

NDIS progress notes template

For: Support workers and team leaders

Use one note per participant per shift. Write it during or straight after the shift. Stick to what you saw and heard, link it to the participant's goals, and record anything that needs follow-up, including incidents. Write it as if the participant will read it, because they may.

Shift details

Participant		NDIS number	
Date (DD/MM/YYYY)		Location	
Start time		Finish time	
Worker		Type of support	

Support delivered

What support did you deliver, and what did the participant do? <i>For example: supported Mia to shop for her weekly groceries; she wrote her own list and paid with one prompt.</i>

Observations

What did you see and hear? <i>Facts, not assumptions. Use the participant's own words where you can. Note any change in health, mood or behaviour.</i>
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Progress towards goals

Goal (from the participant's plan)	What happened this shift	Next step

Follow-up and handover

What does the next worker or the office need to know?
<i>Tasks to finish, appointments, supplies, anything the participant asked for.</i>

Was there an incident? ☐ No ☐ Yes: incident report completed

Incident reference	
Who was told, and when	

Before you finish: a quick check

Done	Item	Notes
☐	The note says what happened, not what I assume.	
☐	I used respectful, plain, person-first language and the participant's preferred name.	
☐	I linked the support to the participant's goals where I could.	
☐	I left out details about other participants.	
☐	Anything that may be an incident is also in an incident report.	

Sign-off

Worker		Signature	
Date (DD/MM/YYYY)		Time	

A weak note: "Good shift. Went shopping. All fine." A strong note says what support was given, how the participant responded, the goal it relates to and what comes next.