Redesigning processes and systems to improve the participant experience

NDIS test in Tasmania
Provider Information Pack

Information to help NDIS providers prepare for systems and process changes in Tasmania
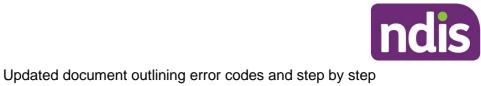
Version 5 – 16 January 2023

Table of Contents

1. Section 1 – Information and Resources

The following resources have been created to support providers in Tasmania as the National Disability Insurance Agency (NDIA) tests a new computer system and improved processes.

Resource	Purpose
Provider portal log in	Access to the my NDIS provider portal. Log in to the my NDIS provider portal
Provider Information Pack	This document is the Provider Information Pack. It gives an overview of the Overview of the Participants, Platforms and Process (3P) Improvement Initiative and the new computer system being tested in Tasmania.
Quick Reference Guide – General Providers	An overview of what day 1 of the test in Tasmania will look like for general providers including scenarios. What does day 1 look like – NDIS providers (83KB PDF) What does day 1 look like – NDIS providers (147KB DOCX)
Quick Reference Guide – Support Coordinators	An overview of what day 1 of the test in Tasmania will look like for support coordinators including scenarios. What does day 1 look like – support coordinators and recovery coaches (155KB PDF) What does day 1 look like – support coordinators and recovery coaches (82KB DOCX)
Quick Reference Guide – Plan Managers	An overview of what day 1 of the test in Tasmania will look like for plan managers. What does day 1 look like – plan managers (141KB PDF) What does day 1 look like – plan managers (82KB DOCX)

| **Updated myplace provider portal and resources** | Updated document outlining error codes and step by step changes.

Provider portal system and error messages guide (PDF 592KB)

Provider portal system and error messages guide (DOCX 281KB). |
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| **Updated advice on Connecting with NDIA systems** | Updated resources for providers who connect to NDIS systems through APIs.

Connecting with NDIA systems | NDIS

Any provider with immediate questions can email DPO@ndis.gov.au |
| **How to videos** | Specific video content to help providers log in to the new my NDIS provider portal and use the new features.

• How to log in.
• How to view participants plans/budgets.
• How to accept a Request For Service.
• How to make a bulk payment request.
• General service provider view.
• Support Coordinator/Psychosocial Recovery Coach view. |
| **Learning and Development** | Specific videos to explain the process for:

• Bulk uploads.
• Provider portal.
• PACE for providers.
• Support coordinators.
• Plan managers. |
| **Support catalogue** | A comparison of support item codes on PACE and the SAP CRM.

Mapping of support items PACE support categories (XLSX 86KB) . |
| **Frequently Asked Questions** | A provider specific section on the NDIS website to respond to key questions from providers in Tasmania. |

This includes a claims and payment support checklist to providers solve regular queries.

[Frequently asked questions for providers in Tasmania | NDIS](...)

Regularly updated on the NDIS website.

2. Section 2 – Overview

Purpose

The purpose of this information pack is to support National Disability Insurance Scheme (NDIS) providers during the test of a new computer system and processes in Tasmania.

We expect to release multiple versions of this document. **This document is version 4, released on 20 December 2022.**

Key terms

Term	Explanation
Participants, Platforms and Process (3P) Improvement Initiative	The program of work to deliver our new computer system and improved processes.
PACE	Our new salesforce computer system.
My NDIS provider portal	Our new portal which hosts the new tools providers can use in the test.
Myplace provider portal	The existing provider portal where all claims and payments will continue during the test.
Participant-endorsed provider	A process where participants can nominate providers in their plan who will receive payments quicker. Providers of Specialist Disability Accommodation and Behaviour Supports will need to be recorded in a participants plan.

What is PACE?

We are introducing a new computer system to replace our current SAP Customer Relationship Management (CRM) system. We are focused on transferring our current business process with minimal changes.

Internally, we call the new computer system PACE. When talking to the public, we call it the new computer system, or new system.

