

**HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND
FAMILY VIOLENCE PREVENTION COMMITTEE**

2018 ESTIMATES PRE-HEARING

GOVERNMENT QUESTION ON NOTICE

No. 1

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 14 of the Department of Communities, Disability Services and Seniors Service Delivery Statement can the Minister provide an overview of the operations of the Forensic Disability Service during 2017-18?

ANSWER:

The Palaszczuk Government is committed to ensuring an effective forensic disability service system that provides high quality therapeutic supports for clients.

The Forensic Disability Service (FDS) at Wacol provides specialist, purpose-built medium security therapeutic residential care for up to 10 forensic disability clients.

The Director of Forensic Disability (DFD) is responsible as an independent statutory officer for the operation of the FDS in accordance with the *Forensic Disability Act 2011*.

The Director operates the FDS by:

- providing for the detention, admission, assessment, care, support and protection of clients
- observing the human rights of clients
- providing a multidisciplinary model of care and support for clients that is designed to promote their continual development, independence and quality of life
- making decisions that take into account:
 - protection of the community
 - needs of victims of alleged offences to which forensic orders relate
 - client's needs for individual development

The FDS provides evidence-based programs and services to address clients' risks, maximise their quality of life and teach life skills and appropriate behaviour for community participation, with the aim of supporting a planned transition to a less restrictive community environment. Addressing the risks posed by clients can be a lengthy process

The Director of Forensic Disability's Annual Report for 2016-17 was tabled in the Queensland Parliament on 16 May 2018.

Since June 2017 five clients from the FDS have successfully transitioned from the FDS to new support arrangements across Queensland.

As at 30 June 2018 there were five clients detained at the FDS.

During 2017-18 reviews of the *Forensic Disability Act 2011* and the FDS were also progressed. The review of the Act has been conducted under s.157 and includes a comprehensive broader systems review and options for the framework for service. The outcomes of these reviews will be considered by the Queensland Government in 2018-19 in-line with other key reforms to the disability sector, including links to the NDIS.

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No. 2

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 6 of the Department of Communities, Disability Services and Seniors Service Delivery Statement can the Minister explain how her Department monitors compliance of service providers with service delivery obligations?

ANSWER:

In 2018–19, the third and final year of the NDIS transition, the Department of Communities, Disability Services and Seniors will maintain its longstanding investment with funded non-government organisations to deliver specialist disability services to thousands of people with disability across the state.

This investment will continue to be contracted through service agreements by which organisations are committed to a shared goal of ensuring the delivery of quality and effective services, while acknowledging and agreeing to Queensland Government requirements for accountable, responsible and effective expenditure of public monies.

The delivery of services under each service agreement is monitored by three layers of oversight:

- monitoring through governance internal to organisations
- external monitoring by the department
- independent external monitoring by statutory oversight agencies.

Internal monitoring occurs within organisations through their Boards. Each organisation's Board and Chief Executive Officer are accountable for the overall management of their organisation and to ensure they meet their legal obligations and compliance requirements. Those registered as Australian companies will also be regulated by the national Corporations Law.

The department monitors organisations by requiring them to submit performance reports for analysis; certifications about their use of the funding; and annual financial statements. Where issues are identified, the department will meet with organisations to discuss concerns early. If necessary, issues are escalated to the department's formal Compliance and Audit Team for investigation.

Under the *Disability Services Act 2006* and the *Community Service Act 2007* and service agreements, there are also a suite of safeguards for clients of funded service providers that require organisations to:

- ensure workers undergo criminal history screening
- implement a complaints management system
- have policies to address abuse, neglect and exploitation
- comply with the Human Services Quality Framework (HSQF).

The HSQF requires all funded providers delivering direct services to vulnerable clients to undergo independent third-party quality audits to assess their compliance with the HSQF standards and safeguards.

Independent external monitoring of the department and its funded service providers is also undertaken by a combination of statutory oversight agencies, namely:

- Public Guardian
- Public Advocate
- Queensland Audit Office
- Queensland Ombudsman

These agencies have jurisdiction to examine whether the department is receiving value for money and to verify that clients are receiving the best possible outcomes.

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No. 3

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 6 of the Department of Communities, Disability Services and Seniors Service Delivery Statement, will the Minister provide advice about what steps are being taken to implement the recommendations made in the audit report titled 'Performance of the National Disability Insurance Scheme' which was conducted by the Queensland Audit Office?

ANSWER:

As the lead agency coordinating Queensland's transition to the NDIS, the Department of Communities, Disability Services and Seniors has welcomed the Queensland Audit Office (QAO) Report and recommendations.

The former department asked the QAO to bring the audit forward 12 months to assist in preparing for this critical stage of Queensland's implementation of the NDIS.

The report found there are real benefits being achieved for participants and carers, who identified better outcomes from the NDIS overall.

In this final year up to 60,000 people with disability will access the supports they need through the NDIS and it is important the system is ready to support this larger scale of transition.

