

Comments received to Inquiry into the NDIS market in Queensland Issues paper

| Comment Number | Comments |
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| 1 | <p>Hello</p> <p>I am a driving instructor doing specialised driving lessons.</p> <p>I am finding this area is constantly hindered by the ndis in two areas</p> <p>1- quotes getting approved taking ages and thus leads too big gaps in students learning and practice</p> <p>2- The amount of lessons are all over the shop. Some students get 20 then a review while others with more severity only get 10 then a review. No one knows the true process required either to do with medical certificates and driving licences.</p> <p>The reviews would be fine if the funding was then continued but to constantly needing quotes approved and not being high on the list we have waited 2 months or more at times. Some students self fund in this time but considering the amount they require this is not always possible. The break in learning and practice is hindering there ability to form muscle memory.</p> |
| 2 | <p>The NDIA continue to make significant funding decisions with very little or no regard for consequences. The latest price guide saw loading for group support cut out. This represents a very significant cut of 25%. This was partially off-set by an administratively demanding allowance of up to 7 minutes per hour of non- face to face time, leaving an overall cut of about 15% plus increased admin costs.</p> <p>This huge change came with no consultation or warning and was buried in the new price guide.</p> <p>FIRST were about to expand services to meet school leaver demand by establishing another centre in the Logan area. With these changes, we will not be proceeding. Indeed our whole focus has shifted to survival only. [REDACTED]</p> <p>[REDACTED] No sane person will invest in disability support in these circumstances. Opportunities for people with a disability and employment opportunities are now lost.</p> <p>Unfortunately, the scheme is rapidly becoming about cost cutting and little else. That objective can be achieved by ensuring that services are driven out of the market & people requiring those services can't access support. The actions of the NDIA continue to support that unpleasant conclusion.</p> |
| 3 | <p>Hi I am working carer and nominee of two adults with intellectual disability who are in receipt of NDIS. I have 24 year old son, who would have some capacity to engage in employment in a part time capacity, however the process for him to firstly register with employment provider is arduous and inefficient. We have had to endure multiple appointments- employment provider, then Centrelink</p> |

assessor, then at least three phone calls to Centrelink, and employment provider, then back to Centrelink as there was issues with linking him to provider. All of this just to help get him some support to explore employment for up to 8 hours a week. These all involved taking him out of his NDIS activities for the appointments and I had to take leave from work to attend with him as nominee. We were then placed with provider, who kept running job seeker classification instrument repeatedly asking the same questions and then printing them out for my son to sign, who has low literacy and comprehension due to his intellectual impairment. The employment provider, who was meant to be specialised in disability, did not even know about his disability or had prepared re what his strengths or capabilities were. I did a rough estimate of worker time for support workers to attend appointments, staff time to do appointments and my work time which would have cost the government in excess of \$900 just to get him linked with employment provider. Since this time, we have had numerous job plans, with no outcomes. If my son is given a trial or work opportunity, there are then issues re giving notice for cancelling his NDIS activities, they all require notice if he is not attending, or will be charged from his plan.

I believe that there would be more benefit in programs that are NDIS registered having additional capability to extend into employment support, as they already know the participant, their skills and capabilities, interests and goals. They could be funded to extend the support to negotiate work experience placements, and hopeful employment opportunities, without the waste of \$900 or so to even be set up as jobactive or activated in the system. EG. tools and tinkers group program teaching participants how to service and fix items such as lawnmowers or small machines. They could have links with larger lawnmower service organisations who are able to offer some hours for suitable participants in the workplace. Or a woodworking group, where participants partner with a furniture store who can employ participants to assemble flat packs for customers. Especially when the participant would not be looking at full time employment but part time or very small hours.

The negative impact for my son has been in loss of trust and confidence in employment provider as he has seen no outcomes and or is not engaged in the process due to his level of literacy and understanding. The mainstream system for employment providers is not suited to people with intellectual impairment due to the complexity of processes and written information. How can they legally sign a job plan when they cant read or understand what it says. even with support. I see more value in supporting NDIS registered services that have component of extension and relationship with prospective employers.

Perhaps there could be incentives for employers to be linked to NDIS services with additional tax breaks or training and development funds around disability awareness or workplace preparedness. If employers are seeing that they have access to prospective staff as part of their relationship with NDIS providers, then it could also assist with savings in recruitment advertising costs. It would also place them well in the community where they could share their success and inclusive practices.