Since June 2022, we've been testing the new computer system with NDIA staff, Partners in the Community (NDIS partners) and we've also consulted and tested it with providers. This will ensure the new system is fit for purpose and incorporates feedback from stakeholders before we start our test in Tasmania.

Key things to know about the introduction of PACE:

- We are not fundamentally changing the way the NDIS operates.
- We are not changing the payment system during test.
- We are improving our payment enquiry system, to improve the process when providers enquire about a payment.
- We are testing a new portal and tools for how information is exchanged between NDIA and providers, such as support coordinators, recovery coaches and plan managers.

We are starting to test the new computer system in Tasmania to further refine the implementation before considering rolling out nationally.

When does system testing in Tasmania start?

We expect to start the test in Tasmania on:

- **14 November 2022** for people with disability approaching the NDIS and new access requests, and
- **28 November 2022** for existing NDIS participants with their plans coming to an end in the next 3-6 months.

Our Tasmanian NDIA staff and Partners in the Community (NDIS) will be part of testing the new system in real time with participants, providers and the wider disability community.

Who will be part of the test?

Existing NDIS participants with a plan due to end in the next 3-6 months

Tasmania participants with their plan ending in the next 3-6 months will be part of the test.

If a participant needs changes to their plan before the reassessment date, they will also be part of the test.

People with disability including children approaching the NDIS for the first time

This includes:

- people with disability,
- children younger than 7 with delays in their development or with disability, and
- children younger than 6 with developmental concern.

How will a provider know if a participant has transitioned?

From 14 November, current participants in Tasmania will gradually transition to the new computer system when their plan is reassessed, while new participants will begin on the new system when they approach or join the Scheme.

Providers are generally involved in or aware of the plan reassessment processes which will trigger the transition for participants to the new computer system. Provider notifications will be progressively introduced throughout the test.

Providers can also identify a participant has transitioned by one of the following ways:

- Error messages when a provider submits a single payment claim request against current plan period. The error message will indicate the participant has transitioned to the new system and provide advice on how to resolve.

- Existing service bookings will be automatically end dated for the previous plan. Providers will be able to see this in the myplace provider portal report function.

- Providers won't be able to create a service booking for the participant in the myplace provider portal.

- Providers can link to a participant record in the new my NDIS provider portal.

- Providers can view requests for service for support coordination or psychosocial recovery coach services in the new my NDIS provider portal.

- For providers using an Application Programming Interface (APIs), they will be able to determine if the participant is on the new computer system based on the information returned from the API.

3. Section 3 – What is changing for providers?

What's not changing?

- Providers will continue to use the myplace provider portal to submit all claims.
- Providers will use the current support item description or numbers they use to claim.
- Most Tasmanian participants will remain on the current system during the test.

What is changing?

- We are working to improve our payment enquiry system when providers enquire about a payment.
- We are testing a new portal:
  - for providers with appropriate consent, to be able to view a participant's plan or parts of a participant's plan
  - to improve the way information is exchanged between NDIA and providers, such as submitting reports from support coordinators and plan managers.
- Service bookings will not be required once a participant has moved to the new computer system.
- For participants in the new computer system, we will be removing the single claim functions in the existing myplace provider portal.
- From 19 December we will be introducing a participant-endorsed providers process for Agency-managed participants. This will include a new claim validation process for providers who have not been recorded on a participant's plan as a participant-endorsed provider.

From 14 November, all Tasmanian based new participants, and existing participants when their plans are reassessed will be in the new computer system.

We are testing improvements, including a new provider portal, how we manage payment enquiries, removing service bookings and introducing participant-endorsed providers for Agency-managed participants.

These improvements are designed to reduce administration for providers, create opportunities for business growth, and provide more time for meaningful connections with participants.

We know system changes can have significant impacts on providers and their businesses. That's why we've been completing extensive design and user acceptance testing this year, including with NDIS providers.

Through the design and build of the new computer system and portals, we have made it a priority to minimise impacts to providers. Where we didn't need to change something, we haven't. Even where we've had to make a technical change, we've tried to reduce the impacts for providers as much as possible to make sure claim and payment processes won't be disrupted.

