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We'd like to hear from you about the changes we're making to ensure the NDIS is simpler, faster, fairer and more flexible. You can have your say on how we deliver these improvements so that they work for everyone.

## Open consultations

Your feedback is important to us.

## Reform for outcomes

The Australian Government has outlined reforms to the NDIS that will deliver better outcomes for people with disability, and in the process, help secure the ongoing sustainability of the Scheme.

To support these reforms, the Government announced an investment of \$724.4 million over 4 years to lift the NDIA's capability, capacity and systems to better support participants.

We are working closely with people with disability and representatives from the disability community to co-design 6 key initiatives which will ensure that the NDIS delivers better outcomes for participants.

These initiatives are focused on:

- Addressing [workforce capability](#) to improve the consistency of access and planning decisions. This includes increasing the number of specialised planners.
- Processes to support participants around [better planning](#) to manage their funding.
- Implement a lifetime planning approach so plans are more transparent and [enable flexibility](#) for life events.
- Improve the consistency of supported independent living decisions.
- Help participants understand and access [evidenced-based](#) supports.
- Support staff to detect, respond to, and reduce [provider fraud](#) and non-compliance.

## Consultation summaries

- [Home and Living](#)
- [Support for Decision Making](#)
- [Interventions for children on the autism spectrum](#)

Visit the [We listened](#) page for more information and reports on past NDIS consultations.

## Consultation submissions

To successfully deliver and improve the NDIS, we need the input, expertise and advice of participants, their families and carers, providers, the disability sector and community.

Releasing the feedback we have received is part of our ongoing commitment to NDIS participants, providers and the disability sector for greater transparency.

See the [Consultation submissions](#) page to find individual and organisations submissions we have received.

## When we contact you

From time to time, the NDIA may contact participants, providers and stakeholders through phone calls, SMS, emails, letters or other accessible formats to seek feedback on their experience with the Scheme.

Check the list below to see what outreach the NDIA is doing. If you are contacted by the NDIA in relation to your plan, the caller will always explain who they are and confirm your identity over the phone.

If you're worried the call is a scam, you can visit Scamwatch.

## Calling about your plan during coronavirus (COVID-19)

There may be a range of reasons the NDIA or a Local Area Coordinator is contacting you at the moment.

[Find out more](#)

## Participant Satisfaction Survey

We contact participants or their nominees by phone, email or SMS to take part in the quarterly survey about their recent NDIS experience during access, pre-planning, planning, or plan reassessment.

[Participant Satisfaction Survey](#)

## **Long Form Outcomes Framework survey**

We collect information on how participants, their families and carers are progressing in different areas of their lives.

[Read more about the survey](#)

## **Tasmanian Participant Experience Surveys**

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.

[Find out more](#)

## **Opportunities to get involved**

### **Participant First: Help shape the NDIS**

Participant First is looking for participants, families, carers and people within the disability community to share their views about the best ways to improve how we work. Receive a weekly invitation to provide feedback, including completing surveys, joining focus groups or taking part in interviews.

Some feedback opportunities are paid.

[Get involved](#)

## **Events**

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Whether in person or online, you are welcome to attend our information events and have a chat. We have NDIA engagement teams in each state and territory who will share the latest Scheme news and seek your views.

[Attend an event \(External website\)](#)

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