

# Queensland Disability Reform Framework

The Next Chapter

# Acknowledgements

## Acknowledgement of Country

The Queensland Government acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country and their ongoing connection to land, sea, and community. We pay respect to all Aboriginal and Torres Strait Islander Elders past, present, and emerging. We extend that respect to all Aboriginal and Torres Strait Islander people with disability and recognise the distinct contributions they make to Queensland life.

## Acknowledgement of people with disability

The Queensland Government acknowledges the lived and living experience of Queenslanders with disability and their family members, carers and supporters. We acknowledge the significant contribution of Queenslanders with disability to the Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability and the Independent Review of the National Disability Insurance Scheme (NDIS).

We need to do better, together, to create a more inclusive and accessible society that recognises and reflects the lived realities of all people with disability in Queensland. We recognise and celebrate the value people with disability bring to our community and we are committed to working with, advocating for, and promoting the needs of Queenslanders with disability.

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# 1. Government Foreword

The Queensland Government, in partnership with the disability sector, is now focused on delivering the next stage of disability reform to achieve better outcomes, enhanced quality of life, greater inclusion and accessibility, and strengthened protections for Queenslanders with disability.

This will build on the substantial change that has already occurred in relation to the provision of disability services over the last decade. The introduction of the NDIS in 2013 was the result of many years of strong advocacy for reform to provide more equitable and accessible service delivery options that placed the needs of people with disability at the centre.

The introduction of the NDIS is one of the biggest social policy reforms of this generation and has resulted in life changing impacts for many people with disability. It has also seen the maturation of the service delivery market as individuals have been able to exercise choice and control in how they access services.

While there is much to celebrate, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) and the Independent Review of the National Disability Insurance Scheme (NDIS Review) have reminded us that there is still much more to do to ensure people with disability can access equal opportunities and safe and high-quality services supports in the community.

These two significant Inquiry processes provide us with a deep understanding of what needs to change and how we need to engage in the next stage of reform to continue to improve services and social and economic outcomes for people with disability and ensure they are at the centre of everything we do and can thrive in our communities.

The *Queensland Disability Reform Framework – The Next Chapter* (the Framework; QDRF) sets out the proposed approach to the next stage of disability reform in

Queensland and seeks to set clear focus areas to ensure that we are working towards achieving agreed outcomes for and with people with disability.

It is a priority for the Queensland Government to ensure Queenslanders with disability and their families, carers, supporters and advocates receive the best possible outcomes from disability services and supports and that Queensland's significant NDIS investment is optimised to provide broad-ranging benefits to the Queensland community and economy.

It is crucial that we embark on this next stage of reform in partnership with people with disability, their families and the disability sector and that is why we will now turn our focus to engaging and co-designing reforms with our partners.



The Honourable  
Steven Miles MP

Premier



The Honourable  
Charis Mullen MP

Minister for Child Safety  
Minister for Seniors  
and Disability Services  
Minister for Multicultural  
Affairs

## 2. Key reform drivers

### Disability Royal Commission

The [Disability Royal Commission](#) was established on 4 April 2019 by Letters Patent issued by the Commonwealth and every State Government in Australia.

The former Governor of Queensland, His Excellency Paul de Jersey AC QC signed the Queensland Letters Patent on 27 June 2019.

The establishment of the Disability Royal Commission marked the culmination of years of campaigning and advocacy by people with disability and disability advocacy organisations in response to concerns about widespread reports of violence, abuse, neglect and exploitation of people with disability.

On 29 September 2023, the Disability Royal Commission publicly released their final report which made 222 recommendations to all governments on how to improve laws, policies, structures and practices to ensure a more inclusive and just society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation. Recommendations relate to:

- Human rights, autonomy and access
- Inclusive mainstream services and systems
- Disability services
- Oversight, complaints and governance.

Of the 222 recommendations, 45 are targeted to state and territory governments, including Queensland, and a further 85 are targeted jointly to state and territory governments and the Commonwealth Government.

In 2020, the Queensland Government committed to consider all relevant recommendations from the Disability Royal Commission and publicly report on acceptance and implementation of recommendations.

## Public Hearing 33

Between 8-10 May 2023, the Disability Royal Commission held its thirty-third public hearing (Public Hearing 33) in Brisbane, which focused on a Queensland case study involving the experiences of Kaleb and Jonathon (pseudonyms). The hearing canvassed their lives and the numerous interactions with Queensland Government agencies that occurred over a twenty-year period.

