

Ongoing Feedback

Service Providers

3P Provider Workshops

# 1. NDIA requesting feedback

Please direct your feedback to [ndistransition@ndis.gov.au](mailto:ndistransition@ndis.gov.au)

Ref	Type	Action	Details	Update	Status
<b>220914-1</b>	Invitation to join Tasmania Test working groups	Express Interest	Working groups for the Tasmania Test will be formed. An expression of interest will be circulated. Interested Providers are welcome to express their interest to participate. User Acceptance Testing and Technical working groups are being considered.	- EOI to be forwarded to attendees	Open
<b>220831-2</b> <i>Slide 12-14</i>	General query	For feedback	Product Catalogue	- Are there categories in the Product Catalogue that contain different levels of risk if they are split?	Open
<b>220831-1</b> <i>Slide 8</i>	General query	For feedback	Designated Providers	- Does it make sense for high risk supports to have a single designated provider?	Open
<b>220810-1</b> <i>Slide 12-15</i>	General query	For feedback	Payment Assurance	- Relative to the risk, what else would help increase provider assurance of payment for valid services?	Open

## 2. Service Provider feedback

Ref	Type	Action	Details	Update	Status
<b>220914-8</b> <i>Slide 11</i>	General query	For feedback	Will the Product Catalogue detail the items that are available for claiming?	<ul style="list-style-type: none"> <li>• Yes. If the Category is funded within a Plan, then any item within that Category can be claimed.</li> <li>• Note: When item moved to a new category, the support item code will not change.</li> </ul>	Closed.
<b>220914-7</b> <i>Slide 11</i>	General query	For feedback	Why would SIL/Home and Living be anything other than Agency Managed?	<ul style="list-style-type: none"> <li>• It is possible for SIL to be delivered by unregistered providers.</li> </ul>	Closed.
<b>220914-6</b> <i>Slide 11</i>	General query	For feedback	How will irregular SIL be claimed?	<ul style="list-style-type: none"> <li>• As per current state, if the conditions in the Pricing Arrangements are met, then the IRSS (Irregular SIL Supports) claim type would be used along with the applicable support item.</li> <li>• There will be nil need to use a Service Booking to differentiate between regular and irregular SIL supports.</li> </ul>	Closed.
<b>220914-5</b> <i>Slide 10</i>	Transition update	For noting	Public announcement has been made regarding go-live for the Tasmania Test of PACE.	<ul style="list-style-type: none"> <li>• Nil.</li> </ul>	Closed.
<b>220914-4</b> <i>Slide 9</i>	Claims	For noting	Provider peak bodies are being provided with a copy of the technical solution for claiming to review.	<ul style="list-style-type: none"> <li>• Nil.</li> </ul>	Closed.
<b>220914-3</b> <i>Slide 6</i>	Budgets	For feedback	If multiple service providers listed against support category, will there be a carve out of part of the budget for each provider?	<ul style="list-style-type: none"> <li>• No - budget will be allocated at the category level and will not be segmented for subsections of services within the category (or apportioned between providers).</li> </ul>	Closed.
<b>220914-2</b> <i>Slide 6</i>	Instalments	For feedback	Is drawdown beyond the instalment still to be permitted.	<ul style="list-style-type: none"> <li>• Yes (see slides from earlier packs).</li> <li>• Future design consideration will be given to notifications when a period's instalment is expended, to support Participant/Provider awareness.</li> </ul>	Closed.
<b>220914-1</b> <i>Slide 6</i>	General enquiry	For feedback	Provider will often deliver essential services despite a Participant running out of budget. Will there be measures in place to ensure essential services are sufficiently funded.	<ul style="list-style-type: none"> <li>• The check-in process is intended to support Participants to not get into situations where essential services are not delivered.</li> <li>• Note prior feedback regarding ability to access funds beyond the released instalment amount.</li> </ul>	Closed.

