

**Submission
No 32**

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

Name: Mrs Kelly Jones

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The initial first contact was disastrous. It took almost 18 months to get to the planning meeting and then I thought things would be ok as the LAC seemed competent and understood what needs we wanted met for our daughter. While we received speech and OT which was a good start, the much needed social and personal needs my daughter has were completely overlooked and the numerous times I tried to contact the LAC for help or information she refused to call back or email. I have had zero contact with her since the planning meeting. If they can't provide the service then they should not be doing that job. The NDIS is supposed to be about supporting a person with disability to try and help them maintain normal as possible lives. The NDIS is completely missing the mark and seems more concerned with clawing money back than helping. If I lose more from my daughters plan then I might as well just be paying out of my own pocket which means my daughter will miss out on therapy that she needs to hopefully improve her quality of life and the opportunities she may have as an adult. So no, I do not believe the NDIS functions appropriately and it does not meet the needs of recipients. It's like juggling on a tightrope, they keep threatening to push you off the edge by removing funding.