

Who has agreed to help?

Copy a card for each proposed person or service. Ask first; record the limits of an accepted arrangement and keep unknowns visible.

Participant / date / preference about this person helping:

Person or service / phone / contact hours:

Status: not asked / awaiting reply / agreed / unavailable

Specific help they have accepted:

Days, times and maximum period confirmed:

Tasks they cannot do / training or conditions still needed:

Who confirmed this arrangement / when:

Relevant provider booking or reference, if supplied:

Costs, funding or service-agreement questions to resolve:

How to contact them if the arrangement is needed:

If there is no reply, the next agreed contact or process:

Who will confirm the participant is supported:

When we will check availability again:

For urgent danger or a medical emergency, call 000.

Optional coordination tool. Not an NDIA form, clinical instruction or funding approval.
Store completed copies appropriately and share only with the people who need them.
Full guide and official sources: <https://www.kinovo.com.au/resources/backup-care-information-checklist>

Where is the current care information?

Use alongside the Carer Gateway emergency care plan. Point to current professional instructions; this sheet does not authorise or teach clinical care.

Participant / preferred communication / prepared on:

What the participant wants a temporary supporter to know:

Emergency care plan / location / date checked:

Current professional care instructions / author / location:

Medicine information / clinician or pharmacist contact:

Routines, preferences and practical arrangements:

Relevant appointments / provider contacts:

Access arrangements agreed privately with the right person:

Who has permission to receive which information:

Offline copy / agreed holder / date checked:

Who has confirmed they can find and understand the information:

Unclear or out-of-date item / person asked to clarify it:

Who will keep this index current / next review:

For urgent danger or a medical emergency, call 000.

Optional coordination tool. Not an NDIA form, clinical instruction or funding approval.
Store completed copies appropriately and share only with the people who need them.
Full guide and official sources: <https://www.kinovo.com.au/resources/backup-care-information-checklist>

Ask about a backup arrangement

Use this for preparation, not an urgent request awaiting an inbox reply. For emergency respite, call Carer Gateway on 1800 422 737; availability varies.

Subject: Confirming a possible backup arrangement for [name]

Hi [person or service],

We are preparing for times when [usual carer] cannot provide support.

[Participant] would like [preference about how support happens].

Could you discuss helping with [specific support] during [times]?

Please confirm what is possible and anything you cannot provide.

What training, information, consent or booking steps would be needed?

Are there any costs or service conditions we should clarify first?

If this is agreed, how should we contact you when it is needed?

What should we do if you are unavailable or do not answer?

We can share the relevant current information through [agreed channel].

Until confirmed, we will keep this arrangement marked as pending.

Thank you, [name / contact details / preferred reply method]

Optional coordination tool. Not an NDIA form, clinical instruction or funding approval.

Store completed copies appropriately and share only with the people who need them.

Full guide and official sources: <https://www.kinovo.com.au/resources/backup-care-information-checklist>