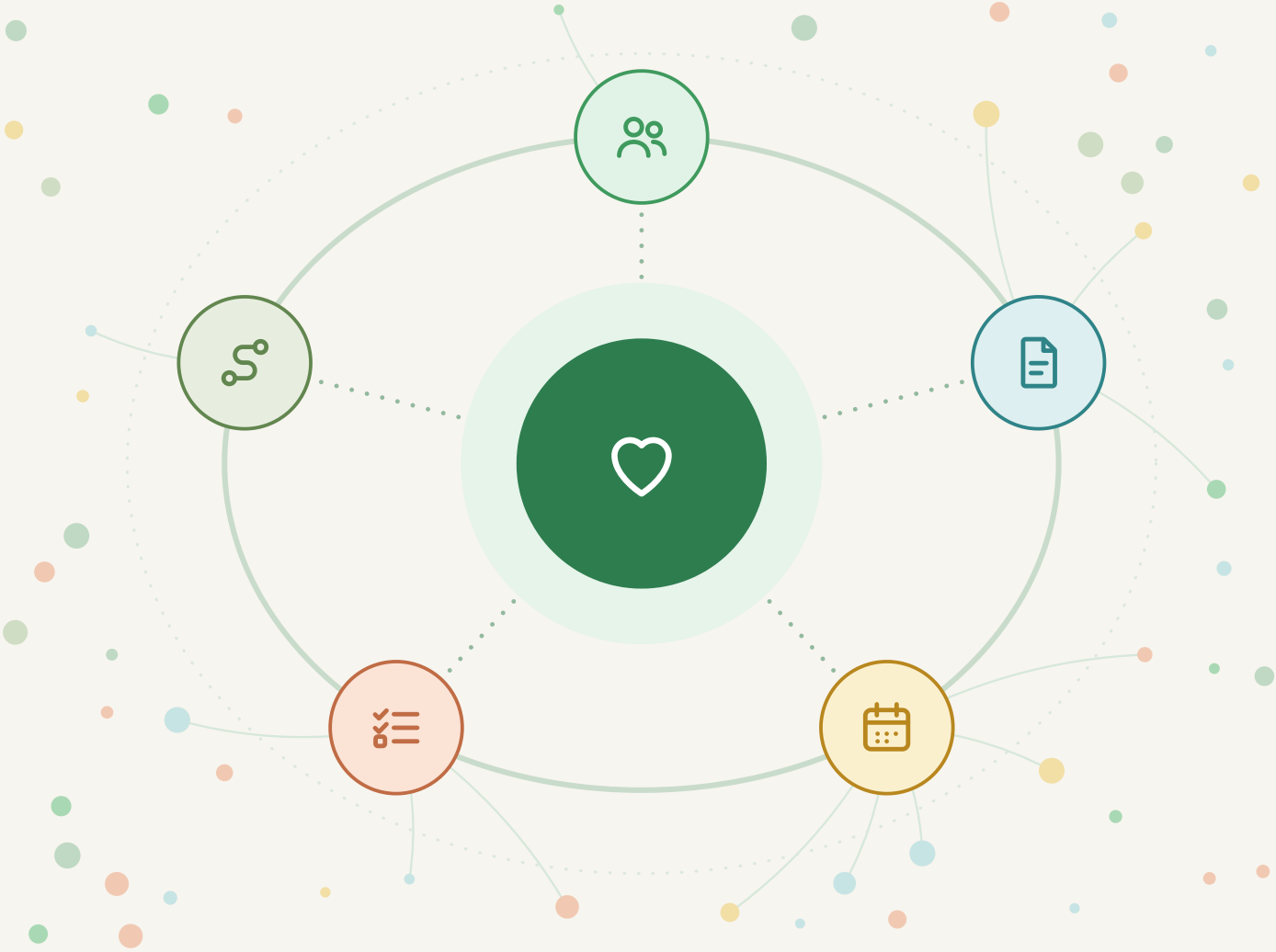
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RESOURCE
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OURO RESOURCE LIBRARY · RESOURCE 010

The Family Care Map

Seeing the whole picture of care — together.

Care has a lot of moving parts: people, information, appointments, tasks and plans. This map shows how they connect, and gives your family one page to keep them in view.

1 The Care Map
2 Care at a Glance — printable
3 When Care Changes

First Edition — August 2026

Care has many moving parts. They're all connected.

At the centre is the person you're caring for. Around them are the people, information, appointments, tasks and plans that make care happen.

the gaps

Where things slip. Things rarely go missing inside one area. They fall through the gaps *between* them — the appointment nobody's driving to, the new medication nobody passed on.

> Good care coordination isn't about one person remembering everything. It's about making information, responsibilities and next steps **visible to the people who need them.**

Try it: talk the map through as a family. For each area, ask — *who holds this, and can everyone who needs it see it?*



02 · KEEP THIS WHERE EVERYONE CAN SEE IT

Care at a Glance

The few things everyone involved in care should know.

Last updated

Updated by

In an emergency, call **000**

1 WHO IS BEING CARED FOR?

Name

Likes to be called

What matters to them

2 WHAT'S HAPPENING NOW?

Right now, the priority is

Keep an eye on

3 WHO IS INVOLVED?

★ = first person to call

	Name	Role / relationship	Phone
☆			
☆			
☆			
☆			

4 WHAT'S COMING UP?

dates · deadlines

Date	What	Who's going?

