On this page:

What a plan implementation meeting is
What a plan implementation is for
What a plan implementation meeting is like

What a plan implementation meeting is

A plan implementation meeting is for you and your my NDIS contact. It's our way of helping you get started with using your NDIS plan.

We offer the meeting once your plan is approved, whether it's your first plan or not. You can decide if you want a plan implementation meeting.

What a plan implementation is for

We can explain anything that's unclear about using your plan or your NDIS supports at your plan implementation meeting.

It's usually a good idea to have a plan implementation meeting when you get your first plan or if your new plan has changes from your last plan.

We'll make a time to have this meeting within 7 days of your plan being approved, if you want to meet.

In the meeting we'll:

- talk you through using your plan
- talk you through what NDIS supports you can buy with your funding
- find providers that meet your needs and will help you work towards your goals
- show you how to use the my participant portals and my NDIS app
- answer your questions.

Giving you confidence to start using your plan

We know when a participant feels confident using their plan, they make the most of their funding.

For example, we see participants who are on their third, fourth or fifth plan using more of their funding than participants on their first or second plan.

The meeting can teach you how to:

- find and use online tools and resources
- find providers
- make service agreements
- make the most of community, mainstream supports and services in your area
- use the participant portals and my NDIS app
- make claims.

What a plan implementation meeting is like

Who'll run the meeting

Depending on your situation you will have your implementation meeting with your:

- my NDIS contact
- support coordinator or psychosocial recovery coach (recovery coach).

The format of the meeting

You can choose to have your meeting either in person, virtually over Microsoft Teams or over the phone.

How long it will take

The meeting will take as long as you need. They’re usually about an hour long.

Who you can bring

You can bring someone with you to the meeting, if you’d like to. This person could be a family member, friend, support coordinator, recovery coach or someone else you feel comfortable with.

Having a plan implementation meeting is optional

You may not need help getting started with your plan. Maybe you feel comfortable with your plan already, or you may have a support coordinator or recovery coach helping you.

It’s up to you. You can let us know if you want a plan implementation meeting when you meet with your NDIA planner for your plan meeting.

Access to your approved plan and funding isn’t affected by having a plan implementation meeting or not.

At the end of the implementation meeting, we’ll arrange a check-in with you at least once a year, to learn how you’re going with your plan.

You can talk to your my NDIS contact at any time if you need some extra help with your plan.

Related information

How to prepare for a plan implementation meeting

What is a my NDIS contact

What is a check-in

This page current as of
9 June 2026