The report identified the continued commitment of the Commonwealth to the implementation effort in this final year as a critical variable to its success in Queensland.

The department is actioning a co-ordinated response to the QAO's report across all member agencies of the Queensland NDIS Reform Leaders Group (RLG). This will help ensure the Queensland Government response to the QAO's work is well understood, integrated and consistent across transition projects during year three.

The department's preparation for year three did, however, begin well before the QAO tabled its findings. This work aligns with the QAO's advice and is being progressed across four key areas: Internal and External Governance, Information Sharing and Communication, Mainstream Agency Readiness and Program Management Office capacity.

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No. 4

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 25 of the Department of Communities, Disability Services and Seniors Service Delivery Statement can the Minister explain how AS and RS has created certainty for clients during transition?

ANSWER:

The continuing presence of Queensland's Accommodation Support and Respite Services (AS&RS) as a provider during NDIS transition has created an extremely stable environment for its clients and their families in a context of rapid change brought about by the NDIS implementation.

The Palaszczuk Government commitment to AS&RS has provided stability and certainty for its over 900 clients and their families.

Being able to exercise a choice to remain with AS&RS has meant that clients and their families can continue with their current service arrangements and focus on entering the NDIS planning process and additional supports at their own pace.

AS&RS also provides people with disability and their families a level of confidence that essential accommodation and respite services will be available in locations that have both maturing and unstable provider markets.

As at 30 June 2018 over 500 AS&RS clients and families have attended participant readiness workshops across the state. These workshops provided opportunities to learn about the NDIS and to explore its benefits. Support has also been provided to prepare clients and families for their individual NDIA planning meetings.

The feedback from clients and families has been overwhelmingly positive for all these support activities.

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No. 5

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 6 of the Department of Communities, Disability Services and Seniors Service Delivery Statement will the Minister explain what steps were taken to make sure that emerging service delivery gaps to do with health care and the NDIS were addressed so that no person with a disability was impacted?

ANSWER:

As the NDIS transition progresses in Queensland, it has highlighted some differences between the National Disability Insurance Agency's (NDIA) and the states and territories' interpretation of the *Principles to determine the responsibilities of the NDIS and other service systems*, which were agreed by COAG in 2015.

These include arrangements for some services at the disability and health interface that are delivered through the Queensland Community Care program funded by the Queensland Government.

The supports in dispute under the NDIS include arrangements for nursing type supports delivered to people in their own homes, such as wound care, medication management and catheter changes.

As these issues are being experienced across all jurisdictions, Queensland has been working closely with other states and territories, the Commonwealth and the NDIA to resolve a shared understanding of roles and responsibilities in the health-NDIS interface.

Queensland has advocated strongly within the Disability Reform Council for resolution of interface issues. In the meantime, to ensure NDIS participants continue to receive the supports they need, the Queensland Government has continued nursing supports through the Queensland Community Care program.

Funding of \$10 million has been identified in the 2018-19 budget specifically to support this arrangement.

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No. 6

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 10 of the Department of Communities, Disability Services and Seniors Service Delivery Statement will the Minister explain what concessions are available to Queensland seniors and what difference does this make to their bills?

ANSWER:

Concessions

The objective of the concessions administered by the department is to provide cost of living assistance to persons on low and fixed incomes.

Nearly \$5.6 billion has been allocated for concessions by the Queensland Government in the 2018-19 budget. \$384 million of the allocation is for concessions that are administered by the Department of Communities, Disability Services and Seniors.

This allocation is inclusive of \$100 million for the Electricity Asset Dividend, which provides \$50 for each eligible Queensland household, and for seven concessions that are available to eligible Queenslanders.

During 2017-18 there were over 1 million Queensland households receiving a concession including approximately \$266M in concessions from my department.

For example, a single pensioner living in their own home anywhere in Queensland would receive a range of concessions on their regular expenses. The electricity bill would be reduced by up to \$340.85 per year, plus a further \$50 this year. Their rates would also be reduced by up to \$200.

If the pensioner has any medical conditions they would also be eligible for financial assistance for an oxygen concentrator, kidney dialysis machine or additional cooling or heating costs if required.

The department's administered concessions include:

Activity	Yearly value per household/ individual	2017-18	2018-19
		Est. Act \$M	Estimate \$M
Electricity Rebate Scheme	\$340.85	181.0	195.5
Electricity Asset Ownership Dividend	\$50	100.0	100.0
Pensioner Rate Subsidy Scheme	20% up to \$200	53.0	53.6
South East Queensland Pensioner Water Subsidy Scheme	\$120	18.0	18.2
Home Energy Emergency Assistance Scheme	\$720 max in 24 months	8.1	10.0
Electricity Life Support Scheme	\$694.18 (Oxy con) \$464.88 (Kid Dia)	2.3	2.3
Reticulated Natural Gas Rebate Scheme	\$72.51	2.5	2.6
Medical Cooling and Heating Concession Scheme	\$340.85	1.5	1.6
Total	N/A	366.3	383.8

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No. 7

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 2 of the Department of Communities, Disability Services and Seniors Service Delivery Statement will the Minister outline what representations the Minister has made to improve services for those in aged care?

