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Step 1: Make a list of what you want to talk about

Your check-in is an opportunity to tell us how your plan is working for you and if it's still meeting your disability support needs. We'll ask you some questions to learn how your NDIS supports are helping you work towards your goals, or if you know of any changes coming up in your life.

You might want to think about the information that is important for us to know before your check-in.

We'll ask you things like:

Your goals

- Do you want to change or add any goals?
- Are your supports helping you to meet or maintain your goals?

Your community and mainstream supports

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

Your NDIS supports

- Are your NDIS supports meeting your disability support needs?
- Are you happy with your providers?
- Do you need more support to use your plan?

Your situation

- Since the last time we spoke, are there changes to where you live, or the amount of support you get from family and friends?
- Have you got any life changes coming up?
- Are you finishing school, moving out, or starting a new job soon?
- Is there anything else you want to talk about?

Tip: Write down the questions you want to ask.

We'll work together during your check-in to see if your plan needs to change or stay the same. You can ask any questions you want during your check-in.

Step 2: Prepare any information or evidence we need to see

You'll need to give us any new information to help us decide if we can make changes to your plan.

The information we need depends on the reason you're asking for changes. We'll need assessments, reports or other evidence if your disability support needs have changed.

You can bring any evidence or information to your check-in you think will help us decide about the NDIS supports in your next plan. This could include letters, assessments, quotes or other reports.

Your treating health professional can give you advice about the NDIS supports you might need in your next plan. They can also give you evidence to support their suggestions.

Step 3: Decide if you want to bring someone

You might find it helpful to bring someone who knows you well to your check-in. This can be a family member, friend or anyone else who helps with your plan, like a support coordinator or recovery coach.

Tip: There's no problem changing a check-in after it's booked.

We want to make sure your check-in works for you. That's why you can change the date or time of your check-in whenever you like.

To do this, you can:

- get in touch with your my NDIS contact

- call us on 1800 800 110
- submit an enquiry through our service hub .

Step 4: Attend your check-in

On the day of your check-in, be at the location you have organised to have your check-in. This might be your local office or your home.

Your my NDIS contact will let you know how it'll work if you're having your check-in via phone or virtually through MS teams. You'll will be given an online link before your check-in if you are meeting online.

Step 5: After your check-in

We can send you a summary of what we talked about at your check-in, if you want one.

Your current plan will continue.

We'll start creating your next plan based on the information we talked about in your check-in, if you need a new plan.

A new plan that is like your current plan

We can continue your current plan if:

- you tell us you are happy with your current plan
- you have the right NDIS supports in place
- we think your current plan is a package of NDIS supports matched to your situation, support needs and goals.

We'll talk with you about changing your plan if your check-in shows your plan doesn't meet your needs.

A new plan that is different to your current plan

We'll work with you to reassess your plan if your next plan needs more, less or different NDIS supports.

You can ask your treating health professionals to prepare the information and evidence we need to decide about more or different NDIS supports in your next plan.

Your my NDIS contact, support coordinator or recovery coach can help you learn more about the evidence or information we need.

Related information

What is a check-in

What are goals

How to change your goals

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