

**Submission  
No 52**

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

**Name:** Miss Nicole Lu

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My submission is in regards to the lack of communication between service providers , NDIA and clients. I really needed a walker as mine was falling apart. I submitted the quotes and necessary documentation March last year , lodged a complaint a few months later when I hadn't heard from them. I was told that someone will call me to explain the situation- that didn't happen. As the walker is my main mobility aid I was left with no choice but to wait not knowing where in the process this was. My mobility quickly decreased and this made it extremely difficult for me, my family and I because I requested more assistance than usual. I waited a year and a half for the walker, definitely not ideal