1. The “single point” contact named in Participant’s plan has never been contactable by us or the NDIA by email or phone and has not responded despite numerous attempts over the entire plan.
2. Participants cannot see what has been uploaded to the portal.
3. The lack of transparency of the SIL.  
   The detail in the SIL, in particular for us any 1:1 support hours, is hidden from participants. It is hidden by both the NDIA and the Service Provider. This prevents choice and control.   
   We , and our recent NDIS planner (not the single point of contact), have been unable to determine many hours of 1:1 has been allocated in the recent SILS review, or even if it is specified. A phone call in Aug 2018 from the SILs planner stated she was taking 12 hrs of our 1:1 away and giving it to the provider, and yet, on occasion we were required to pay from our participant’s budget for care when our support worker was away. We have, one year later, had our hours reinstated in the latest plan. However we are unable to achieve the choice and control to enable our participant to do the activities he would like without knowing if any 1:1 is provided in the SIL. It appears that the SIL is just a bucket of funds for discretionary use by the provider.
4. Draft Plans must be made available for review by participants.  
    This is included in my decision chart attached.  
     
   We have had many small but significant errors where a draft could have prevented the stress caused as well as the need for a review.  
   In our last plan where the planner likely forgot to tick the box for the management style, and so we were made NDIA managed (by default) when we had been previously self-managed. Self-managed had been discussed and the planner even suggested self-managed as the way to go for the therapy sections..   
   This plan contained many other possible oversights, such as the complete AT section being left out despite being referred to in other parts of the plan and discussed during the planning meeting   
   The requested S100 review, when the point of contact planner could not be contacted about the oversights in the plan took over eight months..

The attached suggestions for the updating of the plans would make any amendments of oversights during the draft process easy and quick to implement, as well as ongoing adjustments simplified and with a huge reduction in stress and planning time .