

Submission
No 302

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

Name: Ms Linda Bobeth
Date Received: 8 August 2018

Partially
Confidential

Hi Kate,

My daughter is an NDIS Participant, I am her full time carer. I contacted Meryl Swanson's office in May 2018 because I was overwhelmed and upset by the outcome of [redacted] s plan review and the planner was unprofessional and condescending. I was advised by [redacted] to forward my letter of complaint to her and she would pass it on to the appropriate person. Below is my letter of complaint and also the reply I received. I was unsure of participating in this submission because so far my experience with the NDIS has been extremely stressful and tiring and I don't feel that my concerns were addressed adequately. Will anyone read it? Will it make any difference? Will we have to endure the same appalling treatment every year at review?

I have attached my original letter of complaint. Below, is a copy of the reply I received.

Thank you for your time.

Linda Bobeth