6 September 2018

During September some NDIS Participants may be contacted to participate in a survey about their NDIS experience during access, pre-planning, planning or plan review.

The NDIA is committed to listening to participants and their families, and will use this feedback to improve our service.

The phone survey will be conducted by our National Contact Centre and will take about 5 minutes to complete.

Parents may be asked to complete the survey on behalf of their child. Participants can nominate a person to respond on their behalf.

Participants who prefer not to do their survey by phone will be offered a link to an online version.

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.

For more information contact the NDIA Call Centre on 1800 800 110.

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