



Video: What barriers or challenges have you faced with the NDIS?

Karen:

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Well first of all, disability, the idea that I don't feel I have a

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disability, it doesn't work. I'm not eligible so I won't go and find anything out.

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The fact that I don't have anyone to help me find out there's all sorts of

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barriers to just finding out about it.

Erika:

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For me there's the outside barriers like

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our being able to tolerate bureaucracy and waiting in lines and speaking to

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people that maybe aren't clear. But then there are barriers that I've got because

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of the way I function. So, my memory is really impaired

Michael:

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I've found so many consumers,

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so many people with lived experience of mental illness,

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so confused and overwhelmed by the NDIS and all the information they're receiving.

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Also, the information they're receiving is not always exactly the same

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depending on who's delivering it.

Tina:

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This is a space that is complicated, confused, and can even be very very

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distressing for people with mental health issues negotiating their way through it.

Simone:

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I do class myself as, you know, you know, on a recovery journey

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and I'm feeling quite well and and then I'm having to think back to

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those times when I haven't been well and that definitely did impact on me.

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And that was just going through the process with professionals that I know, so I don't

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know what it's going to be like going through the process with people who

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don't know me at all.

Erika:

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I did get to a stage where I felt that I

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told my story over and over again and was clear about what I needed to be safe

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and it didn't matter.

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But I also have told my story a lot in trying to get

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change happening, so that's actually been empowering.

Tina:

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It's not enough just to have a mental health condition

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and be impacted severely by it.

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You have to provide sufficient evidence and I have known people that have had to go

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back two, three, four times with more evidence, more evidence, more evidence

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before getting over the line. So if you believe you have a good case for

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eligibility, don't be disheartened.

Erika:

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My main challenge was having a voice in the

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process initially, and still is when I try and pursue any complaints processes.

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There are, there's no accountability so I just hope people protect themselves as

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best they can and hopefully, you know, more peer groups and advocacy groups

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will start standing up and sharing stories and making change.