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## Your feedback can help improve the NDIS

We are working to deliver a better experience for our participants. We know the best way to do this is to listen to people with lived experience of disability and first-hand experience of the NDIS.

That's what Participant First is all about.

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.

You don't have to take up any of these invitations if you don't want to – you can just keep an eye on how we are working with participants.

Your feedback is confidential and not added to your official NDIS participant record.

If you change your mind, you can unsubscribe at any time.

We are looking for a mix of participants, families and carers who have different levels of experience with the NDIS.

[Join Participant First today](#) . For more details, contact [participant.engagement@ndis.gov.au](mailto:participant.engagement@ndis.gov.au).

[Transcript for 'Join Participant First '](#)

## What Participant First members have told us

### Asherly's story

Asherly, from Victoria cares for her four children who are all NDIS participants.

Asherly explains her Participant First experience, “I got to review the Early Childhood Pathway... They listened to us and changed it, so that was fantastic.”

There’s a lot of benefit in this type of consultation, in terms of connecting with other people and listening to similar experiences, and realizing you are not alone even when your experience is unique...”

... and it’s powerful to see how many voices can make change happen.”

## **Gavin’s story**

Gavin, from South Australia is an NDIS participant and disability advocate. Gavin, who has an intellectual disability and is hard of hearing, has been involved in several workshops, focus groups and surveys.

“I remember when I had a Participant First meeting, and there were maybe 15 people in a room (before COVID-19). I said, ‘this is electrifying, this is powerful’. I felt like we were really making a difference.”

He says his role in advising the NDIA has boosted his confidence, both in himself and the Scheme. “I’ve been involved in quite a number of surveys and I always get good feedback and it really makes me feel like I’ve been heard,” he said.

[Read Gavin’s full story.](#)

## **Eileen’s story**

Eileen, cares for her father, Shui Yung , who became an NDIS participant after a stroke.

Eileen shares her Participant First experience, “At 25, and being a relatively young carer of a family member with disability, I think I was able to contribute from an experienced point of view and offer different perspectives.”

## **Participant Engagement Panel**

The Participant Engagement Panel is a new way for participants to have a say, particularly those from traditionally harder to reach communities.

The Participant Engagement Panel will help us hear a diverse range of views from people with lived experience of disability, through its strong networks and community connections.

The 28 suppliers on the panel will provide engagement services for Scheme improvement projects.

They have experience working with harder to reach communities, such as:

- Aboriginal and Torres Strait Islanders
- people from Culturally and Linguistically Diverse backgrounds
- remote and very remote communities
- participants with intellectual and cognitive disabilities
- participants who require complex support requirements (including young people living in aged care facilities)
- participants living in group homes or Supported Independent Living (SIL)-type arrangements.

The suppliers on the Participant Engagement Panel are:

- Aboriginal Family Support Services
- ACT Disability, Aged and Carer Advocacy Service
- Advocacy WA
- ARTD Consultants
- Bastion Insights
- Campfire Co-operative
- Carers Australia
- Children and Young People with Disability Australia
- Community Living Association
- Down Syndrome Australia
- Faster Horses
- Hunter Primary Care
- Inclusion Australia
- Independent Living Assessment
- Julia Farr Association - Purple Orange
- Keogh Bay
- Mind Australia
- National Ethnic Disability Alliance
- NSW Council for Intellectual Disability
- Orima Research
- Paraplegic and Quadriplegic Association of South Australia
- Physical Disability Australia
- Queenslanders with Disability Network
- Social Futures
- Spinal Cord Injuries Australia
- The Social Deck

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- University of Adelaide
  - Whereto Research.

For more details, contact [participant.engagement@ndis.gov.au](mailto:participant.engagement@ndis.gov.au).

Read about more [ways we engage with participants, the disability sector and the community](#).

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