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We'd like to hear from you about the changes we're making to ensure the NDIS is simpler, faster, fairer and more flexible. You can have your say on how we deliver these improvements so that they work for everyone.

We're committed to working in partnership with people with disability, their families, advocates, and the broader disability community to build a stronger NDIS.

Open consultations

Your feedback is important to us.

We will post open consultations here when they are live.

Opportunities to get involved

Participant First: Help shape the NDIS

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.

[Get involved](#)

Events

Whether in person or online, you are welcome to attend our information events and have a chat. We have NDIA engagement teams in each state and territory who will share the latest Scheme news and seek your views.

[Attend an event \(External website\)](#)

When we contact you

From time to time, the NDIA may contact participants, providers and stakeholders through phone calls, SMS, emails, letters or other accessible formats to seek feedback on their experience with the Scheme.

Check the list below to see what outreach the NDIA is doing. If you are contacted by the NDIA in relation to your plan, the caller will always explain who they are and confirm your identity over the phone.

If you're worried the call is a scam, you can visit Scamwatch.

Calling about your plan during coronavirus (COVID-19)

There may be a range of reasons the NDIA or a Local Area Coordinator is contacting you at the moment.

[Find out more](#)

Participant Satisfaction Survey

We contact participants or their nominees by phone, email or SMS to take part in the quarterly survey about their recent NDIS experience during access, pre-planning, planning, or plan reassessment.

[Participant Satisfaction Survey](#)

Long Form Outcomes Framework survey

We collect information on how participants, their families and carers are progressing in different areas of their lives.

[Read more about the survey](#)

Co-designing Scheme Reforms

In June 2024, the NDIA and disability organisations from across Australia shared a [commitment to work together](#) on reforms to the NDIS.

Read more about our approach at [Co-designing Reform](#).

As part of this commitment, we set up a number of co-design working groups.

We share opportunities to get involved in these working groups on this page, under 'open consultations'.

Disability Representative and Carer Organisations (DRCOs) may also communicate opportunities to get involved in co-designing the Scheme Reforms through their own networks and channels.

Consultation summaries

- [Home and Living](#)
- [Support for Decision Making](#)
- [Interventions for children on the autism spectrum](#)

Visit the [Applying Feedback](#) page for more information about what we've heard and what we've done.

Consultation submissions

To successfully deliver and improve the NDIS, we need the input, expertise and advice of participants, their families and carers, providers, the disability sector and community.

Releasing the feedback we have received is part of our ongoing commitment to NDIS participants, providers and the disability sector for greater transparency.

See the [Consultation submissions](#) page to find individual and organisations submissions we have received.

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