We expect the test in Tasmania will help us prepare for the national rollout of our new computer system and improved processes in 2023.

We'll make any improvements we need to based on the real-time test in Tasmania and the experience of participants, our staff and NDIS partners and providers.

Summary of key changes

Once a participant's plan has moved from SAP to the new computer system, providers will be able to test and view the new features.

Key changes include:

- Removal of single claims.
- New my NDIS provider portal and tools.
- Removal of service bookings.
- Introducing participant-endorsed providers.
- Payment processing times.
- Clearer Budget categories.

Removal of single claims

In the Tasmania test:

- Tasmanian providers will continue to use the myplace provider portal, using the current support item descriptions and numbers to submit claims.
- For participants in the new computer system, we will be removing the single claim functions. All claims will need to be made using the using the current [Bulk Payment Request template (CSV 1KB).](#)
- Single claims will continue to be available for participants who are not part of the test.

Tasmanian providers should consider adjusting their business practices to submit all single claims via the bulk upload process.

New my NDIS provider portal and tools

All claims and payments will continue to be processed through the current myplace provider portal.

In Tasmania, we will be testing features and tools of our new provider portal called the 'my NDIS provider portal.'

The primary purpose of the my NDIS provider portal is to improve the way information is exchanged between NDIA and providers, such as submitting reports from support coordinators and plan managers and viewing sections of a participant's plan.

The new my NDIS provider portal features we are testing include:
- A new request for service function for support coordinators and psychosocial recovery coaches.
- The ability for registered providers, plan managers, support coordinators, psychosocial recovery coaches and participant-endorsed providers to view sections of a participant's plan with their consent.
- A feature to allow support coordinators and psychosocial recovery coaches to submit reports.

Eventually these features will be integrated into our new computer system. The new system will be intuitive and easy to use.

How will providers access these features?

To access the new my NDIS portal and tools, Tasmanian registered providers will use their current Provider Digital Access (PRODA) account details to log in to the my NDIS provider portal via the NDIS website.

Unregistered support coordination providers will need to create a PRODA account and link it to the current myplace portal and new my NDIS provider portal. Learn how to create a PRODA account.

A full list of the resources available for Tasmanian providers can be found in Section 3.

Viewing a participants plan

Like the current myplace provider portal, registered providers, plan managers, support coordinators, and psychosocial recovery coaches will be able to view sections of a participant's plan with their consent.

In the new computer system, when a plan manager is selected by a participant, the participant has given consent to the plan manager to view the goals, nominee details and budgets that are plan managed. For other providers, when a participant provides consent:

- Registered providers will be able view a participant's goals and nominee details.
- Support coordinators and psychosocial recovery coaches will be able to see all elements of a participant's plan.

Request for service

At the plan meeting, a participant with support coordination or recovery coach services will be assisted by the planner to identify their preferred provider to deliver their supports.

The planner will place a request for the support coordination or recovery coach services in the new provider portal. Support coordination or psychosocial recovery coach providers will have 4 business days to accept or reject the request.

During testing in Tasmania support coordination and psychosocial recovery coach providers will need to log in regularly to the new my NDIS provider portal to see requests.

Submitting reports

Support coordinators and psychosocial recovery coaches will submit reports prior to check ins and reassessments. They will see when a report is due in the my NDIS provider portal.

Removing service bookings

In the Tasmania test:

- All plans built in our new computer system won't require service bookings.
- Existing participants will move to the new computer system at plan reassessment.

Many providers have told us service bookings are unnecessary and create administration to update service bookings when a participant's plan changes.

Removing service bookings reduces transaction red tape and streamlines the payment process meaning more time to invest where it matters, working with participants, delivering services and growing their business.

It also provides more flexibility for participants in how they want to manage their plan.

Introducing participant-endorsed providers

In the Tasmania test:

- Agency-managed participants can record endorsed providers in their plan.
- Agency-managed participants can update their endorsed providers at any time.
- All participants with Specialist Disability Accommodation and Behaviour Support will need to record their participant-endorsed providers for these two categories in their NDIS plan.
- Participant-endorsed providers will be paid quicker than providers that have not previously been endorsed by a participant.
- Tasmanian providers who provide regular or ongoing supports to Agency-managed participants should consider talking to their participants about becoming a participant-endorsed provider.

