

**INQUIRY INTO IMPLEMENTATION OF THE NATIONAL  
DISABILITY INSURANCE SCHEME AND THE PROVISION  
OF DISABILITY SERVICES IN NEW SOUTH WALES**

**Name:** Mr Bjarke Aaso  
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Partially  
Confidential

The care providers treat clients as cash cows. The ndis is inflexible with makes care providers inflexible. They allocate times and days for one on one care and don't allow for emergency care as mental health issues don't run to schedules as set out by new Horizons. There is no provision for unsecduled care with is vital for people because there is no safety net preventing a hospital admmission, as it's too late once we are hospitalised. I needed emergency care and I was told buy the manager of our local manager of new horizons to ring support services such as lifeline which are of no use