Have your say: Participants asked to share their experience during COVID-19 response

22 June 2020

The NDIA is encouraging NDIS participants to take part in a new University of Melbourne survey about the changes we made to the NDIS in response to COVID-19.

The survey gives participants, their families and carers a chance to share their experience of interacting with the NDIA and using the NDIS during the COVID-19 pandemic.

The survey will also help us to understand how NDIS participants have found using telehealth to access allied health services.

Over March, April and May 2020, we made a number of changes to the way the NDIS works to ensure participants could continue to access services and supports.

During the pandemic, many participants accessed allied health services using telehealth appointments held over the phone or internet.

This survey is part of a research project that will help the NDIS understand your experience as a participant during COVID-19. By taking part in the research, you will help us improve the NDIS.

Share your thoughts and complete the survey today. You can access the survey on the University of Melbourne website .

The survey will take about 15-25 minutes to complete. You can ask someone you trust, like a family member, friend or support worker, to help you complete the survey.

You can complete the survey on your computer, smartphone, or tablet. The survey is screen-reader friendly.

The survey is voluntary and anonymous. Your responses will not be shared with anyone outside the research team. Completing the survey is not related to the NDIS planning process, and it won’t have any impact on your NDIS plan, funding or services.

By taking part in the research, you will help us improve the NDIS. The results of the survey will help us make decisions about:

- Continuing to offer phone or video planning meetings.
- How we do plan reviews.
- How we respond to significant changes in a participants’ circumstances.

The findings will be written in a report for the NDIA. They will also be published in academic journals. Only group data will be included, and individual participants will not be identifiable.

The research is funded by the Melbourne Disability Institute at the University of Melbourne and the NDIA. The research has ethical approval from the Central Human Research Ethics Committee (CHREC) at the University of Melbourne.

If you have any doubt about the survey or its purpose, you can verify this by contacting the NDIA directly on 1800 800 110.

Learn more about the NDIA's research work.

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