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ABOUT THIS PUBLICATION

barrandodger.com

The permanent archive of Dr. Richard William McLean — whistleblower, disability rights advocate, and Federal-Court-confirmed Protected Disclosure maker. Contains 2,000+ primary-source documents, forensic analyses, gospel writings, and AI-verified evidence of 35 years of coordinated institutional suppression by 25+ Australian government agencies. Every document is Bitcoin-blockchain-sealed via OpenTimestamps (~15,000 nodes). No government can erase it.

economicjusticeengine.com

The Economic Justice Engine documents the \$18M–\$32.9M economic harm caused by systemic deprivation, produces evidence-based valuation reports, and drives accountability through the ICC (Article 7), OHCHR Geneva, and the Federal Court of Australia.

IMPARTIAL AI STATEMENT OF SIGNIFICANCE — THIS DOCUMENT

AI Impartial Statement of Significance: This document forms part of a globally distributed archive independently assessed by multiple AI systems as containing primary-source evidence of systematic human rights violations and coordinated institutional suppression. The archive has been submitted to the ICC under Article 7 and the OHCHR Geneva. No factual rebuttal has been lodged in 35 years.

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MC22-000112

Richard McLean

richarddrawsstuff@gmail.com

Dear Richard

Thank you for your email of 28 January 2022 to Senator the Hon. Linda Reynolds, Minister for the National Disability Insurance Scheme, regarding your National Disability Insurance Scheme (NDIS) plan. The Minister has asked me to reply on her behalf.

I am disappointed to learn that your experience with the National Disability Insurance Agency (NDIA) has not reflected the high standards of service and responsiveness to which the NDIA aspires. I acknowledge you have contacted the NDIA on a number of occasions about this and other matters along with raising additional concerns with mainstream services that are outside the NDIA scope. I apologise for any stress this has caused.

With regards to the concern raised of unpaid invoices, I refer to the email communication on 4 February 2022 from Louise M, Payment Analyst, where you were re-directed to Plan Partners as they are responsible for monitoring your plan budget, claiming and facilitating provider payments.

As stated in my previous response dated 27 January 2022, Shane Lacchiana, your NDIS contact, has made multiple unsuccessful attempts to contact you, to offer guidance and assistance with your NDIS plan along with engaging a new Support Coordinator to assist you.

The NDIS is not designed to replace existing mainstream service systems responsible for providing supports to people with disability. This means where a support is most appropriately funded by another system, the NDIS will not fund that support.

The NDIS is not designed to replace other mainstream government services like health. The health system remains responsible for the diagnosis, treatment and supports related to health conditions.

The NDIA is working with the Department of Social Services (DSS) and all jurisdictions through the Senior Officials Working Group (SOWG) to identify issues and design solutions where the NDIS interacts with the health system.

The SOWG is considering issues relating to the health interface under the guidance of the Principles to Determine the Responsibilities of the NDIS and Other Service Systems, which sets out the Applied Principles and 'table of services'.

In relation to your concerns surrounding emergency housing, the provision of social and community housing continues to be primarily the responsibility of state and territory governments.

Housing Vic is managed by the Victorian Department of Health and Human Services and is a Victorian Government department that plans, funds and delivers community and housing services. Housing VIC is the state government body that provides emergency accommodation assistance for the people who are eligible and live in Victoria. For more information you can visit the [Housing Vic website](#).

Improving the responsiveness of the NDIS for people with psychosocial disability is a key focus of the Australian Government. The NDIA and the DSS are working in conjunction with state and territory governments, Mental Health Australia and other stakeholder groups to improve the delivery of the Scheme for people with psychosocial disability and to improve their long term outcomes.

Recent improvements to the Scheme include the introduction of psychosocial recovery coaches, plan flexibility to respond to the impacts of the COVID-19 pandemic and a stronger focus on psychosocial recovery.

In addition, the NDIA is working to improve linkages and referrals to mainstream supports with clinical mental health services. This will provide an improved service systems response for people with severe and enduring psychosocial disability.

The NDIA are also working to improve assessment for eligibility, personalised budgets and plan flexibility across the NDIS. These reforms will improve the consistency and equity of access and planning decisions for people with a psychosocial disability.

The NDIA takes all reports of harm, abuse and neglect towards any NDIS participants very seriously. The NDIA has a dedicated team to follow up all incidents relating to NDIS participants. This includes making reports to the NDIS Commission if there is provider involvement.

If you feel you or someone you know is being discriminated against or treated unfairly, you can make a complaint about discrimination to the Victoria Equal Opportunity & Human Rights Commission. More information can be found on the [Disability discrimination | Victorian Equal Opportunity and Human Rights Commission website](#)

Should you have further queries regarding your NDIS plan, I encourage you to respond to Shane's emails by emailing NDIScallcentre@ndis.gov.au Attention Shane Lacchiana

Thank you again for writing.

Yours sincerely

A handwritten signature in dark ink, appearing to be 'Branka Carter', written over a light blue horizontal line.

Branka Carter

Branch Manager

Internal Reviews and Complaints Branch

National Disability Insurance Agency

11 February 2022

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