

## **Inquiry into the provision of primary, allied and private health care, aged care and NDIS care services and its impact on the Queensland public health system**

**Submission No:** 19  
**Submitted by:** William Tendo  
**Publication:** Making the submission and your name public  
**Attachments:** See attachment  
**Submitter Comments:**

We have a family member who is an NDIS participant.

Through the skill and experience of the planner, our family member was provided with a very comprehensive plan.

However, there were glitches.

Not all the plan document was visible on the portal which caused much difficulty for us as well as service providers.

Contacting someone from the NDIA is not an easy process. There is no direct contact between us and them. Just yesterday we contacted an area of NDIA only to receive an automatic reply that it may take 21 days to get a resolution.

This makes things frustratingly difficult for the participant and their representative and begs the question, is there a better way?

The time and the stress involved is very taxing.

Submitted by:

William and Sandra Tonto



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16 December 2021