

Dear Commissioners

I refer to our recent submission to the Productivity Commission in response to the draft report from the Disability Care and Support Inquiry.

In our submission, we stated that, given that the decisions of the NDIA are likely to have significant consequences for people with disabilities and their families, all efforts should be made to ensure that the NDIS complaints and appeals mechanisms are at least as robust, transparent, and procedurally fair as those available in the current system.

Since providing our comments, we have had the opportunity to consider the submission made by the Victorian Disability Services Commissioner. The recommendations place a clear emphasis on developing a responsive rights-based disability support system that is driven by people with disabilities and underpinned by strong, independent, complaints, reviews and appeals mechanisms. We endorse the recommendations made by the Victorian Disability Services Commissioner.

Steve Kinmond
Deputy Ombudsman and Community & Disability Services Commissioner | NSW
Ombudsman