

Our care-team contact map

Start with the people involved now. A person can have more than one role; write down which role they are acting in.

Participant / preferred name and date:

What matters most to the participant at the moment:

How they want to take part in decisions:

Chosen supporter and the help they have agreed to provide:

Support coordinator, if involved / contact / agreed scope:

Plan manager, if involved / invoice contact / funding questions:

Relevant clinician / contact / questions they can address:

Support worker or provider / usual contact / agreed support:

Provider office / appointments, availability or roster contact:

my NDIS contact / questions to refer to the NDIA:

Who will keep this contact map current, with their agreement:

Information-sharing choices or questions to clarify:

Cover arrangements when a usual contact is unavailable:

Date to check the map again:

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/ndis-care-team-roles-responsibilities>

One action, one clear next step

Copy this card for each action. The person following up can be different from the professional doing the work or the person making the decision.

Participant's priority this supports:

Specific question or next action:

Person / organisation able to answer or complete it:

Person who has agreed to coordinate the follow-up:

Who needs to make or be involved in the decision:

Acceptance: proposed / accepted on ____ / needs discussion

What completion will look like:

Agreed due date, if any:

Next check-in date if timing is uncertain:

Information or permission needed first:

Current document or relevant message location:

Status / what we are waiting for / last checked:

Who needs the resulting update:

If the request is outside this person's role, the agreed next contact:

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Confirm who will take the next step

Use this to ask for agreement. Keep a proposed action open until the person confirms what they can do.

Subject: Confirming the next step for [specific question]

Hi [name],

With [participant's] agreement, we are organising [brief context].

The question we need to resolve is [one clear question].

Would you be the right person to [specific action]?

We are asking [name] to coordinate the follow-up; this is [proposed / accepted].

The person who needs to make the next choice is [name / relevant decision-maker].

The relevant current information is [document and date / location].

Could you confirm what you can do and an expected response date?

If this is outside your role, please let us know the appropriate next contact.

We will record the action as agreed only after you confirm it.

Thank you, [name and role]

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