

**Submission  
No 40**

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

**Name:** Mrs Betty Slatyer

**Date Received:** 10 July 2018

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1. My first interview was not transferred to the system properly
2. Refusal of my request, so I took my details to Bankston and spoke to staff there when they read my details,I received an apology and permission to self manage.
3. The breakdown , was mine and theirs, because neither party properly explained their requirements and the person making the enquire knew nothing of Disability.
4. Representatives (Staff) should come from people that live the life ...not strangers to Disability.

Betty Slatyer....Grandmother and main carer of Autistic Grandson.