

NDIS participant check-in



An NDIS participant check-in is when an NDIS representative phones you to talk about your child's NDIS Plan.

What is the purpose of the check-in?

Your NDIS participant check-in is a phone call to discuss:

- What's working and what's not working with your child's Plan
- How your child is tracking with their goals
- How the NDIS supports, and other supports, are meeting your child's needs
- What you think is the best option for their next Plan

The NDIS representative who calls you may be either:

- Your Local Area Coordinator (LAC)
- An NDIS Planner
- Participant Support Officer

What to expect during your NDIS check-in

Your NDIS check-in phone call will usually:

- Take place during the week (but can occur on weekends)
- Take place towards the end of your child's Plan (but can occur at any time)
- Come from a private number

How to get the most out of your NDIS check-in

Before the call, you can:

- Make notes on how your child's Plan is going (e.g. why a new Plan with the same supports would meet your child's needs, or why you feel a Plan variation is required)
- Talk to your Support Coordinator (if you have one)

When you receive the call, you can always:

- Ask them to call you back if it's an unsuitable time
- Ask them to call you back when you have a support person with you (e.g. an informal support, a Support Coordinator or an Advocate)
- Record the caller's name and role in case you need to get back in touch with them
- Request an interpreter or any accessibility supports if required

At the end of the call, be sure to:

- Note what action has been agreed upon during the call, and who is doing what
- Ask when you will be told of the outcome and what is going to happen next

Potential outcomes of the check-in

Determined by the NDIS, the outcome of your child's check-in will be one of two options:

1. Plan variation
2. Plan reassessment

1. Plan variation

Your child will receive a new Plan with some variations. This includes:

- A new Plan with minor changes such as changing a stated support or adding one minor item (e.g. transport when you turn 18)
- A new Plan with the same supports as before (the budget stays the same, and the Plan reassessment date changes)

If a Plan variation is the outcome of your check-in:

- No formal Plan reassessment meeting is required
- This Plan becomes your default Plan for two years' duration

2. Plan reassessment

Your child will receive a new Plan with different supports. This means:

- The entire Plan will be reviewed
- The Plan budget may increase or decrease
- A formal Plan reassessment meeting will be required
- This Plan becomes the default Plan for two years' duration

It also means you will need to provide:

- Evidence to support your requests
- Relevant allied health reports or assistive technology (AT) quotes
- A support coordination report (if support coordination was included in the previous Plan)

What if your situation has changed?

If your situation has changed you can request a Plan variation when:

- There is an error with your Plan
- You'd like to change how your Plan is managed (e.g. moving from a managed to self-managed Plan)
- You're changing a stated support
- You're experiencing a crisis, such as a parent or carer not being able to care, homelessness or a natural disaster
- You need to add AT. This is where an item of AT is already in your Plan, but you were waiting for quotes or deciding on the right option.

Fill in this form if your situation has changed.

<https://www.ndis.gov.au/participants/using-your-plan/changing-your-plan/change-circumstances#download-the-form>

The NDIS has 21 days to decide if it will complete a Plan variation for you.

Related topics

Getting ready for your child's NDIS Plan Reassessment meeting

<https://www.acd.org.au/getting-ready-for-your-childs-ndis-plan-reassessment-meeting/>

Getting good evidence for the NDIS

<https://www.acd.org.au/getting-good-evidence-for-the-ndis/>