

6th December, 2017

Committee Secretary
Ms Kate Harkins
Civic Square, London Circuit
(GPO Box 1020)
Canberra ACT 2601
LACommitteeHACS@parliament.act.gov.au

NDIS Experience Submission

Dear Ms Harkins,

As a service provider for clients under the National Disability Insurance Scheme, we wish to forward a written submission in relation to the NDIS Inquiry in the ACT. We feel that a written submission is sufficient and therefore do not wish to appear in front of the committee.

Overall the additional funding and access to equipment has been a big improvement to the lives of eligible NDIS participants. However, as an equipment/service provider, we have experienced three main issues in relation to the NDIS and administration by the NDIA.

1. Funding delays

After Total Mobility has completed an assessment with a therapist, a quote is submitted to the therapist which accompanies paperwork and is sent off to the NDIA for approval. Once this has been submitted we are experiencing significant delays of 6 to 12 months before approval is granted and funding is available. As a result, Total Mobility has to proactively complete another assessment and quote for the participant to check on their needs or growth due to the time delay. This not only has additional cost implications however it also results in delays due to the re-quoting and re-submission of the quote to the NDIA. If this additional re-assessment is not completed by Total Mobility, an unsuitable product may be provided to the participant due to their needs changing. As a result, the NDIA could be left with equipment no longer suitable for the participant and in some circumstances cannot be returned as it is specifically ordered for the participant. All of the above results in the participant having to wait even longer for the equipment they require. If the NDIA is able to approve funding much quicker, an additional re-assessment will not be required, ensuring the correct equipment is delivered promptly to the participant and avoiding the above mentioned issues.

2. Approval process on the portal

We have had many instances of participants receiving verbal approval however when checking the NDIS portal, the funds are not available. This may be due to the full approval not being processed online and therefore not appearing on the portal. This causes additional delays due to Total Mobility following up the NDIA on the approval process. The NDIA need to ensure that all procedures are maintained and full approval is made on the portal before informing the participant and service providers.



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3. General Communication

Total Mobility staff often find it frustrating when contacting the NDIA due to the delays involved. When calling, it is difficult to get through to an NDIA staff member due to delays in waiting on hold. As suggested by the NDIA, emails are sent instead of phone calls however there are significant delays in getting email responses and often no response is received at all. The NDIA require more staff to manage calls/enquiries or current staff are in need of additional training to ensure all staff can manage all enquiries.

I hope this information from the experience of an NDIS service provider is helpful in approving the above three issues.

If you require any further details or clarification on the above, please do not hesitate to contact me.

Yours sincerely,

Tim Kapustin
ACT Branch Manager

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