

**Submission
No 82**

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

Name: Ms Cheryl Sagar

Date Received: 30 June 2018

The transition to the NDIS was a nightmare. I was receiving services under ADHC and was left in a serious state of neglect by my provider at the time. I complained on many occasions to local ADHC staff who refused to act on complaints. While waiting to transition my provider refused me services stating that they had no money and I would have to wait for the NDIS. My access request to the NDIS was very distressing as my provider from above advised NDIA I had refused services, when I hadn't and I have proof of this, they outright lied. Also the NDIA accused my treating Dr. of lying because she didn't return their calls.

My first plan completely ignored my number one goal of finding suitable, secure, safe and accessible housing. I went into the Gosford office with my support coordinator and spoke to a team leader and he told me that if I wanted SDA I would have to go into a group home. When I asked him about my choice and control, he scoffed and said that "you have choice and control, go and find your own accommodation". At that meeting he also threatened to remove my AT because the rental I live in is not suitable. The NDIA knew this as the LAC came to my home and saw this first hand and it is mentioned numerous times in OT reports. They also failed to address this issue as it is my number one goal.

Since becoming disabled 7 years ago I have been suffering distress, trauma and neglect at the hands of a system that has failed its duty of care and failed to provide adequate services. At present I live in a private rental which is completely unsafe and unsuitable and makes it impossible for the delivery of supports. My power wheelchair doesn't fit through any of the doors, the hoist doesn't fit in the bedroom and I can't access the shower at all. I have also been waiting for six months for an adjustable bed to be approved, it is still on the planners desk.

As a 51 year old woman I think this is a disgraceful state to leave me in. I have been unable to shower and maintain my personal hygiene properly for the last 18 months. This means I have not showered or washed my hair in 18 months. The NDIA needs to consider me for an SDA response as they have the solution that will see my basic human rights restored. I can provide OT reports, complaint sent to my old provider about my neglect and the apology received by them if required.