

Planability: Plan Usage Warning Emails

Our Platform (called Planability), sends important warning emails automatically to our participants, their coordinators and contact people.

These emails are specifically for those who have chosen to receive plan reports. But what triggers these warning emails? Let's break it down.

Why do we send Plan Usage Warning emails?

These emails are notifications to participants when their spending in a particular NDIS Support Category goes over a certain percentage.

In other words, we want to keep participants informed when they're getting close to their budget limits in a specific part of their plan.

Does a warning email mean I am going to run out of funding?

Not necessarily. Warning emails are sent for the different types of funding in your plan. Sometimes only a small part (or just one category) of your NDIS plan is getting low.

You will receive a warning email when funding is low in a particular category. Planability determines this by the percentage that has been spent. If the amount spent goes over the percentage for the time your plan has left it will automatically send you a warning email to let you know.

The warnings are different depending on the type of funding.

Core Funding (Assistance with Daily Life, Consumables and Assistance With Social & Community Participation)

- Warnings are sent based on the budget for all core categories combined, this is because the funding is flexible and can be moved between the different parts of the core funding. You will be notified when your whole Core gets low.

Capital (Assistive Technology & Home Modifications) and Capacity Building (CB)

- Warnings are sent for each individual funding type/category eg: Improved Daily Living or Support Coordination. This is because capital and capacity building categories are not flexible. Which means you cannot top up the funding from a different category. When a capital or CB category gets low, you will be emailed from the system.

(Tip: See our resource on [Funding Types](#) for more information or read more in the [Planability Help Centre](#))

These emails are giving you information to help you keep track of your funding.

What do I need to do?

If you receive a warning email for a category and you know you will need to use more of these types of support or you have a long time before your plan ends, you may need a review.

However, sometimes you don't need to do anything - for example if you only have a short amount of time left before your plan ends, or if you have nothing else you need to purchase from that funding.

If you are ever unsure about what to do when you receive a warning email, please let us know and we can help you.

What about 05 Assistive Technology (AT) or 06 Home Modifications?

If you happen to receive a warning email for category 05 Assistive Technology (AT) or 06 Home Modifications, don't worry too much. This indicates that you've already purchased the main AT item or the modifications have been paid for.

In this case, you can rest assured that you've already covered the most important part of your AT or home modifications budget.

So this means that these warning emails are designed to keep you informed and in control of your spending, making sure you don't exceed your planned budget for specific support purposes.

Staying on top of these emails will help you manage your budget wisely! If you are ever unsure about what the emails mean please get in touch with us and we can give you more information.

We hope this makes it easier to understand the purpose of our warning emails. If you have any further questions or concerns, please feel free to reach out to our team.