Questions and Answers

Are there any upcoming Webinars or information sessions we can attend to get more information about the PACE roll-out for plan management agencies?	All upcoming webinars or information sessions will be advertised on [Latest Events (filter for Providers).](#) The DPO will advise all digital partners of any relevant sessions. Further information can also be found on the NDIS website – [PACE Information For Providers.](#)
Are service bookings required for PACE claims?	No they are not required.
Why is the plan ID '0' for PACE plans?	There is only one plan set up in PACE for each participant. As the plan ID remains the same and is not required in any API called, hence it's displayed as '0'.
Do you require a plan ID for GET/Plans, GET/Plan Goals or GET/Budget in PACE?	No, since there is only one plan set up in PACE for each participant the plan ID is not required for any API call.
How do I get the Support Coordinator's budget?	For now, Support Coordinator's budget is only available for non-PACE participant/Use V3 for Budget Support.
Why is the 'Allocated Amount' not present at the plan level?	'Allocated Amount' is not used in PACE.

Why is Support Type, Support Category and Support Items empty when completing GET/Budget for a PACE Participant?	Support Type and Support Items are only applicable for non-PACE participant data and is not related to PACE participants budgets. Support Items will be empty as PACE supports budget at category-level and not item-level. Support Category is an identifier at PACE side and will not be displayed. Please use "supportCategoryText" for now.
Can sample participant API be used for PACE test data creation?	No. Sample participant data can only be used for non-PACE participants. If you require PACE data to be set up, please contact the DPO, who will send you the Test Data Creation Self-Service Guide

BUDGET Questions

In the NDIS Developer Portal, in plan API, it is mentioned that a plan has a duration of 3 years in the documentation. **When the current plan end date is reached, will there be a new plan, or will the existing, expired plan, receive an update with a new budget and revised end date?**	The plan will remain the same with an updated budget and revised end date.
Will the existing 'support_category'/ 'product_category' remain the same in the PACE API?	No, it will be displayed as blank, it is an identifier number in PACE and we do not display it to the provider.

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Does a PACE plan have short-term and long-term goals?	Participants with a PACE plan do not have short-term and long-term goals.
What are the 3 support categories?	- Supported independent Living - Specialised Disability Accommodation - Transport – Recurring
What are the 4 support types?	- Core - Capital - Periodic - Capacity
Is there a way to move budgets from the various categories in Core supports? This was previously done by moving them in Service Bookings, so how will this be done moving forward?	Core supports are within the flexible bucket. If the Core support is within the flexible bucket, the participant can claim the total amount of the Fexible budget for any of the Core Supports. Once the participant has claimed the total amount in the flexible bucket, they can no longer claim on any of those core supports or budget. If they're not in the flexible bucket and they are 'stated', a plan change request is required to move the funds from one stated support to another.

In the response of budget API, there is one item with "supp_itm_lvl_dtls" with blank ("") "item_type" and "item". **Is this a valid response?**	Yes
If a plan is updated, will the provider still be able to access the past instalment data?	The provider will be able to claim against it, however they will not be able to view the budget.
In the 'plan_management' section there is a new support type called 'recurring'. • **where will this new support type reside?** • **will there be a new entry in 'plan_management' selection for it?** • **what type will it be (i.e., flexible, stated)?**	This new support is not for providers. It has its own separate type (not stated or flexible), however as providers cannot claim against it, it is not displayed in the budget.
Will unused budget from an instalment be accrued in any way to make it available after the date has ended?	No, after a reassessment, any remaining funds from the previous budget are not rolled over.
When an instalment end date is reached, will there be a new entry for the same support category/item with a new budget and instalment dates? Or will the current entry receive an update with a new instalment date range and budget?	The instalment end date is the same as the plan end date, a reassessment will be required before new amounts are applied.
If the entry gets an update, will there be a way to find the last instalment date?	This is not accessible via APIs, a claim can be made against it if the service date is within the correct range.

In the Budget 4.0 API there are instalment_start_date and instalment_end_date fields at multiple levels in the budget payload. **Will these instalments be extended at all levels of the budget?**	Instalment_start_date and instalment_end_date may change at the category level. For example, when additional funds for a new support category are added to the plan. The plan start date for the newly added category will be different from the existing category, but the end date will be the same for all categories. The budget will always be based on a three-year period. If there are any changes in funds/date then budget data will be adjusted accordingly.
If the budget is always expressed as a three-year period, how will budgets fall off over time? Will the start date be updated every time there is a 12 month funding event?	When an interval release occurs at the end of 12 months, it will not alter the start / end dates of the plan. The only time the end date of a plan can change is after a reassessment. Once a reassessment is completed, if there are any existing active budgets, all those budgets will be end-dated with yesterday's date, and new budgets will be created with a start date of today's date.
In PACE is the SMS process for Participant-endorsed providers limited to self managed funds? Or is it applicable to agency-managed and plan-managed funds as well?	The SMS process only applies to agency-managed funds.