22 September 2023

The annual Long Form Outcomes Framework (LFOF) survey will take place from 18 September to 8 December 2023.

About the survey

The LFOF survey is used to measure how NDIS participants and their families and carers are progressing in different areas of their lives.

Collecting this information helps the NDIA understand what types of supports lead to good outcomes.

This information helps improve the delivery of the NDIS.

The NDIA also uses this data to benchmark the experiences of participants against the experiences of people without disability in Australia and in other Organisation for Economic Co-operation and Development (OECD) countries.

The LFOF survey complements the NDIA's Short Form Outcomes Framework (SFOF) survey that all participants complete as part of the planning process.

Although there are similarities between the survey questions (LFOF and SFOF), the LFOF Outcomes survey has more questions.

This helps the NDIA to gather more detailed information about the experiences of participants, families and carers.

If you would like to read reports about the findings of the Outcomes surveys, please visit the Outcomes and goals page .

How the survey is done

We are working with Australian Healthcare Associates (AHA) to conduct these surveys with about 11,000 participants, families and carers.

People will be contacted via phone, SMS or email. The survey takes about 30 minutes to complete.

AHA will ask parents or carers to complete the survey on behalf of a child if the child is under 18 years.

AHA may also ask a participant if they can talk to a family member or carer, if available, and may ask these people to complete a separate survey.

AHA will be calling from this number: 1300 355 142.

AHA will send text messages from this number: 0488 855 790.

AHA email addresses are of the form: firstname.lastname@ahaconsulting.com.au

If participants, families or carers have any doubt about the identity of the person contacting them or their purpose, they can ask them for their name, phone number and the type of survey they are doing and then verify this by contacting the NDIA on 1800 800 110 before they do the survey.

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