

Check-ins



This fact sheet will explain:

- what a check-in is
- when we'll check-in with you
- how we'll organise your check-in
- how to prepare for your check-in
- what happens at the end of your check-in.

What is a check-in?

A check-in is a conversation between you, or your nominee or child representative, and your my NDIS contact. Your my NDIS contact is the local area coordinator, early childhood partner or planner who is your main contact in the NDIS. You can also bring a support person with you to your check-in.

We have regular check-ins with you to make sure your plan is working for you and that you have the right supports in place. We want to make sure we understand your needs and situation, so we can help you manage any problems early and make the most of your plan. You can also ask any questions you have about your plan or the NDIS.

When do we check in with you?

We'll check in with you for different reasons during your plan. You can find more information about why we check in with you below.

Regularly during your plan

We'll check in with you regularly to see how you're going with your plan. If your situation is stable, we'll usually check in every 12 months. We might check in more often if:

- you have big changes coming up in your life that could impact your support needs. For example, if you're finishing school, moving out, or starting a new job
- you have a complex plan. For example, if you have several new supports to implement or a variety of support needs
- it's your first plan and you ask for more regular check-ins.

We'll talk to you about how often you want us to check in with you at your plan meeting or [plan implementation meeting](#).

Before your plan reassessment date

We'll check in with you at least 2 months before the reassessment date in your plan. We'll talk with you about how your plan has worked for you, and any changes you might need in your next plan. This is so we can start preparing for your [plan reassessment](#), when we give you a new plan.

If you have new information or evidence, you should bring this to your check-in.

We'll start creating your new draft plan based on the information we talk about in this check-in. We'll work with you to understand what extra evidence or

information you'll need to provide so we can include the right supports in your plan.

When something changes or you need support

Sometimes we'll need to check in with you in between your planned check-ins. For example, we might organise a check-in because:

- you ask for a check-in. You can [contact us](#) to organise a check-in at any time
- you've contacted us with an enquiry and we want to discuss the best way to support you
- you've told us about a change in your situation
- we need to check on your safety, for example if there is a natural disaster in your area.

Whether or not we need to check in will depend on your individual situation. We won't always need a check-in when you make an enquiry.

If we think your plan may not be working for you

We may check in with you if we notice you're spending less or more money from your plan than we expect. We'll check if you have the right amount of funding based on your disability support needs, or if you need more support to use your funding.



Organising your check-in

We'll talk with you about when you want your first check-in during your plan meeting or plan implementation meeting. We'll agree on a date for your first check-in.

About two months before the date we've agreed on, we'll contact you. We'll talk about how to prepare for your check-in, and agree on when and how we'll meet. This could be face-to-face, over the phone, or in a virtual meeting online.

At the end of each check-in, we'll agree on a date for your next check-in.

If you want to reschedule your check-in, just talk to your my NDIS contact or [contact us](#).

How to prepare for your check-in

When we contact you to organise your check-in, we'll talk about how you can prepare. We can also send you this information in your preferred contact method if you like.

We'll let you know:

- what we'll talk about during your check-in
- how long we expect your check-in to be. On average, a check-in will be 45 minutes, but this will depend on your situation
- if there's any evidence or information you'll need to bring with you.

We can put this information in an email or letter for you, if you like.

For most check-ins, it's a good idea to think about these questions:

Do you want to bring someone to the meeting? You can bring a friend, family member, support coordinator, or anyone else you want to support you.

Do you have any new information or evidence to give us? We'll usually only need new evidence if your plan needs to change.

You can also talk to any specialists you work with to prepare for your check-in. They might be able to recommend specific supports or provide evidence.

Are you happy with how your goals are going? Do you want to change or add any goals? Are your supports helping you to meet or maintain your goals?

How are your community or other government supports working for you? Are there supports you want help to connect to?

How are the funded supports in your plan working for you? Are your supports meeting your disability needs? Are you happy with your providers? Do you need more support to implement your plan?

Has your situation changed? For example, are there changes to where you live, or the amount of support you get from family and friends? Has anything happened that means you need more, less or different supports?

Are there any big changes coming up in your life? For example, if you're finishing school, moving out, or starting a new job.



Is there anything else you want to talk about? For example, do you want to change how you manage your funding? Do you have questions about your plan or the NDIS?

During your check-in, you can ask us to end the meeting and reschedule if you feel like you need more time to think. For example, we might suggest changes to your plan because of our conversations. In this case you might want to book another check-in later on so you have time to prepare, or so you can bring a support person.

After your check-in

We will always tell you what will happen next at the end of your check-in. We'll tell you if there's anything you need to do.

After your check-in, we will:

- send you a summary of what we talked about in your check-in by your preferred contact method, if you want us to
- start any next steps we've agreed on. For example, requesting a change to your plan, or referring you to a different team for more information.

Based on the information we talk about in your check-in, we might:

- make no changes to your plan. This means you already have the right supports in place
- give you more support to implement your plan. For example, we might recommend more regular check-ins, or fund a support coordinator or recovery coach
- [make changes to your plan](#), if your support needs have changed and you need more, less or different supports
- [check your eligibility](#). Usually this is because you joined the NDIS to get early access to supports. If your capacity has increased and you no longer need NDIS supports, you might not need to be a participant anymore. If we need to check your eligibility, you'll have time to give us more information if you feel you still need the NDIS.

After your check-in, your plan will continue. We'll contact you when it's time to book your next check-in. If something changes or you want to check in before that date, contact us.



Fact sheet – Check-ins

For more information visit [ndis.gov.au](https://www.ndis.gov.au)

National Disability Insurance Agency



Website: [ndis.gov.au](https://www.ndis.gov.au)



Telephone: 1800 800 110



Webchat: [ndis.gov.au](https://www.ndis.gov.au)

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TIS: 131 450

For people who are deaf or hard of hearing



TTY: 1800 555 677



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National Relay Service: [accesshub.gov.au](https://www.accesshub.gov.au)