

## **NDIS Submission for Joint Standing Committee – 19<sup>th</sup> June, 2015**

### **NOTE: I request please that my name be suppressed**

I am a sole trader home care service provider and a registered provider for the NDIS. From my “at the coal-face” observations of government funding packages including now the NDIS, I am deeply concerned about enormous waste of our tax-payer dollars.

As a society it is imperative that we assist and care for the vulnerable and needy among us according to their individual needs. We need to ask however, despite potentially venturing onto emotive ground . . . who will monitor excess and waste?

Today I was doing a job at a community centre where a room had been hired by the NDIS. Three women came from the NDIS to make a presentation to the community to drum up NDIS business, encouraging “anyone who thought they might have any kind of disability at all” that funding was available to them. Fortunately for the public coffers, just four people attended their presentation.

A local independent living lady with a disability has an enormous government funding package and is about to be transitioned to NDIS funding. She had been in the full-time work force since leaving school, but reduced her work hours to be eligible for maximum government funding. She has regularly expressed to us the significant stress she feels in worrying about how she “will ever get through all the funding” she is allocated, in order that her funding will not be reduced for the following year. To get through the multiple thousands of dollars of excess funding that she is allocated, she arranges to go with carers on extra-long outings on weekends at the more expensive weekend rates, and also for long weekend holidays. She is also very concerned that the NDIS does not become aware of the support and input that her parents have in her life on a daily basis, in case her funding is therefore reduced.

We know Intellectually delayed people whose income and outings are way more than our family of six put together would ever have, and some of which clients have no awareness at all of where they are or whether anything at all is going on around them. Each client has regular outings from their group home each week, with regular one to one outings with a carer as extra.

In our region minors live in one person households in government funded housing with 24/7 carer support.

Through the NDIS, Australian taxpayers are paying for clients’ homes to be kept immaculate with weekly often multi-hour cleaning services for households in which there is also at least one able bodied family member - spouse and/or adult children. We have found that if the cleaning service has needed to be postponed, for example due to regional flooding, then clients have simply done the cleaning themselves, as indeed they had done prior to being given free housekeeping services by the NDIS staff who deem the service to be essential.

From our first hand experience, wasteful NDIS expenditure represents phenomenal over-spending for our country with its enormous debt, and heralds alarming consequences for the future.

The other issue I want to highlight is the ignoring of communications by the NDIS. Emails that are responded to by the NDIS are generally responded to anonymously ‘from the provider support team’, but with no name to reply to, significantly reducing accountability. Just this week I rang NDIA Provider Support to ask a question about a communication that I had received from them, however I was told that I couldn't be assisted without identifying who the email that I had received was from – but it was anonymous!