On 5 September 2023, the Disability Royal Commission released its Public Hearing 33 report, outlining five recommendations for the Queensland Government. On the same day, an apology was issued to Kaleb and Jonathon, on behalf of the Queensland Government for the violence, abuse, neglect and deprivation of human rights they experienced over a twenty-year period.

On 12 September 2023, the [Queensland Government released a response to the Public Hearing 33 report](#), accepting or accepting in-principle all five recommendations. Additionally, the Attorney-General and Minister for Justice and Minister for the Prevention of Domestic and Family Violence announced that the Queensland Ombudsman would conduct the recommended independent investigation.

## NDIS Review

The [NDIS Review](#) commenced in October 2022. It examined the design, operation and sustainability of the scheme, and ways to build a more responsive, supportive and sustainable market and workforce. Its overarching objective was to restore trust, confidence and pride in the scheme.

The NDIS Review heard from thousands of people and organisations about what is working well in the NDIS and what needs improving. The Queensland Government actively engaged with and contributed to the NDIS Review to ensure the views of Queensland disability stakeholders and the Queensland Government were clearly articulated.

On 7 December 2023, the NDIS Review final report was released.

The NDIS Review identified significant issues with the operation of the NDIS, and the experience of people with disability in Australia in receiving supports through the scheme. Many identified challenges that have been well understood for some time. These included scheme sustainability, limited disability supports outside the NDIS, more children accessing the scheme than originally intended, a lack of clarity about what are considered reasonable and necessary supports, and markets not functioning as planned.



The NDIS Review final report makes 26 recommendations with 139 supporting actions to improve the NDIS within the broader disability ecosystem. Three key areas of reform were identified:

- development of a unified system of supports for all people with disability, including foundational supports outside the NDIS and inclusive mainstream services coordinated with the NDIS
- reforms to NDIS market and support systems to improve their functioning and quality
- a new stewardship model for the unified ecosystem, with clear governance and accountability responsibilities.

The recommendations and actions are directed to all governments and National Cabinet. A total of 53 actions are directed at states and territories (50 jointly with the Commonwealth and three for states and territories only).

As an initial response to the NDIS Review, on 6 December 2023 National Cabinet agreed to work together to:

- implement legislative and other changes to the NDIS to improve the experience of participants and restore the original intent of the Scheme to support people with permanent and significant disability, within a broader ecosystem of supports
- jointly design additional Foundational Supports to be jointly commissioned by the Commonwealth and the states
- adjust state and territory NDIS contribution escalation rates, commencing from 1 July 2028.

The QDRF sets out initial actions proposed in response to the NDIS Review, noting all Disability Ministers, through the Disability Reform Ministerial Council, have agreed to work together on a joint NDIS Review response by the end of 2024.

### 3. Broader strategic and reform context

All governments have committed to the *Australia's Disability Strategy 2021-2031* (ADS), and associated action plans, which identify priority outcomes and actions to advance the human rights of people with disability in line with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). The ADS seeks to create an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community. On 9 February 2024, Disability Reform Ministers endorsed an approach for conducting a focused review of the ADS, to be followed by the first major evaluation review of the ADS in 2025.

*Queensland's Disability Plan 2022–2027 – Together, a better Queensland* (QDP) supports delivery of ADS priorities in Queensland and guides continued actions to improve the lives of Queenslanders with disability. Under the QDP, all Queensland Government departments are required to develop, publish and deliver key actions they will take towards a common objective of improving access and inclusion for people with disability. All levels of government, businesses, industries and communities are encouraged to make the same commitment.

