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What a check-in is

A check-in is when we talk with you about how your NDIS plan is going and if it still meets your needs.

What check-ins are for

You will usually have a check-in 2 to 3 months before your plan ends or if you have big changes coming up in your life. Changes could be things like moving house, changing jobs or starting a new relationship.

We'll send you a letter about your check-in and what you need to do.

We might ask you for a check-in is if we notice you are spending your funding faster or slower than expected.

We may also check-in with you to make sure you are safe or if you've asked us to give you more support.

You can ask us for a check-in if your plan is no longer working for you, and you think you might need more, less or different supports.

You can also ask for more regular check-ins if this is your first plan and you want help to make sure it's working for you.

Having a check-in doesn't mean your plan needs to change.

What a check-in is like

Your my NDIS contact will call or email you to set a time for your check-in meeting.

At your check-in, your my NDIS contact might ask you questions about:

- how you're going

- how you're going with working towards your goals
- if you have new goals or want to change the ones you have
- how you're using services in your community
- how you're using the NDIS supports in your plan
- how your NDIS supports are helping you work towards your goals
- if your NDIS supports still meet your disability needs
- if your life or goals have changed
- if you know of any changes coming up in your life.

We'll always let you know when we'd like to set up a check-in. This gives you time to prepare and collect any information or evidence that might help us understand your life and supports.

Check-ins are confidential. We won't share the information you tell us at your check-in with anyone else, unless you have given us consent to share your information.

Your check-in options

Your check-in can take place in person, over the phone or virtually over Microsoft Teams.

You can bring a family member, trusted person or someone who helps you with your plan to your check-in.

Easy Read

Download check-ins in Easy Read:

- Check-ins (PDF 3.5MB)

Related information

How to prepare for a check-in

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What is a my NDIS contact

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What are goals

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