

**Submission  
No 142**

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

**Name:** Ms Janet Hadson

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NDIS is the most unorganised service I have ever encountered.

I was granted funding in 2017 and had no idea how to access my money.

The LAC didn't return calls or respond to emails. I asked for a review and didn't get one until the next financial year. And only after I was given a new LAC .

I received my funding again this year and even after recommendations from an occupational therapist I am told I cannot purchase equipment that I need but I can have something I don't need apparently.

The plan management service I am trying to connect with has one worker who went on leave.

In effect I have been waiting well over a year for Home modifications and equipment.

In my opinion the LACs are less informed about processes than I am.

They either give out misleading information or they can't help at all.

I'm disappointed with NDIS. I had hoped to continue on with my interests and have choices.

Even the agencies registered with NDIS won't assist if you are not a client of theirs even when they are the only distributors of certain equipment.

I hope an inquiry will sort the mess out.

I don't even know if I will apply for funding next year. It has been a nightmare and a source of stress. Really not worth the effort clients have to make to get the funding. The old way was far better.

Janet Hadson