

Submission  
No 328

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

**Name:** Ms Jacqueline Whittaker

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Although my son's funding for NDIS was good, we have not been able to access any funds other than travel funds even though the plan was approved four months ago. The plan he received was not the plan asked for and didn't even make sense. We asked for a flexible plan so he could use his current psychologist whether or not he was registered with NDIS. We also asked that the plan be managed by NDIS because my son was not capable of managing his own plan. We received a plan that only provided for NDIS registered providers and a sum of money for my son to be trained to manage his own plan. There is little to no training in mental health. My son's support coordinator was previously a part time disability worker with very little understanding of NDIS procedures or terminology. The daily support worker lasted less than five minutes before he left. The company, Daisy Homes, could not supply anyone with mental health training although they offered all kinds of outrageous alternatives. It's been a very stressful and useless experience so far..