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**Office of the CEO**

Mr Julian Hill  
Chair  
Joint Committee of Public Accounts and Audit

Dear Mr Hill

The National Disability Insurance Agency (NDIA) thanks the Joint Committee of Public Accounts and Audit for the questions relating to the inquiry into procurement at Services Australia and the NDIA.

PACE is the NDIA's new Customer Relationship Management (CRM) platform, replacing the existing SAP CRM. NDIA staff, National Disability Insurance Scheme (NDIS) partners and the National Contact Centre will use PACE every day when working with NDIS participants and providers.

The Agency has seen a significant growth in participants entering the Scheme, our workforce, and that of our Partner organisations since 2020 which has increased the licencing requirements and usage of PACE.

The Agency initially purchased 5,000 licences in 2020. These licences were used during the development and trial of the new platform as shown in Table 1. In 2022, licencing requirements increased by a further 5,000 to accommodate the Tasmanian trial of the platform with participants and Partners in the Community.



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The increased number of licences allowed for a greater discount to be negotiated, ultimately proving greater value for money, while allowing for scheme growth and growth of agency staffing numbers and partners requiring PACE system access.

At the point of the 2022 licence increase, the National Expansion date was subject to the evaluation of the Tasmania Test of PACE, and the implementation of any lessons needing to be addressed and considered 'ready' for national use. The program schedule contained a target National Expansion date of 30 June 2023 for the sole purpose of supporting program planning with a further 2,500 licences being purchased in the lead up to National Expansion go-live. The actual target National Expansion date was announced in July 2023 to be 30 October 2023, subject to meeting readiness thresholds.

The breakdown of licence usage is shown below in Table 1.

**Table 1 – Licence usage data items (Point in time to reflect current licence totals)**

Licences Used	23 Nov 2021	23 Nov 2022	23 Nov 2023
NDIA Staff	2,528	4,875	6,246
Partner Staff	5	659	4,586
National Contact Centre	213	703	1,045
Developer and support	22	32	41
Total Licences Unused	2,232	3,731	582
<b>TOTAL:</b>	<b>5,000</b>	<b>10,000</b>	<b>12,500</b>

I trust this information is of assistance to the Committee's inquiry into procurement at Services Australia and the NDIA.

Yours sincerely

**Rebecca Falkingham**  
Chief Executive Officer  
National Disability Insurance Agency

11 December 2023