

# Kezia's Story

## NDIS

**"I'm able to go to work without worry and Maria can too. We've built up a great support network and thanks to the NDIS life is so much better now compared to before." Kezia's Dad Aldrin.**

So caught up providing the best care for nine-year-old daughter Kezia, who has profound disability, Aldrin and Maria Dias could not visit family overseas and found it increasingly difficult to see friends or even leave their home.

But now, as part of the National Disability Insurance Scheme (NDIS) trial in Perth Hills, Mr Dias cannot believe how good life is compared to two years ago, not only for Kezia, but also for he and his wife.

Receiving appropriate equipment and funding for two support workers has been life changing.

"After eight and a half years I finally got to visit my family and friends in India," Mr Dias said.

"With Kezia, we were spending all our time, all our life, looking after her. What we didn't realise was her care was consuming us, we weren't living life for ourselves," he said.

"Now my wife and I can enjoy activities together, and we feel confident leaving Kezia because we know she is in safe hands."

Feeling there was no option but to give up their own lives to provide Kezia with adequate care, Mr and Mrs Dias felt confined to their home with no significant help in sight.

"We had our eyes and ears on Kezia 24/7," Mr Dias said. "If she woke up before 1am, Maria would go to her and if she woke up around 3, 4 or 5am, I would go to her – we took shifts," he said.

Prior to the NDIS, the family received some respite for Kezia but were told there was a long wait for additional support.

"The help we got prior to the NDIS was good but it was on a much smaller scale and very limited," Mr Dias said.

"But now, with the NDIS, we've been able discuss and address Kezia's needs, and ours, and work out a plan

which has really helped to improve all of our lives," he said.

"I self-manage Kezia's NDIS plan. This means I'm in control of her supports and I can employ who works with my daughter, what supports she needs and where those supports are delivered. The NDIS is much more streamlined and the equipment we've been able to receive has been such a help.

"Before the hoist came, the carers had trouble shifting Kezia but in the past six months (with the hoist) it is much easier."

NDIS, Accessed April 2018

<https://www.ndis.gov.au/Keziasstory.html>

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There are different types of complaints that can be made and different processes to follow depending on the type of complaint a person wishes to make. An advocate can help a participant choose the right type of complaint and how to prepare for the process.



### NDIA decisions

The best way to register a concern is to complete the short online complaints form at: [www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form.html](http://www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form.html) or contact the local NDIA office. If a person is still unhappy they can ask for a NDIS manager to review their complaint. If still unhappy they can contact the Commonwealth Ombudsman:

☎ 1300 362 072

- Make a Complaint using their online form [www.ombudsman.gov.au/making-a-complaint](http://www.ombudsman.gov.au/making-a-complaint)
- Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601



### Service provider concerns

If a person has concerns regarding their service provider they should in the first instance talk to them. They can seek help from a Support Co-ordinator or carer.

If they are still not happy, they can contact the NSW Ombudsman:

☎ 1800 451 524

[nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

Concerns regarding NSW Healthcare professionals can be made to the Health Care Complaints Commission at any time.



### Consumer concerns

If a person is not happy or satisfied with a product or service they have bought they should contact NSW Fair Trading

☎ 13 32 20

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



### Useful links

Want to know more about the NDIA/NDIS feedback and complaints procedure? Follow these links:

[disabilityadvocacyfinder.dss.gov.au/disability/ndap/](http://disabilityadvocacyfinder.dss.gov.au/disability/ndap/)

[www.ndis.gov.au/about-us/contact-us/feedback-complaints](http://www.ndis.gov.au/about-us/contact-us/feedback-complaints)

Agencies that can help resolve a complaint can be found here:

[www.advokit.org.au/review-and-complaint/complaints-about-ndis-funded-services-and-supports/](http://www.advokit.org.au/review-and-complaint/complaints-about-ndis-funded-services-and-supports/)

The National Disability Insurance Agency (NDIA) welcomes feedback. The National Disability Insurance Scheme (NDIS) is the new way of providing support for Australians with disability, their families and carers.