

Submission  
No 248

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

**Name:** Ms Sharon Dal Broi

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**Inquiry into the implementation of the National Disability Insurance Scheme and the provision of disability services in New South Wales**

**Terms of Reference**

That Portfolio Committee No.2 – Health and Community Services inquire into and report on the provision of disability services across New South Wales, and in particular:

**(a) the implementation of the National Disability Insurance Scheme and its success or otherwise in providing choice and control for people with disability,**

- *Since the roll out of the NDIS in the TRIAL are, Hunter region, my brother had his package implemented in 2015. In December 2017 he started having day outings, due to the lack of providers and organisers. Unfortunately, at the Stockton Centre, they have ceased majority of outings and entertainment; so therefore, the residents of the Stockton Centre have had no CHOICE or options. Considering this facility is currently run by the Government, I have to wonder where is THEIR duty of care?*

**(b) the experience of people with complex care and support needs in developing, enacting and reviewing NDIS plans,**

- *My personal experience with the NDIS to date has been somewhat painfully difficult. Since my brother has had his plan since 2015. During this time he has NOT had a NOMINEE or CONTACT listed. The process for me to be added in this capacity was ridiculous. I had conflicting information from the NDIS and other parties. In order for me to assign a Support Coordinator, I needed to be a nominee. This has now been rectified, with numerous phone calls, emails and forms. This process needs to be simplified. I work alongside my aging mother, who would not be able to navigate the NDIS protocols. The questionnaire form needs simplified. Unfortunately, not all PWD's have mental capacity. I have worked in conjunction with staff who have been dealing with NDIS plans since the roll out and even they struggle with understanding the forms and legalities, so how is an aged parent going to understand it.*

**(c) the accessibility of early intervention supports for children,**

- NA

**(d) the effectiveness and impact of privatising government-run disability services,**

- *Whilst the dream of PWD all having capacity and ability to live in smaller group homes in the community sounds wonderful, not all PWD are suitable for the smaller environment in the community. The Stockton Centre had everything that was required. Doctors, dentists, QUALIFIED, EXPERIENCED staff, small and large living arrangements. The Stockton Centre was a self-sufficient community. The remaining residents are now suffering with less than what was provided prior to the NDIS. The Government needs to be held accountable for their LACK OF DUTY OF CARE.*

**(e) the provision of support services, including accommodation services, for people with disability regardless of whether they are eligible or ineligible to participate in the National Disability Insurance Scheme,**

- *Unfortunately, with the speedy roll out of the NDIS, there is NOT enough housing suitable to accommodate PWD and yet you want to evict residents from large community facilities as soon as possible. The rights of the tenants in group homes need to be overhauled. We were promised that our loved ones would have a forever home in their new group homes. This is not the case. We are already having people being evicted and moved from group homes. THIS IS NOT ACCEPTABLE. Once again, DUTY OF CARE.*

**(f) the adequacy of current regulations and oversight mechanisms in relation to disability service**

**providers,**

- *Not enough providers, not enough training, NO CONTINUITY*

**(g) workforce issues impacting on the delivery of disability services,**

- *In the rush to roll out the NDIS, service providers were not in place to ensure that people were able to access service providers. High care needs have not been looked into enough and it has been proven with loss of life, that a lot of disabilities are more high care than some people realise. Quality of care should be the priority. Continuity of staff in large facilities or small facilities is MOST IMPORTANT. I do not believe that agency staff that are filling gaps in disability centres has the knowledge or continuity to understand a lot of complex needs that most residents require. I have seen this first hand, as the long time staff at The Stockton Centre is moving on and agency staff are filling in.*

**(h) challenges facing disability service providers and their sustainability,**

- *Disability service providers are about making money*

**(i) incidents where inadequate disability supports result in greater strain on other community services, such as justice and health services,**

- *If my brother is out in a community group home, then his initial waiting time for an ambulance, doctor, dentist, etc has become longer. General public have a long waiting time. Some residents of The Stockton Centre will not cope in the community. What may look like drunken behaviour to one, may actually be normal behaviour of a PWD. General public do not like to interact with people with disabilities. The Stockton Centre has catered for all types of disabilities and has been able to keep our families safe. This will not be the case in the future.*

**(j) policies, regulation or oversight mechanisms that could improve the provision and accessibility of disability services across New South Wales, and**

- *Government needs to be the back stop for disabilities, Tenancy agreements need to be put in place for the duration of the tenant's life. It should not be about making a profit. Services should not be diminished in large residential centres and residents of large residential centres should not be missing out just because they have not transitioned to smaller residential centres.*

**(k) any other related matter.**

- *The NSW government needs to be held accountable for the delays in building smaller group homes to house residents of the larger residential homes. **The Stockton Centre** has the capacity and ability to be a hub for training, caring, residing and respite. All which are now lacking in this country. Families are worried sick about finding placements for their family members, rushing into decisions that are not necessarily the right decision and it is the person with the disability that suffers in the long run.*
- *Families have not been consulted*
- *Families have not been informed*
- *Families have been lied to just to get an outcome*
- *Families have not had the ability or option to be put in touch with other families*
- *Families were promised a forever home*
- *Families have not been assured of quality of care*
- *Who is looking out for the residents with no family*
- *Who is making the right decision for them*
- *Who ensures their quality of care is maintained in the smaller group homes*
- *Who oversees that these providers are doing the right thing*

*My brother will not be leaving the Stockton Centre until everything is in place and in order. Unfortunately the remaining residents are suffering from the loss of activities that were once provided on the grounds due to lack of providers. Due to high care disabilities, residents cannot just be picked up and taken out. Training needs to be provided to the provider and this takes time, but when you do not have consistency with Providers staff then this creates unnecessary delays and confusion with the residents. They need consistency and continuity.*

Committee membership

Hon Greg Donnelly MLC Australian Labor Party (Chair)

Hon Paul Green MLC Christian Democratic Party (Deputy Chair)

Hon Scott Farlow MLC\* Liberal Party

Hon Courtney Houssos MLC Australian Labor Party

Hon Shayne Mallard MLC\*\* Liberal Party

Hon Bronnie Taylor MLC The Nationals

Ms Dawn Walker MLC The Greens

\* The Hon Scott Farlow MLC substituted for the Hon Peter Phelps MLC from 25 June 2018 for the duration of the inquiry.

\*\* The Hon Shayne Mallard MLC substituted for the Hon Scot MacDonald MLC from 25 June 2018 for the duration of the inquiry.

Sharon Dal Broi