

# NDIS Factsheet: Tasmania Test Participant Experience Survey

This document relates to testing the new NDIS computer system and processes in Tasmania.

## Why am I being surveyed?

In Tasmania we are testing a new computer system and processes to help us deliver a nationally consistent experience for NDIS participants.

Testing in Tasmania means we can learn from the experience, collect feedback from participants, providers, NDIA staff, local area coordinators and early childhood partners and the community.

This is important to help us make sure our system and processes are delivering the best experience for participants and people with a disability.

Surveying people involved in the Tasmanian test is one way we are collecting feedback.

From late January 2023, you will be offered the option to be surveyed about your experience with the NDIS in Tasmania as you go through the steps of your NDIS journey. This includes when you first connect with the NDIS, if you are seeking early supports for a child, applying to the NDIS and using your NDIS plan.

## How will I complete the survey?

Your myNDIS contact will talk to you about the surveys when you meet with them throughout your NDIS journey. You can let your myNDIS contact know how you would like to be contacted to do the survey.

The independent organisation called Australian Healthcare Associates (AHA) will then contact you to do the survey. AHA also carry out our national Participant Satisfaction Surveys.

AHA will send you an email or SMS or call you to do the survey.

The email and SMS from AHA will include a link to the survey, which is hosted by Qualtrics.

If you prefer to do the survey by phone, AHA will call you from one of these numbers: 1300 218 928 or 0488 856 436.

The survey will only take about 5 minutes to complete.

If you have any concerns about the identity of the caller or their purpose, ask for their name, number and type of survey. You can verify this information by calling our National Contact Centre on 1800 800 110.

## What will be done with my survey responses?

The surveys are one way we can hear directly from people with disability and participants about their experience with the improved processes we are testing in Tasmania.

Feedback received will be included in our evaluation of the Tasmanian test.

Your feedback will help us make sure that we get our test right, and we are ready to roll out our new computer system and improvements across Australia.

## Your experience in Tasmania

You can talk to us about your experience with the NDIS in Tasmania at any time. Find out how to contact us on our website at [www.ndis.gov.au/contact](http://www.ndis.gov.au/contact)

You can also share your feedback at: [transition.engagement@ndis.gov.au](mailto:transition.engagement@ndis.gov.au)

To help improve the process, we may contact you to ask about your experience.