## 2. Service Provider feedback continued

Ref	Type	Action	Details	Update	Status
<b>220831-4</b> <i>Slide 9</i>	General query	For feedback	NDIA recognition of Service Agreements	<ul style="list-style-type: none"> <li>- If Service Agreements (provider and participant) are centrally recorded is there consideration the NDIA would honour? Currently many providers do not enforce where a participant has no budget remaining.</li> <li>- NDIA could consider exploring policy options if this was of interest?</li> </ul>	Open
<b>220831-3</b> <i>Slide 8</i>	General query	For feedback	NDIA visibility of all supports and providers	<ul style="list-style-type: none"> <li>- Is there consideration for an RFS or similar process/form that provides NDIA with visibility of all supports/services a participant has engaged in.</li> </ul>	Open
<b>220831-2</b> <i>Slide 8</i>	General query	For feedback	Changing/updating providers	<ul style="list-style-type: none"> <li>- Concern around change of plan managers and delay in notifications to general providers.</li> <li>- Ease of process for change of providers once an initial set up has taken place by a participant</li> </ul>	Open
<b>220831-1</b> <i>Slide 8</i>	General query	For feedback	Funding access delays	<ul style="list-style-type: none"> <li>- Will there be delay in accessing funding while a Provider is waiting to be linked to a Participant account?</li> <li>- ACTION: What is the safety net where a participant does not advise the NDIA?</li> </ul>	Open
<b>220810-3</b> <i>Slide 9-10</i>	General query	For feedback	Will consumables budget remain flexible?	<ul style="list-style-type: none"> <li>- The Product Catalogue within PACE will determine which Support Categories can be made 'flexible' or 'stated' by a Planner. The Product Catalogue is still being finalised, however, it is presently expected that budget allocated to a PACE Consumables Support Category would continue to have the option of being used flexibly.</li> </ul>	Closed
<b>220810-2</b> <i>Slide 10</i>	General query	For feedback	Do Participant funds roll-over each quarter or do they lose unused funds each quarter?	<ul style="list-style-type: none"> <li>- Unused funds from a quarter will remain available for expenditure within the same Plan period (i.e., funds do not expire each quarter).</li> <li>- See 10.8.2022 Supplementary Slide 1 for further details.</li> </ul>	Closed
<b>220810-1</b>	General query	For feedback	Are service agreements required?	<ul style="list-style-type: none"> <li>- A written service agreement must be in place for Specialist Disability Accommodation (SDA) supports under the NDIS. For other supports, the NDIA does not require a written Service Agreement.</li> <li>- The NDIA recommends having a written Service Agreement so participants and providers are clear about what each party has agreed to. The relative risk profile associated with services (for the Participant and Provider) should be considered alongside the decision to enter into a Service Agreement.</li> </ul>	Closed
<b>220713-9</b>	Topic suggestion	For action	Plan Manager implications/responsibilities.	<ul style="list-style-type: none"> <li>- Agreed content for future session</li> </ul>	Open
<b>220713-8</b>	Topic suggestion	For action	Budget structure (e.g., flexible funding)	<ul style="list-style-type: none"> <li>- Agreed content for future session</li> <li>- Updated to closed as presented at 31 Aug 2022 session</li> </ul>	Closed



## 2. Service Provider feedback continued

Ref	Type	Action	Details	Update	Status
220706-7	Topic suggestion	For action	Payment Enquiries - Handling timelines - Manual payment processes - Feedback process, including rationale for when manual payments are declined.	Agreed content for future session.	Closed
220706-6	General feedback	For noting	Disputes over payment (e.g., with Plan Managers etc) lead to significant costs for Providers, as well as write-offs at times.	Noted. System improvements are anticipated to reduce the likelihood/need for disputes.	Closed.
220706-5	General feedback	For noting	Instalments – Service Delivery is not necessarily linear, and for example, therapies may occur in intensive blocks during school holidays which may exceed funding available within a single instalment	Noted. Instalments to be discussed in future session.	Closed
220706-4	Topic suggestion	For action	Support Coordination/Recovery Coaching – Funding visibility	Agreed content for future session	Closed
220706-3	Topic suggestion	For action	Budget structure – Flexible budgets Budgets – Impact when Price Guide changes.	Agreed content for future session	Closed
220706-2	General feedback	For noting	Service Booking, whilst supporting revenue assurance, have various limitations that reduce business efficiency (e.g., set-up and issues associated with changes).	Noted. Administrative burden is anticipated to be reduced for Providers with the removal of Service Bookings.	Closed
220706-1	Topic suggestion	For action	Service Bookings Removal – Revenue assurance	Agreed content for future session	Closed
220713-7	General query	For feedback	Where a designated provider is recorded, is the entire category budget only be available to the recorded provider?	Yes.	Closed. Further details to be provided in future session.

