

To Whom It May Concern

Dear Sir/Madam

I write to you as brother and full time Carer for our Sister Mary (along with our brother Nabil) in sheer frustration and exasperation as to how it has come to this where it is a always a constant fight with the NDIA and their Lawyers to obtain Mary's needs and more importantly her articulated wishes.

I want to start by saying we have some amazing Support from the Offices of Mr Shorten and Mr Khalil and their respective wonderful Staff and this has been a great comfort of immeasurable significance.

We have lost both mum in 2015 and more recently our Father in May 22 both due to illness and Mary is finding it extremely difficult to cope as both my brother and I likewise.

Mary has been very anxious and not comfortable at all having strangers in the house and I, along with our brother have been doing all her care needs full time.

We have been seeking permission from the NDIA to have myself recognized as her Official paid Carer under her Plan without asking for any additional funding as this is already contained within her current Plan. We have complied to and met the NDIA Guidelines of extreme exceptional circumstances of dad passing whom Mary lived with and also the Religious/Cultural reasons of why it is not appropriate for Mary to have a stranger come into the house and provide her personal care and yet it has been completely dismissed and there is now an AAT Hearing on the 15 December all adding more anxiety and mental stress on our sister as well as us by extension.

Mary has already articulated to all that she does not want anyone else to care for her except her 2 brothers which seems to be completely ignored. The NDIA was a Department set up by Minister Shorten and others to allow for Participant Choice and flexibility and this is clearly not what is happening.

Our other concern is the fact that I am currently showering my sister standing up in the bathtub which is completely unacceptable and extremely dangerous because we have been going back and forth with the NDIA about the emergency repairs to allow her to safely live in the house. Mary has ample funding in her current plan and we have lost many many months in wasted emails and approvals etc. The current quote we have submitted has been rejected because of things like the NDIA requesting Full House Plans to be submitted when the issues are only in the Bathroom/WC area. We do not have access to plans which would cost in the order of \$3k to produce. This clearly has no relevance to the areas of concern. Why was it deemed safe for Mary to be showered in a standard existing Shower size but is not now acceptable ? For us to comply with the requirements, the cost would be approx. 3 x the current quote because it would mean major works to the external brickwork, framing, window etc.

I am a qualified Engineer and this is beyond words as to this being a huge reason why the system is broken. We need this urgently actioned as it is quite dangerous for Mary's health and safety to be showered in the bathtub standing up. It not acceptable that we would need to increase the cost of the repairs to approx. \$45-\$50 K so that it meets their requirements.

We are trying to limit the costs and allow the NDIS to function adequately cost wise

We have already submitted a plan for the layout of the bathroom and WC needs and this was approved and submitted via a qualified and very experienced OT that physically assessed the house and approvals for existing quote works so this is now just a complete waste of time. What would happen if Mary were to fall and injure herself whilst people were delaying this to be actioned?

There must be a system of discretionary process allowed to be implemented in each individual case and circumstance instead of the one size fits all Policy that is currently being applied in our case for our sister.

We can provide more information if needed via Amanda who is Mary's Support Coordinator and further submissions as well as a Senior Representative from our Church

Please treat these matters urgently

Thank you

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