Queensland Government response to the Queensland Productivity Commission’s Inquiry into the NDIS market in Queensland

Summary report

# Introduction

The Queensland Government welcomes the release of the final report of the Queensland Productivity Commission’s (QPC) Inquiry into the NDIS market in Queensland (QPC Inquiry). It is a valuable resource that will help inform further work in market development and provide a strong evidence base for the Queensland Government to advocate for NDIS market reform through the national governance arrangements.

The QPC Inquiry examined the efficiency and effectiveness of the NDIS market; structural, regulatory or other impediments to the efficient operation of the NDIS market; supply gaps affecting specific markets or market segments; and options for improved policies to ensure the NDIS market meets the needs of participants.

Over the course of the inquiry, the QPC consulted with around 500 stakeholders through individual meetings, roundtables, regional visits and public hearings as well as receiving 70 written submissions. The Queensland Government thanks all who participated for their contribution.

# Queensland’s commitment to the NDIS

The findings and recommendations of the QPC Inquiry will assist the Queensland Government by providing evidence and strategic direction for engagement with NDIS governing partners and helping to ensure the national scheme is high performing and meets the needs of Queenslanders.

The final report contains 20 findings and 56 recommendations. The Queensland Government has accepted 38 of these recommendations and accepted in-principle 16 recommendations where further work is needed before implementation can commence.

The Queensland Government partially accepts one recommendation and one recommendation is no longer applicable. Positions are summarised in this report, with more detail available in the full Queensland Government response.

Collectively, these recommendations will support Queensland’s work in contributing to reforms that improve scheme performance at the national level across seven key priority areas.

# Priority areas

1. An equitable scheme—targeted outreach, access and planning processes that recognise diversity
2. Employment outcomes—shifting the dial on employment outcomes for people with disability
3. Future workforce—a high-quality workforce that is resourced and skilled to deliver real change
4. Thin markets—targeted and timely intervention
5. Policy and regulatory environment—building provider confidence
6. A financially sustainable scheme—delivering longer-term net benefit
7. Person-centred supports—improving the way the NDIS and Queensland’s social services work together

# Implementation

The Queensland Government is committed to collaboration and co-design with people with disability and the disability sector, including the Queensland Disability Advisory Council, to implement the recommendations of the QPC Inquiry.

The Queensland Government’s Disability Reform Implementation Interdepartmental Committee, comprised of Deputy Directors-General from key Queensland Government agencies, will be responsible for overseeing and monitoring implementation of the QPC Inquiry’s recommendations.

