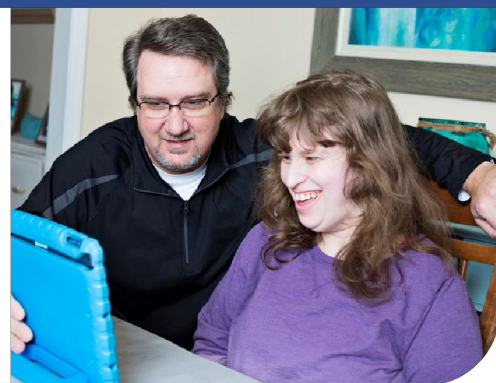


NDIS participant check-in



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](#)

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

Related topics

[How to get ready for your child's NDIS Plan reassessment meeting](#)

[Getting good evidence for the NDIS](#)