Further disability reform will happen in the context of a variety of other inquiries, existing commitments and current reform processes both within Queensland and nationally, including:

## Queensland

- A Review of Queensland’s Guardianship Laws
- Adult Safeguarding in Queensland: Volume 1: Identifying the gaps & Volume 2: Reform recommendations
- Better Care Together: A plan for Queensland's state-funded mental health, alcohol and other drug services to 2027
- Building Belonging: Review of Queensland’s Anti-Discrimination Act 1991
- Communities 2032
- Community Safety Plan for Queensland
- Disability Housing Action Plan: Partnering for inclusive housing with Queenslanders with disability 2024-2027
- Elevate 2042: Brisbane 2032 Olympic and Paralympic Games Legacy Strategy
- Equity and Excellence: realising the potential of every student
- Good People. Good Jobs: Queensland Workforce Strategy
- Hear her voice – Report 1 and 2
- Homes for Queenslanders
- Inquiry into the provision and regulation of supported accommodation in Queensland
- Preserving the Financial Futures of Vulnerable Queenslanders: A review of the Public Trustee’s fees, charges and practices
- Public Justice, Private Lives: A New Approach to Confidentiality in the Guardianship System

## National

- Aviation White Paper
- Commonwealth, State and Territory Supported Employment Plan
- Disability Sector Strengthening Plan – Closing the Gap
- Disability Standards for Accessible Public Transport 2002
- Inquiry into Australia's Human Rights Framework
- International Disability Equity and Rights Strategy
- National Agreement on Closing the Gap
- National Autism Strategy
- National Carer Strategy
- National Disability Advocacy Framework 2023-2025
- National Housing and Homelessness Plan
- National Mental Health and Suicide Prevention Agreement
- National Mental Health Workforce Strategy
- National Plan to End Violence against Women and Children 2022-2032
- National plan to respond to the abuse of older Australians (elder abuse)
- National Strategy for the Care and Support Economy
- National Strategy to Achieve Gender Equality
- National Vision for Early Childhood Education and Care

<ul style="list-style-type: none"> <li>• Putting Queensland Kids First: Giving our kids the opportunity of a lifetime</li> <li>• Queensland <i>Human Rights Act 2019</i> Review</li> <li>• Queensland public sector Inclusion and Diversity Strategy 2021-2025</li> <li>• Queensland Truth-telling and Healing Inquiry</li> <li>• Queensland Women and Girls' Health Strategy 2032</li> <li>• State Infrastructure Strategy 2022-2042</li> <li>• A Safer Queensland – Queensland Youth Justice Strategy 2024-2028</li> </ul>	<ul style="list-style-type: none"> <li>• Revitalising Australia's Commitment to Human Rights: Free &amp; Equal Final Report 2023</li> <li>• Safe and Supported – Aboriginal and Torres Strait Islander First Action Plan</li> <li>• The Early Years Strategy</li> <li>• Working Future: The Australian Government's White Paper on Jobs and Opportunities</li> <li>• Younger People in Residential Aged Care Strategy 2020-2025</li> </ul>
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## 4. Improving outcomes for Aboriginal and Torres Strait Islander people with disability

The Disability Royal Commission noted the ongoing impacts of colonisation, intergenerational trauma and racism on the experiences of Aboriginal and Torres Strait Islander people with disability, and that this continues in the over-representation of Aboriginal and Torres Strait Islander people with disability in child protection and criminal justice systems. The Disability Royal Commission also heard that Aboriginal and Torres Strait Islander people with disability experience poorer health outcomes than non-Indigenous people with disability and that the gap between educational outcomes of Aboriginal and Torres Strait Islander students and non-Indigenous students is worse for Aboriginal and Torres Strait Islander students with disability.

Both the NDIS Review and the Disability Royal Commission heard that while the prevalence of disability is much higher in Aboriginal and Torres Strait Islander populations than in the general population, Aboriginal and Torres Strait Islander people with disability face barriers to accessing culturally safe and inclusive services.

The NDIS Review noted that ‘disability’ is a western concept that runs counter to Aboriginal and Torres Strait Islander concepts of care, disability and community, and recognised that Aboriginal and Torres Strait Islander people with disability experience ableism and racism, with additional impacts on women, Elders, LGBTQIA+SB, and those in remote communities. The NDIS Review heard that the focus on individualised NDIS supports is at odds with culture and values that place family and community first. The NDIS Review made recommendations to improve access and quality of disability supports for Aboriginal and Torres Strait Islander people with disability, including those in remote communities, noting evidence that services were often unavailable or infrequent, or not culturally sensitive and left Aboriginal and Torres Strait Islander peoples feeling unsafe. Aboriginal and Torres Strait Islander peoples are under-represented in the NDIS. Boosting NDIS participation for Aboriginal and Torres Strait

Islander peoples improves lives and drives job creation that stimulates local economies.

