

NDIS PACE

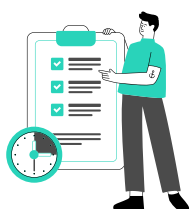
YOUR GUIDE



WHAT IS PACE?

PACE is the new computer system built by the NDIA for the NDIS.

PACE will eventually replace the current business system, portal and payment system.



WHEN WILL YOU MOVE?

The NDIS will work with new participants to develop their first plan in the new system. For plans expiring before Feb 2024:

- If your plan is meeting your needs, the NDIS may continue your current plan in the existing system
- If you need a different plan, the NDIS will develop your new plan in the new system

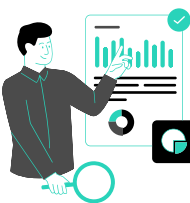
From the end of February 2024, all expiring plans will transition to the new system.



“MY PROVIDERS”

With PACE there will be a move away from service bookings and instead you will confirm with the NDIS the providers you are working with. These will be recorded on your plan and will be called “my providers”.

When you record a provider on your plan, you are letting the NDIA know they can make claims against your NDIS plan when they deliver support to you.



RECORDING “MY PROVIDERS”

You will need to record “my providers” for your NDIS plan when you have a plan manager. You also need to record your plan manager as a “my provider”, and as your plan manager.

You can list us by requesting we be listed on your plan in your planning meeting or you can call the NDIS on 1800 800 110, and state your name and NDIS number, that you are a PACE participant and wish to list Pathways to Care as your plan manager (trading name “PATHWAYS TO CARE PTY LTD”), and the organisation ID #405 000 6460.



NEW PORTAL, “MY NDIS”

The NDIA has built a new portal and updated the app for participants on the new PACE system. The new portal is a more accessible and user friendly way to:

- view your budget
- see your plan and personal details
- make claims (for self managing participants)
- see all claims against your budget
- see messages and correspondence from the NDIA

HOW TO ACCESS THE NEW PORTAL

You will need to link your myGov account with the new portal.

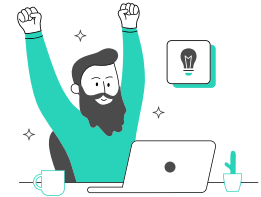
1. You need an activation code from the NDIS (you can call to get this or contact them through the website).
2. Sign in to myGov, select Services, select LINK on the NDIS tile, enter your code, then select Submit. Read the terms and conditions and select I Agree, agree to the Privacy notice, then you have successfully linked the two.



NEW SUPPORT CATEGORIES

An additional funding support type has been added to the existing 3: Core, Capacity Building and Capital, with Recurring being the new fourth type.

5 additional support categories have been created. Home and Living (not flexible) in Core, Behaviour Supports in Capacity Building, Assistive Technology Repairs & Rental and Specialist Disability Accommodation in Capital, and Transport Recurring in the new support type Recurring.



CHECK INS

Participants will now have a scheduled check-in at least every 12 months.

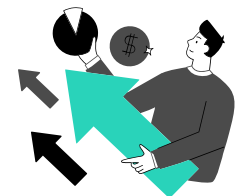
- The NDIA may check-in with you on an unscheduled or discretionary basis also.
- This may occur when there is underutilisation or overutilisation of your plan funding.
- You don't have to wait for a check-in to ask for changes to your plan.



NEW PROVIDER PORTAL

A new portal (My NDIS Provider Portal) has been created for providers to interact with the NDIA. This portal will allow providers to view their participant's plans and budgeting information (with your consent), requests for service, and submit reports. Consent can be withdrawn at any time. The portal will provide the following to providers:

- Plan visibility, linked to the type of support provided
- Plan visibility can be automatic or by consent



WHAT DOESN'T CHANGE

Not everything will change with PACE, lots of things will stay the same:

- The NDIS Act
- The NDIS Quality and Safeguards Commission responsibilities
- The way you engage with your providers and how they provide support to you.
- NDIS pricing arrangements and price limits



NEED TO SPEAK WITH SOMEONE?

PATHWAYS TO CARE - 1300 467 284

NDIS - 1800 800 110