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This page provides you with a number of ways to access documents and information that we hold. The fastest ways to access documents are at the top of the page.

myplace portal

You can get your personal information straight away through the NDIS participant portal which is called myplace. It's a secure way for you to view the information we hold when it suits you. Your current NDIS plan is stored on your myplace.

If you need help to set-up your access to myplace, you can contact us.

Read more about myplace.

National Contact Centre

You can contact our National Contact Centre to get copies of letters that have already been sent to you. This includes your access decision letter and planning letters. The National Contact Centre accepts calls, emails and live webchats.

Read more about the National Contact Centre.

Explanation of decision letters

If you don’t understand why we made an access, planning or internal review decision, you can ask the staff member to write an explanation of decision letter. This letter will explain the reasons for their decision in more details. The staff member who made the decision can call you to explain it over the phone.

To ask for an explanation of decision letter, you can email enquiries@ndis.gov.au or contact us.

Participant Information Access (PIA)

You can get certain information we hold about you through our Participant Information Access (PIA) scheme. NDIS participants and their authorised representatives can request documents through the PIA online webform. The webform lists all the documents we can release through PIA. If you can’t use the webform, you can email PIA team or call the National Contact Centre to get help to make a request.

Read more about Participant Information Access.

Compensation matters

If you are a lawyer or an insurer involved in a participant’s compensation matter, you can contact us. If you can demonstrate you have the authority to act on behalf of the participant, the Compensation team can share certain documents with you.

Subpoenas and summons

The NDIS Act does not generally allow the NDIA to comply with a subpoena, summons or other coercive notice from a court or tribunal, except in limited circumstances.

If you want to issue a subpoena or a summons, please contact us first.

Information Publication Scheme

We publish a wide range of information about the NDIA on our website. This includes our organisational structure, information about senior staff, and all our monthly, quarterly and annual reports. Our reports include data and statistics about NDIS participants and our decisions.

This is called our Information Publication Scheme.

Operating Guidelines

We publish all our operating guidelines on our website. Our guidelines explain what information we consider when we make decisions under the National Disability Insurance Scheme (NDIS). These guidelines are based on the NDIS Legislation and Rules.

Read more about our our guidelines.

Data and Research

We regularly publish data about participants, NDIS funding and disabilities on our Data and Research website. Anyone can download the datasets or use the interactive dashboard.

In some circumstances, we can release data to external organisations, governments and individuals for the purpose of non-proprietary research.

Read more on our Data and Research website.

Sharing information with third parties

We sometimes receive requests for information about participants, prospective participants and providers from third parties like state and territory government agencies.

We can only release information about participants, prospective participants and providers when permitted by law, and usually with the consent of the person the information is about.

In some limited circumstances, permitted by law, we may disclose information about participants, prospective participants and providers to third parties without the consent of the person the information is about. For example, when the request is made for the purpose of law enforcement or child welfare.

All requests are considered by the NDIA on a case-by-case basis.

For more details, visit Sharing participant information about participants, prospective participants and providers with third parties.

Freedom of Information (FOI)

You can request any document that the NDIA holds under FOI (including your personal information). It may take 30 days to receive documents through FOI. But if you want to access a large number of documents or complex documents, it could take 60 to 90 days.

To make a request through FOI, you need to give us enough details about the documents you wish to access. We cannot search for documents if the wording you have used in your request

is vague or non-specific. If you want help to make a clear FOI request, please contact our FOI team.

While you can ask for your personal information under FOI, we encourage you to first make a request through Participant Information Access (PIA). This is often easier and simpler than making an FOI request.

Read more about Freedom of Information.

Our Guideline

Our Your Privacy and Information Guideline outlines the information handling obligations that apply to all people connected with the NDIS.

It also provides guidance on how we collect, record, use and disclose protected Agency information, as well as the information handling considerations in situations where there is a serious threat to life, health or safety.

Download our guideline on your privacy and information:

- Your privacy and information (PDF 313KB)
- Your privacy and information (DOCX 95KB)

See also:

- Privacy Policy
- Privacy Policy Easy Read

Consent forms

We won’t share your information unless we have your consent, except where required by law. If you want to provide consent, you can do so using a consent form.

For more details about the consent form, and how it is used, see the Consent form page. To find out more about how the NDIA shares information with state and territory agencies, see the Sharing participant information page.

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