The Queensland Disability Reform Framework has been designed on the basis that improving outcomes for Aboriginal and Torres Strait Islander people with disability will be a cross cutting priority across every area of reform. All new initiatives and investment will have a specific cultural lens applied to ensure that improving outcomes for Aboriginal and Torres Strait Islander people with disability is always a key priority.

The Queensland Government will also:

- continue work under the national Disability Sector Strengthening Plan, under the National Agreement on Closing the Gap to drive improvements across Queensland Government Service systems
- fund two new peak bodies to support Aboriginal people with disability and Torres Strait Islander people with disability, their families and carers, and Aboriginal and Torres Strait Islander disability service providers.

The implementation of the reforms arising out of the Queensland Disability Reform Framework and the Queensland Government response to the Disability Royal Commission will be co-designed with Aboriginal and Torres Strait Islander peoples through the delivery of a Disability Stakeholder Engagement and Co-design Strategy and in collaboration with the new Aboriginal and Torres Strait Islander peak bodies.

## 5. Overview of the Queensland Disability Reform Framework

The Framework, summarised on page 17, proposes to provide a cohesive and structured approach for considering how we approach the next chapter of disability reform in Queensland.

The Framework has a key focus on work to be undertaken by Queensland in response to Disability Royal Commission and NDIS Review recommendations directed to state and territory governments. Queensland will also use the Framework to continue to inform, influence and monitor Commonwealth-led disability reform activity.

The development of the Framework has been informed by:

- engagement with people with lived experience of disability and disability sector stakeholders, including peak bodies and advocacy groups
- consideration across Queensland Government agencies
- engagement with the Commonwealth Government and other states and territories to agree and progress reform activity at the national level.

The Framework identifies twelve outcome areas organised under three reform domains through which Queensland Government will focus its reform activity.

Underpinning the reform domains are several cross-cutting priorities:

- improving outcomes for Aboriginal and Torres Strait Islander Queenslanders, noting Aboriginal and Torres Strait Islander people with disability are uniquely marginalised, and significant change is required to dismantle the barriers many Aboriginal and Torres Strait Islander people with disability face to accessing culturally safe and quality services and supports
- integrated services and joined up approaches (working across portfolio and agency boundaries for a more holistic approach to policy design and delivery of services)
- addressing intersectional disadvantage (including culturally and linguistically diverse communities and the LGBTQIA+SB community)

- access and service equity in regional, remote, and rural areas.

Enabling the Framework will be strong governance and partnerships, oversight and reporting, stakeholder relationships, and effective whole-of-government commitment and resourcing.

This document provides a high-level overview of each domain and outcome area and identifies initial Queensland Government commitments to achieve the outcomes.

### Where to from here?

The Framework sets out key reform focus areas and outcomes to collectively drive reform. Initial priority actions have been identified to commence the next stage of reform in Queensland and provide a foundation for the longer-term reform agenda.

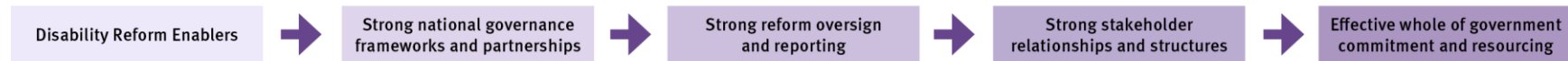
These actions have been developed in response to feedback from people with disability, their families and carers, service providers, and the disability sector on what the early priorities for reform need to focus on.

The Queensland Government will continue to work closely with the disability community to co-design the implementation plan for these actions and any other actions required as a result of the Queensland Government's response to the Disability Royal Commission. This process will occur in line with the Queensland Government Disability Stakeholder Engagement and Co-design Strategy, which is a sector led and designed strategy.



