

## Information on the new NDIS computer system called PACE

You might have heard the name PACE when talking about your NDIS plan, here is some information to help you understand the changes the NDIA are making.

### What is PACE?

The NDIS have designed and built a new system called PACE. This new computer system will support participants and providers and will eventually replace the current computer system called PRODA and the [myPlace](#) portal.

This new system will be more user friendly and is designed to improve how participants, providers and the NDIS work together, making it a more efficient system.

The NDIS have been testing this new computer system in Tasmania and it will slowly start to be used for the rest of Australia from the 30th October 2023.

The NDIS says it will take about 18 months to roll out this new computer system and you may start to see some new changes to how your plan looks or how you can access your NDIS plan.

### What does this mean for you and your NDIS plan?

You do not need to do anything at the moment. The NDIS will let you know when changes will take place for you and your NDIS plan.

Your current plan will stay the same and you will not move across to the new computer system straight away.

When you have a new NDIS plan, this will be created in the new PACE system. The NDIS will be adding six new support categories and you may see some of these in your new NDIS plan.

The [myPlace](#) portal will be replaced by the new portal called the [My NDIS Participant](#) portal. You will continue to still use the [myPlace](#) portal until you have a new NDIS plan in the new PACE system. You will be able to see the new [My NDIS Participant](#) portal through your myGov account.

You will only be able to login to the new [My NDIS Participant](#) Portal through your myGov account.

You will also be able to use the NDIS App for the new system for viewing your NDIS plan.

More information on the new PACE computer software stem can be found on the NDIS website or by the following link:

[NDIS website- new computer system PACE](#)

## Does anything change for my Plan Management service?

Nothing will change until you receive a new plan or are contacted by the NDIS and told you will be moving into PACE.

When you are moved into PACE, you will need to '**endorse**' Parent to Parent as your plan manager before we can continue to process your invoices. We will let you know when this happens and give you more details about what to do.

**Endorsement** means that you are telling the NDIA that Parent to Parent will be providing you plan management services.

This will allow P2P to access your information so that we can process your invoices from your plan.

You can easily endorse P2P as your plan manager when you move into PACE by:

- Telling the NDIA that P2P is your endorsed Plan Management Provider (you can do this in your planning meeting, or by giving them a call on 1800 800 110).

or

- Responding to an endorsement request from P2P in your [My NDIS Participant](#) portal accessed through your myGov account.

If you need help when you are moved to PACE, please contact the P2P office on 1800 777 723 for assistance.