

# PACE

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## IMPORTANT NEWS AND WHAT YOU NEED TO DO.

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PACE is the new system that has replaced the current NDIA computer system and myplace portal.

It is important that you endorse the Support Coordinator you wish to work with, if you haven't already done so.

There are 2 ways of doing this:

- At your Implementation Meeting with your Local Area Coordinator
- You call 1800 800 110 to confirm Inspires & Co as your Support Coordinator

The following script will help you have the conversation but please remember these **important points:**

- Be clear and confirm that your NDIS plan is on the new PACE system
- Let them know our Provider Number (4050 124 033) and ask them to confirm that Inspires & Co. have been endorsed
- Ask for their name, and for a receipt number to provide to us
- It is essential that you begin the endorsement from your plan's START date. This will ensure that all of the invoices that are within your plan date will be processed.
- The endorsement needs to be finalised whilst you are on the call. DO NOT end the call until they confirm that the endorsement is finalised. It does not take time to complete this process, it is instant!

If you have any questions please chat to your Support Coordinator.



[www.inspiresandco.com.au](http://www.inspiresandco.com.au)

# PACE SCRIPT

1800 800 110

Hi there,

My NDIS Plan is on the new PACE system. I am calling to endorse my engaged Support Coordinator on this call.

- My name is .....
- I am a participant/Plan Nominee in the NDIS
- My NDIS Number is .....

Could you please endorse Inspires & Co as my Support Coordinator for my NDIS Plan. Inspires & Co's registration number is 4050 124 033.

I want to endorse Inspires & Co from the date my plan started, which is (tell them the start date of your plan).

Can you please confirm that this has been completed and that Inspires & Co will be able to start services for me immediately? They should tell you YES and confirm before the call ends.

Could you please confirm your name. Can I please have a receipt number (write them down and provide both to your Support Coordinator)

**inspires & co.**