

Important Update!

NDIS PACE system

The NDIA is making some changes to their customer relationship management (CRM) system. The new system referred to as PACE has started rolling out now. Although the NDIA is not making fundamental changes to how the NDIS operates it will require you to be informed.

What does this mean for you?

Step 01

Upon receiving your first NDIS PACE plan, you need to first **endorse your plan manager.**

Step 02

This just means you have to **call the NDIS (on 1800 800 110)** to tell them who your plan manager is.

Step 03

You can also do this with your Local Area Coordinator (LAC).

We've written this script to help you make the call, pre-filled with important details about Yumba Bimbi Support Services.

"Hello, my name is **[Your Name]**, and I am a **[participant / plan nominee]** in the NDIS. My NDIS number is **[Your NDIS number]**.

My NDIS plan is on the new PACE system. This means that I need to endorse my plan manager by speaking with you. Could you please endorse **Central Highlands and Western Queensland Family Support Association Trading as Yumba Bimbi Support Services** as my plan manager for my NDIS plan. (If asked, Yumba Bimbi Support Service's provider registration number is **4050008343**).

I want to endorse Yumba Bimbi Support Services from the date my plan started, which is **[Your NDIS plan start date]**. Can you please confirm this has been completed and that Yumba Bimbi Support Services will be able to begin."

Important tips:

- It is important to begin the endorsement from your plan's start date. This makes sure all invoices that fall within your plan dates can be processed.
- Stay on the phone until they have told you the endorsement is finalised. It should be completed in one phone call. They should not tell you that it will take time to complete this - the endorsement process is instant.
- Make it clear to the person on the phone that your NDIS plan is on the new PACE system.
- Make sure that they confirm that Yumba Bimbi Support Services Plan Management is being endorsed by telling them the provider number (4050008343).
- For more information, you can call the NDIA on 1800 800 110.