# Queensland Disability Reform Framework

Purpose: To implement priority disability reforms arising from the NDIS Review and Disability Royal Commission to achieve sustainable and improved outcomes



Queensland Reform Domains		
<b>1: Inclusion, Rights and Voices</b> The rights, voices and participation of people with disability is elevated	<b>2: Quality services and supports</b> Queenslanders with disability can access high quality, safe services	<b>3: Commitment and Accountability</b> Strong structures drive outcomes for Queenslanders with disability

Queensland Reform Outcome Areas				
<b>1.1 Inclusion and participation</b> Reforms are designed to create a more inclusive Queensland where people with disability participate on equal basis, with particular focus on employment *Joint with Commonwealth	<b>Disability services ecosystem that is person centred</b>			<b>3.1 Inclusive governance</b> Strong governance structures that put people with disability at the centre *Joint with Commonwealth
<b>1.2 Empowerment</b> People with disability are empowered and their rights are legislated, promoted and upheld, including being supported to exercise autonomy and make decisions *Joint with Commonwealth	<b>2.1 Mainstream services</b> All mainstream services are contemporary, accessible and inclusive and well connected with each other and with the NDIS *Joint with Commonwealth	<b>2.2 Foundational supports</b> A foundational supports system that meets the needs of Queenslanders with disability, including system navigation and advocacy *Joint with Commonwealth	<b>2.3 NDIS participant experience</b> Reforms to improve the experience of Queensland participants *Commonwealth led	<b>3.2 Government partnerships</b> National and state agreements underpin effective operation of the disability ecosystem *Joint with Commonwealth
			<b>2.4 NDIS Systems and frameworks</b> The NDIS delivers efficient and effective NDIS supports across all of Queensland *Commonwealth led	
<b>1.3 Partnership with people with disability</b> Reforms are centered on achieving outcomes for people and informed by deep engagement, including co-design of reform implementation *Joint with Commonwealth	<b>2.5 Quality and safeguards</b> Regulation is designed to be well integrated and proportionate to achieve improved safety and quality of services across the disability ecosystem *Joint with Commonwealth			<b>3.3 Evidence and accountability</b> Quality data and outcomes measurement support accountability *Joint with Commonwealth
	<b>2.6 Disability workforce</b> The disability workforce delivers high-quality supports and responds to the individual needs of people with disability *Joint with Commonwealth			



## 6. Reform Domains and Outcome Areas

### Reform Domain 1 – Inclusion, Rights and Voices

Objective: The rights, voices, and participation of people with disability are elevated.

This domain draws together activity relating to ensuring communities and services are more accessible and inclusive for people with disability. Working together with the Commonwealth and other states and territories, we will ensure the human rights of people with disability in Australia are respected and valued and the voices of people with disability are at the centre of development of policies, programs, and services that impact on people with disability. This includes a focus on elevating the voices of Aboriginal and Torres Strait Islander people with disability.

There are three outcome areas under this reform domain.

Outcome area 1.1	Outcome Area 1.2	Outcome Area 1.3
Inclusion and participation	Empowerment	Partnership with people with disability
Reforms are designed to create a more inclusive Queensland where people with disability participate on an equal basis, with a particular focus on employment.	People with disability are empowered and their rights are legislated, promoted and upheld, including being supported to exercise autonomy and make decisions.	Reforms are centered on achieving outcomes for people and informed by deep engagement, including co-design of reform implementation.

## Relevant Disability Royal Commission and NDIS Review findings and recommendations

The Disability Royal Commission and NDIS Review found a lack of community awareness, stigma and misunderstanding of people with disability leads to segregation and exclusion across different settings and life stages and is a key barrier to inclusion. These reports made many findings and recommendations in relation to improving inclusion and participation of people with disability, including the need to:

- make mainstream services more accessible and inclusive for people with disability
- centre people with disability in decision-making through inclusive governance arrangements and partnering with people with disability on reform design and implementation
- embed structures and systems to address systemic policy and service delivery failures, including establishing a First Nations Disability Forum
- drive behavioural change including on unconscious and conscious bias, and how discrimination occurs in responses, actions and decisions
- increase opportunities and pathways for people with disability in employment, end segregated employment and increase employment in the public sector, including through setting targets and transparent reporting
- improve the accessibility of information and communications for people with disability through a national plan under the ADS
- focus on recognising the human rights of people with disability and empowering people with disability by strengthening disability rights, including through legislative reforms
- build the capacity of people with disability to protect themselves, promote their participation and visibility in the community, and to make decisions about their lives
- improve access to systemic and individual advocacy, through increased funding and improved data collection and reporting
- reform state and territory guardianship systems (including legislative reform) to support independence and autonomy of people with disability,

including reorientating the current guardianship system towards supporting people with disability to exercise decision-making autonomy, public trustee reforms, and improved data collection on support and representation arrangements.

