

Submission
No 135

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

Name: Mrs Mandy Schroder

Date Received: 5 August 2018

5th August 2018

Dear Sir/Madam

My experience of the NDIS has been seriously disappointing in respect of my severely disabled nephew. He is 20 years of age, has the mental functioning of a person aged 3 years 10 months and he will never have the capacity to live independently without support.

The NDIS was supposed to be about choice and control and those are the things that have completely been taken away. My nephew is now aged 20 and was offered a place by Cranes in a supported independent living (SIL) house in Grafton, NSW. Alex has been supported by Cranes for nearly 20 years and the employees of Cranes know him very well. The house he was offered a place in is perfect for him as it is flat on the ground (no stairs) and has disabled bathroom facilities, is staffed by Cranes employees, and Alex loves going there as the house was previously used for respite.

Cranes had offered the place to Alex and then submitted paperwork to the NDIS. The NDIS have turned around and said he needed multiple other assessments and proof that all other housing options (such as public housing) have been exhausted. I have followed these requests and have submitted a Request for a Plan Review and a Change of Circumstances form for Alex's plan to be adjusted to enable him the support funds to move into the SIL house. I have been informed that the NDIS do not want SIL housing and that this should be only undertaken as an absolute last resort. Our family, who want SIL housing to be available to Alex, have had all choice and control taken away from us. The organisation (Cranes) who know Alex best and have offered the position to him have now had their control over the house taken away from them. They are the support organisation on the ground who know these disabled people best and know how to support their needs most, have had all their choice and control taken away from them by the NDIS. Alex's family had purchased new bedroom furniture and a patio swing ready for his move, only to be told there were all these conditions he would have to meet first before it could even be assessed. Well, Cranes know Alex and had already assessed him as suitable for the SIL house. The NDIS decisions and the delays by them have caused extreme stress to Alex's family when the place had already been offered and accepted. Trying to contact the NDIS provider (Social Futures) to make an appointment is another minefield where calls and emails are not returned.

The red tape required to replace a walking frame for Alex is incredible. The OT made the request in her report for a new walker, the old one is worn out. The NDIS are now asking for a new report, which then requires a new Service Agreement, just to replace the existing walker. This process is a total waste of time and money. The report stating Alex needed a replacement walker is only a few days old.

I am happy for you to contact me if you would like to discuss this matter further. My phone number is

Mandy Schroder