

NDIA Participant Satisfaction Survey – guide

About the phone survey

After your recent meeting with your Local Area Coordinator (LAC), the National Disability Insurance Agency (NDIA) may contact you via a phone call to hear about your experience. During this survey, you will be asked about the support you received from your LAC. Give your honest view. Your feedback can be positive, negative or mixed.

Your choice and communication support

The phone survey is voluntary and will not affect your NDIS funding. You can ask for a question to be repeated or explained, or request an interpreter, communication support, an accessible format, extra time, or help from a trusted person if needed.

More information

Click the links below to learn about official NDIS reform updates:

- [Changes to the NDIS](#)
- [Securing the NDIS for future generations](#)
- [New way of planning](#)

If a reform affects you, the NDIA will provide information about what is changing and when. Continue using your current plan and supports unless the NDIA tells you otherwise.

At SSI, your feedback is important to us. If you have a complaint or suggestion on how we can improve our service, we want to hear from you on 1800 916 857 or via our [website](#). You can also provide feedback or a complaint through the [NDIS website](#).