Date: 25 May 2021

Name: Minnie Mouse

Contact phone: 000000

Contact email: xxxx@xxxx.com

Matter: Access Request for Jane Doe

1. **Who are you?**

**(A) Coordinator / Case Manager / Advocate**

|  |  |
| --- | --- |
| Name | My Name is Minnie Mouse |
| Job position and organisation | I am a Support Coordinator at Disney International. |
| Background | I have worked in the disability sector for 7+ years. I started in Support work then moved onto the Local Area Coordination program for NDIS prior to national roll-out in 2017. |
| Relationship to the person | I connected with Jane through my client in July 2020 and they asked if I could help them to gain access to the NDIS, which was surprising since it is evident after interacting that Jane does have a disability. |
| Level of engagement | From July, we have regularly had contact so I can gather relevant information, and, in the process, Jane unloaded additional information on family relationships and environments that to an effect suggest exploitation and emotional abuse so it has been a high level of engagement to provide emotional support. |
| Risks | I do believe Jane is at risk of further exploitation if she does not receive funded NDIS supports to manage their daily affairs |

OR

**(B) Family / Friend / Acquaintance**

|  |  |
| --- | --- |
| Name |  |
| Background: Job / Living |  |
| Relationship to person |  |
| Level of contact |  |
| Concern |  |

1. **About the person**

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| --- | --- |
| Diagnosis | Jane was diagnosed with Autism Spectrum Disorder at 2 years old (attached) and Epilepsy in 2011 (attached) Anxiety and depression, I believe this accurate based on time spent working with Jane. |
| Functional Capacity  Mobility  Communication  Social interaction  Learning  Self-care  Self-management | When communicating, Jane has challenges understanding the context of spoken and written language and has delayed processing when responding and difficulty keeping eye contact, it often requires redirection and rephrasing.  Jane’s ability to cope in social situations come down to how the relationship is with her mother and partner that day. The ability to regulate her emotions and keep in social context is apparent is challenging for Jane, and due to this, she does not have a strong support system.  Jane needs assistance in understanding and remembering information for daily activities and self-management skills. These are the most important skills for Jane who wants to be completely independent from her mother. |
| Indicate Evidence-based reports OR  Mention lack of [Access / cost / consent] | On 6 May 2020, a Psychological Assessment report was completed by Registered Psychologist, Dr P and Clinical Psychologist, Dr Z. The report outlines disability and family challenges, and the impact this has on Jane’s **functional capacity** when communicating, interacting, learning and managing her daily life.  On 20 August 2020, a support letter was completed by Clinical Psychologist Dr S at Uplift Psychology.  It briefly outlines their sessions together and that this is a service Jane accesses for a safe place to talk about pressure with family, particularly her mother and brother.  This is a confidential letter to gain access to the NDIS. Attached with password.  The letter briefly outlines their sessions together that is a safe place for Jane to speak about pressure openly out her family dynamic. A concern both Dr S and I shared was the mother’s over-involvement in Jane’s finances. |
| Who else is involved | Jane’s mother, Dora, resides close by with her sister who has physical disability. Dora requires Jane to stay with her from Monday through to Wednesday therefore, she can receive an additional carers allowance by using guilt.  Jane rents a room from a private landlord where she stays from Thursday through to Sunday. Jane has expressed great dislike to spending any time with her mother yet does not have the support in place to be independent.  Jane has been in a relationship that has been a secret from Dora since November 2021. The partner is a participant of the NDIS and is under the pressure of a similar family dynamic. This causes great strain when trying to maintain their relationship. |
| Personal Experience | From my experience getting to know Jane, there was pressure on managing time and communicating effectively. For example, arranging and rescheduling meetings and leaving the house and arriving places on time [often 20 – 60 minutes late]. Jane needs therapeutic supports to assist in regulating her emotions and building independence, and ongoing skill building for a support worker. I do have concerns that Jane is at risk of further exploitation is she does not receive the support she requires. |
| Positive impacts support could have for daily activities OR  [negative impacts no support has daily activities and no support] | The negative impact this could have on her life is severe, and in relation to her disability, I believe her functional capacity will continue to decrease if she is influenced by her mother to be co-dependant on her. |

**3. Outcome**

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| What will resolve the problem? | Jane needs access to the National Disability Insurance Scheme for funded supports to build her capacity and independence so she can find and keep a job, live independently, have access to information on their rights as a person with a disability, regulate emotions when meeting new people so she can build relationships, and other daily skills and opportunities to improve her quality of life. |
| Attached: | Attached is:   1. Jane Doe Psychology Assessment Report 1993 (1) (2) (3) and (4) 2. Jane Doe Epilepsy letter August 2020 3. Jane Doe Psychology assessment report 2020 4. Jane Doe Psychologist letter Aug 2020 |
| Details | Please do not hesitate to contact me on 0000000 or alternatively email me on xxxx@xxxx.com to schedule a time to discuss Jane’s extremely complex situation.  I look forward to hearing from you.  Kindest regards,  Minnie Mouse |