## Initial Priority Actions: Reform Domain 1 – Inclusion, Rights and Voices

### Outcome area 1.1

#### Inclusion and participation

##### **Public Sector employment**

- 1.1.1** The Queensland Government will continue implementation of the Inclusion and Diversity Strategy 2021-25, including increasing focus on ensuring public sector workplaces are accessible and inclusive for people with disability and reaching sector wide targets for the employment of people with disability.

##### **Supported employment reform**

- 1.1.2** The Queensland Government will continue to work with other governments to implement the Commonwealth, State and Territory Supported Employment Plan.

##### **Procurement**

- 1.1.3** The Queensland Government will consider procurement policies that encourage inclusive employment practices in the private sector, building on existing procurement strategies and policies.

##### **Disability Rights**

- 1.1.4** The Queensland Government will modernise and strengthen Queensland's anti-discrimination legislation by implementing a staged approach to the recommendations made by the Queensland Human Rights Commission in its report Building Belonging – Review of Queensland's *Anti-Discrimination Act 1991*.
- 1.1.5** The Queensland Government will review the *Disability Services Act 2006* to ensure it is contemporary and appropriately reflective of the rights of Queenslanders with disability.

## Outcome Area 1.2

### Empowerment

#### **Guardianship reform**

- 1.2.1** The Queensland Government will undertake policy development to consider reform opportunities for the guardianship system. *New funding: \$8.4 million over 2 years.*

#### **Disability Advocacy**

- 1.2.2** The Queensland Government will increase funding for disability advocacy, including increased investment to expand individual and systemic disability advocacy to uphold the rights and needs of people with disability in Queensland through the Queensland Disability Advocacy Program (QDAP). *New Funding: \$5 million in 2024-25 to expand individual and systemic advocacy; on top of \$4.9 million over 5 years and \$1.1 million per annum ongoing to continue the QDAP.*

#### **Accessible communications**

- 1.2.3** The Queensland Government will contribute to Commonwealth-led work to develop a plan to improve accessibility of information and communications to ensure that people with disability have the information they need to work in partnership with the Queensland Government.
- 1.2.4** The Queensland Government will undertake policy work to consider appropriate levers and jurisdictional approaches to increasing Auslan interpreters, noting Queensland has more interpreters than most states.

## Outcome Area 1.3

### Partnership with people with disability

#### **Co-design and engagement**

- 1.3.1** The Queensland Government will deliver and implement a Disability Stakeholder Engagement and Co-design Strategy to support the design and implementation of reforms with people with disability. *New funding \$4.3 million over 5 years.*

#### **Diversity on Boards**

- 1.3.2** The Queensland Government will use the Diversity and Inclusion on Boards Toolkit, to increase the representation of people with disability on Queensland Government boards.
- 1.3.3** The Queensland Government will monitor and report on the diversity of Queensland Government boards.

#### **Partnerships with Aboriginal and Torres Strait Islander peoples**

- 1.3.4** The Queensland Government will work with Aboriginal and Torres Strait Islander peoples, key stakeholders, and other jurisdictions to develop options for shared decision-making mechanisms, such as a First Nations Disability Forum.

## Reform Domain 2 – Quality Services and Supports (person-centered disability services ecosystem)

Objective: Queenslanders with disability can access high quality, safe services.

This domain draws together activity relating to ensuring mainstream services are accessible and inclusive, including culturally appropriate and safe services for Aboriginal and Torres Strait Islander people with disability. The domain focuses on activity to implement additional foundational supports, improve NDIS participant experiences and NDIS systems and frameworks and, in conjunction with the Commonwealth, states and territories, improve quality and safeguards across the disability ecosystem of supports and continue development of the disability workforce.

There are six outcome areas under this reform domain.

