

Two emails coordinators *remember.*

Copy them into your phone tonight. Send the first one the next time you can't take a referral, and the second on the first business day of next month.

BUILT TO BE CHOSEN

The no that earns the *next* referral

Every referral a support coordinator makes carries their name. While they're waiting on you, the participant is waiting too, and so is the family who'll ring the coordinator to ask what's happening. A clear no within a day lets them move on. A week of silence is the thing they remember.

COPY THIS

Subject: Re: [initials] referral, I can't take this one

Hi [name],

Thanks for sending [initials] my way. I can't take this one on because [I'm full in that area until (date) / it's outside what I do well]. I didn't want you waiting on me.

[Optional: (Name) works in that area and might be worth a call.]

I'll have room again from [date] and I'll let you know when I do.

[name]

Use initials in the subject line, and keep health details out of email unless they're needed and the participant has agreed. Send it within one business day, even if the answer took you thirty seconds to know.

A capacity email they can *actually use*

Coordinators get plenty of capacity emails. The ones they can act on say exactly what you can take, where and when, so they can match a participant without ringing you first. Send it on the same day each month, and send it when you're full too, so they know you're still around.

COPY THIS

Subject: [Your name], capacity for [month], [area]

Hi [name],

Here's my capacity for [month].

Can take: [number] new participants, [days and times], [suburbs].

Full: [anything you can't take, e.g. Saturdays].

Wait time: [none / about x weeks].

No reply needed. Next update at the start of [month]. If you'd rather not get these, reply "stop" and I'll take you off the list.

[name] · [business name or ABN] · [phone]

Send it to coordinators you've worked with who'd expect to hear from you. Keep the "stop" line and your business name in the sign-off. Under the Spam Act, commercial emails need consent, sender details and a way to unsubscribe.

THESE TWO CAME OUT OF A BIGGER KIT

Referral Ready: *the support coordinator kit*

Four more scripts, the one-page service overview coordinators keep, and a response standard you can put your name to.

The scripts cover the intro email, the one-business-day response to a referral, the "first visit's booked" note, the update you send when something changes, and the four-week check-in that gives a coordinator something real to say at the participant's next plan reassessment. There's a filled-in example overview so you're never staring at a blank page.

[RISEROOTED.COM.AU/NDIS](https://riserooted.com.au/ndis)

I'm Em Nowland. I run Rise Rooted, a brand and growth practice for service businesses where trust decides the sale, and I've spent years building growth systems for registered NDIS providers in Western Sydney. This is general guidance, not legal or compliance advice.