

**Subject:** Re: NDIA Acknowledgement of Referral – 33653200 [SEC=OFFICIAL]

**From:** Bob Buckley <convenor@a4.org.au>

**Date:** 5/05/2026, 1:57 pm

**To:** National Disability Insurance Agency Enquiries <enquiries@ndis.gov.au>

**CC:** "McAllister, Jennifer (Senator)" <Senator.McAllister@aph.gov.au>

Dear Ms Sisa ?

I believe the communication was misdirected. I suspect you are referring to a request to meet the Minister that I sent today at 8:44am with the subject line:

URGENT: meeting request - 81% plan cut, NDIS illegal actions

It really helps communications like this if you identify what it is you are talking about.

I really doubt that you or you branch (or team) administer the Minister's diary and meetings schedule ... so clearly, my message was misdirected. Please send it the people who manage the Minister's appointments ASAP as the matter is quite urgent - an extremely vulnerable profoundly autistic child is now without a valid NDIS plan. But there are much bigger and more systemic issues that need to be addressed.

Bob Buckley

Co-convenor, *Autism Aspergers Advocacy Australia (A4)*

website: <http://a4.org.au/>

*A4, a recognised disability representative organisation (DRO), advocates for autistic people, their families, carers and associates. A4 is internet based so that Australians anywhere can participate in and contribute to A4's advocacy for autistic people, their carers and allies.*

A4 recognises the Traditional Owners of lands in Australia; we respect their elders past, present and emerging. Sovereignty was never ceded.

Recipients of correspondence from A4, especially politicians and government officials, are all subject to A4's policy on unanswered questions: see <http://a4.org.au/node/1419>.

*The autism issue is that autistic people just don't deliver on the plans, dreams and expectations in other peoples' heads.*

On 5/05/2026 1:42 pm, National Disability Insurance Agency Enquiries wrote:

Dear Bob,

I am emailing you to advise the Office of the Senator the Hon. Jenny McAllister, Minister for the National Disability Insurance Scheme, has referred correspondence to the Agency to investigate.

We are committed to improving how we serve people applying to the NDIS, NDIS participants and or their parents and carers.

The [Participant Service Charter](#) explains what you can expect from us.

An NDIS officer will be assigned to your case, they will investigate the concerns you have raised and will contact you to gather further information which will assist us to provide you with the right information and supports.

Due to the provisions in the *National Disability Insurance Scheme Act 2013*, express consent must be provided before specific information held by the NDIA can be shared. I encourage you to discuss and seek consent. More information about consent can be found on the [NDIS website](#). Please provide written consent so we may discuss the concerns raised in more detail.

In the meantime, If you need crisis help, you should contact your local GP, hospital or mental health crisis team. You can also contact Lifeline on 13 11 14 or the Australian Federal Police on 131 444. In an emergency, always dial 000 (triple zero) immediately.

**Regards,**

**Sisa**

**Business Support Officer**

**Ministerial and Parliamentary Referrals and Complaints Team**

**Complaints Branch**

**National Disability Insurance Agency**

Contact Centre: 1800 800 110

Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



The NDIA acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures and to Elders past, present and emerging.



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