

What is PACE?

PACE is the NDIA's new billing system which will replace the current system and MyPlace Portal.

The biggest change that comes with this new system relates to the way that providers charge for supports and services as they will now need to use the **new My NDIS Provider Portal**.

There will also be some changes to the **support purposes and support categories** in participants NDIS Plans, as well as how the NDIA works with participants. With these changes, PACE will provide participants with more choice and control regarding how they wish to spend their NDIS funds.

But **many things will not change** with PACE, including participants supports and amount of funding available, the format of NDIS Plans, line items, and The NDIS Act and Commission obligations.

When will PACE start?

PACE has already started and we have participants using the new PACE system right now!

- **Existing NDIS participants** who request a **change to their plan** will be transferred to PACE.
- **Existing NDIS participants** who request a **rollover** or who **do not require a change** before February 2024 will remain in the current system.
- **New NDIS participants** will **all** be set up in the new PACE system.

What do I need to do? – As a participant there is nothing you need to do regarding the transition to PACE. However, when you are issued a new plan on the PACE you need to ensure that you have advised the NDIS who your plan manager is. Your plan needs to be allocated this role in the My place Portal and you can do this via the following three options:

1. Logging into the MY place portal and adding Specialised plan Management as Plan Manager role.
2. Calling the NDIS Direct on 1800 800 110.
3. If you have consent as the Support Coordinator, you can call the NDIS and nominate SPM as the plan manager.

How will PACE effect my NDIS Plan?

Change #1 – Support Purposes:

Under the current system, NDIS participant budgets are allocated to three separate support purposes:

1. Core – Supports that enable participants to complete activities of daily living.
2. Capacity Building – Supports that enable a participant to build their independence and skills.

3. Capital – Investments, such as assistive technologies, equipment, home or vehicle modifications.

With PACE, the NDIA are adding a new support purpose:

4. Recurring – Regular costs relating to transport.

Change #2 – Support Categories:

Under the current system, there are 15 support categories. [Click here](#) to view the current list of support purposes and support categories.

With PACE, the NDIA are introducing 6 new support categories:

1. Core – Home and Living, includes Supported Independent Living (SIL)
2. Core – Specialist Disability Young People Living in Residential Aged Care (YPIRAC)
3. Capacity Building – Behaviour Support
4. Capital – Assistive Technology Repairs and Rental
5. Capital – Specialist Disability Accommodation (SDA)
6. Recurring – Recurring Transport

PLEASE NOTE: The new support categories are all stated supports, which means the funds are not able to be used for other supports.

Change #3 – Paying Providers:

Agency-Managed participants will be required to list their providers as a “participant-endorsed provider” in the new My NDIS Provider Portal to allow providers to access their funding.

Plan-Managed participants are not required to list providers for their supports but can if they wish to.

For some support categories, **all participants** will be required to list their providers as **MyProviders** in, or their claims will be rejected.

This relates to:

- Core – Home and Living, includes Supported Independent Living (SIL)
- Capacity Building – Behaviour Support
- Capital – Specialist Disability Accommodation (SDA)

Apart from this, there will be no changes to what participants need to do to get their providers paid. **Participants can continue to work with their chosen existing providers.**

With PACE, participants will be able to provide consent for their chosen providers to view parts of their NDIS Plan such as their budget information, goals, contact details, plan dates and more.

How will PACE effect the way the NDIA works with me?

With PACE, the NDIA will now be:

- Completing Participant Check-ins – The NDIA will contact participants yearly to discuss how their plans are going.
- Providing optional plan implementation meetings – If they wish to, participants will be able to attend meetings which will help them use their plans correctly.
- Making plan meetings non-compulsory – Participants will only be required to attend plan meetings if there are changes to their new plan.

Still need help?

A Support Coordinator can help you navigate the new PACE system and work together with you to get the most out of your NDIS Plan.

If you don't have a Support Coordinator, you can ask to have this included in your next plan – please seek the assistance of a Local Area Coordinator (LAC) to request Support Coordination to be added to your budget. You can find information about who your LAC is and how you can contact them on the last page of your NDIS Plan.

Need a Support Coordinator? – Feel free to contact us at 3317 8309.