

Hello, I have a 6yr old son, Hamish who had just been given a plan under the NDIS. I wanted to share with you a time line of events as the process of starting this plan through the NDIA has had some issues and it is my understanding that the Joint Parliamentary Select Committee is interested in the problems that participants are having. On the 12th May 2014 I had a planning meeting with my son's planner to discuss goals and needs. Just getting to the meeting stage was quite an effort as documentation had been misplaced by the agency a few times.

10/6/14 I received an email from planner detailing what supports Hamish would and would not receive. I was not happy with some of the details so I tried to contact planner many times over the next week. At no stage was I told that the plan would commence from this date. Finally spoke to the planner on the 16/6/14, I was still not happy with some of the outcomes.

18/6/14 received an email from planner stating that Hamish's plan had been done, yet I was not sent a copy.

26/6/14 received an email from FAHCSIA stating that Hamish's funding had stopped from 16/6/14 as he now had a plan with the NDIA (I had yet to receive a plan or funding)

27/6/14 received plan via email from LAC and also in post. The plan is dated from the 10/6/14. The plan was lacking a large amount of the goals that were discussed with the planner in the initial meeting.

3/7/14 received email from NDIS stating that funds had been deposited into Hamish's account.

4/7/14 I sent an email stating that I wanted an Internal Review. Still awaiting response.

These are just the key dates, there have been many emails and phone calls. Unfortunately communication from the planner has been very poor.

I hope this information is of help. If you need any more information please contact me on 0409129071 or by email.

Regards
Rebecca Mercier