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Participants are at the heart of everything we do.

We engage with participants, their families and carers, along with the disability sector, advocacy groups, providers and other stakeholders, in many ways, every day.

- [Read two engagement case studies \(DOCX 21KB\)](#).

In our [Participant Service Charter](#), we commit to being transparent, responsive, respectful, empowering and connected with participants.

We apply the [Australian Public Service Framework for Engagement and Participation](#).

The ways we engage

- The NDIA engages with participants, families, carers, the disability sector and other stakeholders through a wide range of activities.
- These activities are accessible. So, whether it's a meeting in person or online, getting information in a variety of formats, or providing written, audio or video feedback, everyone can join in.

Independent Advisory Council

The Council represents the voice of participants at the highest level. It gives independent advice to the NDIA Board on the most important issues affecting participants, carers and families.

[Find out more about the Council \(External website\)](#)

Reference groups

The NDIA has several sector reference and advisory groups.

[Read our reference group updates](#)

Participant First

The Participant First Engagement Initiative, which includes the Participant Engagement Panel, provides opportunities for participants, family members, carers and people with disability to get involved in improvement projects.

[Find out more and get involved](#)

Research and evaluation

Participants help design and evaluate our research and quality improvement projects. We also engage with the disability sector, government, research bodies and other stakeholders.

[Research and evaluation information](#)

Disability Representative and Carer Organisations Forum

The DRCO Forum brings together CEOs and senior representatives from key disability sector organisations to engage, discuss, collaborate and co-design with us on important areas of work.

Forum members take part in workshops on specific topics of interest.

Key national stakeholders

We work closely with peak disability organisations and advocacy groups. An NDIA engagement manager is assigned to each group, to keep them informed and seek their expert input.

Provider opportunities

We support market growth and development to meet current and future demand.

We talk with providers and the disability sector about policies, plans and services to meet the needs of participants.

We also communicate with providers and measure their sentiment and satisfaction with the NDIS.

Local communities

Our engagement teams connect with people in local communities across Australia.

We share information about what's happening in the Scheme and what's changing – and most importantly, we listen.

We talk to people around the country, at NDIA information and consultation meetings, disability expos, in person and online.

The feedback we gather is reported back to inform Scheme improvement projects.

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