On another level, as a carer, with two young people to support. the processes involved in NDIS are exhausting and carer capacity to engage over time with their processes have not been considered with multiple participants and over multiple years of the program. I am fairly much exhausted and capacity is greatly wasted with the hours of meetings, signing and reading service agreements. My daily capacity has to focus firstly on the boys and surviving this, then in supporting them to reach their potentials. not to be slowly ground down by systems, processes and red tape. I am also working carer, and since NDIS has commenced, my one free day a week is spent in meetings, signing service agreements and communicating with service providers. Even with support co-ordination, which is essential, not

a luxury, I still have at least 3 hours a week where I am coordinating and fixing up things, that have been lost in communication between providers, support workers and service coordinator.

I am very grateful for NDIS support but it does come at a human cost, heavy on the carer. I would like to know where to send my invoice for the hours spent since its inception and some understanding that if our role was costed out using current price guide, would be in excess of \$20,000 for four weeks. or \$240,000 per annum. I don't know how many more reviews I have in me before I have to hand over the reins.

4

I am responding as the parent of an adult disabled person who has complex issues involving both physical health and mental health issues. As a carer who did all the research , collection and collating of information to make an application for access I would like to say that the process is complicated, difficult to follow, excessively time-consuming and emotionally exhausting. Just learning the " NDIS" jargon is a difficult process. After waiting for a year without a response to our first application I received a short incomprehensible letter of failure to meet access requirements. A subsequent phone call to NDIA did nothing to assist my understanding of why the application was refused or what to do next. I was told to meet with a LAC who would assist me. Unfortunately instead of assisting me the LAC spoke to me in a very abrupt patronizing manner and pushed me into signing a new application even though I told her I did not believe I was legally able to. 2 days later I received a call from NDIA to tell me I had no right to sign the application as advised by the LAC. Following this experience I asked for help from an advocate and a successful application was completed. Once access was granted nothing became any easier. The options are complex and there is no simple explanation of what can be included in a plan and what the options for execution of the plan are. There needs to be a simple explanation showing the similarities and differences of all the options as well as advantages and disadvantages of the decisions people are asked to make. Before NDIS access my son did not receive any support other than from me. Receiving support has made a big difference to him in that he feels that his disabilities have been recognized as genuine and that his life has value. So far NDIS access has not improved my life as I am spending as much or more time in support than I was before but I know that it is going to take lots of time for my son to be able to trust support workers and for him to accept the assistance that is available. I am confident that ultimately access to NDIS is going to improve both our lives. Without significant support from myself and other family members my son would not have been able to access NDIS or use the package that has been approved. My older son made a comment that explains perfectly my role. He says that I am the "glue" that holds everything for my disabled son together. Finding someone else who can be the "glue" is very difficult. When support workers arrive and have not been given information about appointments so my son misses out on attending or the support worker does not know how to collect medication from the pharmacy and fails to let me know it is me who checks and fixes all the things that do not go well. So I still have concerns for the time when I am no longer able to provide support. Having the ability to choose and change providers is fabulous. The first support providers we had were totally unreliable. They came at the appointed times but they did not have appropriate information to provide the support required and the company did not provide feedback or respond to requests to improve outcomes. Being able to change to a different provider who understands my son's unique needs has made an enormous difference to his life. It is 4 months since access was granted to my son. I still have only a limited understanding of how the NDIS works but I am learning. We are lucky to have support co-ordination as part of the package and I know I would have had to spend many many more hours if this was not so. I dislike writing but I am happy to give more verbal feedback if requested. Overall achieving assistance from NDIA is very positive and outweighs any

negatives experienced so far. I'm sure that the same positive outcomes for my son and myself could have been achieved with a lot less stress and in a much more timely manner.

5 My observations of the NDIS as a sole trader service provider are varied, For participants whom are either at home with a proactive family or able to advocate independently, the NDIS has opened doors previously closed and improved lives. For participants who live with family members that are overloaded or combatting carers fatigue the scheme is isolating and confronting. For participants who live in shared accommodations ran by service providers the Scheme has been disempowering, I know of 3 service providers that appear to be acting in a competition to restrict the participant to only use only their service and limit the participant access to any individual living of their choice.