

**Submission
No 57**

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

Name: Mrs Dianne Marshall

Date Received: 10 July 2018

My family have had bad experience with the Parramatta Office of the NDIS . For the first first 12 months of the plan . The call centre could not put my call to the office after numerous attempts to put me though to speak to some one. The calls lasted for atleast half an hour of waiting. Finally I was given the address of the Parramatta ofgice and I attended in person to get a plan review with my input. A number of reviews were done but never with my input. It would have been easier to do one review and get it right first time rather than about 4 in the first year. The annual review in october last year without any nominee being there. They are so busy and do reviews with no information. I believe the planners are not trained for anyone with a servere disability and these clients need more time to understand their needs. These planners need to know they are dealing with peoples lives not just another plan. My family is so stressed by the consequenses of a poor plan review and have spent since oct last year trying to get it corrected and us listened to. Seems they had a deadline to fet the ndis rolled out on time with no understanding their decisions affect peoples lives as well as their family. Our funding for support co-ordination is being spent trying to fix a bad plan done without any consultation with the person or nominee. How is this an efficiency?