

# DDWA FAQ: SUPPORTS

## NDIS Check ins–

### What are they and how to respond.



#### What Are NDIS Check-ins?

You may hear that families are getting phone calls called check-ins. A check in is a call from a NDIS contact to have a conversation with you about the progress of your NDIS plan or your child's NDIS plan.

A NDIS contact can be an LAC partner (APM, Mission Australia) or Wanslea or an NDIS planner. It is a way to discuss what is working (or not) in the current plan

- A check-in can result in no change to a plan, a plan review or a plan reassessment.
- You may get a check-in call regarding an upcoming plan that is due to expire. If you do not want any changes to your plan, you need to let them know.
- If you have changes that are needed, you need to let them know.
- If you are not ready to talk about the progress of your plan, you can ask to postpone the check-in.
- You may have more than one check-in per NDIS plan.
- Sometimes the NDIA monitors spending funding (overbudgeting or underbudgeting), so you need to be aware of your spending/budgets.

#### Types of Plan Changes & Required Documents

| Change Type      | It Means What                                                                                         | What Documents Are Needed                                                                                                                                                                     |
|------------------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plan Extension   | Plan expiry date is extended with another 12 months of funding added.<br>Start date remains the same. | <ul style="list-style-type: none"><li>• No new evidence usually required</li><li>• Helpful: confirmation of ongoing supports</li><li>• Optional: updated carer impact statement</li></ul>     |
| Plan Duplication | Entirely new plan with a new start date. Same funding categories and budgets as before                | <ul style="list-style-type: none"><li>• No new evidence required</li><li>• Keep previous plan documents handy</li><li>• Optional: carer impact statement to highlight ongoing needs</li></ul> |

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|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plan Variation                                                                             | <p>Small change to current plan (e.g., address, management type). Dates usually unchanged.</p>                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Evidence supporting the change requested (e.g., proof of new address)</li> <li>• If changing management type: signed request form</li> <li>• Optional: carer impact statement</li> </ul>                                                                                                                                                                                                                                                                     |
| <p><b>Plan Reassessment</b></p> <p><i>This used to be called an annual plan review</i></p> | <p>Full review meeting with new plan issued.</p> <p>Requires evidence, progress reports, and a carer impact statement.</p> <p>Reports for a plan re assessment need to be started at least 8 months <b>before</b> the end of the plan is due.</p> <p>Costs for these reports also need to be factored.</p> <p>You will get a new plan with new start and end dates.</p> <p>You will have funding periods allocated if the plan is created after May 2025.</p> | <ul style="list-style-type: none"> <li>• Updated therapy progress reports (OT, speech, physio, psychology)</li> <li>• Any new assessments (functional capacity, behaviour, health)</li> <li>• Carer impact statement (essential)</li> <li>• Specialist/medical reports if relevant</li> <li>• School reports (IEP, transition reports)</li> <li>• Quotes for supports/services requested</li> <li>• Evidence of changes in circumstances (e.g., leaving school, moving out, new diagnosis)</li> </ul> |
| Plan Review                                                                                | <p>. There are 2 types of internal reviews.</p> <ul style="list-style-type: none"> <li>• A review of a reviewable decision (S100)</li> <li>• Change of circumstances review. (S48)</li> </ul>                                                                                                                                                                                                                                                                 | <p>To find out more about reviews go here: <a href="#">NDIS Plan Reviews: I don't agree with the NDIA's decision! Where to from here?</a></p>                                                                                                                                                                                                                                                                                                                                                         |

## **Funding Periods (New Since May 2025)**

Funding periods are new to any new NDIS plans created after May 2025.

These are periods of time that are allocated to your budgets. You can only use a certain amount of funding per funding period. A funding period could be 3 months.

## **How to Handle a Check-in**

1. Find a time that suits you – if the call is inconvenient, reschedule.
2. Be clear about what you want:
  - no changes
  - plan review
  - plan duplication,
  - plan reassessment
3. Be prepared:
  - Have your evidence/progress reports ready or give a date when they will be completed and uploaded into the portal.
  - Have a carer impact statement – this is recommended for every planning meeting/plan reassessment.
  - Remember: big changes require strong evidence (e.g., leaving school, moving out, new diagnosis).
4. Support person: You may want your Support Coordinator or another trusted person with you. If so, reschedule the call so they can join.
5. After your check-in:
  - Request an email confirming what was discussed/agreed.
  - Follow up with therapists if progress reports are outstanding.
6. Sometimes you may get a phone call from a NDIS contact if they are following up on a complaint you have made. This is not the same as a check in. This phone call would be to discuss your complaint. To make a complaint go here: [NDIS Feedback and Complaints](#)

## **Useful Links**

The NDIS fact sheet about check ins is available on the NDIS website.

[Booklets and factsheets NDIS](#)

[Supporting evidence FAQ](#)

**(This information is current - 05 September 2025)**

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