

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The Queensland Government partially accepts one recommendation and one recommendation is no longer applicable.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.

Recommendation	Queensland Government position
1. Improve access to the NDIS through governance structures; national outreach strategy and simpler access processes	Accept
2. Advocate for ongoing monitoring and evaluation of independent assessments	Not applicable
3. Propose the NDIA assists participants to use their plans more effectively	Accept
4. Provide more clarity about the meaning of 'reasonable and necessary' supports through implementation of the Tune Review	Accept
5. Propose the NDIA to provide participants with greater choice and control over their budgets	Accept in-principle
6. Propose the NDIA improves the process for creating plans	Accept
7. Propose the NDIA removes barriers to participants moving onto self-managed plans	Accept in-principle
8. Propose training for planners and local area coordinators include a 'coaching' role	Accept
9. Propose the NDIA publicly reports on plan reviews	Accept
10. Propose the NDIA produces its response to the proposed Commonwealth Ombudsman's annual report	Accept
11. Propose the NDIS Quality and Safeguards Commission regularly reports on participant harm in the NDIS market	Accept
12. Propose the Commonwealth introduces a Provider Guarantee	Accept in-principle
13. Propose a review of standards is undertaken between commissions	Accept in-principle
14. Propose the Commonwealth funds a pilot for Allied Health Assistant roles	Accept
15. Propose the Commonwealth funds a pilot for better use of NDIS for Aboriginal and Torres Strait Islander peoples	Accept
16. Propose the NDIA investigates the use of Therapist Assistant Level 3	Partial accept
17. Propose the NDIA provides capable participants with plan-managed plans	Accept in-principle
18. Propose the NDIA includes price monitoring and releases price information	Accept
19. Propose the NDIS provides payments for a price comparator website	Accept
20. Support the rollback of a price cap regulation	Accept in-principle
21. Propose appointment of a Pricing Commissioner	Accept in-principle

Recommendation	Queensland Government position
22. Propose the Disability Reform Ministers' Meeting issue an annual risk appetite statement	Accept in-principle
23. Propose the NDIA improves the information available	Accept
24. Propose the NDIA and Quality and Safeguards Commission develop an information strategy	Accept
25. Propose the NDIA allows participants to share their information with digital marketplaces	Accept
26. Propose data collected by the NDIA be used to indicate where funding is best allocated	Accept
27. Propose the NDIA publishes its strategy for addressing conflicts of interest in support coordination	Accept
28. Propose the NDIA removes restrictions that prevent intermediary roles from evolving	Accept
29. Propose the NDIA allows extended service agreements to be offered by participants in markets with shortfall of supply	Accept in-principle
30. Propose the NDIA aligns specialist disability accommodation, home modifications and supported independent living processes	Accept
31. Propose the NDIA increases availability of market information on housing	Accept
32. Improve information the Queensland Government releases on participants in social housing and hospitals	Accept in-principle
33. Propose the NDIA investigates ways to educate on housing options and specialist disability accommodation	Accept
34. NDIA to outline a long-term approach for conflicts of interest between specialist disability accommodation and supported independent living providers	Accept
35. Examine options for its stock of disability accommodation and services	Accept in-principle
36. Propose the NDIA expedites development of performance measurement system	Accept
37. NDIA clarifies school-leaver employment supports (SLES) need to achieve actual employment outcomes through Recommendation 36	Accept
38. Propose the NDIS examines benefits of extending SLES to school years prior to Year 12	Accept in-principle
39. Review programs that assist people with intellectual disability in post-secondary education	Accept

Recommendation	Queensland Government position
40. Investigate, with the NDIA, costs and benefits of increasing work experience for students with disability	Accept
41. Propose the NDIA reviews processes related to assisting people into employment	Accept
42. Improve evidence base of NDIS delivery in rural/remote areas	Accept
43. Propose the NDIA assesses support coordination in rural/remote areas	Accept in-principle
44. Propose the NDIS Thin Markets Project prioritises the development of a thin market framework	Accept
45. Propose the NDIS assesses support coordination in Aboriginal and Torres Strait Islander communities	Accept in-principle
46. Propose the NDIA evaluates programs that improve delivery of the NDIS to Aboriginal and Torres Strait Islander peoples	Accept
47. Remove barriers for Aboriginal and Torres Strait Islander peoples regarding worker screening	Accept
48. Promote clarity and efficiency in the Queensland Government's restrictive practices regime	Accept
49. Announce timetable for removing the Queensland Government's statutory monopoly on the preparation of Positive Behaviour Support Plans	Accept in-principle
50. Continue to engage in intergovernmental processes aimed at resolving issues around participant access to transport services	Accept in-principle
51. Ensure appropriate weight is given to competing interests when developing intergovernmental agreements	Accept
52. Evaluate effectiveness of Queensland Government interventions to promote access to the NDIS	Accept
53. Disability Reform Ministers' Meeting to publish its guidance to the NDIA Board	Accept
54. Propose the Disability Reform Ministers' Meeting publishes its work program	Accept
55. Propose the Disability Reform Ministers' Meeting to continue to provide effective governance to support the NDIS market	Accept
56. Propose the Australian Productivity Commission advises the NDIA on review arrangements for review of NDIS costs in 2023	Accept