8 August 2019

Participants, their families and carers may be contacted to participate in a survey during August, September and October 2019.

The NDIA will use survey results to help identify the types of supports that lead to good outcomes for participants and to improve the NDIS.

This survey will be conducted by Australian Healthcare Associates (AHA) on behalf of the NDIA and will take about 30 minutes to complete.

Participants selected to take part in the survey will receive a phone call, SMS or email from the NDIA, their Local Area Coordinator or the AHA before being asked to take part in the survey.

Parents will usually be asked to complete the survey on behalf of their child.

AHA may also ask to talk to a family member, if possible, and may ask them to complete a separate survey.

The NDIA is committed to listening to participants, their families and carers to constantly improve the NDIS.

If you have any doubt about the identity of the caller or their purpose, ask for their name and number and verify this by contacting the NDIA directly on 1800 800 110.

Find out more about the data the NDIS collects in the Data and Insights section.

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