

On this page:

[For participants' representatives](#)

[For legal practitioners](#)

[For compensation payers and insurers](#)

For participants' representatives

If you believe the participant(s) who you represent may be impacted by the compensation provisions, please contact us on 1800 800 110 or send an email to the Compensation Recoveries Branch at compensation@ndis.gov.au.

Please note you will be required to demonstrate you have authority to act on behalf of the participant. If you cannot demonstrate that you have authority to act on behalf of the participant then we will be unable to disclose any information to you.

If you have authority to act on behalf of the participant, we may ask you for information about the participant's compensation claim. We will also seek your consent to collect information from third parties on the participant's behalf.

For legal practitioners

If your client(s) may be impacted by the compensation provisions, please review the Compensation Operational Guideline.

If your query or concern is not answered by the information provided in the Compensation Operational Guideline or elsewhere on our website, you may send an email to the Compensation Recoveries Branch of the NDIA at compensation@ndis.gov.au.

Please note we are not able to provide you with protected information about the participant unless we have received a valid consent.

For compensation payers and insurers

If you are a compensation payer or insurer, or the legal representative of a compensation payer or insurer, and you believe the NDIA may have an interest in a claim, please send an email to the Compensation Recoveries Branch of the NDIA at compensation@ndis.gov.au.

If you have received a Preliminary Notice or a Recovery Notice and would like more information, please see [Recovery from compensation payers and insurers](#).

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