

Submission
No 332

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

Name: Name suppressed

Date Received: 10 July 2018

Partially
Confidential

The NDIS for me personally has been fantastic, I was able to select my support workers from my caring agency which is
My first NDIA planner wasn't prepared for example his laptop wasn't working properly, when he was talking with myself and family he was chewing gum which I thought inappropriate, when you are a person who is deaf and hearing impaired it is very hard to lip read what the person is trying to say. The NDIA planner(male)wrote down some wrong things which I later had to correct and explain to other people who support me. The second time he came back he was chewing gum again which I was pretty rude, I didn't say anything but I did contact the agency to make them aware that it is not easy if you are deaf/hearing impaired to be able to have a conversation about what you need from NDIS. Before I became an NDIS client I had 3 different NDIS office places ring me for my details, then the 3rd one started asking about my disabilities and that did not impress my mum-she asked for a form to be sent, we then fill it in and sent it in and then I waited for my name to come up. I tried to make an appointment with the NDIS planner in their office as my parents live 45 minutes away and I live on my own in the North of Adelaide.I wasn't impressed with one of the receptionists as she suggested I couldn't remember what we talked about several months before I received my first plan. The NDIS has been a reassurance for both of my parents as they know while they are living there lives I am living mine with additional supports.