



## NDIA Participant Check-In Information Sheet

The NDIA is changing what happens when your plan is near the end date.



This is information for participants and their nominees to help understand the new NDIS process for changing or updating your plan. This process is called a **Participant Check-In**.



The Participant Check-In will happen over the phone. In the past you might have received a phone call from the NDIA to book a meeting time. Now the Participant Check-In might happen on the first call from the NDIA.



The Participant Check-In can happen on any day, or any time. Possibly early in your plan, or even on the weekend, in the morning.



You may be asked questions like, how the plan is going, if your needs have changed and if your goals are still correct.



If you are not comfortable having the Participant Check-In when the NDIA calls, you can tell them you need to do it another time when you are more prepared.



You can ask someone to support you with the Participant Check-In. This can be whoever you need, for example a Support Coordinator, Support Worker, Family Member or Friend.



When your plan reaches the end, the NDIA will use the information you gave in the Participant Check-In to decide if the plan will be extended or slightly changed with what was talked about during the phone conversation. Or the NDIA may help you arrange a full plan review if you need a lot of changes before the end date.

We want to make sure we provide this information in a way that is easy to understand. If you have any questions, please contact the P2P Plan Management team.