Participant-endorsed providers are registered providers a participant regularly works with and recorded as part of their NDIS plan. By endorsing a provider, participants are letting us know that provider can receive payments for valid claims on their NDIS plan fund.

Like what happens now, Agency-managed participants in Tasmania will need to use registered providers. Providers who deliver Specialist Disability Accommodation and Behaviour supports are also required to be registered providers.

Claims for payments from participant-endorsed providers do not need to be verified by the participant or their nominee. Participant-endorsed provider claims will automatically be referred for payment.

Participants can still choose to use any provider, however additional validation and checks will occur for providers that are not participant-endorsed to ensure the participant has received the service.

There are two types of participant-endorsed providers. They are:

Participant-endorsed providers – general

Participant-endorsed providers – general are providers nominated by participants to deliver the core, capital and capacity-building supports funded in their NDIS plan.

All Agency-managed participants who are part of the test in Tasmania will need to choose participant-endorsed providers – general for their NDIS plan.

Participant-endorsed providers - category

All participants with Specialist Disability Accommodation and Behaviour Support will need to record their participant-endorsed providers for these two categories in their NDIS plan. Providers who deliver category level supports are required to be registered providers under NDIS Commission rules.

How do Agency-managed participants endorse their providers?

Providers can't record themselves as participant-endorsed providers on a participant's behalf.

Providers should make sure the participant knows their provider number, legal and trading names for the participant to record them as an endorsed provider.

Agency-managed participants can endorse a provider at any time by talking to their myNDIS contact or by calling the National Contact Centre on 1800 800 110.

Providers with current service bookings in existing NDIS plans will automatically transfer to become a participant-endorsed providers when an Agency-managed participant's new plan is created in our new computer system.

Providers can check if they have been recorded as a participant-endorsed provider by checking if they can see the participant's name listed in the My Participants section of their my NDIS provider portal. Providers will see the participant's name if they have been recorded as a participant-endorsed provider.

Participants can change or remove participant-endorsed providers at any time by contacting their myNDIS contact or by calling the National Contact Centre.

If a participant removes their endorsement of a provider, providers will still be able to claim for services, if they are only claiming for the period they were engaged as a participant-endorsed provider.

For any future claims, additional validation and checks will occur because the provider will not be participant-endorsed when the service is delivered.

Payments

In the Tasmania test, there are no changes to claims and payments for self-managed and plan-managed funds.

Participant-endorsed provider claims will generally be paid within 2 to 3 days.

If a claim is made on an Agency-managed participant's plan by a provider who is not a participant-endorsed provider, we'll check with the participant, or their nominee, by SMS to confirm this is a service the participant agreed to.

If the service was agreed to by the participant, no further action is required from the participant or their nominee, and the claim will be processed for payment after 7 days.

Providers will see the status of the payment as 'Open' in the myplace provider portal. Once validated, payment will usually occur within 10 days.

All claims and payments will continue to be submitted in the current myplace provider portal.

Participant-endorsed provider claims

Claims for payments from participant-endorsed providers on Agency-managed funds do not need to be validated by the participant or their nominee. Participant-endorsed provider claims will automatically be referred for payment.

A participant-endorsed provider can claim against the support category for which they have been participant-endorsed. For example, if you have been participant-endorsed to provide core supports, you may claim as a participant endorsed-provider for core supports, but not capital. Your capital supports claim would be processed as a non-participant endorsed provider claim.

Non-participant-endorsed provider claims

If a claim is made on an Agency-managed participant's plan by a provider who is not a participant-endorsed provider, we'll check with the participant, or their nominee, by SMS to confirm this is a service the participant agreed to.

If the service was agreed to by the participant, no further action is required from the participant or their nominee, and the claim will be processed for payment after 7 days.

If the service was not agreed to by the participant, they need to contact the National Contact Centre to let us know within 7 days of receiving the SMS.

