

## About PACE

A new NDIS system

March 2024



Easy Read

## About this fact sheet



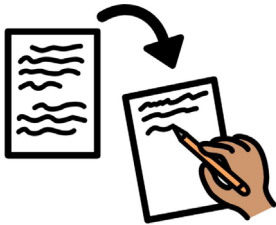
This fact sheet is from Scope.



This fact sheet has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.



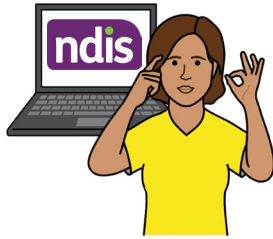
You can get someone to help you

- read and understand this fact sheet
- find more information.



You can find contact information at the end of this fact sheet.

# About PACE



This fact sheet is about **PACE**.

PACE is a new NDIS system that is safe and easy to use.



PACE will make it easier to

- see information about your NDIS plan



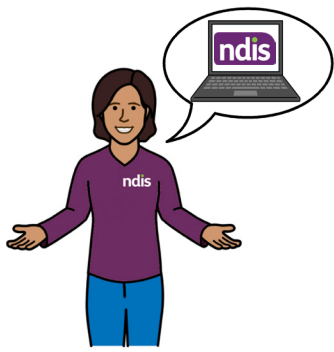
- see your NDIS **budget**
  - budget means money in your NDIS plan



- see the money spent on products and services



- pay for products and services – if you self manage your NDIS plan.



The **NDIA** will let you know when your NDIS plan is ready in PACE.

The NDIA is the agency that manages the NDIS.



When your NDIS plan is ready in PACE, you can go to a new **portal** called **My NDIS**.

A portal is like a website.

## What you need to do



When your plan is ready in PACE, you will need to add your **service providers**.

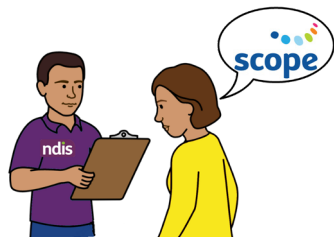


Service providers are organisations that give services.

For example, Scope is a service provider.



If your NDIS budget is agency managed, please make sure Scope is added as a **My Provider**.



You can

- tell the NDIA planner to add Scope at your plan review meeting



- ask your support coordinator or your participant or plan nominee to help you contact the NDIA



- contact the NDIA yourself
  - call 1800 800 110
  - you can call early from 8:30 am.



## If you use different Scope services

If you use different Scope services you will need to

- add a **My Provider** for each service



- add the right Scope name for each service.



If you use Scope and Home@Scope services in Victoria, you will need to add them as

- Scope (Aust) Ltd
- Home@Scope Pty Ltd



If you use Scope services in NSW, you will need to add them as

- Disability Services Australia Ltd



If you use Scope support coordination services in NSW, you will need to add them as

- Scope (Aust) Ltd



## More information

For more information about PACE, go to the NDIS website.



Visit [improvements.ndis.gov.au](https://improvements.ndis.gov.au)



If you have questions about how the changes might affect your NDIS plan, talk to your support coordinator or NDIS planner.



If you have questions about Scope services, contact Scope.



Call 1300 472 673



Email [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)



If you need help to speak or listen, the National Relay Service can help you make a call.

Call 1800 555 660

Website

[accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)

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