

**From:** [Lin](#)  
**To:** [Community Affairs Committee \(SEN\): s](#)  
**Subject:** sub937Submission to the Inquiry into the National Disability Insurance Scheme Bill 2012  
**Date:** Thursday, 17 January 2013 4:16:43 PM

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Please consider this email a formal submission by me to the Senate Standing Committee on Community Affairs Inquiry into the National Disability Insurance Scheme Bill 2012.

The current disability system has many problems that need to be addressed.

My son [REDACTED] is 18 years old and has a disability. I am a full-time carer of [REDACTED].

The disability system doesn't work for [REDACTED] and our family :

- Lack of service providers in local area to cater for [REDACTED] needs
- DSQ (Disability Services Queensland) - The most frustrating and disorganised department I have ever dealt with
- Extremely reluctant to put anything in writing for the client, a repeated request for an offer letter stating terms and conditions and summary of [REDACTED] Flexi Respite package was refused.
- DSQ Support Linkers offer minimal support, out of date listings of service/host providers offered with invalid phone numbers, different information given to different clients in different DSQ areas (ie [REDACTED] told he was offered the maximum amount of hours for his type of funding, this not true.....another client in a different area offered more hours). [REDACTED] Support Linker suggested [REDACTED] and family look into the Self-directed Support Framework under Your Life Your Choice as an option.....but could not offer any advice and support regarding this, was told to go the website.
- Transition from school - minimal help with this. A district Transition Officer visited the school and basically advised parents to be prepared to leave work to look after their young person as the support from DSQ for post school options was practically nothing. An out of date listing of service providers given to parents with a 'good luck' comment.
- [REDACTED] assessed as having high support one on one needs. DSQ stated that [REDACTED] needs up to 28 hours a week of support (and realistically more) to meet his needs. DSQ offered 8-10. This is disgraceful.

The main features of the NDIS that will make a difference to the community are:

The ability to receive services when needed and in the way that suits the person, Access to reliable information about support options, Older parents and families will not worry what happens when they can no longer provide support

The most important services for the NDIS to provide are:

Life-skills, Flexible in-home/outside home respite, Case management, planning and coordination

I support the introduction of the NDIS.

I support the National Disability Insurance Scheme as a scheme that will deliver support and services to my son [REDACTED] and all individuals with a disability to lead constructive, beneficial and meaningful lives in their community.

My hope is that the NDIS will rectify all the broken systems within the disability sector and ultimately make the individual with a disability their main priority. A massive complete overhaul of every system needs to take place.

My hope is that the NDIS will make training of service providers and employees a priority to have competent, reliable and skilled people in those positions.

My hope is that the NSIS will deliver a system where every individual in Australia will have access to services and supports to meet their needs and enjoy a quality of life equal to all Australians.

I agree for my submission to be made public

Regards,

Mrs Lindy Phillips