Accessing the NDIS (at 30 June 2019)

61,000 Queenslanders accessing the NDIS

Disability Services delivers and funds services and supports that help provide all abilities communities where Queenslanders with disability can reach their full potential.

This includes driving implementation of the NDIS in Queensland and providing accommodation and respite services to enable people with intellectual disability and high support needs to live as independently as possible.
Top 4 achievements

» NDIS participation
At 30 June, over 61,000 Queenslanders were already participating in, or seeking access to, the NDIS. This is a significant increase from the 16,524 who gained access in the first two years of transition. During the year, the department:
› allocated $5.29 million to support participants, providers and workforce
› led transition for Queensland Government clients — of those who actively sought access, 87% succeeded
› strengthened governance, assurance and reporting through implementing Queensland Audit Office recommendations
› established the new entrants project: 8263 new entrants gained access as well as 5072 with NDIS plans in the first two years.

» NDIS Quality and Safeguards Framework
The department provided Queensland’s formal agreement to become a participating jurisdiction under the National Disability Insurance Scheme Act 2013 enabling the NDIS Quality and Safeguards Commission and associated quality and safeguarding arrangements to commence from 1 July 2019. We also facilitated Queensland’s agreement to schedules to the Intergovernmental Agreement on Nationally Consistent Worker Screening for the NDIS, including the risk assessment and decision-making framework, funding of the National Clearance Database and the application process.

» Responding to domestic and family violence
Queensland’s plan to respond to domestic and family violence against people with disability (Queensland’s plan) was released on 1 May 2019, with the Not Now, Not Ever Report: Recommendation 10 Review. Implementing Queensland’s plan delivers on the Advancing Queensland priority of ‘Keep communities safe’ through four key action areas: raising awareness, building sector capacity and capability, implementing inclusive and accessible services, and building the evidence to identify areas for future collaboration and improvement. The department is working with the Department of Child Safety, Youth and Women to ensure that people with disability are foremost in leading its implementation.

» Progress on All Abilities Queensland: opportunities for all
Delivered objectives

Create jobs in a strong economy
» Assisted eligible Queenslanders to receive cost of living aid through the available concessions and the Carer Business Discount Card and Companion Card discounts.
» Delivered specialist disability support services while transitioning eligible Queenslanders to the NDIS.
» Operated high-quality Accommodation Support and Respite Services.
» Invested in quality responsive services and supports:
  › Assisted service providers to prepare for the NDIS.
  › Funded the Workability program which held 35 roadshows statewide to connect local jobseekers with NDIS employers. The roadshows were attended by 938 jobseekers and 141 employers.
  › Engaged with industry networks and alliances.
  › Partnered with peak organisations that supported industry to respond to reforms.

Keep communities safe
» Provided criminal history screening for workers supporting people with disability and monitored restrictive practices.
» Provided tailored and secure forensic disability services to clients with complex needs.
» Reviewed relevant legislation such as the Forensic Disability Act 2011.
» Strengthened local communities and helped them thrive:
  › Invested in resources and service delivery within a changing environment.

Give our children a great start
» Supported carers through programs such as the Carers Business Discount Card scheme.
» Partnered with other Queensland Government agencies and stakeholders that supported communities to deliver place-based and local solutions.

Keep Queenslanders healthy
» In partnership with non-government organisations, delivered high-quality disability services in the lead up to full implementation of the NDIS.
» Delivered best practice disability services through the Centre of Excellence for Clinical Innovation and Behaviour Support.
» Improved the wellbeing of individuals requiring disability services:
  › Carers accessed services that supported their wellbeing, safety and quality of life.
  › Provided programs and services that supported financial resilience of individuals.

Be a responsive government
» Provided data to communities to help them understand local needs, strengths and challenges.
» Successfully transitioned Queenslanders with disability to the NDIS.
» Negotiated the NDIS Full Scheme Bilateral Agreement.
» Delivered the All Abilities Queensland: opportunities for all action plan.
» Encouraged our staff to engage in innovative disability programs that built capacity.
» Delivered leading and responsive approaches in our management and governance:
  › Strategy for future arrangements for disability services post-NDIS.
  › Improved workforce inclusion.
  › Improved staff capability.
Hannah Goes Retro

Even with a disability, the sky is the limit when it comes to creating and working in your own business.

With NDIS funding and support staff from Sunshine Butterflies, Hannah is able to learn more about sewing, select sustainable fabrics, and photograph them for her website and social media channels. By teaming up with a local sewing business and with help from her family, Hannah is learning specialist skills to design and create 1950s-inspired fashion accessories.

Hannah recently shared what this new opportunity has meant to her.

‘When Hannah Goes Retro was created many years ago, you knew me as Hannah who modelled my clothing label and sold them alongside my mum and dad at the markets.

‘I’ve grown a little now and, with the help of a great team of support workers, I am now learning to sew and create. I have some fabulous new ideas that I am working on and I look very much forward to sharing them.’

Sunshine Butterflies support staff assist Hannah each week with fabric selections, styling her garments, and photographing them ready for her social media channels and website.
Future directions

Improve the wellbeing of individuals requiring disability services
» Promote opportunities that enable community participation for Queenslanders regardless of age, background or ability.
» Support actions to respond to people with disability experiencing domestic and family violence.
» Continue to deliver high-quality services to people with disability through Accommodation Support and Respite Services.
» Participate in, and contribute to, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.
» Increase the social and economic participation of Queenslanders with disability, so that they and their families can increase wellbeing and be full and equal members of society.
» Provide community care services to vulnerable Queenslanders not eligible for the NDIS.

Strengthen communities and help them thrive
» Establish a new area within the department — Disability Connect Queensland — to seek and consider the lived experience and views of people with disability, their families, carers and the sector, and continue to build a more inclusive and accessible Queensland.
» Continue to embed the All Abilities Queensland: opportunities for all state disability plan 2017–2020.
» Monitor and manage the Queensland Government investment in the NDIS to ensure it’s delivering the promised jobs and economic benefit for Queensland communities, participants and their families.
» Listen to and support Queensland carers in their critical role.
» Support eligible carers with cost of living pressures through available concessions.

Invest in quality responsive services and supports
» Develop a Queensland Government approach to monitoring public value from NDIS services.
» Partner with the Commonwealth Quality and Safeguards Commission in providing safe service environments for NDIS participants, through criminal history screening and regulating the use of restrictive practices.
» Champion the community services industry by focusing on NDIS market and job opportunities.
» Ensure that workers are screened for criminal histories, so that people with disability can live free from abuse, neglect and exploitation.
» Fund organisations under the Queensland Community Support Scheme to continue providing support to people with disability who are not eligible for the NDIS.
» Engage and partner with industry networks, alliances and peak associations.
» Seek and consider ways to action the views of clients and advocates.