ANSWER:

The Queensland Government is committed to making Queensland an age-friendly place, where older people are supported to maintain control over how and where they live.

The Department of Communities, Disability Services and Seniors is not responsible for, nor does it provide funding to, any aged care or nursing home facilities in Queensland.

The Australian Government is responsible for the funding and regulation of aged care under the *Commonwealth Aged Care Act 1997*.

In March, the Minister made a submission to the Australian Government House of Representatives Standing Committee on Health, Aged Care and Sport's Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia in relation to the value and quality of care in aged care including the importance of mechanisms to prevent elder abuse.

The submission responded to two specific items in the Terms of Reference for the Inquiry -

- the incidence of all mistreatment of residents in residential aged care facilities and associated reporting and response mechanisms, including the treatment of whistle blowers
- the adequacy of consumer protection arrangements for aged care residents who do not have family, friends or other representatives to help them exercise choice and their rights in care.

In the submission the Minister outlined a number of issues, including the need to ensure residents of aged care facilities are respected, valued and appreciated as well as being enabled to actively participate in their community.

The Minister raised the work that the Queensland Parliamentary Inquiry into the Adequacy of Existing Financial Protections for Queensland's Seniors had progressed. The Inquiry found that there are benefits associated with mandatory reporting requirements when the abuse of a person with impaired capacity is suspected, regardless of the nature of the abuse or exploitation.

The need to investigate whether the Quality and Safeguard framework is sufficient for the Aged Care Service System was raised, along with the complex interactions between potentially vulnerable clients, paid carers and extended family and friends.

The Queensland Government has also been active in its commitment to lobby the Commonwealth to introduce staff-to-resident ratios that better reflect the service and safety needs of residential aged care clients.

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No. 8

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 3 of the Department of Communities, Disability Services and Seniors Service Delivery Statement, can the Minister outline what Community Recovery activities occurred after the recent floods in Ingham and damage done by Cyclone Nora.

ANSWER:

As a result of the North Queensland flooding event that occurred between 6 and 10 March 2018, Hinchinbrook and parts of the Cassowary Coast Regional Council areas were severely impacted.

The Department of Communities, Disability Services and Seniors worked closely with the Local Government and its Local Disaster Recovery Group to understand what help was needed, and that local community groups and services were supported to play a key role in the recovery efforts.

As residents were isolated by the flood waters, the department engaged the Australian Red Cross to reach out and provide information and emotional support, using a new telephone outreach model.

This service continued to be available until the Queensland Government Ready Reserves and our government and non-government partners were able to access the area.

Similarly, an online grants portal and the 1800 Recovery Hotline were activated to ensure that residents did not need to wait for the government to arrive before they could get the financial assistance they needed to support their recovery.

As soon as it was safe to do so, a Community Recovery Hub was established at the Ingham TAFE, providing a one-stop-shop approach to accessing a range of information, services and supports from government and non-government agencies, including local service providers such as the Hinchinbrook Community Centre.

Later that month a number of communities in Far North Queensland felt the effects of Severe Tropical Cyclone Nora.

The department worked very closely with the Aboriginal Councils, the Department of Aboriginal and Torres Strait Islander Partnerships, Community Enterprise Qld (stores), Apunipima Cape York Health Council, Pormpur Paanthu Aboriginal Corporation, Indigenous Consumer Assistance Network and Weipa Community Care, to develop an appropriate community recovery response to meet the needs of disaster affected community members in Mapoon, Pormpuraaw and Kowanyama.

Pop up hubs were established in Pormpuraaw and Kowanyama and assistance was provided through outreach visits in Mapoon.

In response to both of these events:

- approximately \$1.9 million in grants was distributed through the joint Commonwealth/State Natural Disaster Relief Arrangements assisting more than 8638 people
- 410 Community Recovery Ready Reserves were deployed
- more than 4400 calls were made to the Community Recovery Hotline, and
- 2102 outreach visits were made to people in their homes.

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No. 9

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 3 of the Department of Communities, Disability Services and Seniors Service Delivery Statement, Minister what is the role of the LGBTI Roundtable and how effective has it been?

ANSWER:

The Queensland Government is committed to engagement with LGBTI communities, individuals and their families to ensure the Queensland Government continues to support LGBTI Queenslanders to eradicate all forms of discrimination, deliver responsive and appropriate services and programs and continue to create safe communities where diversity is celebrated.