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| Recommendation | Queensland Government Position |
| 1. Improve access to the NDIS through governance structures; national outreach strategy and simpler access processes | Accept |
| 1. Advocate for ongoing monitoring and evaluation of independent assessments | Not applicable |
| 1. Propose the NDIA assist participants to use their plans more effectively | Accept |
| 1. Provide more clarity about the meaning of ‘reasonable and necessary’ supports through implementation of the Tune Review | Accept |
| 1. Propose the NDIA to provide participants with greater choice and control over their budgets | Accept in-principle |
| 1. Propose the NDIA improve the process for creating plans | Accept |
| 1. Propose the NDIA removes barriers to participants moving onto self-managed plans | Accept in-principle |
| 1. Propose training for planners and local area coordinators include a ‘coaching’ role | Accept |
| 1. Propose the NDIA publicly reports on plan reviews | Accept |
| 1. Propose the NDIA produces its response to the proposed Commonwealth Ombudsman’s annual report | Accept |
| 1. Propose the NDIS Quality and Safeguards Commission regularly reports on participant harm in the NDIS market | Accept |
| 1. Propose the Commonwealth introduces a Provider Guarantee | Accept in-principle |
| 1. Propose a review of standards is undertaken between commissions | Accept in-principle |
| 1. Propose the Commonwealth funds a pilot for Allied Health Assistant roles | Accept |
| 1. Propose the Commonwealth funds a pilot for better use of NDIS for Aboriginal and Torres Strait Islander peoples | Accept |
| 1. Propose the NDIA investigates the use of Therapist Assistant Level 3 | Partial accept |
| 1. Propose the NDIA provides capable participants with plan-managed plans | Accept in-principle |
| 1. Propose the NDIA includes price monitoring and releases price information | Accept |
| 1. Propose the NDIS provides payments for a price comparator website | Accept |
| 1. Support the rollback of a price cap regulation | Accept in-principle |
| 1. Propose appointment of a Pricing Commissioner | Accept in-principle |
| 1. Propose the Disability Reform Ministers’ Meeting issue an annual risk appetite statement | Accept in-principle |
| 1. Propose the NDIA improves the information available | Accept |
| 1. Propose the NDIA and Quality and Safeguards Commission develop an information strategy | Accept |
| 1. Propose the NDIA allows participants to share their information with digital marketplaces | Accept |
| 1. Propose data collected by the NDIA be used to indicate where funding is best allocated | Accept |
| 1. Propose the NDIA publishes its strategy for addressing conflicts of interest in support coordination | Accept |
| 1. Propose the NDIA removes restrictions that prevent intermediary roles from evolving | Accept |
| 1. Propose the NDIA allows extended service agreements to be offered by participants in markets with shortfall of supply | Accept in-principle |
| 1. Propose the NDIA aligns specialist disability accommodation, home modifications and supported independent living processes | Accept |
| 1. Propose the NDIA increases availability of market information on housing | Accept |
| 1. Improve information the Queensland Government releases on participants in social housing and hospitals | Accept in-principle |
| 1. Propose the NDIA investigates ways to educate on housing options and specialist disability accommodation | Accept |
| 1. NDIA to outline a long-term approach for conflicts of interest between specialist disability accommodation and supported independent living providers | Accept |
| 1. Examine options for its stock of disability accommodation and services | Accept in-principle |
| 1. Propose the NDIA expedites development of performance measurement system | Accept |
| 1. NDIA clarifies school-leaver employment supports (SLES) need to achieve actual employment outcomes through Recommendation 36 | Accept |
| 1. Propose the NDIS examines benefits of extending SLES to school years prior to Year 12 | Accept in-principle |
| 1. Review programs that assist people with intellectual disability in post-secondary education | Accept |
| 1. Investigate, with the NDIA, costs and benefits of increasing work experience for students with disability | Accept |
| 1. Propose the NDIA reviews processes related to assisting people into employment | Accept |
| 1. Improve evidence base of NDIS delivery in rural/remote areas | Accept |
| 1. Propose the NDIA assesses support coordination in rural/remote areas | Accept in-principle |
| 1. Propose the NDIS Thin Markets Project prioritises the development of a thin market framework | Accept |
| 1. Propose the NDIS assesses support coordination in Aboriginal and Torres Strait Islander communities | Accept in-principle |
| 1. Propose the NDIA evaluates programs that improve delivery of the NDIS to Aboriginal and Torres Strait Islander peoples | Accept |
| 1. Remove barriers for Aboriginal and Torres Strait Islander peoples regarding worker screening | Accept |
| 1. Promote clarity and efficiency in the Queensland Government’s restrictive practices regime | Accept |
| 1. Announce timetable for removing the Queensland Government’s statutory monopoly on the preparation of Positive Behaviour Support Plans | Accept in-principle |
| 1. Continue to engage in intergovernmental processes aimed at resolving issues around participant access to transport services | Accept in-principle |
| 1. Ensure appropriate weight is given to competing interests when developing intergovernmental agreements | Accept |
| 1. Evaluate effectiveness of Queensland Government interventions to promote access to the NDIS | Accept |
| 1. Disability Reform Ministers’ Meeting to publish its guidance to the NDIA Board | Accept |
| 1. Propose the Disability Reform Ministers’ Meeting publishes its work program | Accept |
| 1. Propose the Disability Reform Ministers’ Meeting to continue to provide effective governance to support the NDIS market | Accept |
| 1. Propose the Australian Productivity Commission advises the NDIS on review arrangements for review of NDIS costs in 2023 | Accept |