<p><b>Outcome area 2.1</b></p> <p>Mainstream services</p>	<p><b>Outcome Area 2.2</b></p> <p>Foundational supports</p>	<p><b>Outcome Area 2.3</b></p> <p>NDIS participant experience</p>
<p>All mainstream services are contemporary, accessible, inclusive and well connected with each other and the NDIS.</p>	<p>A foundational supports system that meets the needs of Queenslanders with disability, including system navigation and advocacy.</p>	<p>Reforms to improve the experience of Queensland NDIS participants.</p>
<p><b>Outcome area 2.4</b></p> <p>NDIS systems and frameworks</p>	<p><b>Outcome Area 2.5</b></p> <p>Quality and safeguards</p>	<p><b>Outcome Area 2.6</b></p> <p>Disability workforce</p>
<p>The NDIS delivers efficient and effective NDIS supports across all of Queensland.</p>	<p>Regulation is designed to be well integrated and proportionate to achieve improved safety and quality of services across the disability system.</p>	<p>The disability workforce delivers high-quality supports and responds to the individual needs of people with disability.</p>

### Relevant Disability Royal Commission and NDIS Review recommendations

The Disability Royal Commission and NDIS Review made a wide range of recommendations relevant to achieving quality services and supports, including the need for:

- significant reform of the education, health, mental health, housing, and justice mainstream service systems
- reform to provide for culturally appropriate services for Aboriginal and Torres Strait Islander people with disability and people from culturally and linguistically diverse backgrounds
- joint investment by all governments in a range of nationally consistent ‘foundational supports’ for people with disability to support the NDIS, including ‘general supports’ such as support navigation, capacity building, and advocacy; and ‘targeted’ supports for targeted cohorts with a focus on community care supports, aids and equipment, psychosocial supports, early supports for children with early developmental concerns, and transition supports for young people through key life stages



- resolution of ongoing NDIS-mainstream system interface issues, improving NDIS systems and frameworks through strengthening NDIS legislation and guidelines, and increasing sustainable NDIS market development
- improving quality and safeguards for NDIS supports, and establishing quality and safeguards for disability supports ecosystem more broadly
- improving the attraction and retention of skilled workers in the disability workforce.

## Initial Priority Actions: Reform Domain 2 – Quality Services and Supports

### Outcome area 2.1

#### Mainstream services

##### Education reform

- 2.1.1** The Queensland Government will continue implementation of Equity and Excellence and co-design further responses to improve inclusion, participation and engagement of students with disability in schools.
- 2.1.2** The Queensland Government will develop and improve policies and procedures to support individual needs of students with disability to improve participation, learning, and sense of belonging and will strengthen engagement and communication with students with disability and their parents and carers.

##### Housing reform

- 2.1.3** The Queensland Government will continue working with the Commonwealth Government and other state and territory governments to include a focus on homelessness in *Australia's Disability Strategy 2021-2031* and align implementation of recommendations to housing and homelessness policy and programs.
- 2.1.4** The Queensland Government will implement *Partnering for inclusive housing with Queenslanders with disability 2024-2027* to improve housing outcomes for people with disability (supported by investment of \$55.9M over the life of the plan and \$15.9M ongoing).
- 2.1.5** The Queensland Government will continue to implement the Liveable Housing Design Standards at Gold and Platinum level in 50 percent of all new social homes.
- 2.1.6** The Queensland Government will consider options to expand the availability of more inclusive and alternative models of housing for people with disability.

##### Justice system reform

- 2.1.7** The Queensland Government will improve access to appropriate disability supports and services; improve disability screening and assessment; and improve disability awareness, training, data, and information sharing.
- 2.1.8** The Queensland Government will review existing policies and practices on screening, identifying, and diagnosing disability in custody to update in line with national guidelines; and review training to ensure it is culturally appropriate and in line with current research.
- 2.1.9** The Queensland Government will continue to partner with a range of external organisations and non-government organisations to provide culturally safe disability screening and assessment services for Aboriginal and Torres Strait Islander peoples in prison and to ensure Aboriginal and Torres Strait Islander peoples in custody or under supervision are managed in a culturally sensitive and culturally safe manner.
- 2.1.10** The Queensland Government will improve support to prisoners with disability to complete rehabilitative intervention and programs by increasing capacity to deliver meaningful learning support and uplifting the suite of specialist adapted programs to cater for individuals who have more complex learning needs or require different approaches to intervention.