The Roundtable met for the first time on 23 April 2018. Eleven representatives of Queensland's diverse LGBTI communities were joined by a number of senior staff from across Government agencies to discuss priorities and opportunities for change on key issues. Roundtable members raised issues such as:

- the need for greater awareness and training regarding domestic violence responses by the Queensland Police Service, court staff, funded support services and hospital staff
- reviewing opportunities to provide greater support for teachers to appropriately respond to and support young LGBTI Queenslanders in schools, including strengthening mental health responses, suicide prevention, anti-cyberbullying and anti-bullying
- ensuring the views of Aboriginal and Torres Strait Islander LGBTI community members are heard
- ensuring better access to appropriate LGBTI healthcare for rural and remote communities, particularly for transgender people
- responding to different culturally and linguistically diverse groups with appropriate, targeted approaches regarding LGBTI matters
- addressing language and labelling in government systems to include inclusive pronouns in forms and templates.

The Roundtable proposed a set of key priorities and focus areas to form the basis of a Work Plan to guide its business for the next two years. The Work Plan is currently being finalised and will identify deliverables with 3, 6, 12 and 24 month targets.

As a direct result of the LGBTI Roundtable a cross-agency project is underway. The project is identifying all government legislation, policies and procedures that may negatively impact LGBTI Queenslanders. This project will result in making sure the Queensland Government supports, not hinders, the Queensland LGBTI community.

The Roundtable is due to meet on two more occasions this calendar year with a dedicated working group convened between meetings to progress Roundtable business. Its early work is showing it will be an effective forum in which to raise issues for Queensland Government action.

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No. 10

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 3 of the Department of Communities, Disability Services and Seniors Service Delivery Statement funding is outlined for Volunteering Queensland, Minister what funding does the department supply to Volunteering Queensland and what is the funding used for?

ANSWER:

Volunteers are the lifeblood of the community. On 1 January 2017 the Department of Communities, Disability Services and Seniors commenced a five-year service agreement with Volunteering Queensland involving funding of over \$2 million. Under the agreement, Volunteering Queensland is the designated peak organisation in the sector. It has responsibility for:

- raising awareness and promoting volunteering opportunities
- building the capacity of volunteer-involving organisations
- operating the Emergency Volunteering response during disasters.

In the first full year of the service agreement (2017), Volunteering Queensland:

- trained 6,243 volunteers
- provided training for 1,096 volunteer managers
- assisted 5,285 community organisations with volunteer management.

As of 31 December 2017, there were 63,978 volunteers on the Emergency Volunteering database.

During the first quarter of 2018:

- A further 2,999 people registered their interest in volunteering
- 492 organisations actively advertised volunteer roles on the Volunteering Queensland online volunteer matching platforms, and
- 53 new volunteers registered on the Emergency Volunteering database.

Volunteering Queensland also runs the Queensland Volunteering Awards during National Volunteer Week (21-27 May 2018).

Awards recognising the contribution of outstanding volunteers and volunteer managers were presented in six categories:

- Volunteer of the Year
- Youth Volunteering
- Lifetime Contribution
- Excellence in Volunteer Management, and
- Volunteering Impact and Corporate Volunteering.

The Queensland Government investment in Volunteering Queensland provides excellent value for money; it delivers a wide range of returns for both community organisations and the community.

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No. 1

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 7 of the SDS and the state's transition to the National Disability Insurance Scheme, can the Minister detail:

- a. The number and percentage of eligible participants who have transitioned in each of the previous and relevant financial years (listed by each year);
- b. The number and percentage of eligible participants who have not yet transitioned in each of the previous and relevant financial years (listed by each year); and
- c. The previously estimated number of eligible participants who were expected to have transitioned in each of the previous and relevant financial years (listed by each year).

ANSWER:

The National Disability Insurance Scheme (NDIS) is a national scheme and the National Disability Insurance Agency (NDIA), through relevant Commonwealth legislation, determines eligibility for the NDIS.

The NDIA regularly reports on its achievements in the transition of each jurisdiction www.ndis.gov.au/about-us/information-publications-and-reports/quarterly-reports

In the areas that transitioned earlier in the process (Townsville, Mackay, Toowoomba and Ipswich), all existing Queensland Government clients have entered the scheme. There is no one on the Register of Need in these areas. For locations that finished transition at 30 June 2018 (Bundaberg and Rockhampton) a reconciliation of data is currently underway.

Given the Commonwealth's responsibility for new entrants, the Department of Communities, Disability Services and Seniors has repeatedly raised concerns with the Federal Minister that the absence of critical NDIA infrastructure and staff has meant that the Commonwealth has not been able to properly address the slow take up rate for new entrants.

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No. 2

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 15 of the SDS and staffing for Disability Services, can the Minister detail the stated reasons for departure of the 424 FTE (without revealing personal details) who have departed during 2016-17 and 2017-18 and how many of these were classified as frontline staff?

ANSWER:

The decrease in staffing FTEs largely reflects the impact of Queensland clients transitioning to the National Disability Insurance Scheme (NDIS). The FTE numbers in these budget papers represent the total FTEs across a financial year and do not directly relate to individual employees.

