

08/06/2017

To Whom It May Concern,

Back in February 2017 I lodged a request with the NDIS to review my son's funding, I am still waiting for them to look at his file. I have chased this on numerous occasions.

They are as follows

7/2/17 – Request for Review emailed to NDIA

23/2/17 – I contacted NDIA – I asked NDIA to call you

8/3/17 – I contacted NDIA – I re-iterated that NDIA has not called you and provide your work number

27/4/17 – I contacted NDIA – new speech therapy report provided and another request made for them to contact you

16/5/17 – Brooke from NDIA escalated this matter to Team Leader and local office Manager

26/05/17 – Chris has escalated this matter

I called them myself last week on Monday the 29/05/2017, I am still waiting on a call back to discuss my request I was expecting a call back on the 2/06/2017 it is now the 8/06/2017 and I still haven't heard anything. I have since lodged a complaint on the NDIS Portal but it is character limited so I had to be short and blunt. There are not enough characters to make an in depth complaint, explaining your whole situation.

My son was only granted \$4000.000 for 12 months; he only has \$920.00 left this means that we cannot go ahead with anymore therapies as I can't afford to pay for them out of my own pocket.

OT Sessions for 45 min cost \$135.00 a fortnight

Speech Sessions for 45 min cost \$132.00 a fortnight (this was with his previous provider; we have had to engage a new provider for next term).

At this point in time all of my son's therapies have ceased as we don't have the funding to go ahead, yes we are grateful to have been granted funding but the fact that no one cares that his funding has run out and therapies have ceased makes me extremely upset and angry. My stress levels are so high that it is now causing issues in my personal life.

There needs to be something done about the NDIS and their attitude towards helping these people with disabilities that required these services to get the required therapies to help them function in everyday life.

I thank you for your time

Best Regards

Fiona Raines