



Video: Sue's Story

Sue:

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Psychosocial disability is a term that's in my world

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It's been around for probably three or four years.

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To me, it means, if you split up the "psycho", meaning

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That there's some sort of mental illness or psychiatric impairment

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And that is then affecting a person's social abilities

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Engagement in communities, appointments with professionals

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Other things like that

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One thing that I'd like to see change a little is,

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not that I've seen a whole lot of LACs, but the LAC's understanding

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Of psychosocial disability

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So that they have a broader understanding of difficulties

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Cause sometimes people with a mental illness can present

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Quite functional in society, and intelligent and capable

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And things like that, but that doesn't mean that they're always like that

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And I don't think LACs know that well enough.

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My mental health, I tend to want to isolate

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From society and my family and everyone. My mental illness

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Convinces me that that's the best thing for me, whereas really

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It usually works in the opposite way and it usually makes me become more unwell.

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I had to disclose a lot about my personal mental health

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And my personal situation to my LAC. It was also quite anxiety-producing

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because I had to get the right documentation from professionals,

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And that's not always an easy process to get your psychiatrist to write a report

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That's gonna be suitable for the NDIS, and are you gonna have it in time

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And things like that, so the stress of trying to manage getting professional

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Reports necessary to apply for the NDIS.

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At the time I was in and out of hospital and fairly unwell

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and trying to do it all myself.

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And then when I eventually got my package, it was very, very small.

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So what I did then, at the advice of my support worker,

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was put my plan back in to get reviewed with some more documentation

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attached to it, to hopefully get a bigger plan.

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So if I didn't have my support worker, and I know not everyone has one

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but I wouldn't have got the package, I don't think.

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They were able to direct me in the ways that NDIS saw things

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and interpreted things, and what they really meant by questions,

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and what language and terminology should I use in order to get the package.

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Also, I had pretty good support from my psychiatrist.

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When his first one or two documented letters were not really what we needed

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he was able to do another one without too much hassle, so that helped.

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The way that I use my plan is that—I was seeing a psychologist several years ago

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who was really good and effective. Unfortunately I couldn't afford to go

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anymore, so the NDIS paid for me to have psychology once a fortnight

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And I also get a assistance with activities of daily living and domestic assistance,

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I get two hours a week of that.

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So managing my NDIS plan, I'm not having the organisation do it

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And I'm not doing it fully myself, I've taken the road in the middle

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So I work with an organisation, and what I do is, when I get the receipts

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For the psychology or the domestic assistance, I submit a claim all on my phone,

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Really quite easy, and then within, usually 3-5 days, they've reimbursed my money.

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but if you can afford the upfront, then that runs quite well and I prefer that system

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over the other two options available because I don't think, I think if I

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decided to run it myself, because my illness is quite episodic,

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there would be times when I would not be able to manage it myself.

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Your documentation's the make or break, and you do have to get a lot of different sources

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so put a bit of work into that part,

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but if you can get a support worker through one of the NGOs, or the public health system

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even if it's just for the period that you're applying for the NDIS, I would suggest doing that.