



# UNEXPECTED NDIA CALL?

## YOUR CRITICAL PLANNING CONVERSATION GUIDE



### FLIGHT PLAN

A simple step-by-step process to help you stay calm, ask the right questions, record key information and protect your voice.



This guide helps participants, families and advocates prepare for unexpected NDIA planning conversations that may affect an NDIS plan.



**KEEP CALM. PREPARE. BE HEARD. YOU'VE GOT THIS.**

1



STOP

### ESTABLISH THE CALL

- Is this a good time to talk? Yes/No.
- If No, reschedule.
- What is the planner's name and title?
- Ask for a reference number.

#### YOU CAN SAY:

"Can we arrange another time?";  
 "I'd like my support coordinator present."  
 "Can you explain today's purpose?"

2



UNDERSTAND

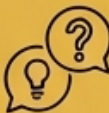
### VERIFY INFORMATION

- Confirm the participant's full name and address.
- Check the contact details on file.
- Briefly review existing goals and diagnoses.

#### YOU CAN SAY:

"Can you confirm the participant details you have?"  
 "I'll grab a pen and paper to note this down."  
 "I have the current plan in front of me."

3



PREPARE

### ASK KEY QUESTIONS

- Is this a plan review or a specific discussion?
- What decisions will be made today?
- What legislation or policy applies?
- Ask for explanations of any unfamiliar terms.

#### YOU CAN SAY:

"Can you explain the legislation you mentioned?"  
 "What decisions are being made about supports today?"  
 "Could you clarify that term for me, please?"

4



RECORD

### PRESENT EVIDENCE

- Reference recent assessments and therapist reports.
- Share specific examples of daily life and challenges.
- Highlight impact on social and economic participation.
- Stick to facts and functional impacts.

#### YOU CAN SAY:

"I have the recent OT report right here."  
 "Here are some examples of impact on daily life."  
 "This evidence shows a clear need for support."

5



ASK

### DISCUSS PROCESS & FUNDING

- Ask about the criteria for decisions.
- Clarify funding amounts and support categories.
- Review procedures for appeal if needed.
- Understand timelines for decisions and next steps.

#### YOU CAN SAY:

"Which support category will this funding be under?"  
 "What is the process for reviewing this decision?"  
 "When will the final plan details be shared?"

6



REVIEW

### AGREE ACTIONS

- Summarize main points and agreed next steps.
- Get commitment for follow-up communications.
- Request a copy of the planner's notes.
- End the call professionally and clarify contact info.

#### YOU CAN SAY:

"Could you summarize our discussion, please?"  
 "When can I expect to hear from you next?"  
 "Can I get your direct details for follow-up?"

### QUICK CAPTURE

Date: / /	Time:
Representative Name:	
Position:	
Reference Number:	
Others Present:	
Main Points Discussed:	
Evidence Discussed:	
Actions Agreed:	
Follow-up Required:	

### AFTER THE CALL

- Review your notes while still fresh.
- Contact your support coordinator or advocate if required.
- Gather any additional reports or evidence.
- Keep copies of correspondence and documents together.
- If needed, seek independent advice to help you understand your options.

You know your disability and daily life better than anyone else.

Preparation helps ensure your voice is heard and appropriate disability supports are considered.

THE PURPOSE OF THIS GUIDE is to provide a calm, structured tool to reduce stress and help you gather key information during important planning calls.



**NeuroHERO**  
 Giving neurodivergent people a voice - on their terms.