

Submission
No 181

**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 feel that the NDIS has some good points but there are so many things now that have been overlooked and not addressed promptly enough and these issues are a real risk to people's health and lives. It is a huge issue for our Country when people with disabilities and their families have to go through the extra stress annually to apply, ask for supplies and basic services and organise multiple reports for these necessary items such as continence aids, equipment, community nursing and everyday help and services that they cannot function on a daily basis without, especially when under the previous system, these were organised and an annual quota given, even if there was a wait for equipment or services you knew if you were on the list assistance would come because people with clinical knowledge were making the decisions. There are inconsistencies between the people you speak to and different advice given. From the first plan, you need to justify everything, in the wording that NDIS require, even if the person is unable to advocate for themselves in this way, add in Lac staff and planners that are not experienced in working with people with disabilities and that creates huge issues for so many people who are just trying their hardest to live their lives the best way they can. The main issues are To be requested to provide clinical reports that are not read by people with clinical knowledge, who then write plans with not enough or inadequate supports. Inconsistencies in advice given by NDIS Staff and Lac coordinators and Lac Supervisors when asking questions. Some people will never have the capability to be able to advocate for themselves, these people are at great risk of falling through the cracks and have inadequate service provision. Greater transparency and accountability when decision making is needed. Prompt, direct, respectful communication at all times. Making changes to the current system could ensure that people with disabilities feel supported, services are promptly supplied, staff trained so there is greater understanding of everyday needs, using everyday words along with clinical reports to understand an overview of people's needs when organising plans would all be a great help.