



Information about check-ins

Easy Read factsheet



ndis

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

How to use this factsheet



The National Disability Insurance Agency (NDIA) wrote this factsheet.

When you see the word 'we', it means the NDIA.



We wrote this factsheet in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 27.



This is an Easy Read summary
of another factsheet.

This means it only includes the most
important ideas.



You can find the other factsheet on the
NDIS website.

www.ndis.gov.au/resources



You can ask for help to read this factsheet.

A friend, family member or support person
might be able to help you.

What's in this factsheet?

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About check-ins



Your **check-in** is when we talk with you about how your supports are going.



You have check-ins with your my NDIS contact.

Your my NDIS contact is a support person who you have a lot of contact with.

We want to have regular check-ins to make sure:



- your **NDIS plan** is working for you



- you have the right supports.



Your NDIS plan explains how the NDIS will support you.



We have check-ins to make sure your plan is working for you.

This can help us:



- understand what supports you need



- help you use your plan



- change your plan if you need us to.



You can use your check-ins to ask questions about:

- your plan
- the NDIS.

Who can go to check-ins



You can bring someone you trust with you to your check-in.

For example, a friend or support person.



Your **nominee** can go to the check-in instead of you.

A nominee is someone you choose to:

- make decisions for you
- do things for you.



Child representatives go to check-ins for the children they support.

A child representative is an adult who makes decisions about the NDIS for a child **participant**.



Participants are people with disability who take part in the NDIS.

When check-ins might happen

Regular check-ins during your plan



We will do regular check-ins during your plan to find out how you are going.



We will do a check-in every 12 months.



We will do this even if your life does not change much.

We might have a check-in more often if:



- your life is going to change a lot, like you are starting a new job or leaving school



- we need to make sure the NDIS supports in your plan work well together



- it is your first plan and you ask us for more check-ins.



We will talk to you about how often you want to do a check-in when we have meetings about your plan.

Before your plan reassessment



We will do a check-in at least 2 months before your **plan reassessment**.

At this check-in, we will talk about any parts of your plan that might need to change.



When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



If you have any new information you want to tell us, you should bring it to this check-in.



The check-in helps us think about if we need to change your plan.



We will let you know if we need any extra information so we can include the right supports in your plan.

When something changes or you need support

We might need to have extra check-ins if:



- you ask for them – you can ask for extra check-ins at any time



- you asked us a question and we want to talk about the best way to support you



- something has changed in your life



- we need to make sure you are safe, like if there is a natural disaster in your area.

If we think your plan might not be working for you



We might have an extra check-in if you are not spending the money from your plan how we expect.

For example, you might spend:



- less money from your plan than we expect



- more money from your plan than we expect



- money from your plan in a different way to what your plan says.



Funding is the money from your plan that pays for the supports you need.



We want to make sure you:

- have the right amount of funding for what you need



- know how to use your funding.



We can give you more support to use your funding if you need it.

How we will organise your check-in



After we set up your plan, we will work with you to agree on a date for your first check-in.



We will contact you about 2 months before the date of the check-in.

This is so we can agree on when and how we will meet you.

For example, you can choose if your check-in is:



- face-to-face



- over the phone.



At the end of each check-in, we will work with you to agree on a date for your next check-in.

You can talk to your my NDIS contact if you want to have a check-in:



- on a different day



- at a different time.



You can also contact us at any time to change the date of your check-in.



You can find out more about how to contact us on the NDIS website.

www.ndis.gov.au/contact

How to get ready for your check-in



We will tell you how you can get ready for your check-in.

We will tell you:



- what we will talk about at your check-in



- how long the check-in will go for, which is usually 45 minutes



- if there is any information you need to give us.



You can choose if we send this information to you in an email or a letter.

Questions you can think about before the check-in



We included a few questions in this section for you to think about before each check-in.



Is there someone you want to bring to your check-in?

For example, a friend or family member.



Do you have any new information you want to give us?

We usually only need new information if your plan needs to change.



You also might want to talk to other people who have experience with the NDIS.

They can tell you about:

- supports that can help you
- information you need.



You can think about your goals.

For example, you might want to:

- change your goals
- add new goals.



You can also think about how your supports are helping you to work towards your goals.



How are community or other government supports working for you?

You can think about if there are other supports you want help to connect with.



How are the NDIS supports in your plan working for you?

For example, you can think about if you:



- need extra help to work towards your goals



- get enough support from your **providers**.



Providers support people who take part in the NDIS by delivering a service.



Have there been any big changes in your life?

For example, if you:



- moved to a different home



- started a new job.



Is there anything else you want to talk about?

For example, any questions about your plan or the NDIS.

At your check-in

During your check-in, you can always ask us to:



- end the meeting



- organise one for a different day.



You might feel you need more time to think about something.



For example, if we suggest changes to your plan.



You can book another check-in later so you have time to think about what we said.

You can also bring someone along who can support you the way you need.

After your check-in



We will always tell you what happens next after your check-in finishes.

This includes if there is anything you need to do.

After your check-in, we will:



- write a summary of what we talked about in your check-in



- send you the summary in a way that works for you, like an email or in the mail



- start to do what we agreed on, like changing the supports in your plan.

Based on what we talked about at the check-in, we might:



- not change your plan



- give you more support to use your plan



- change parts of your plan



- check that you still need NDIS supports if you get **early intervention**.

Early intervention is one way people join the NDIS.

The words 'early intervention' come from the laws about the NDIS.

It is a way for people to get support:



- as early as possible
- when they first get a disability.



This means people might need less support later.



Your plan will continue after your check-in.



We will contact you when it is time to book your next check-in.

You can contact us if:



- something changes



- you want to have a check-in on a different date.



You can find out more about how to contact us on the NDIS website.

www.ndis.gov.au/contact

More information

For more information about this factsheet, please contact us.



You can call us.

1800 800 110



You can send us an email.

enquiries@ndis.gov.au



You can visit one of our offices in person.

You can find an office near you on the
NDIS website.

www.ndis.gov.au/contact/locations

Word list

This list explains what the **bold** words in this factsheet mean.



Check-in

Your check-in is when we talk with you about how your supports are going.



Early intervention

Early intervention is one way people join the NDIS.

The words 'early intervention' come from the laws about the NDIS.

It is a way for people to get support:

- as early as possible
- when they first get a disability.



Funding

Funding is the money from your plan that pays for the supports you need.



NDIS plan

Your NDIS plan explains how the NDIS will support you.



Nominees

A nominee is someone you choose to:

- make decisions for you
- do things for you.



Participants

Participants are people with disability who take part in the NDIS.



Plan reassessment

When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



Providers

Providers support people who take part in the NDIS by delivering a service.



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