A NDIA payment review officer will then look at the claim. The NDIA officer will contact the provider who made the claim for more information. The NDIA officer may also contact the participant for more information.

Once the NDIA officer makes their decision on the claim, the status will move to paid or rejected depending on the outcome of the review.

If a provider claims Specialist Disability Accommodation and Behaviour Support services, and they are not listed as a category level participant-endorsed providers for these services, their claim will be automatically rejected.

If a provider's claim for Specialist Disability Accommodation and Behaviour Support services is rejected, they should contact the participant they are supporting to discuss how they can be appointed as a category level participant-endorsed provider.

Participants can contact the National Contact Centre at any time to appoint general or category level participant-endorsed providers.

Payment errors

If a claim is rejected, providers will see advice in the current myplace provider portal. The provider will need to check their bulk upload submission report for Bulk Payment error messages. It will show the reason why the claim has not been processed and what a provider needs to do to correct it.

The majority of claim payment errors can be corrected by providers and self-managing participants in the portals. For example, administrative errors like wrong dates, a duplicate claim, missing banking or ABN details, or the claim includes a unit price that is more than the maximum price. Many of the current errors providers encounter are specific to service bookings and changes to plan dates. The impact of these errors is expected to be reduced when a participant's plan is in the new system.

Providers can refer to the [system and error messages](#) guide for more information.

Providers will not receive an error code while a payment is being verified. Where the participant does not dispute the claim, the payment will remain as 'open' until it is paid, which usually occurs in approximately 10 days.

You can read more information and answers to frequently asked questions on claims and payments on our [frequently asked questions for providers in Tasmania web page.](#)

Providers and self-managing participants can submit more information in their portal or contact the National Contact Centre 1800 800 110 for further assistance.

Clearer budget support categories

In the Tasmania test:

- Providers won't need to change the way they make claims for supports delivered.

- There will be no changes to support items description or numbers used to claim. Existing item codes will point automatically to relevant budgets on the new system.

- We are gradually simplifying language and made minor changes to split up the existing support categories and how they are displayed in a participant plan.

- Support coordinators, psychosocial recovery coaches and plan managers will see this change when they view a participant's budget in their plan in the new my NDIS provider portal. Also providers will see the categories if a participant shares their plan in hard copy.

NDIS plans will be built by support categories. We will still have stated and flexible supports, but these will be listed at the support category level, rather than line-by-line items, providing more flexibility for participants in how they use their plan. Self-managed participants will continue to use the current support items description or numbers to claim.

As part of the test we're working towards making our language consistent across NDIS plans and portals. The name of the support catalogue item in the plan, will be the same name in the participant and provider portals, reducing confusion and administration spent on cross checking services and claims, making it smoother for participants and providers to submit claims.

Further information is available in Section 4.

An overview for plan managers

In the new computer system, when a plan manager is selected by a participant, the participant has given consent to the plan manager to view the plan-managed parts of their plan.

Once appointed by a participant, plan managers will:

- be able to view participant plans and budgets that are plan-managed

- automatically be approved as a participant-endorsed provider for the budgets they manage.

To ensure plan managers can effectively manage a participant's plan-managed budgets they will need to be the allocated plan manager in the participant's plan.

If a participant changes their plan manager, the provide have 30 days to submit invoices or claims for this participant.

What's staying the same?

Plan management will continue to support participants by:

- Managing and monitoring a participant's budget.
- Managing a participant's NDIS claims and disbursing funds to providers for services delivered.
- Providing regular statements to a participant to show the financial status of their plan, including notifications of over or under utilisation.

What's changing?

- Once a plan manager is allocated in my NDIS provider portal, the plan manager will need to use the new my NDIS provider portal to view the participant's plan-managed budget.
- The NDIA will record the provider as the participant's nominated Plan Manager in the new computer system. This is prompted during both the planning and implementation process.
- Once the plan manager is 'nominated' in the participant's plan, the new computer system will automatically share information about the plan-managed budgets with the plan manager.

What will I be able to do in the my NDIS provider portal?

