



# What is consent?

## How we can collect and share your information

Easy Read version



**ndis**

[ndis.gov.au](https://www.ndis.gov.au)

## How to use this guide



The National Disability Insurance Agency (NDIA) wrote this guide. When you see the word 'we', it means the NDIA.



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

**Bold**

We wrote some words in **bold**.

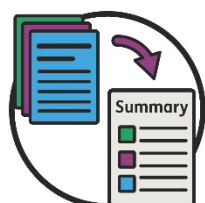
Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 15.



This Easy Read guide is a summary of a fact sheet.



You can find the fact sheet on our website.

[www.ndis.gov.au/improvements](http://www.ndis.gov.au/improvements)



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

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## What is consent?



When you're 18 or older, you can make your own decisions about:

- NDIS support you get
- information we keep about you.



This means we need to ask for your **consent**.

When you give consent, you say it is ok for someone to do something.



For example, you can give us consent to ask your doctor for information about you.

Before we can do this:



- you need to give us consent



- we need to record your consent in our computer system.

## What can you give consent for?

We'll ask for your consent before we:



- share your information with anyone



- ask someone for information about you.



This includes asking for your consent before we share your plan with anyone.



We'll ask for your consent before we use our system to check your **identity documents**.



Identity documents:

- show who you are
- have your personal information on them.

For example, a driver's licence or a Medicare card.



We'll also ask for your consent to use Centrelink information about you to prove your:

- age
- address.



You can choose to give another person consent to help you with the NDIS.

For example, that person can:



- talk to the NDIA on your behalf



- get letters about you



- do things on your behalf, like ask us to check your plan.



This person can also support you to make your own decisions.



But they can't make decisions for you.

## How do you give consent?



You can give consent by filling out an NDIS consent form.



You can find the form on the NDIS website.

[www.ndis.gov.au/about-us/policies/access-information/consent-forms](http://www.ndis.gov.au/about-us/policies/access-information/consent-forms)



You can also call us.

**1800 800 110**



You can write to us.

**GPO Box 700**

**Canberra**

**ACT 2601**



Or you can tell us in-person.

You can talk to your:

- local area coordinator (LAC)
- early childhood partner.





Or you can visit an NDIS office in your area.

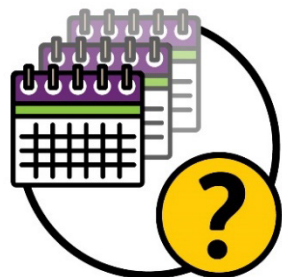


When you give us consent, we'll make sure you understand what you are agreeing to.



We'll make sure you are giving consent because you want to.

Not because you feel like you have to.



We'll make sure you choose:

- how long the consent will last
- what exactly you are giving consent for.



We'll also make sure you:

- let other people know what you gave consent for
- tell them in a way that suits you.



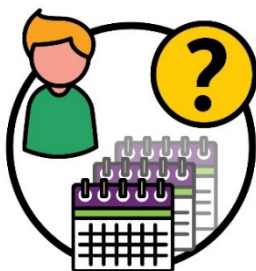
We'll check these things every time you give consent.

## Checking who you've given consent to



We keep a record of everyone you've given consent to in our computer system.

This includes:



- anyone connected to your account
- the type of consent you've given them
- how long the consent lasts for.

We also keep a record of what information you've given us consent to share with other:



- people



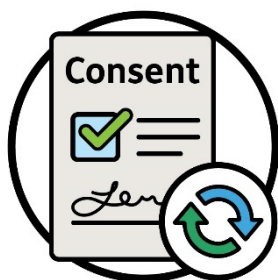
- organisations.



This includes:

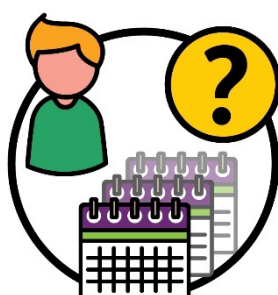
- what information we've shared
- who we've shared it with.

## Changing and taking away consent



You can change your consent at any time.

This includes changing:



- who you've given consent to
- how long your consent will last
- the types of consent you've given.



You can also take away consent and do things by yourself.



You can contact us to change or take away consent.

## More information

For more information about this guide, please contact us.



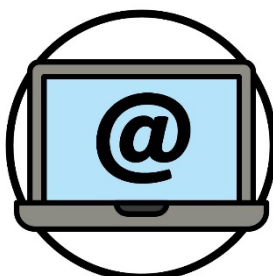
You can visit our website.

[www.ndis.gov.au/contact](http://www.ndis.gov.au/contact)



You can call us.

**1800 800 110**



You can email us.

[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



Follow us on Facebook.

[www.facebook.com/NDISAus](http://www.facebook.com/NDISAus)



Follow us on Twitter.

**@NDIS**

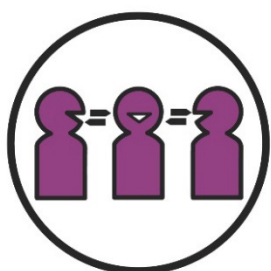
## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

[www.ndis.gov.au](http://www.ndis.gov.au)

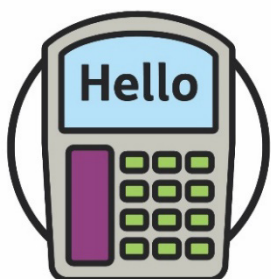
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

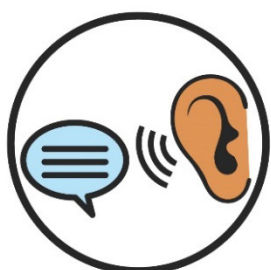
**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.relayservice.gov.au](http://www.relayservice.gov.au)

## Word list

This list explains what the **bold** words in this document mean.



### **Consent**

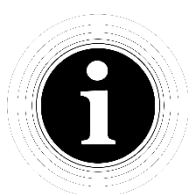
When you give consent, you say it is ok for someone to do something.



### **Identity documents**

Identity documents:

- show who you are
- have your personal information on them.



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