

NDIS PACE system for Plan Management

New to the NDIS PACE system and not sure where to start? We've got you covered.

First you need to endorse any plan manager you want to work with. **This means you have to call the NDIS on 1800 800 110, to tell them who your new plan manager is.** You can also do this with your Local Area Coordinator (LAC). Below is a script you can refer to, that will assist you in endorsing **Zebra Care** as your plan manager.

Hello,

My name is [Your Name], and I am a participant / plan nominee on the NDIS. My NDIS number is [Your NDIS number].

My NDIS plan is on the new PACE system, and today I would like to endorse my plan manager with you over the phone. Could you please endorse **Zebra Care (Organisation ID 4050113695)** as my plan manager for my NDIS Plan?

I want to endorse **Zebra Care** from the date my plan started, which is [Your NDIS plan start date].

Can you confirm this has been completed and that **Zebra Care** will be able to begin services for me straight away? (They should be able to confirm "yes").

Remember...

- Make it clear to the NDIS representative on the phone that your NDIS plan is on the new PACE system.
- Make sure that they confirm that **Zebra Care** is being endorsed by telling them the **Organisation ID 4050113695**.
- It is most important to begin the endorsement from your plan's start date. This will ensure that all invoices that fall within your plan dates can be processed by us.
- Remain on the phone with the NDIS representative until they have confirmed that the endorsement is finalised. It should be completed within that one phone call, instantly.

Do you have any questions regarding this process? You can call **NDIA on 1800 800 110** directly and they will be able to assist. Alternatively, reach out to us at hello@zebracare.com.au with any questions or concerns.