

**From:**  
**To:** [Committee, NDIS](#)  
**Subject:** Adelaide JPC - Statistics provided by the Cora Barclay Centre  
**Date:** Monday, 12 May 2014 8:56:07 AM

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Dear Committee

I have provided statistics below in response to a question from Senator Rachel Siewert regarding the number of NDIS plans that we have had issues with.

This was in response to comments I was making regarding the lack of consistency between seemingly similar circumstances based on:

- The ability of parents to articulate the goals and aspirations for their child and their ability to understand the scheme and their entitlements
- The planner on the day and the individual discretion that they have.

Of the 33 plans that we have in place I have seen a lot of inconsistencies emerge largely due to planner inconsistency. We have personally attended most planning sessions to avoid inconsistencies among families and assist in the advocacy process. Being in the position that we are I am also able to confirm that the differences between these children are negligible. They present with similar hearing losses, age profiles and intervention plans.

Of the 33 plans in place at the Cora Barclay Centre I have had issues that have required escalation with the agency on 19 of them (close to 60%). This does not include the family that hasn't even made it to planning stage yet and is in review with the agency over their eligibility. The types of issues that I have escalated are:

- Insufficient funding allocated to cover the service requirements of the family
- Inclusion of optional extras such as attendance at the regional camp for rural families
- Upgrades required to hearing equipment to meet family circumstances
- Services from the Women's and Children's hospital ceasing with families registering with NDIS
- Ensuring that children with additional disabilities that require multiple supports receive more than the \$16k T-D package
- Families removed from Better Start funding without their knowledge and prior to their approval
- Plans being put into place before families have sighted/agreed to the plan
- Supports being put into the plan that the family do not require and supports left out that they do require.

Attending every planning session to assist with consistency, and then having to further advocate for 60% of these plan adds considerable stress to the Cora Barclay Centre workload. We will be unable to sustain this drain on resources and will need to look at hiring additional staff.

Thank you very much for the opportunity to present to the Committee. I would be more than happy to provide further information if required.

Regards  
Amanda

Amanda Haskard

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