

Submission  
No 334

**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

Right from the start we were lucky to have a Case Manager who helped with our application and went through a great deal of information over a few home visits. She got the ball rolling and set us off on the right track. Our family was also very fortunate to have allocated a fantastic Local Area Co-ordinator. She was very efficient in all aspects and took the time to chase up queries we had and confirm things that she was not sure about. She always got back to me to pass on information and check with me re our NDIS plan. I even had someone from the NDIS tell me it was the best plan she has seen so far. That part of the NDIS I give 11 out of 10! Extremely pleased with how we were treated and how it progressed. As for when we actually received our plan in writing is another story. I was confused when reading it and did not understand some of it. I spoke to our LAC and she was able to clarify things but it would be so much easier and less stressful if it was written in plain English and tailored to your circumstance instead of a general fits all plan. What exactly does 'Consumables' cover?? What is 'In Kind' and 'Assistive Technology'?? Would be so much easier to have examples stated or written in simple language. I had elected to have a support co-ordinator to navigate the plan and was grateful I did. She has, and continues to be, a fabulous source of support and information as well as explaining how things work and progress. I believe it would have done my head in trying to sort things out myself and we just don't need more stress and work in our lives! On another positive note I have had no issues dealing with the NDIS over the phone when I have had queries. The staff have been very friendly and most helpful. Well done there. On the other hand I found the portal a tad difficult to navigate when I first started, hence the call to the NDIS, and should probably have more guidelines and/or information when you get into it instead of clicking on other links etc. Have got the hang of it now though. Have found the payment process to be smooth and efficient, very grateful that things don't have to constantly be checked and confirmed to purchase what we require. Another thing that is quite annoying is the amount of paperwork that had to be done to apply and set up the NDIS plan. Please streamline this, I am soooo sick of paperwork, it is a constant with a child with a disability. In general, I have been happy with the whole process but believe that is because we have had extremely supportive people around us assisting. This ranges from the school our daughter attends (all the staff are champs) through to organisations that we are involved with such as and our local Council, not to mention other parents we are in contact with. Though as said I think the NDIS staff are doing a great job considering what a huge effort this is. Congrats to you all.