

Before, during and after the move

Write the agreed contact or arrangement beside each prompt. A referral, enquiry or waitlist entry does not confirm that support is available.

Participant / target move date / date this sheet was checked:

BEFORE - What matters to the participant about the move:

BEFORE - NDIA details and support changes: who will contact / when:

BEFORE - Current services: continue / change / finish / unclear:

BEFORE - Last old service and first new service confirmed with:

BEFORE - Notice, agreements and payment questions checked with:

BEFORE - Equipment transport, setup and supplier advice arranged by:

BEFORE - Current information to share / recipient / agreement:

DURING - Named support contact and agreed arrival arrangements:

DURING - Essential information and items kept accessible by:

DURING - If a booking or delivery falls through, contact and plan:

AFTER - First appointment / delivery / support checked by:

AFTER - Changed needs, document updates and access reviewed by:

OPEN GAPS - Unconfirmed arrangement / accepted owner / check-in:

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/moving-house-ndis-supports-checklist>

Confirm a provider handover

Send through the agreed channel to the specific provider. Ask for confirmation of dates and responsibilities instead of treating this message as an accepted booking.

Subject: Confirm support arrangements around [participant]'s move

Hi [name or service],

With [participant]'s agreement, we are planning a move on [date / provisional date].

For your service, we need to confirm [continue / finish / start / change].

The proposed last or first appointment is [date, time and location].

Could you confirm availability and any notice or agreement requirements?

The relevant current information is [document, date and purpose].

Please confirm the appropriate recipient and sharing method before it is sent.

The unresolved question is [one specific gap].

[Name] has agreed to follow this up on [date].

If the arrangement changes, please contact [agreed contact and channel].

Please reply with what is confirmed and what still needs a decision.

Thank you, [name and role]

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Make an unconfirmed arrangement visible

One card per gap. Keep essential-support concerns with the relevant provider or professional; a worksheet or app notification is not an urgent response service.

Support, equipment or appointment affected:

What the participant needs to be able to do:

Last confirmed arrangement / date / who confirmed it:

First proposed new arrangement / date:

Status: enquiry / waiting / offered / accepted / confirmed

Period or question still unresolved:

Practical effect if this remains unresolved:

Provider or professional to discuss the gap with:

Person who has accepted the follow-up:

Needed-by date and next check-in:

Alternative discussed / who must confirm suitability:

Costs, funding or permission still to clarify:

Confirmed arrangement and evidence of acceptance:

Who has received the update / next review date:

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