The departmental workforce providing services to people with disability in Queensland will transition proportionately across workgroups as we move to the NDIS. This is in line with the Federal Government's schedule for transition.

During 2016-17 and 2017-18 the proportion of Disability Services frontline staff impacted by the NDIS transition who have chosen an alternative employment or career pathways was approximately 89% (frontline).

The Palaszczuk Government has provided an employment guarantee for the affected staff.

Career Pathways for impacted staff included:

- Other roles in former and current Department
- Other Queensland Government Departments
- NDIA first offer priority placement process
- Voluntary redundancy
- Resigned.

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No. 3

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 18 of the SDS and the department's income from user charges and fees, can the Minister list the charges and fees (and the corresponding values) that made up:

- a. the 2017-18 Adjusted Budget;
- b. the 2017-18 Estimated Actual; and
- c. the 2018-19 Budget?

ANSWER:

User Charges and Fees	2017-18 Adjusted Budget \$'000	2017-18 Estimated Actual \$'000	2018-19 Budget \$'000	Notes
MOU – Department of Aboriginal and Torres Strait Islander Partnerships	1,278	1,013	596	(1)
Adoption Service Fees	36	36	-	(2)
MOU – Department of Justice and Attorney-General	3,588	3,588	-	(2)
Yellow Card	132	132	132	
Funding for Homelessness Positions	192	192	192	
After Hours Child Safety Service Centre (Crisis Care After Hours)	277	277	-	(2)
Miscellaneous	9	115	5	(3)
Multicultural Affairs Queensland – Same Wave offset in Grants and Other Contributions	- 66	- 66	-	(2)
Intellectual Disability Rent	703	703	703	
Employee Housing Rents	246	246	18	(1)
Rental income for Ridley St, Kirwan	14	-	-	
Gambling Help and Unaccompanied Minors	4,404	4,404	-	(7)
Portability Funding	100	100	100	
Aurukun Youth Service	68	68	-	(2)

User Charges and Fees	2017-18 Adjusted Budget \$'000	2017-18 Estimated Actual \$'000	2018-19 Budget \$'000	Notes
Social Cohesion \$500K and Scanlon Survey	-	521	-	(2)
Youth Housing and Reintegration Services	-	5,922	-	(4)
Post Care Support for adults with a disability	-	1,619	-	(7)
Manoora Community Centre – from Cairns Regional Council	-	140	140	
Unspent service procurement refunds	-	500	-	(5)
MOU – Department of Child Safety, Youth and Women	-	1,034	1,094	(6)
Total	10,981	20,544	2,980	

Notes:

- (1) Reduced due to some user charges now relating to Department of Child Safety, Youth and Women (DCSYW)
- (2) Decrease relates to transfer to DCSYW and the Department of Local Government, Racing and Multicultural Affairs
- (3) Increase mainly relates to unspent prior year funds returned to the Department of Communities, Disability Services and Seniors (DCDSS)
- (4) Funding ceases/limited life
- (5) Recognition of contributed revenue and unspent service procurement refunds
- (6) New agreement between DCSYW and DCDSS for services
- (7) Gambling help and post care support are negotiated on a yearly basis and user charge yet to be agreed

MOU = Memorandum of Understanding

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No. 4

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 18 of the SDS and the department's grants and subsidies expenses, can the Minister detail the grants and subsidies (and the corresponding values) that made up:

- the 2017-18 Adjusted Budget;
- the 2017-18 Estimated Actual; and
- the 2018-19 Budget?

ANSWER:

Grants and Subsidies	2017-18 Adjusted Budget \$'000	2017-18 Estimated Actual \$'000	2018-19 Budget \$'000	Notes
Foster care	55,428	54,375	-	
High support needs	4,414	4,414	-	
Complex support needs	4,715	4,715	-	
Transition to independent living allowance	97	97	-	
Social benefit bonds	1,500	1,500	-	
Other	20	20	-	
Domestic and family violence	565	565	-	
Women	25	25	-	
Multicultural Affairs Queensland	261	261	-	
Capital Grant	51	51	-	
Youth	56	56	-	
Sub-total	67,132	66,079	-	(1)
Miscellaneous	413	413	-	(7)
Regional Services	280	280	90	(7)
Elderly Parent Carer Innovation Initiative	3,139	1,412	1,716	(2)
Young people in residential care	273	298	298	
Supported accommodation	2,240	906	1,309	(2)

Grants and Subsidies	2017-18 Adjusted Budget \$'000	2017-18 Estimated Actual \$'000	2018-19 Budget \$'000	Notes
Your Life Your Choice Direct	10,879	12,872	-	(3)
General		3,030	-	(4)
Disability Services and Seniors	1,982		-	(5)
Community	388	4,826	388	(6)
Individuals	3,012	3,262	3,012	
Seniors	1,165	1,165	1,165	
Capital Grants – Atherton	250	137	113	(2)
Total	91,153	94,680	8,091	

