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## Over & Under Spending Notifications

### POLICY

Headway Gippsland Inc. is committed to supporting participants in managing their NDIS budget by disbursing funds to providers for goods/services delivered and providing prompt notification of over or underutilisation of their funding.

### PROCESS

#### Downloading Listing of Over & Under Spending

At the beginning of each month, a report will be exported from Brevity to Excel, which will list any participant that is over or under-spending according to the following criteria. This will be completed by the Client Services Intake Coordinator, and it is maintained monthly with notes regarding contact made:

- Overspending: 90% of the planned time remains but exceeds the plan spending expectation by 10% or more for the actual time lapsed.
- Underspending – 90% of the planned time remaining but utilising less than 50% of the spending expectation for the actual time lapsed.

Please note: It is expected that Assistive Technology or Home Modifications budgets will have large spending amounts in single transactions, so they will be excluded from this process.

#### Notifying Participants/Nominees 're Overspending

First Alert (first-time participant appears on listing for category of funding)

- Phone contact with the Participant/Nominee will be made to discuss the area of funding that is being over utilised
- An emailed copy of the updated statement will be provided following the phone call with a summary of the discussion to the participant/nominee and Support Coordinator
- Notes will be added to Brevity to summarise the discussion held

Second Alert (second-time participant appears on listing for the same category as previous)

- Phone contact with the Participant/Nominee will be made to discuss the area of funding that is being over utilised
- An emailed copy of the updated statement will be provided following the phone call with a summary of the discussion to the participant/nominee and Support Coordinator
- Notes will be added to Brevity to summarise the discussion held

Third Alert (third-time participant appears on listing for the same category as previous)

- Phone contact with the Participant/Nominee will be made to discuss the area of funding that is being over-utilised and the offer of a face-to-face meeting with the Plan Management team to discuss in detail plan funding
- An emailed copy of the updated statement will be provided following the phone call with a summary of the discussion to the participant/nominee and Support Coordinator

## Over & Under Spending Notifications

- Notes will be added to Brevity to summarise the discussion held

### Notifying Participants/Nominees re Underspensing

First Alert (first-time participant appears on listing for category of funding)

- Phone contact with the Participant/Nominee will be made to discuss the area of funding that is being underutilised
- Offer of updated listing of potential providers that could provide the services funded for in the plan
- An emailed copy of the updated statement will be provided following the phone call with a summary of the discussion to the participant/nominee and Support Coordinator
- Notes will be added to Brevity to summarise the discussion held

Second Alert (second-time participant appears on listing for the same category as previous)

- Phone contact with the Participant/Nominee will be made to discuss the area of funding that is being underutilised
- An emailed copy of the updated statement will be provided following the phone call with a summary of the discussion to the participant/nominee and Support Coordinator
- Notes will be added to Brevity to summarise the discussion held

Third Alert (third-time participant appears on listing for the same category as previous)

- Phone contact with the Participant/Nominee will be made to discuss the area of funding that is being underutilised and the offer of a face-to-face meeting with the Plan Management team to discuss in detail plan funding
- An emailed copy of the updated statement will be provided following the phone call with a summary of the discussion to the participant/nominee and Support Coordinator
- Notes will be added to Brevity to summarise the discussion held