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# What does Day 1 look like: Support Coordinator and Recovery Coach

This Quick Reference Guide (QRG) has been created to support NDIS Support Coordinators and Recovery Coaches during the Tasmania Test. The QRG aims to build your understanding of what Day 1 looks like as we test a new customer relationship management system (PACE). PACE will align improvements to the amended NDIS Act and Rules.

## What do I need to check before reading this QRG?

Before reading this QRG, you will need to check that you have completed some preparation activities:

- I can access to the systems I need, such as, the new and existing provider portals.
- I have read the Provider Information Guide, including the Frequently Asked Questions and Step by Step Guides, on the NDIS website.
- I have attended an information session or reviewed the materials on the NDIS website.

## What can I expect on Day 1?

We are working hard to improve outcomes for our participants by delivering a better NDIS. As with introduction of any new system, a change of this size takes time and not all changes will happen straight away. Processes and systems will be refined over time to ensure that we continue to meet the expectations of our participants, people with disability and our partners, providers, and staff.

The transition of participants and their plan into PACE will occur in a two-stage approach in Tasmania:

- From 14 November, new Tasmanian participants and applicants eligible for the NDIS will be managed in PACE, and
- From 28 November, existing Tasmanian participants will commence transitioning to PACE in line with their plan reassessment date.



From Day 1, some Support Coordinators and Recovery Coaches, who provide services to participants who have transitioned to a new plan in PACE, will use the new provider portal. For example, you will:

- Use the new provider portal to view the plan and budget of a participant who has transitioned to PACE, including to action requests for service and submit reports.
- Continue to use the existing provider portal to submit all claims for payments, as you currently do.
- Use the existing provider portal, as you currently do, to support and view the relevant information of participants who will gradually transition to PACE.

Day 1 for a Support Coordinator or Recovery Coach will be the first day that a participant they deliver supports or services to has a new plan in PACE.

Support Coordinators and Recovery Coaches will only be able to use the features of the new my NDIS portal when new Tasmanian participants join the NDIS, or a participant has their plan built or transferred to PACE as part of the existing plan reassessment process. This may mean that some Support Coordinators and Recovery Coaches will only start using the new myNDIS portal features from late November 2022.

## What is staying the same?

A Support Coordinator or Recovery Coach will continue to help participants to connect to NDIS and other supports. This includes brokering supports and services in line with a participant's wishes and their plan, monitoring plan budgets, and building a participant's confidence and skills to understand and use their NDIS plan.

## What are the changes?

Unregistered Support Coordinators and Recovery Coaches who operate in Tasmania will need to create a PRODA account and contact the NDIA to link to new my NDIS portal. Once you have a PRODA account you can contact [provider.support@ndis.gov.au](mailto:provider.support@ndis.gov.au). The changes implemented with the introduction of the new PACE system will benefit Support Coordinators and Recovery Coaches with improved visibility of information relating to a participant and their plan, and simplified request for service process. Creating a claim to receive payment for services and supports provided for a participant will continue through the existing myplace.

We know system changes can have a considerable impact on providers and their businesses. The major changes as common scenarios are outlined below to help you understand what this means for you.

## What do I need to do on Day 1?

During the Tasmanian Test, Support Coordinators and Recovery Coaches who support participants residing outside of Tasmania will see no change in how they use the existing myplace provider portal. All work relating to non-Tasmanian residents will be progressed and finalised in the existing provider portal.

When completing work relating to a NDIS participant who resides in Tasmania, there are common scenarios a Support Coordinator or Recovery Coach will encounter from Day 1:

1. Work completed in the **new** provider portal for participants who **have** transitioned to PACE.
2. Work completed in the existing portal for participants who **have not** transitioned to PACE.
3. Work that will **continue** in the existing provider portal.

The following table lists typical scenarios that will be encountered by a Support Coordinators or Recovery Coaches from Day 1. This is not an exhaustive list but provides guidance to some of the changes and how to navigate them.

This QRG should be read in conjunction with the Provider Information Guide, Frequently Asked Questions and Step by Step Guides on the NDIS website.

