

**Submission
No 24**

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

Name: Mr Scott Collins

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Hello I am self managed and have a great experience with accessing funds so far very timely with money into my NDIS account. However the problem I have is with the maintenance for your equipment they want you to send a quote in for repairs and then they let you know whether to go ahead with the repair. If your wheelchair needs repairs it needs repairs NOW, because I live in the country to try and get a company out to get a quote and then send it in could take weeks, which is unacceptable! When you are applying to have new equipment you need a OT report and then sent of to the NDIS and then there is no feed back or email or call to say they received the application or anything. You just have to wait and wait. You have to educate you self as much as possible, knowledge is power, Quite often I have been able to tell the call centre that they were wrong in what they were telling me.

Regards

Scott