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The Participant Satisfaction Survey (PSS) is one of the ways we hear from prospective participants, participants, families and carers about how we can improve their experience of interacting with the National Disability Insurance Agency (NDIA).

We use the survey to collect feedback on people's experience interacting with the NDIA and its Partner organisations.

This includes people connecting through community connections and early supports and people seeking access to the NDIS, as well as participants who have had a plan approval or plan implementation meeting, or a plan reassessment check-in.

Families and carers will also be asked about their experiences.

Australian Healthcare Associates (AHA) collects this information for the NDIA.

AHA will contact participants or their nominees by phone, email or SMS to take part in the survey.

They may ask you questions like:

- Was the information you received easy to understand?
- Were your circumstances and needs considered?
- Were you included in decisions that were made?
- Were decisions and outcomes explained to you?

The NDIA is always looking at ways we can improve how we deliver services to participants and their families and carers.

We are committed to listening to participants, their families and carers and using your feedback to improve how we work with you.

The answers people share will help the NDIA understand what we're doing well, and where we need to improve.

The NDIA shares results from this survey in the [NDIS Quarterly Report](#).

Data privacy

Participation in the survey is voluntary and will not affect your NDIS funding.

You can opt out of the survey by contacting the NDIA directly on 1800 800 110 and letting them know you do not wish to be contacted about surveys.

AHA is contractually required to work in accordance with the Privacy Act and the NDIS Act when handling personal information.

Further information about the NDIA's Privacy Policy and Information Handling Guidelines are available on the [privacy page](#) of the NDIS website.

AHA's Privacy Policy is available on the AHA website and can be reviewed [here](#).

You may be invited to complete this survey, unless you tell us you do not want to be involved.

We aim to hear from as many different people as possible to make sure we have a good understanding of everyone's individual experience interacting with the NDIA.

How the NDIA collects this information

AHA will contact you using your preferred communication method.

This may be via the telephone, email or SMS. You can also choose to answer the survey questions online.

AHA calls from these telephone numbers: 1300 218 928 or 0488 856 436.

If you have any concerns about whether it is safe to answer the questions, ask for the name of the person, their contact number and what type of survey they are inviting you to complete.

You can then check this information by contacting the NDIA on 1800 800 110.

If you do not wish to be contacted to complete this survey

At the time of contacting the NDIA or partner organisation, you can let the person you're speaking with know that you do not wish to be contacted for surveys.

Your record will be updated to reflect that you have opted out and you will not be contacted to participate in surveys.

If you do not opt-out, your contact details will be included in a list that is given to AHA, the company that collects survey responses on our behalf.

Here are other ways you can let the NDIA know that you do not wish to be contacted to participate in surveys:

- Contact the NDIA on 1800 800 110 and let us know that you do not wish to be contacted about surveys
- Email the NDIA at enquiries@ndis.gov.au and let us know you do not wish to be contacted about surveys.

Who may complete a survey?

We are interested in hearing from people who have had recent contact with the NDIA so that we can understand their experience.

AHA may ask parents or carers to complete the participant survey on behalf of their child, as well as the family/carers survey.

Participants can nominate a person to respond on their behalf.

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