



My NDIS funding is getting low, what should I do?

It can be concerning to hear that your funding is running low. Below are some steps to follow if you notice you are spending faster than expected or there may be a shortfall.

The P2P Plan management team is here to help if you have any questions or concerns. You can contact the Customer Service team on 1800 777 723 or email ndisfinance@p2pqlld.org.au

1. Contact your NDIS Planner or LAC.

- ✓ It is very important you make contact with the NDIS as soon as you notice your funding is getting low.
- ✓ They can provide advice on how to proceed and help you arrange an early review.
- ✓ You may be asked about your current circumstances or current supports to see if there has been a change that has impacted your funding availability.

3. Contact your support providers.

- ✓ You may need to contact your current support providers to let them know of the issue once the funding is almost exhausted.
- ✓ You may be able to work out a reduced support plan until the plan can be reviewed.

5. Keep in regular contact with the NDIS.

- ✓ There is a chance that a participant may be responsible for any charge, and costs related to plan overspend.
- ✓ If an overspend does occur, the more information you can provide to the NDIS to show you have attempted to resolve the situation the better the chance that they will approve additional funding to cover your expenses.
- ✓ Once your plan is made inactive, we can attempt to claim this from the NDIS Provider Payments team but we cannot guarantee this will be successful.

2. Talk with your Support Coordinator.

- ✓ As with your Planner/LAC, your coordinator may be able to assist you when your funding is low.
- ✓ They will also be able to help you prepare for a review meeting.
- ✓ Your coordinator may help you speak with your providers and adjust your budget to ensure the funding lasts longer.

4. Keep an eye on your spending.

- ✓ It's a good idea to keep a close eye on your spending once you start to run low.
- ✓ Read your monthly statements, regularly check the portal or contact P2P for the balance so that you can keep track of spending.
- ✓ P2P can also arrange for you to temporarily receive copies of your invoices for approval before payment first if required.

