

The NDIA regularly collects information on participants' views of their interactions with the Agency. Australian Healthcare Associates (AHA) will collect this information on behalf of the NDIA from September 2020.

We will be contacting participants or their nominees by phone, email or SMS to take part in the survey about their recent NDIS experience during:

- Access
- Pre-planning
- Planning, or
- Plan reassessment.

Families and carers of participants will also be asked about their experiences. The NDIA is committed to listening to participants and their families and carers, and will use this feedback to improve its services.

AHA may ask parents to complete the participant survey on behalf of their child, as well as the family/carer survey. Participants can nominate a person to respond on their behalf.

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

AHA will be calling from one of these numbers: 1300 218 928 or 0488 856 436.

If you have any concerns 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.

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