## 2. Service Provider feedback continued

Ref	Type	Action	Details	Update	Status
220713-6	General query	For feedback	Where a designated provider is recorded, is the entire category budget only available to the recorded provider?	<ul style="list-style-type: none"> <li>- The budgets for support categories with a Designated Provider are only available where the Designated Provider has delivered the services.</li> </ul>	Closed. Further details to be provided in future session.
220713-5	General query	For feedback	Will budgets, instalments and deficits be set by individual planners	<ul style="list-style-type: none"> <li>- Budget will be set by Planner delegates with guidance (e.g. policy)</li> <li>- Available budget features (e.g. instalments types) will be determined by settings within the Product Catalogue, which will flow through to options for Planners.</li> <li>- Deficit limits will be set via Agency Policy.</li> </ul>	Closed
220713-4	General query	For feedback	Will budgets be funded at the level of Core, Capital and Capacity Building	<ul style="list-style-type: none"> <li>- Budgets will be made available at the Support Category level. Categories will be arranged within the Budget Types of Core, Capital and Capacity Building.</li> </ul>	Closed
220713-3	General query	For feedback	During a Plan, if a Plan Manager changes, how will funds access change.	<ul style="list-style-type: none"> <li>- Prior Plan Manager to access funds available /released to the point at which their engagement ceases.</li> <li>- New Plan Manager to access funds released from after their engagement.</li> <li>- There will be nil overlap in Plan Managers.</li> </ul>	Closed
220713-2	General feedback	For feedback	Can instalments be drawn down in advance	<ul style="list-style-type: none"> <li>- For periods of intensive service provision, budgets are expected to be able to go into deficit by up to a single instalment^ (i.e. pull forward funds).</li> <li>- However, the Agency position remains that paying for services in advance is not permitted.</li> </ul>	Closed
220713-1	General query	For feedback	Will only the instalments be viewable, or the entire budget for a Support Category.	<ul style="list-style-type: none"> <li>- Both will be viewable to Providers with suitable permissions.</li> </ul>	Closed

^Pending policy position on extent of deficit limit

### 3. Service Provider identified Pain Points

Ref	Category	Sub-Category	Title	Summarised Insight/Pain Points	Update	Status
220914-6	Claims	Cancellation	Cancelling entire bulk upload.	Providers are not able to cancel an entire bulk upload file. Would be useful to have ability to easily cancel all claims from a bulk upload file.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.
220914-5	Claims	Cancellation	Cancelling a subset of claims from a bulk upload file.	Providers are not able to cancel an subset/group of claims from a bulk upload file. Presently, each individual claim record needs to be cancelled one-by-one.  Would be useful to be able to easily upload a group of payment request IDs (within and across bulk upload files), and for all those payment requests to be cancelled.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.
220914-4	Claims	Cancellation	Manual cancellation of claims	Where a claim been paid, but the plan management type has been changed (retrospectively) post payment of the claim, this creates manual work for Providers to search for and ID the claims that need to be cancelled. Would be useful to have these flagged for cancellation.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.
220914-3	Claims	Cancellation	Authority to cancel claims	The level of the Provider representative that needs to cancel claims (e.g., Account Manager) is too high. The level of the person required to cancel claims should be reduced or configurable by the Provider.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.
220914-2	Payment Enquiry	Request for Information	Enquiry closes when information requested.	In current state, when further information is required in relation a payment enquiry, the original enquiry is closed and a new one needs to be submitted with the additional information (and Provider needs to go back and obtain the original enquiry ID for citing in the new enquiry with the additional info). It would be useful for the enquiry to stay open when additional information is requested.	- In PACE an enquiry will remain open when additional information is requested. When the additional information is provided, it will be append to the same (original) enquiry, and the resolution will come in relation to the original enquiry.	Closed.
220914-1	Payment Enquiry	Reopening enquiry	New enquiry required when Provider unsatisfied with resolution.	Where a Payment Enquiry has been closed by the Agency, and the outcome is unsatisfactory to the Provider (e.g., it doesn't appear the issue has been fully appreciated), the Provider needs to submit a new enquiry with additional information. Would be useful to be able to reopen the closed enquiry.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.



### 3. Service Provider identified Pain Points

Ref	Category	Sub-category	Title	Summarised Insight/Pain Point	Update	Status
220831-1	Budgets	Visibility	Provider confirmation of budget availability	Experience with participants running out of funding – important to understand how much funding a participant has, and the timeframe for expected expenditure.	- Noted	Closed
220810-2 <i>Slide 5</i>	Markets	Transition period (PACE specific Pain Point)	Provider burden associated with transition.	Different operational processes for Providers between Participants on the current system versus the new PACE system may create additional burden for Service Providers (e.g., transition related administrative burden and staff training costs).	<ul style="list-style-type: none"> <li>- We are taking every precaution to ensure PACE will deliver as expected and avoid any business or service disruption for participants and providers. We will continue to engage with providers and monitor any impacts through the system testing period.</li> <li>- Further updates to be provided.</li> </ul>	Open
220810-1 <i>Slide 5</i>	Budgets	Visibility (PACE Pain Point)	Provider confirmation of budget availability when commencing services.	In the absence of Service Bookings, prior to committing to deliver Services, how will Providers gain visibility of Participant budgets to: a) confirm availability of sufficient budget before commencing services, and b) support Participants to effectively use their budgets.	<ul style="list-style-type: none"> <li>- Noted.</li> <li>- To be discussed in future session.</li> </ul>	Open