Notes

(1) Grants and subsidies impacted by machinery-of-government changes and transferred to the Department of Child Safety, Youth and Women or the Department of Local Government, Racing and Multicultural Affairs

(2) As per Budget Paper 3 (Capital Grants)

(3) Your Life Your Choice reclassified in 2018-19 under Supplies and Services – Outsourced Service Delivery

(4) Deferral from 2016-17 for National Partnership on pay Equity for Social and Community Services Sector

(5) Disability Services and Seniors reclassified in 2017-18 under Supplies and Services – Outsourced Service Delivery (capacity reinvestment)

(6) Increase in 2017-18 estimated actual mainly relates to additional funding received for Drought Assistance

(7) Miscellaneous relates to National Disability Insurance Scheme (NDIS) Intergovernmental payments, the reduction in regional services is due to the impact of regions transitioning to NDIS.

**HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND
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2018 ESTIMATES PRE-HEARING

NON-GOVERNMENT QUESTION ON NOTICE

No. 5

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 24 of the SDS and the transition to the National Disability Insurance Scheme, what number and percentage of eligible Aboriginal and Torres Strait Islander people have successfully transitioned, and what is the projected to increase to over each of the next three financial years?

ANSWER:

The National Disability Insurance Scheme (NDIS) is a national scheme and the National Disability Insurance Agency (NDIA), through relevant Commonwealth legislation, determines eligibility for the NDIS.

The NDIA regularly reports on its achievements in the transition of each jurisdiction www.ndis.gov.au/about-us/information-publications-and-reports/quarterly-reports

Aboriginal and Torres Strait Islander people with disability and their families have been a priority for NDIS readiness activities for a variety of reasons.

The Productivity Commission's report *Disability Care and Support* (Vol. 2) estimates that Indigenous Australians have a profound or severe core activity limitation at around 2.2 times the rate of non-Indigenous Australians.

Providing disability support to Aboriginal and Torres Strait Islander people in remote and rural areas will present challenges to the NDIA and its service providers, due to remoteness, increased costs of service delivery and lack of available trained workers and service infrastructure.

Complex cultural factors also play a role, making it difficult to identify the true level of demand for disability support in these communities.

The Queensland Government Participant Readiness Initiative commenced in August 2014. Up to 31 March 2018 service providers have delivered 224 workshops in 66 locations to Aboriginal and Torres Strait Islanders, including remote communities.

In February 2018 the Institute for Urban Indigenous Health was funded through the Participant Readiness Initiative to focus on assisting Aboriginal and Torres Strait Islanders in South East Queensland, in readiness for year three transition locations.

**HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND
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NON-GOVERNMENT QUESTION ON NOTICE

No. 6

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 3 of the SDS and concessions for eligible Queenslanders, can the Minister list out all the concessions (and the revenue cost of each concession) that were in place for 2016-17, were in place for 2017-18, and will be in place for 2018-19?

ANSWER:

The Department of Communities, Disability Services and Seniors, previously the Department of Communities, Child safety and Disability Services, provides a diverse range of concessions to eligible pensioners and seniors for rates, electricity, water, reticulated natural gas and also disburses electricity life support concessions to eligible persons. The following tables list those Queensland Government concessions administered by the Department of Communities, Disability Services and Seniors, previously the Department of Communities, Child safety and Disability Services.

**Revenue cost of each (est actual) concession for the financial years 2016-17; 2017-18;
and (estimated) 2018-19.**

Activity	2016-17	2017-18	2018-19
	Est. Act \$M	Est. Act \$M	Estimate \$M
Electricity Rebate Scheme	173.4	181.0	195.5
Electricity Asset Ownership Dividend	N/A	100.0	100.0
Pensioner Rate Subsidy Scheme	53.6	53.0	53.6
South East Queensland Pensioner Water Subsidy Scheme	19.2	18.0	18.2
Home Energy Emergency Assistance Scheme	10.0	8.1	10.0
Electricity Life Support Concession Scheme	2.4	2.3	2.3
Reticulated Natural Gas Rebate Scheme	2.2	2.5	2.6
Medical Cooling and Heating Concession Scheme	1.3	1.5	1.6
Total	262.1	366.3	383.8

Individual Concession payment to household/individual per year

Concession	2016-17	2017-18	2018-19
	Amount \$	Amount \$	Amount \$
Electricity Rebate Scheme	329.96	340.85	340.85
Electricity Asset Ownership Dividend	N/A	50.00	50.00
Pensioner Rate Subsidy Scheme	20 percent up to \$200 pa	20 percent up to \$200 pa	20 percent up to \$200 pa
South East Queensland Pensioner Water Subsidy Scheme	120.00	120.00	120.00
Home Energy Emergency Assistance Scheme*	\$720.00 per annum (for a maximum of 2 consecutive years)	\$720.00 in a 24 month period	\$720.00 in a 24 month period
Electricity Life Support Scheme: Oxygen concentrator	672.12	694.18	694.18
Kidney dialysis machine	450.00	464.88	464.88
Reticulated Natural Gas Rebate Scheme	69.73	71.30	72.51
Medical Cooling and Heating Concession Scheme	329.96	340.85	340.85

