

**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

I have MS diagnosed in 1992. I applied for the NDIS in 2013. My application was approved. In 2014 I again contacted the NDIS only to be told that my Application had expired as I did not contact them for a review. I was never told that I had to. To reapply I had to then go back to my GP & Neurologist and get new paperwork and go through the process again. The application was submitted and approved. I suffered a Relapse in October/November 2014. In 2015 Using the NDIS & a clued in Provider, I had bathroom modifications and an external stair rail installed for ease of access to rear yard. Occupational Therapy & Physiotherapy & Speech Therapy was also accessed. I have had several reviews for my NDIS plan. 2016 was a phone interview they were to call me but didn't & I had to contact them, their excuse "they didn't know who was supposed to call me so they didn't call". 2017 I received my new plan after a face to face interview. Unfortunately my plan locked me out of all of the supports I needed. After making many complaints and receiving no feedback or callbacks. I let it go. This year (2018) I received my new Plan and all of the supports were miraculously restored and I have accessed them. In short there seems to be no continuity of contact or communication within their own department. I have never had the same Case Worker/Local Area Co-ordinator since I was accepted into the NDIS. I can honestly say that it has not been smooth sailing at all. I would expect better as it has been up and running in my area for 5 years.