### 3. Service Provider identified Pain Points continued

Ref	Category	Sub-category	Title	Summarised Insight/Pain Point	Update	Status
220713-3	Budgets	Service Agreements	Committed funds, via Service Agreements, may exceed available funds.	In the absence of Service Bookings, situations may arise where funding allocation commitments have been made via Service Agreements to various Providers. The aggregate of these various commitments may exceed approved funds for life of Plan.	<ul style="list-style-type: none"> <li>- Noted.</li> <li>- To be factored into future design considerations.</li> </ul>	Closed.
220713-2	Budgets	SIL	Inability to use SIL funding flexibly.	At times, unused SIL funding exists, whilst other budgets are exhausted. This limits utilisation of (SIL) funds for other purposes such as capacity building.	<ul style="list-style-type: none"> <li>- In PACE, SIL funding expected to be exclusively for the delivery of SIL services.</li> </ul>	Closed.
220713-1	Budgets	Funds depletion (PACE Pain Point)	Payment assurance where services delivered and Participant budget depleted.	Without a Service Booking in place, where short-/long-term (e.g. therapy program) services have been delivered, even with a Service Agreement in place, if a Participant's budget has been depleted, how will Service Providers be confident of payment receipt?	<ul style="list-style-type: none"> <li>- Future PACE Plans are expected to be much longer than current plans (e.g., 3+ years).</li> <li>- Longer plans will facilitate implementation of an enhanced proactive monitoring where expenditure rate is exceeding the rate of instalment funds release. As a result, the Agency would not expect Plan budgets to be completely exhausted during an active Plan period.</li> <li>- Where expenditure significantly (or on a repetitive basis) exceeds released instalment funds, review and changes would be expected (e.g. change of funds management type to Agency managed, or where necessary, Plan variation and proportionate Plan changes).</li> <li>- Instalments will support regular release of funds, as opposed to all funds being visible from the outset. Thereby providing an expenditure guide.</li> <li>- To support periods of increased activity, budgets will be permitted to go into temporary deficit (i.e. pull forward funds from next instalment).</li> <li>- Considering the above, it would not be expected that Participants would pre-emptively exhaust available funds.</li> </ul>	Closed. Further details to be provided in future session.

### 3. Service Provider identified Pain Points continued



Ref	Category	Sub-category	Title	Summarised Insight/Pain Point	Update	Status
220706-7	Provider APIs	General functionality upgrades	Incongruence between Provider Portal and API functionality	API not keeping up with Provider Portal functionality changes can create inefficiencies for Providers.	Noted. No short-term plans to uplift APIs	Closed
220706-6	Provider Portal	Claim functionality	Limited ability to cancel incorrect claims via bulk uploads	Limited system self-service functionality, via bulk uploads, to cancel claims leads to business inefficiency to correct/resolve instances of incorrect claims.	Noted. Will be factored into considerations for 2022 design work on Provider Portal enhancements.	Closed
220706-5	Provider Portal	Notifications	Limited notifications regarding Plan changes	Limited system notifications of changes to Participant Plans (or Plan Managers) can result in retrospective and reactive decision-making regarding service delivery (e.g., Increased Provider staffing levels to manage reactive changes).	Noted. Will be factored into considerations for 2022 design work on Provider Portal enhancements.	Closed
220706-4	Provider Portal	Information export	Limited ability for custom reporting	Limited ability to create on system custom reports leads to business inefficiencies for Provider's where particular 'slices' of information are sought for reporting.	Noted. Will be factored into considerations for 2022 design work on Provider Portal enhancements.	Closed
220706-3	Provider Portal	Information export	Limited data export functions	Limited ability to readily export data from the Provider Portal creates issues with business efficiency for Providers (e.g., extended time to compile audit level information, or extract claims for a particular Participant or extract Participant/claim level remittance information).	Noted. Will be factored into considerations for 2022 design work on Provider Portal enhancements.	Closed
220706-2	Support Catalogue	Provider Travel	\$1 unit pricing	Standard business pricing/invoicing approaches for Provider Travel, which are agreed with Participants, do not align with the required claiming method due to the NDIA's approach to Provider Travel unit pricing. This creates issues with inconsistency between invoicing and claiming.	Noted.	Closed
220706-1	Provider Portal	Information access	Provider visibility of Plan Managed Funds	Where funds are Plan Managed, and the Service Provider is not also the Plan Manager, the Service Provider does not have visibility of available funds. This can lead to issues with payment assurance (e.g., Plan Manager declining to pay, without transparency to the Service Provider regarding funds availability, can lead to disputes).	Noted. Will be factored into considerations for 2022 design work on Provider Portal enhancements.	Closed