

From:
To: [Committee, NDIS](#)
Subject: The committee is very interested to hear from you about the following issues
Date: Saturday, 19 April 2014 7:22:01 AM

Dear All.

Let me first introduce myself,

I am a legal guardian and parent of three people now currently and in the process with a NDIS plan. I was until recently Case Manager for two.

I am also a member of Valid Peer Support By Support in Geelong.

Questions to your answers are at the bottom of the page.

I have asked NDIS LAC, Regional officer, and facilitator in numerous emails, phone conversations, questions regarding my son and daughters plans and being left with finding no answers to the pacific questions asked.

I have felt compelled since the 2nd of January to require Advocacy support by VALID to assist most NDIS meetings where necessary.

A meeting was arranged on 4 Feb 2014 via email for the 11th Feb 2014 with myself new LAC and whom and new assigned case manager from St Laurence to go over my sons plan. Amendments in his plan had been made and we needed clarification and familiarisation of his current plan.

I was advised by NDIS St Laurence would not be attending our arranged meeting and confirmed by St Laurance at the arranged meeting they were no long Case Managing my son stating management decision.

NDIS decided to change the arranged planned agenda to emergency Housing for my son.

I asked relevant questions relevant to the changed agenda of housing accommodation by requesting to attend a panel hearing on supported accommodation. My request was denied stating by those at the meeting that this is not normal procedure. Then felt bullied by comments such as we have evidence of your sons behaviour by my new LAC, and how would you feel by your attendance if your son missed this opportunity, although his support workers from living accommodation and his day support could attend giving references to help make important decision on my sons future.

I have continually asked for other options and when I have put forth an option was quickly dismissed as not Reasonable or Necessary.

I was put in a Position without sufficient supports to understand the information given as to what the meeting was about on the 11th Feb 2014.

At no time during the meeting on the 11th of Feb 2014 were we able to discuss the context of the agenda which was for to discuss Plan amendment changes which was organised on the 4th Feb.

. I have continually requested since the 9 Dec 2013 conversations regarding options around housing for my son. But on the 11th Feb 2014 this occasion it was not the agenda intended for that particular meeting.

Three times I have requested via email the agenda notes from the meeting on 11th to be

forwarded to me. Which are still lacking.

. On the 31st Jan 2014 I requested two hard copies of both Plans as I continually am unable to access Port Holes.

On receiving the hard copies I noticed amendments made to the plans that were not asked for such as

. new amended wording in my daughters plan (**till the end of plan**) . In her Original copy and single line item copy the wording (till the end of plan)is Omitted.

I would like please an explanation as to why this wording to some line items amended to NDIS/A Plan without consultation from NDIS

. Participation in community, social, and civic, 6hrsxfortnight x48week...Now (**until the end of plan**)Page 13

. Participation in community, social and civic, 2 hrs. x week including travel within 10 kl home to Drysdale....NOW (**till end of plan**)page 14

. Participation in community social and civic activities School Holidays ...NOW (**until the end of plan**) page17 .

. Clarification and assurances that those items in her plan that she received and required before NDIS will continue being reasonable and necessary.

I have received these new copies only to still have (**NEW**) in brackets beside them to highlight notification on when it comes to re assessing .

I have also been informed that Case Managers may no longer be able to support those PWD when it is time for reassessment. This goes against all that NDIS/A are about and discriminate those very PWD to choose who they want to support them. NDIS/A is all about choice for PWD to choose the services they require. Deigning those who's Case Management also may be involved in services provided should not take away those PWD rights because NDIA/S think those Case Management have a conflict of interest.

Case Managers know the integral lives and management of their client in what they need. Most often They are the closest person PWD discuss all areas of day to day activities and requirements. To assume PWD should be able to manage all areas of need themselves is placing those PWD in the position to undue vulnerability exploitation and stress.

- Who did you first speak to about becoming an NDIS participant?

Answer. My case Manager from DHS.

- Were you able to access easily all the information you needed about becoming a participant in the NDIS

Answer. My information was already available due to Case Management for my son and daughter. Although information regarding services we not easily obtained for my daughters disability to process so I had to access provider information on the care, hours and participation in the community she required on a monthly basis.

With this information I was able to process my daughters application for NDIS/A plan at the same time as my son.

Where did you access this information (eg: online, a Local Area Coordinator)?

Answer. Service sectors that were already providing services.

Did you use My Access Checker?

Answer. Yes with Planner

•

What was the process through which your eligibility for the scheme was assessed?

Answer. With Planner.

Did the National Disability Insurance Agency seek specialist reports from clinicians about your condition? Were you satisfied with this process? –If you were not eligible for an individual funding package, did you receive advice and information? Did you appeal the decision?

Answer .. I already had documentation of eligibility for my disabled children.

However applying for oneself that information was recorded over many years ago were unable to be retrieved. Due to Dr records only being available for 7 years. Indicating many applicants will miss out on vital funding to support them in the community

• Is the planning process for participants working effectively?

Answer. The planning process is very slow. Plans have been implemented and when one asks for a hard copy only to find WORDING in the Plans have been changed or highlighted (**UNTILL END OF PLAN**) to imply they may not be Reasonable or Necessary in the re application of the Plan.

These HIGHTED line items where provided by services before NDIS and supplied via other agencies and were deemed before NDIS as Reasonable and Necessary.

Asked to have wording amended only to receive new plan with wording still not back to the original Plan and now Highlighted (**NEW**)

Did your planner correctly identify your goals and the supports that you needed? –

Answer. Due to no fault of the planner she was ill and never returned. I was appointed another Planner. No it was up to be to provide the information that my PWD I am caring for to get the supports they needed.

How did you and your planner identify the supports that you needed? Has your level of support changed since you became a participant based on a medical assessment? .

Answer ..The level of support in some areas have changed and needed to increase. Or the wording in line items have needed to be changed in order to access the services provided in the community.

How did you identify the service providers that could best deliver the supports you needed?

Did you 'shop around' for the best deal in choosing your supports?

Answer ..The Website delivering the services to provide supports Port is very confusing. Many of the services are very vague in what they offer. I am basically using the same services that was already in use before NDIS. Some new services have been acquired due to dismally of services not providing adequate services.

Kind Regards

Jan Vetma