5 WHO IS DOING WHAT?

tick it off when it's done

	Task	Who	By when
☐			
☐			
☐			
☐			
☐			

6 IMPORTANT INFORMATION

where to find it

GP / main doctor

Pharmacy

Medication list is kept

Key documents are kept

Alerts / allergies

7 WHAT HAPPENS NEXT?

Next step

Decision coming up

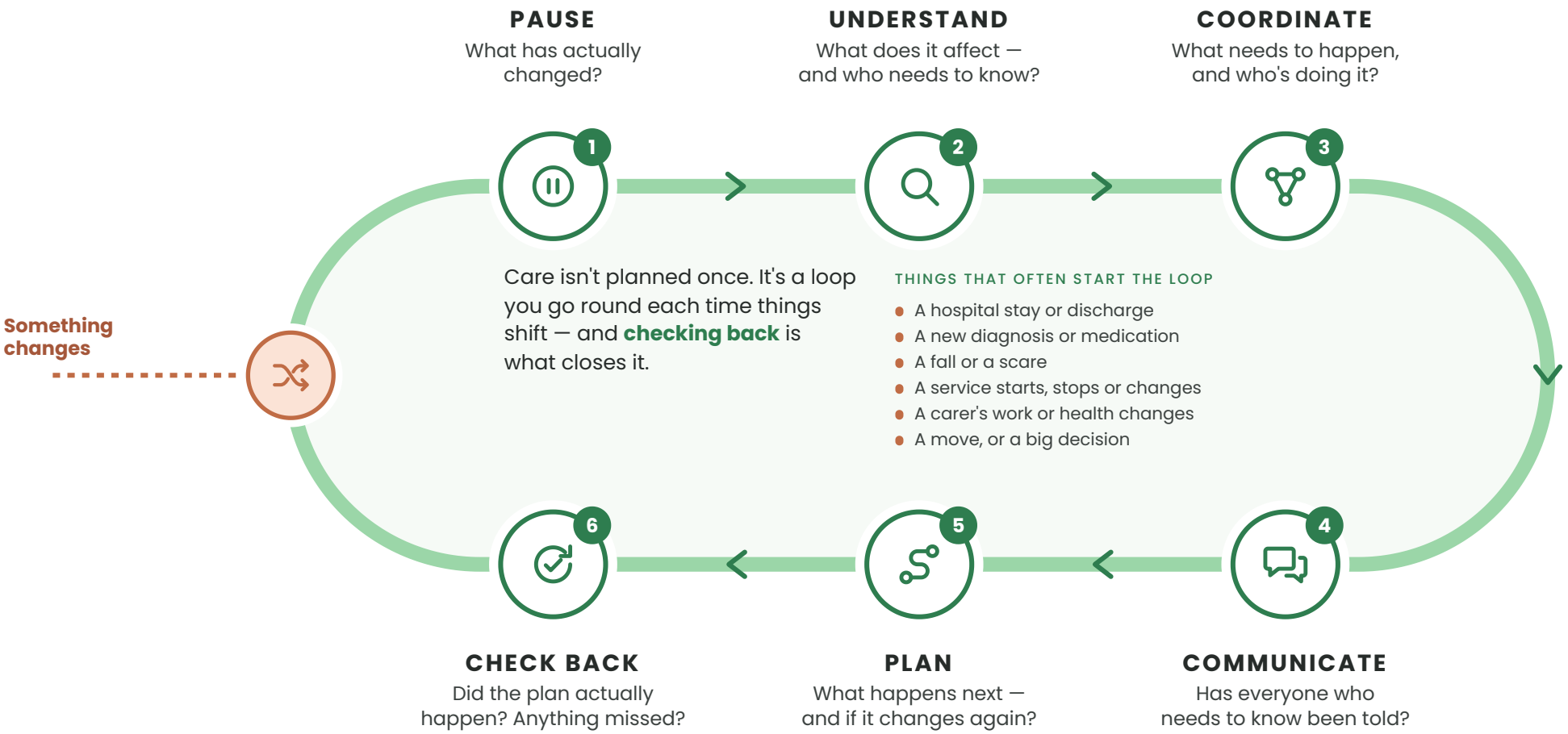
Who's following up

We'll check back on

Tip Write in pencil and update it when things change. If a detail is private, write *where* to find it rather than the detail itself.

When something changes, go round the loop.

Six simple steps to get everyone back on the same page — every time.



Need to go deeper? The OURO Resource Library has practical guides for each part of the map:

Getting started · Sharing the care · Care conversations · Financial support · Medical information · Emergency planning · Carer wellbeing

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ABOUT OURO

Care coordination made simple.

OURO is building a simpler way for families to coordinate care.

When someone needs ongoing care or support, the challenge is often not just the care itself. It is keeping track of information, appointments, responsibilities, people, decisions and the many small tasks that fall between the cracks.

OURO is designed to help families bring those moving parts together in one place, making it easier to understand what is happening, share responsibility and stay coordinated.

Our resources are created to provide practical, accessible information for families and carers navigating care.

Learn more: **ourocare.com**

OURO is currently developing its platform with families and carers. To learn more about the Private Beta, visit ourocare.com.

Disclaimer

This resource provides general information only and is intended to support families and carers in navigating care. It is not a substitute for medical, legal, financial or other professional advice. Information, services, eligibility requirements and government programs can change. Always confirm current information with the relevant government agency, service provider or qualified professional.

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