

**Submission  
No 90**

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

**Name:** Mrs Sandy Golder

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My name is Sandy Golder and my daughter Imogen is a participant in the NDIS. She was one of the first participants from the Penrith region and I was very apprehensive on how the process would go. I have been really pleasantly surprised! Imogen has Autism with very high support needs and the NDIS has been instrumental in getting both Imogen the extra therapy she needs and in supporting our family in maintaining it as a strong family unit.

It's very difficult for Imogen and our family to access the community and be part of everyday "normal" activities (without support). The NDIS has meant that Imogen and our family as a whole can access the community and engage with the community and feel connected to society rather than isolated. It's also provided Imogen with the necessary supports to continue to develop and grow (at a rate that she can).

I'm sending this submission as I have heard so many parents of special needs families are NOT having the same experience as us. I'm hearing of adult Autistic individuals being denied the level of care they require, which is resulting on massive stress on the parents and family unit (the opposite of our experience). I'm hearing of some parents having little or no support in developing their submissions/applications which is resulting in a poor NDIS package for their children.

It's my hope that everyone accessing the NDIS can have the same positive experience that we have had, and I think that comes down to the planning and application phase. Our planners have been fantastic and have helped to identify Imogen's needs and goals so clearly. This resulted in Imogen receiving an NDIS package that matches her needs.

I am concerned that this year things may change as she is moving out of the "early childhood" category and into a different department for planners. However, I'm going into that with a positive mindset in that we have had a great experience so far, hopefully that continues. I feel if more qualified and experienced planners were available across the planning process, that participants would be receiving more appropriate NDIS packages that suit their needs, as Imogen has had to date.