

Submission
No 73

**INQUIRY INTO SERVICES PROVIDED OR FUNDED BY
THE DEPARTMENT OF AGEING, DISABILITY AND
HOME CARE**

Name: Name suppressed

Date received: 6/08/2010

Partially Confidential

As a parent of 2 disabled children I have found the direct services of DADHC to be disappointing and inadequate. We live on the Far North Coast of NSW and have to deal with the Grafton branch. It is common for the phone to go to an answering machine when contacting them and then not to receive a returned call. When on waiting lists for therapy services for children we have found that a 3 year wait is normal or not to receive any service at all. As an alternative we have turned to the Spastic Centre Alstonville branch for therapy services and found them good until recently when we have been told that the demand for therapy services is so great they are struggling to cope. We are still waiting for an Occupational Therapy Assessment from 3 1/2 years ago. Staff have given preferential treatment to some families over others, this is unacceptable. Please audit this office and its files independantly and you will find MANY unsatisfied people and families. Some positive changes need to happen. People with disabilities need proactive and positive therapy services not one off bandaid style visits that achieve little or nothing. We havent needed a lot of services but what we do ask for is essential to the sucessful future outcomes for our childrens education and lives.