for you

This could be consent to let someone:

- ask for changes to your plan
- update personal details in your plan
- update your bank account details
- ask us to look again at a decision we've made
- make requests for NDIS supports.

Who you want to give consent to

You can decide who you want to give consent to.

This could include a:

- plan manager
- NDIS partner
- third party organisation

- person helping you, like a family member or support worker.

A third party organisation is another business or individual who provides services to you, like translation services or another provider.

You decide how long you want to give consent for

For example, you can:

- give consent for one time only
- choose a date for your consent to end
- give ongoing consent, until you decide to take it back.

Step 2: Choose how you give consent

There are 2 ways you can give consent:

Option 1: Written consent

You can give us written consent by:

- submitting your request through our service hub
- visiting an office in person.

Option 2: Consent form

You can download and fill out the consent for your NDIS information form:

- Consent for your NDIS information form (PDF 589KB)
- Consent for your NDIS information form (DOCX 87KB)

You can return your consent form by:

- emailing it to NAT@ndis.gov.au if you're an applicant
- submitting it to our service hub if you're a participant
- mailing it to NDIA, GPO Box 700, Canberra ACT 2601
- visiting an office.

Easy Read

Download understanding consent in Easy Read:

- Understanding consent (PDF 5MB)
- Understanding consent (DOCX 66KB)

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