31 August 2020

Participants, their families and carers may receive a phone call or SMS to participate in a survey from 1 September to 27 November 2020.

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.

Australian Healthcare Associates (AHA) will conduct this survey on behalf of the NDIA. The survey will take about 30 minutes to complete.

Parents may 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, as the NDIA also surveys and reports on outcomes for family and carers.

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

AHA will be calling from one of these numbers: 1300 355 142 or 0488 855 790

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

Information about the Long Form Outcomes Framework Survey is available on the Have your say page.

Find out more about the data the NDIS collects in the Reports and analyses section of the NDIS Data and Insights website.

Related articles

Measuring outcomes for people with disability

Date
8 August 2019

Annual Participant Survey Begins

Date
13 September 2021

Category

- News

Annual Participant Survey Begins

Date
22 September 2023
Read more news