*Note: The Home Energy Emergency Assistance scheme provides householders who are experiencing short-term financial crises or unforeseen circumstances and consequently have difficulty paying their energy bills. Eligibility requirements were changed in 2017-18 to streamline access to the concession (in response to Recommendation 46 of the Queensland Productivity Commission 2016 Review of Electricity Pricing Report). However, the financial benefit works out the same over four years. The change was made by the former Department of Energy and Water Supply, who consulted with the community services sector, including QCOSS, on the changes.

**HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND
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2018 ESTIMATES PRE-HEARING

NON-GOVERNMENT QUESTION ON NOTICE

No. 7

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to page 15 of the SDS and staffing for the department, how many of the staff lost from community and senior services from 2016-17 to 2017-18 were transferred along with Machinery of Government changes, and how many of those who were not transferred were classified as frontline staff?

ANSWER:

Due to the machinery-of-government changes in 2017-18, there were 30 FTE transferred to the Department of Local Government, Racing and Multicultural Affairs and 151 FTE transferred to the new Department of Child Safety, Youth and Women.

The remaining 157 staffing FTE outlined in the Service Delivery Statement are reflective of the department's breakdown of 93 per cent frontline and seven per cent corporate services.

**HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND
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2018 ESTIMATES PRE-HEARING

NON-GOVERNMENT QUESTION ON NOTICE

No. 8

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

With reference to the *Operational Plan between the National Disability Insurance Agency (NDIA), Queensland Government and Commonwealth Government for transition to the National Disability Insurance Scheme (NDIS)* (Operational Plan):

- (a) Has the Queensland Government taken all relevant agreed actions within the timeframes stipulated in the Operational Plan?
- (b) If not, which actions and/or timeframes in the Operational Plan have not been met?

ANSWER:

The Queensland Government has taken all relevant agreed actions within the timeframes stipulated in the Operational Plan, except in circumstances where the NDIA or the Commonwealth Government have varied those timeframes.

Examples of the NDIA or the Commonwealth Government varying timeframes include: the provision of the NDIA CALD Strategy, which was finalised by the NDIA after the agreed date in the Operational Plan; and the NDIA finalising in kind arrangements after the agreed date.

Where there has been a reliance on the provision of external deliverables, interim or alternative arrangements and timeframes have been agreed by the parties to the plan.

Work undertaken in the Operational Plan will inform the development of a Completion Plan. This is occurring in each jurisdiction to finalise transition. It will ensure all actions and issues are addressed by 30 June 2019, or to identify agreed arrangements and timeframes put in place to manage items that require action during full scheme.

Delivery of the Operational Plan is closely monitored by the Transition Steering Committee with senior representatives from the Queensland and Commonwealth Governments and the NDIA.

**HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND
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2018 ESTIMATES PRE-HEARING

NON-GOVERNMENT QUESTION ON NOTICE

No. 9

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

Regarding the need for continuity of support through the NDIS rollout:

- (a) What has the Queensland government done to complete the agreed actions for continuity of support arrangements set out in the Operational Plan and, in particular, the development of a management plan for ineligible existing clients and specific communication strategies to inform existing clients who will not meet the access requirements for the NDIS?
- (b) Has the Queensland government taken any other steps to ensure continuity of support for existing clients through the NDIS rollout?
- (c) Has the Queensland government taken any other steps to communicate with and provide other support for potentially ineligible existing clients?
- (d) How will the Queensland government ensure it meets the needs of people living with disability who are not existing clients, but do not meet the eligibility requirements for the NDIS?

ANSWER:

With regard to the need for continuous support through the NDIS rollout:

- (a) The Queensland and Australian Governments have established the *Administrative Arrangements for Commonwealth Continuity of Support for Older People with Disability under the Full Implementation of the NDIS in Queensland*.

These Administrative Arrangements outline the management and operations to ensure the transfer of funding and administrative responsibility from the Queensland Government to the Australian Government to provide funded clients aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) with disability supports.

The Queensland Government writes to affected clients to let them know about the Commonwealth Continuity of Support (CoS) Program and the date on which funding responsibility for their disability services will move to the Australian Government.

In situations where an existing funded client is under 65 years of age (under 50 years of age for Aboriginal and Torres Strait Islander people) and the National Disability Insurance Agency (NDIA) determines they do not meet NDIS eligibility, the Queensland Government will continue to fund their disability supports until they turn 65 (or 50 for Aboriginal and Torres Strait Islander people).