- Select an organisation on sign-in. This makes it easier for plan managers who work across multiple organisations.
- View participant details.
- View participant plan-managed budget, goals, and nominee details.

An overview for support coordinators and psychosocial recovery coaches:

The majority of implementation support in the Tasmanian test will be delivered by support coordinators or local area coordinators, however we recognise the important role of psychosocial recovery coaches.

Request for service process

As part of the test in Tasmania participants will meet with the planner at the NDIA who approves their plan.

At the plan meeting, a participant with support coordination or recovery coach services will be assisted by the planner to identify their preferred provider to deliver this service if they don't have a provider in place.

The NDIA planner will place a request for the support coordination or recovery coach services in the new my NDIS provider portal. Providers will have 4 days to accept or reject the request.

Once support coordination or psychosocial recovery coaches accept a request for service they need to make sure the participant nominates them as a participant-endorsed provider and their details are recorded in the participant's plan.

What's staying the same

Support coordinators will continue to assist participants to make the best use of the supports in their plan. This includes:

- Help participants connect to NDIS and other supports.

- Build a participant's capacity and capability to understand their plan, navigate the NDIS and make their own decisions

- Broker supports and services in line with participant wishes and their plan budget

- Monitor plan budgets and support effectiveness

- Participants will still have to consent to share their plan with their support coordinator or psychosocial recovery coach.

What's changed?

- Support coordinators will need to use the new provider portal to accept or decline a request for service for new plans in the new computer system. Initially providers will need to log into the portal regularly to check if they have a request for service. Notifications will be considered and expected to be added in the future.

- Participant can choose a support coordination provider and provide consent to view their plan in the planning and implementation process. With participant consent, support coordinators and recovery coaches can view a participant's plan information and budget once the request for service (RFS) has been accepted.

- Progress reports from support coordinators and recovery coaches will be required and can be submitted in the my NDIS provider portal.

- Unregistered support coordination providers will also need to access the my NDIS provider portal. We will directly engage with the unregistered support coordination market and stakeholders to explain how to gain access to the my NDIS provider portal.

What will I be able to do in the my NDIS provider portal?

- Select an organisation on sign-in.

- Review, accept and decline Requests for Service (RFS).

- View participant details.

- Review and submit your reporting requirements for Requests for Service.

- View all sections of participant plan and budget, where a participant has given consent.

4. Section 4 – Overview of the budget support categories

For support coordinators, psychosocial recovery coaches and plan managers

We're working towards making our language consistent across NDIS plans and portals.

There will be no impact to how a provider claims or the support codes they use in the myplace provider portal to claim.

There are no changes to the Pricing Arrangements and Price Limits or current Price Catalogue.

Providers supporting participants directly with their plan will notice differences in how the budget is presented in the plan with adjustments to support types and support categories.

More information can be found in the [mapping of support items PACE support categories (XLSX 86KB)](#) .

Support types

We are moving from 3 to 4 support types. We will now have Core, Capacity Building, Capital and Recurring.

Support categories

We will move from 15 to 20 support categories. If you are looking at a participant plan you will notice the budget is presented at the support category level.

We have split some of the existing categories to make them easier to understand.

The 5 new support categories are:

- Assistive Technology Repairs and Rental
- Specialist Disability Accommodation (SDA)
- Behaviour Support
- Transport Recurring
- Home and Living

Support items

We will continue to have over 850+ support items and these will not change.

Summary of support category changes

Support Type	Support Category	What has changed	Updated Support Category	Support items
Core	Assistance with Daily Life	SIL, ILO and MTA support Items split from Assistance with Daily Life	**Home and Living**	• Individual Living Options - Exploration and Design • Individual Living Options - Support Model • Medium Term Accommodation • Provider travel - non-labour costs • Assistance in Supported Independent Living
Capital	Home Modification	SDA support Items split from Home Modifications	**Specialised Disability Accommodation (SDA)**	• Specialist Disability Accommodation (SDA) • SDA Vacancy - Person-Specific Adjustment
Capital	Assistive Technology	AT Repair, Rental and Maintenance support Items split from Assistive Technology	**Assistive Technology Maintenance, Repair and Rental**	• AT Rental • Repairs and Maintenance • Early Childhood Flexible AT • Flexible Equipment Package (For Changing Need)
Capacity Building	Support Coordination	Category name will be changed to:	**Support Coordination and Psychosocial Recovery Coaches**	• Level 1: Support Connection • Level 2: Coordination of Supports • Level 3: Specialist Support Coordination • Psychosocial Recovery Coaching • CB and Training in Plan and Financial Management by a Support Coordinator • Activity Based Transport

