

Submission
No 169

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

Name: Name suppressed
Date Received: 8 August 2018

Partially
Confidential

Dealing with the NDIA is too stressful. Applications for essential equipment and Home Modifications are constantly lost. I sent in my requests 3 times. In each case I was told the applications were progressing but in reality they could not be found. My plan was 3 weeks from end date and I was asked to provide all of the quotes and OT reports again. I had to contact suppliers and ask them to update their quotes. My OT was asked to redo all of her previous work. My new plan has been partially approved, awaiting the submission of the requests. Having the option to Self Manage has been wonderful. In that respect the NDIS has been a great success and I have been so much happier than when I was with a traditional service provider. .Thank you.