

# The new PACE System Rollout

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## WHAT IS THE NEW PACE SYSTEM?

The National Disability Insurance Agency (NDIA) has initiated a trial for a new business management system called PACE, effective mid-November 2022. The trial is currently taking place in Tasmania, with plans for a national rollout in the near future.

PACE is a sophisticated system developed by Salesforce that enables the recording of participants information, NDIS plans, enquiries, and processing of provider payments using participants NDIS plan budget. This system will significantly impact both the internal operations of the NDIA and the NDIS experience for participants and providers alike.

Notably, PACE incorporates several critical features, such as:

- Faster payments for providers who are 'endorsed' by their participants
- Funding released in stages
- Changes to support categories
- Provider's will have to bulk upload their claims, as the portal will no longer allow them to make single claims
- New portals for providers and participants
- Removal of service bookings
- Increased access to participant plans

## TASMANIA ROLLOUT BEFORE GOING NATIONAL

Currently, PACE is undergoing testing in Tasmania, and all new participants and applicants are included in the trial. Participants with plans set to conclude within the next 3-6 months will transition to PACE after their plan reassessment.

The NDIA will utilise feedback obtained from the Tasmania test to refine the system before its national rollout. While the exact rollout date for PACE in other states has yet to be confirmed by the NDIA, it is anticipated to occur at some point in 2023.



## PARTICIPANT ENDORSED PROVIDERS

PACE is set to introduce 'participant-endorsed providers', which allows participants to 'endorse' the providers of their choice that support them. In essence, if a provider has received an endorsement from the participant whose plan they are billing against, they will receive payment more quickly. The NDIA predicts that endorsed providers will receive payment within a span of 2-3 days, which is similar to their current payment processing time. However, payments for unendorsed providers are anticipated to take roughly 10 days.

There are two methods for participants to endorse their providers:

1. **General endorsement** - for providers who can offer support services in any category except for Specialist Disability Accommodation (SDA) and Behaviour Supports.
2. **Support category endorsement** - for providers who can be endorsed to offer services in a specific support category. During the trial, this will only apply to SDA and Behaviour Supports.

People can still use unendorsed providers, but will need to validate they received the service via a message from the NDIA.

Providers can be endorsed during planning meetings, participant check-ins or calls to national call centres. People can also contact the NDIA if they want to un-endorse a provider.

## CHANGES TO SUPPORT CATEGORIES

PACE will introduce changes to the NDIS support categories. There will be a new 'support type' called 'recurring.' 'Support type' is essentially the name for categories such as Core, Capacity Building, Capital and, now, Recurring.

There will be only one item under Recurring, which is 'recurring transport.' There is limited information on which forms of transport will be included in this category at this point in time.

All line items will be kept the same for now.

### New categories:

- Home and living (Core Funding)
- Assistive technology maintenance, repair and rental (Capital)
- Behaviour Supports (Capacity Building)
- Recurring transport (Recurring)

### Renamed categories, all from Capacity Building:

- Support coordination and psychosocial recovery coaches
- Relationships
- Health and well-being
- Lifelong learning
- Choice and control



## NEW PORTAL, NO SERVICE BOOKINGS AND VIEWING PLANS

New user-friendly portals have been designed for participants and providers. In the transition to PACE, providers will need to use both the old and new portal, continuing to claim using the old portal in the interim.

Service bookings will no longer exist under PACE.

PACE will make it easier for providers to access a participant's plan if they have the consent from the participant. Under PACE, the following can be done:

- Registered providers can view a person's goals and nominee details
- Support coordinators and psychosocial recovery coaches can view the whole plan
- Plan managers can view the parts of the plan they are managing

## FOR SUPPORT COORDINATORS AND PSYCHOSOCIAL RECOVERY COACHES

There are a few key points to be aware of, especially during the testing phase.

- Unregistered providers will need to access the new portal
- Planners will send requests for service via the new provider portal. Providers will have 4 days to respond, needing to manually check it often
- Support coordinators and recovery coaches will be required to submit progress reports via the new portal

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## RESOURCES

- **For Tasmanian participants** - [www.ndis.gov.au/improvements/what-does-ndis-test-tasmania-mean-participants](http://www.ndis.gov.au/improvements/what-does-ndis-test-tasmania-mean-participants)
- **For providers** - [www.ndis.gov.au/improvements/providers-tasmania-learn-about-ndis-test](http://www.ndis.gov.au/improvements/providers-tasmania-learn-about-ndis-test)
- [teamdsc.com.au/resources/bye-bye-service-bookings](http://teamdsc.com.au/resources/bye-bye-service-bookings)