				• Provider travel - non-labour costs
Capacity Building	Relationships	Behaviour Support Items split from Relationships	**Behaviour Support**	• Behaviour Management Plan Incl. Training In Behaviour Management Strategies • Specialist Behavioural Intervention Support
Recurring	N/A	New Support Category	**Recurring Transport**	• Recurring Transport

Product Catalogue Settings from 14 November 2022

Support Category Code	Support Category	Support Type	Fund Management Type	Fund Management Type Options	Budget Type	Budget Type Options	Endorsed Provider (Category)
01	Assistance with Daily Life	Core	Agency-managed	Self-managed; Agency -managed; Plan -managed	Flexible	Flexible; Stated	No
16 (new)	**Home and Living**	Core	Agency-managed	Self-managed; Agency-managed; Plan-managed	Stated	Stated	No
02	Transport	Core	Agency-managed	Self-managed; Agency-managed; Plan-managed	Flexible	Flexible; Stated	No
03	Consumables	Core	Agency-managed	Self-managed; Agency-managed; Plan-managed	Flexible	Flexible; Stated	No
04	Assistance with Social, Economic and Community Participation	Core	Agency-managed	Self-managed; Agency-managed; Plan-managed	Flexible	Flexible; Stated	No
05	Assistive Technology	Capital	Agency-managed	Self-managed; Agency-managed; Plan-managed	Stated	Stated	No
19 (new)	**Assistive Technology Maintenance, Repair and Rental**	Capital	Agency-managed	Self-managed; Agency-managed; Plan-managed	Stated	Stated	No

06	Home Modifications	Capital	Agency-managed	Self-managed; Agency-managed; Plan-managed	Stated	Stated	No
17 (new)	**Specialised Disability Accommodation (SDA)**	Capital	Agency-managed	**Agency-managed**	Stated	Stated	**Yes**
07 (edit)	**Support Coordination and Psychosocial Recovery Coaches**	Capacity Building	Agency-managed	**Self-managed; Agency-managed; Plan-managed**	Stated	Stated	No
08	**Improved Living Arrangements**	Capacity Building	Agency-managed	**Self-managed; Agency-managed; Plan-managed**	Stated	Stated	No
09	**Increased Social and Community Participation**	Capacity Building	Agency-managed	**Self-managed; Agency-managed; Plan-managed**	Stated	Stated	No
10	**Finding and Keeping a Job**	Capacity Building	Agency-managed	**Self-managed; Agency-managed; Plan-managed**	Stated	Stated	No
11	**Relationships**	Capacity Building	Agency-managed	**Self-managed; Agency-managed; Plan-managed**	Stated	Stated	No
20 (new)	**Behaviour Support**	Capacity Building	Agency-managed	**Agency-managed**	Stated	Stated	**Yes**
12	**Health and Wellbeing**	Capacity Building	Agency-managed	**Self-managed; Agency-managed; Plan-managed**	Stated	Stated	No

13	**Lifelong Learning**	Capacity Building	Agency-managed	**Self-managed; Agency-managed; Plan-managed**	Stated	Stated	No
14	**Choice and Control**	Capacity Building	Agency-managed	**Agency-managed**	Stated	Stated	No
15	**Improved Daily Living Skills**	Capacity Building	Agency-manage	**Self-managed; Agency-managed; Plan-managed**	Stated	Stated	No
18 (new)	**Recurring Transport**	Recurring	Self-managed	**Self-managed**	Stated	Stated	No