



## Melanie Gibbons MP

Parliamentary Secretary for Families

Parliamentary Secretary for Disability

Parliamentary Secretary for Emergency Services

EAP19/2760

Bob Buckley  
Convenor  
Autism Aspergers Advocacy Australia (A4)  
convenor@a4.org.au

Dear Mr Buckley,

Thank you for your representation dated 17 April 2019 to the Office of the Hon Gareth Ward MP, Minister for Families, Communities and Disability Services, concerning a family with children with autism needing advocacy support. Minister Ward has asked me to respond on his behalf. I apologise for the delay in responding to you.

I am sorry to hear of the family's difficulties in trying to receive reasonable and necessary National Disability Insurance Scheme (NDIS) supports for their children during this critical time.

If the family are not satisfied with advocacy support from Synapse, please encourage them to contact Synapse directly and provide feedback by calling 1800 673 074 or by email to [info@synapse.org.au](mailto:info@synapse.org.au).

As Synapse is funded to assist with NDIS appeals under the National Disability Advocacy Program (NDAP), the family may wish to make a complaint to the Commonwealth Ombudsman by calling 1300 362 072 or by lodging a complaint on the Commonwealth Ombudsman website at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

The Department of Social Services (DSS) website <https://www.dss.gov.au> provides information on other NDAP funded advocacy organisations that can assist with NDIS appeals. The family may be able to find other suitable advocacy services in NSW to assist.

Thank you again for your continued advocacy. I trust you find this information of assistance.

Yours sincerely,

**MELANIE GIBBONS MP**

Parliamentary Secretary for Families

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24 July 2019.