15 September 2020

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 or SMS to take part in the survey about their recent NDIS experience during:

- Access
- Pre-planning
- Planning
- Plan review.

The survey will take about 5 minutes to complete. 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.

The information collected through the survey helps the NDIA to improve the experience for all participants and their families and carers, and results are included in our Quarterly Reports.

AHA may ask parents to complete the participant satisfaction 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 their 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 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.
More information about the participant satisfaction survey is also available on the Have your say page.

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