

Monash Leader

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NDIS transition manager Matt Yates, Brooke Kennedy and Rotary's Brian Milne.
Picture: DANIEL POCKETT



Living in limbo

Geordie Cowan

NDIS keeps clients waiting almost 12 months for equipment

MONASH people battling ailments and diseases are being denied much-needed equipment because of a sluggish and inefficient National Disability Insurance Scheme.

Cerebral Palsy Education Centre's Robyne Somerville said most of their 140 clients and families at the Glen Waverley service were being forced to wait extraordinary lengths of time for vital equipment and support.

"All our families went and got

the plan done. They require equipment and it's just not coming," she said.

One client, Brooke Kennedy, has been waiting since May for a special supportive chair and wheelchair. With a thick metal rod in her back, it is imperative she sits in the correct position. She also has had to borrow a special standing frame from the equipment library for the past 18 months while she waits for approval from the NDIS.

Compounding the frustration for users is that they have been unable to gain any feedback to their applications, claiming the call centre they are directed to is unable to provide enough information.

"They ring the 1800 number but the people there can't access the file and can't give any feedback," Ms Somerville said.

"And it is not just one family. They are all at tipping point."

Upwey's Marilyn Sabec has gone

to extreme lengths in order to source relatively simple equipment from the NDIS. Ms Sabec, who has motor neurone disease, has had to wait almost 12 months after applying for a bidet, continually following up the issue.

"I can only imagine what it must be like for a customer who is too sick or ill to follow up what the system is doing," she said. "To my understanding ... this is a chronic problem for all support services."

Ms Somerville said the delays were especially disappointing given all the hard work volunteers and community organisations do to support them.

She highlighted the efforts of the annual Mayor of Monash and Combined Rotary Golf Day run by the area's rotary clubs, which raised \$62,000 last year alone.

All funds go to CPEC's equipment library, where families can borrow or trial equipment.

NDIS failed to comment before deadline.



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