

**Submission  
No 38**

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

**Name:** Mrs Dianne Butler

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I am the parent of an NDIS funding receiver who is 21. I am also the legal guardian of a 50yr old man who has come out of institutional care after 47 yrs. I have had numerous NDIA meetings for both of these gentlemen. Mostly it has caused stress and anxiety resulting in me seeking the assistance of my local member of parliament. The lack of clarity in the plans and the ignorance of the planners and interviewers has been astounding. I feel it is essential that the government and the Australian people are aware of the complex and disheartening process carers are forced to go through to finally achieve some funding which matches the disability of the person it aims to assist. I also feel they need to be aware of the progress that can be made for the funds receiver. I have been insulted by NDIA workers, told ridiculous things about disabilities and hung up on. I have been blatantly lied to by NDIS call staff to cover their lack of information. And I have been treated kindly and apologise too by senior staff in response to the ignorant comment by their workers. I have also seen what positives the NDIS can do for my son and friends with disabilities. I have also felt the relief when I realise that someone else can take my son to an event. As a pair of aged carers my husband and I are appreciative of the funds but this does not justify the heartache we have experienced as we struggle through the application process.