



**ADRIAN PEDERICK MP**

Member for Hammond



REF: 2000016360MW  
Please quote REF No

Hon Stephen Wade MLC  
Minister for Health and Wellbeing  
Government of South Australia  
GPO Box 2555  
ADELAIDE SA 5001

*Stephen,*  
Dear Minister,

I write to you on behalf of Ms Cathy Smith of Murray Bridge who has raised her concerns with the NDIS.

Please find a copy of Ms Smith's correspondence attached for your perusal.

Your assistance in responding to this matter would be greatly appreciated.

Yours sincerely,

**ADRIAN PEDERICK MP JP**  
Member for Hammond  
Government Whip in the House of Assembly

*11 / 6 / 2020*

*Building a positive future for Hammond*

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/AdrianPederickMP



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ATTENTION:  
Adrian Pederick MP  
Member for Hammond  
06/04/2020

Dear Adrian,

Last week I was made redundant after 5 years in my role as Senior Coordinator of a NDIS Psychosocial Disability support service and a Mental Health Carer Support and Respite Program (MHCS:R) which was federally funded through block funding. The MHCS:R ceased as from May 31<sup>st</sup> 2020. Through both these programs I managed 9 Mental Health Support workers and supported over 50 mental health customers within the Murray Bridge, Adelaide Hills and Goolwa areas.

Due to the cessation of the MHCS:R from which I was getting paid, the NDIS funding was not enough to support my position as Senior Coordinator here in Murray Bridge. This now sees the NGO I was working for close their office in Murray Bridge and move coordination of the NDIS service back to Adelaide head office whereby it will be run by coordinators who will be funded through IPRESS funding (block funding) as the NDIS funding still will not cover the cost of a coordinator.

Since hearing of the sad loss of Ms Smith whilst being a participant of NDIS using the service Integrity Care, I felt that it was necessary to voice my concerns. Yes, there were most definitely a series of failures which certainly need to be addressed however I believe that overall the sector is unable to provide a high level of service due to not enough money available for case management / coordination of services / administration of services added to the NDIS funding.

NDIS, when it works, it changes lives for the better. I have seen the changes, specifically under my previous program which was psychosocial disability, have huge impacts on adults day to day living. However to ensure that this continues successfully, funding needs to be available for a coordinator/ case manager to too support the NDIS participant to coordinate appointments, staffing, have face to face contact so that what happened to Ms Smith never, never happens again.

During my role as Coordinator of a support service, I found that Gov Mental Health workers, Support Coordinators, Social workers, family members and NDIS customers needed that one person who was in contact with all parties, who had face to face contact with the customer, who could communicate with support workers working with the customer and provide regularly daily feedback or concerns re customer to me, was a vital tool in providing an excellent service and making sure our most vulnerable were supported and cared for. Unfortunately Support Coordinators do not have this regular/daily face to face contact with NDIS customers.

I am more than happy if you would like to discuss this further or further this letter on to whom ever you feel may be interested.

Kind regards,

Cathy Smith

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