- (b) During the NDIS rollout, clients continue to access Queensland Government funded supports until such time as they have an NDIS plan or the location finishes transition. Existing Queensland clients who are ineligible for the NDIS are supported to access the Commonwealth Continuity of Support Program if they are 65 years or older (50 years or older for Aboriginal and Torres Strait Islander people); and Queensland Government funded disability supports if they are under 65 years (under 50 years for Aboriginal and Torres Strait Islander people).
- (c) The Queensland Government writes to all existing clients at the commencement of their location's transition to encourage them to seek access to the NDIS. The letter includes contact details for the local Disability Services office which clients can contact directly at any time during transition.

At a later stage during transition, the Government writes to those existing funded clients who have not yet transitioned to the NDIS to offer assistance, again including contact details for their local Disability Services office.

Departmental contact details to assist Queenslanders with NDIS transition are also available on a number of Queensland Government websites.

Information on continuity of support arrangements has been provided to service providers at forums across Queensland. Further, key messages are regularly provided to various stakeholders including the Disability Services Partnership Forum and the disability advisory councils, for sharing with their networks.

- (d) People who do not have existing disability services who are found ineligible by the NDIA will continue to be able to access mainstream and community services. The Queensland Government is committed to ensuring that mainstream and community services are open to, and improve outcomes for, all people with disability. Through the Queensland Government's plan *All Abilities Queensland: opportunities for all*, actions are being taken by state agencies to make sure the range of government and community services are available and accessible to people with disability.

People with disability ineligible for the NDIS will also be able to access the NDIS Information, Linkages and Capacity Building (ILC) services to help them build personal capacity to participate in and access services and supports in the community.

The Queensland Government is continuing to fund capacity building activities through to the end of transition in Queensland. This will ensure that these essential state-funded ILC-type services are available to all people with disability in Queensland during the transition.

From 1 July 2019 the NDIA will fund organisations to carry out ILC activities in the community.

The Queensland Government is also committed to the provision of Community Care supports after 30 June 2019 in recognition that there may be people with disability whose ongoing needs are not intended to be met by the NDIS. The Queensland Government is working during 2018–19 to establish arrangements that will provide supports for these people after full transition.

**HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND
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2018 ESTIMATES PRE-HEARING

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No. 10

THE HEALTH, COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE ASKED THE MINISTER FOR COMMUNITIES AND MINISTER FOR DISABILITY SERVICES AND SENIORS (HON C O'ROURKE MP)—

QUESTION:

What information, services and training will the State Government provide, both in transition and under the full NDIS, for participants to better understand the details and management of their package regardless of whether the participants opt to engage a brokerage service or to self-manage their plan?

ANSWER:

The National Disability Insurance Scheme (NDIS) is a national scheme and the National Disability Insurance Agency (NDIA), through relevant Commonwealth legislation, determines eligibility for and administers the NDIS.

The Queensland Government has, however, funded the NDIS Participant Readiness Initiative over a number of years to support Queenslanders with disability, their families and carers to understand the opportunities presented by the NDIS and how to apply this knowledge to develop their NDIS plan for their ongoing disability supports and services.

The Queensland Government recognised early on that there would need to be a significant effort invested to support Queenslanders with disability to learn about and embrace this change to how their supports and services were identified and funded under the NDIS.

The Queensland Government has invested over \$13 million across the life of the Participant Readiness work. This initiative delivered information through NDIS workshops and information sessions; with 2,569 formal workshops delivered across the state with approximately 35,000 attendees.

These workshops were held in boardrooms, schools, public halls, hostels, supermarkets, under trees and in people's homes at all times of the day, including evenings and weekends to ensure people heard about the NDIS.

This four-year initiative ensured people with disability were well prepared for when the NDIS began, starting well ahead of the NDIS transition commencement to ensure that people had sufficient time to engage with the advice and to understand and apply it to their own circumstances.

The Your Life Your Choice self-directed support program gives people with disability the opportunity to exercise greater choice and control and decide when, where and who would deliver their disability supports and services.

Two key projects supported this program:

- 1) resources – a suite of online resources to help people with disability, their families and carers to understand the program and take up opportunities to self-direct their disability supports; and
- 2) workshops – 37 peer-led workshops across the state delivered by people with lived experience in self-directing disability supports to increase people's confidence and understanding of self-directing.

At its peak, there were 2,304 individuals self-directing their funding through the Your Life Your Choice program either through a host provider or receiving disability funding directly to purchase their supports and services.

The Your Life Your Choice program has similar principles to the NDIS – allowing people to choose who delivers their disability services, when and how. It has provided people with disability a great opportunity to prepare for the NDIS where they can choose to self-manage their plan or work with a coordinator to direct it.

While the Queensland Government has supported people with disability during transition, the NDIA is fully responsible for working with people with disability to help them understand the NDIS and to determine the supports and services they need.

The NDIA, with its partners in the community such as local area coordinators (LACs), is providing a range of information and supports to assist people to understand the NDIS and to develop and implement their NDIS plans. The LACs will continue to support people once their NDIS plans are in place by providing information and referrals to supports available in the community.