

Our starting point this week

Choose a small, useful starting point. Record help people have actually agreed to provide; leave unknown information as a question.

Participant / preferred name and date:

What matters most to the participant right now:

How the participant wants to take part and receive information:

Support already working that we want to keep:

Most important unresolved support or question:

What happens if it remains unresolved:

When an answer or arrangement is needed, and why:

my NDIS contact / how we will find the right contact:

Funding-management arrangement, or question to clarify:

Relevant provider or professional contact:

Chosen supporter and the specific help they have accepted:

Relevant current document and where it is held:

One next action / person who has accepted it:

Date to check the reply or progress together:

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/no-ndis-support-coordinator>

Ask for help with one clear next step

Adapt this for your my NDIS contact or the service able to answer the question. Include only the personal information needed, through an appropriate channel.

Subject: Help to organise [specific support or next step]

Hi [name or team],

I am [participant / chosen supporter acting with agreed authority].

We do not currently have a support coordinator working with us.

The participant wants to [priority in their words].

The specific difficulty is [what is not arranged or understood].

We have already [brief action and result].

If this remains unresolved, [practical effect and relevant timing].

Could you help with [one clear request], or identify the right contact?

Please let us know any information or consent process you need.

Our preferred way to discuss this is [communication preference].

Could you confirm the next step and when we should follow up?

Thank you, [name and contact details]

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One shared next action

Copy one card per open action. A person is the owner only after they agree; a suggested contact is not an accepted task.

Participant's priority this action supports:

Specific next action or question:

Person or service able to answer / do the work:

Person who has agreed to follow up:

Accepted on / scope or charges still to clarify:

Participant's choice or agreement needed first:

Current information and permission needed:

Request sent through / date / reference if supplied:

Expected reply or agreed due date:

Next check-in date if no reply is expected yet:

Status: to ask / waiting / reply received / next step agreed

Latest reply and what it means for the next step:

Who needs the update / person sending it:

If this contact cannot help, our next contact or question:

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