

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

**Name:** Name suppressed

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Partially  
Confidential

As a parent of 2 children under the NDIS, I have not only seen around but also personally experienced the undue stress placed on families like my own due to the incompetent system under NDIS. There appears to be too much Inexperience, a lack of staff training or resources. No accountability to meeting any kind of deadlines or even actioning requests, reviews etc. reviews are said to take about 6 months to process. If ndis scheduled reviews are expected to take place within or close to 6 months then the reviews sent in by parents or carers are completely disregarded. Parents have to go out of their very busy stressful life to gather evidence requested which never seems to be actioned let alone acknowledged, with no commutation as to why. Further such evidence needs to be resubmitted when ndis changes its forms eve though the forms submitted were correct at the time of submission which could have 5-6 months ago.. when forms need to be refilled it is at a financial cost to the NDIS. A system that is wearing parents and carers down so much that they no longer feel there is any point in continuing to fight or lodge a document because it will not be actioned or acknowledged, in my eyes is unacceptable and disgusting.