#	Common scenarios	Description and Next steps	System
1	I am nominated to be a Support Coordinator for a participant who resides <b>in Tasmania</b> and <b>has not transitioned to PACE</b> .	<p>There will be no changes for participants who have not transitioned to PACE, including those who reside in Tasmania.</p> <p>Support Coordinators and Recovery Coaches will use the existing provider portal to support participants who have not transitioned to PACE, as you currently do. This includes action to accept or decline a request for service, view a budget and plan, claim for payments, and to submit reports.</p>	<b>Existing myplace portal</b>

#	Common scenarios	Description and Next steps	System
2	I receive a request for service to provide support coordination or recovery coaching for a new participant who resides in Tasmania, on or after Day 1.	<p>Transition of participants and their plan into PACE will occur in a two-stage approach:</p> <ul style="list-style-type: none"> <li>From 14 November, new participants, who reside in Tasmania, will begin on PACE when they join the Scheme.</li> <li>From 28 November, existing participants, who reside in Tasmania, will gradually transition to PACE in line with their plan reassessment date.</li> </ul> <p>Day 1 for a Support Coordinator or Recovery Coach will be the first day that a participant they deliver supports or services to has a new plan in PACE.</p> <p>Support Coordinators and Recovery Coaches will use the new provider portal to accept or decline a request for service for participants who have their plan and budget in PACE.</p> <p>Unregistered Support Coordinators and Recovery Coaches, who operate in Tasmania, will need to create a PRODA account to participate in the request for service process.</p> <p>You will have four days to accept or decline a request for service and will need to regularly check the new provider portal for new requests for service to action.</p> <p>When the participant has provided consent, the appointed Support Coordinator or Recovery Coach will view the relevant information of a participant, including the name of a plan nominee, in the new myNDIS provider portal.</p>	New myNDIS portal

#	Common scenarios	Description and Next steps	System
3	Create a claim for payment for a participant who resides <b>in</b> Tasmania and <b>has</b> transitioned to PACE.	<p>Support Coordinators and Recovery Coaches will continue to use the existing provider portal to claim for payments, including for participants who have transitioned to PACE.</p> <p>The claim for payments functionality will continue in the existing provider portal during the Tasmanian Test using the bulk claim upload. Single claims will not be available for participants with a plan in PACE.</p> <p>The new portal will be used to reference the budget and plan of participants who have transitioned to PACE, not to create a claim for payment.</p> <p>Unregistered Support Coordinators and Recovery Coaches will continue to claim either through a Plan Manager or via a self-managed participant.</p>	Existing myplace portal
4	View the budget and plan of a participant who <b>has</b> transitioned to PACE, who resides <b>in</b> Tasmania,	Support Coordinators and Recovery Coaches will be able to view elements of participant's information and plan who have transitioned to PACE through the new myNDIS provider portal, once they are appointed and the participant has provided consent.	New myNDIS portal
5	Submit a report relating to participant who resides <b>in</b> Tasmania and <b>has</b> transitioned to PACE.	Support Coordinators and Recovery Coaches will use the new provider portal to submit support coordination reports relating to a participant who has transitioned to PACE.	New myNDIS portal

#	Common scenarios	Description and Next steps	System
6	An unregistered support coordinator is nominated to be a Support Coordinator for a participant who resides <b>in</b> Tasmania.	<p>Unregistered Support Coordinators and Recovery Coaches currently receive NDIS related work via email.</p> <p>From Day 1, unregistered Support Coordinators and Recovery Coaches, who operate in Tasmania, will need to create a PRODA account via the <a href="#">ndis website</a> to complete the Request for Service process in the new provider portal.. The unregistered Support Coordinators or Recovery Coaches will then be able to submit reports related to a participant.</p>	<b>New myNDIS portal</b>
7	View a participant plan for someone who resides <b>outside</b> of Tasmania.	<p>During the Tasmanian Test, there will be no changes for participants who reside outside of Tasmania.</p> <p>All work will be completed in the existing provider portal for participants who have not transitioned to PACE.</p>	<b>Existing myplace portal</b>

## Which system should I use?

Support Coordinators and Recovery Coaches will continue to use the existing myplace provider portal along with the new myNDIS provider portal.

System	What will you do and see in this system?
<b>New my NDIS provider portal</b>	<ul style="list-style-type: none"> <li>Support Tasmanian participants who <b>have</b> transitioned to PACE.</li> <li>View the relevant information of a participant who has transitioned to PACE, including their plan, goals, budget, and nominee details, when consent has been provided.</li> </ul>
<b>Existing myplace provider portal</b>	<ul style="list-style-type: none"> <li>Support Tasmanian participants, who <b>have not</b> transitioned to PACE.</li> <li>Support participants from all other mainland States and Territories.</li> <li>Continue to submit claims and payments for Tasmanian participants.</li> </ul>



## Where can I get support and more information?

We are committed to minimising the business impact of system changes on providers. Not disrupting claiming or payments is a priority for the Agency.

We will work with you leading up to, during and after the Tasmanian test to get this change right before we implement these changes nationally. We will do this through user acceptance testing period and the Tasmanian provider working groups where we will seek your support and feedback to make sure PACE works as intended.

Where you can go for support:

- By calling the National Contact Centre on 1800 800 110,
- Visiting the [NDIS website](#) to view the PACE Provider Information Guide,
- Completing the [Contact and feedback form](#),
- Emailing [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au).