



NDIS Participant Satisfaction Survey

Thank you for taking the time to provide feedback. Your responses will help us improve our services and support.

Participant Details (Optional)

1. **Name:** _____
 2. **NDIS Participant Number:** _____
 3. **Age Group:**
 - Under 18
 - 18–24
 - 25–34
 - 35–44
 - 45–54
 - 55+
 4. **Type of Services Received:**
-

Section 1: Service Delivery

Please rate the following aspects of our services.

Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How satisfied are you with the quality of services provided?	[]	[]	[]	[]	[]
How well do the services meet your needs?	[]	[]	[]	[]	[]
How accessible are the services?	[]	[]	[]	[]	[]
How respectful and supportive are staff?	[]	[]	[]	[]	[]

Section 2: Communication

Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How clear and understandable is the information provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How responsive are staff to your inquiries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you kept informed about changes or updates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Overall Experience

1. On a scale of 1–10, how likely are you to recommend our services to others?

(1 = Not Likely, 10 = Very Likely)

1 2 3 4 5 6 7 8 9 10

2. What do you like most about our services?

3. What areas could we improve?

Section 4: Additional Feedback

Please provide any additional comments or suggestions:

Consent for Follow-Up (Optional)

- I consent to being contacted to discuss my feedback further.
 - **Phone Number:** _____
 - **Email Address:** _____

Thank You

We appreciate your time and feedback. Your responses will help us continue to improve and provide high-quality services.

This survey can be completed online or in print.