# Transcript - Tips for your phone planning meeting

[Title on screen]

Tips for your phone planning meeting.

[Voiceover]

Lots of planning meetings are done over the phone. Here are some tips to make sure that you get the most out of a phone planning meeting.

[Title on screen]

Before the phone meeting.

[Voiceover]

Complete booklet 2 - planning. If you don't have a physical copy, you can download a copy on the NDIS website.

Make sure you know when your phone appointment is and who it will be with.

Find a quiet place to have your call where you can focus. Planning meetings can take over an hour, depending on your situation.

Make sure you have your phone with you, it is charged and you're in a space with good reception.

Have any reports or assessments with you. If possible, send them to your ECEI partner, LAC or NDIA Planner before the call.

If you want a friend, family member or someone to help you with the meeting, make sure they are available and make sure that only one person talks at a time.

[Title on screen]

During the phone meeting.

[Voiceover]

It's OK to ask the person doing your planning meeting to stop, repeat or explain things. We understand that sometimes it's harder to communicate over the phone.

We need to check we are speaking to the right person, so we'll ask you proof of identity questions.

We will guide you through the planning process, but take notes and ask any questions you have along the way.

Make sure you know what the next steps are before ending the call.

[Title on screen]

After the phone meeting.

[Voiceover]

If there is anything important that you didn't let us know, you can email or call your ECEI partner, LAC or NDIA Planner on the number they gave you.