- 2.1.11** The Queensland Government will support the expansion of reintegration services for prisoners exiting custody with more complex support needs.
- 2.1.12** The Queensland Government will pilot a disability stream as part of the Court Link program in the Brisbane Magistrates Court. This pilot will aim to support identified defendants who present with formal diagnosis or suspicion of cognitive disability to access support as well as referrals to service providers and programs (including the NDIS).  
*New total funding for actions 2.1.7 – 2.1.12: \$79.04 million over 4 years and \$28.1 million ongoing.*

**Community services**

- 2.1.13** The Queensland Government will increase services delivered through the Queensland Community Support Scheme to allow more people with disability and chronic health conditions to live independently, increase social connection and participate in the community.  
*New funding: \$10 million in 2024-25.*

**Health, mental health and alcohol and other drug reform**

- 2.1.14** The Queensland Government will co-design further improvements to health, mental health, alcohol and other drug services to ensure services are more accessible and inclusive for people with disability.
- 2.1.15** The Queensland Government will ensure information is appropriate and accessible for people with disability, including by reviewing and updating key policy instruments.
- 2.1.16** The Queensland Government will pilot a Hospital Assistive Technology Loan Pool and an expansion of supports provided under the Medical Aids Subsidy Scheme (MASS).  
*New funding: \$6.5 million in 2024-25.*

**Youth justice reform**

- 2.1.17** The Queensland Government will implement an evidence-based, culturally informed screening, assessment and intervention for young people with a cognitive disability in the justice system.
- 2.1.18** The Queensland Government will introduce a neurodiversity framework and screening tool to support young people, their families and youth justice staff.  
*Total new funding for 2.2.17-2.2.18: \$30.5 million over 4 years – \$10.26 Million per annum ongoing.*

**Cultural safety**

- 2.1.19** The Queensland Government will continue work under the national Disability Sector Strengthening Plan, under the National Agreement on Closing the Gap to drive improvements across Queensland Government Service systems.

**Outcome area 2.2**

Foundational supports

**Foundational supports strategy**

- 2.2.1** The Queensland Government will work closely with the Commonwealth and state and territory governments to develop a Foundational Supports Strategy.

**Integrated responses**

**2.2.2** The Queensland Government will undertake work to design integrated responses across health, education and other mainstream and disability services in designing foundational supports.

**Autism supports**

**2.2.3** The Queensland Government will provide funding to ensure continuity of selected disability supports for children with autism while foundational supports are designed. *New funding: \$7.5 million over 2 years.*

**Outcome area 2.3**

NDIS participant experience

**NDIS and mainstream interface**

**2.3.1** Queensland will work with the Commonwealth and other jurisdictions to clarify roles and responsibilities at the interface between the NDIS and mainstream services and ensure coordinated service provision.

**NDIS legislative and system reform**

**2.3.2** The Queensland Government will work with the Commonwealth and other state and territory governments to deliver NDIS legislative reforms and improve services delivered under the NDIS.

**Outcome Area 2.4**

NDIS systems and frameworks

**Quality and accessible NDIS supports and services**

**2.4.1** The Queensland Government will continue to advocate for improvements to the NDIS to ensure access to effective and high-quality supports.

**NDIS markets and pricing**

**2.4.2** The Queensland Government to work with the Commonwealth and other jurisdictions to address market viability issues and ensure effective pricing arrangements are in place to support a sustainable NDIS market.

**Provider of last resort**

**2.4.3** The Queensland Government will work with other jurisdictions to consider the design, funding and governance arrangements for a national provider of last resort scheme.

**Outcome area 2.5**

Quality and safeguards

**Complaints processes**

**2.5.1** The Queensland Government will work collaboratively with other jurisdictions to support complaints processes that are accessible, responsive, culturally safe, rights-focused and streamlined across disability and mainstream settings.

### **Community visitor schemes (CVS)**

**2.5.2** The Queensland Government will support development of information sharing and common guidance standards for Community Visitor Schemes and improved integration with the NDIS, building on Queensland's robust CVS.

### **Restrictive practices**

**2.5.3** The Queensland Government will increase investment to meet demand under the current Positive Behaviour Support and Restrictive Practices authorisation framework.  
*New funding: \$12.4M over four years and \$3.2M per annum ongoing.*

**2.5.4** The Queensland Government will undertake work to reform the Positive Behaviour Support and Restrictive Practices authorisation framework. *New Funding: \$20.1 million over 4 years.*

## **Outcome area 2.6**

### **Disability workforce**

#### **Workforce development**

**2.6.1** The Queensland Government will support the Commonwealth to consider the best approach for improving the quality and responsiveness of the disability workforce.

**2.6.2** The Queensland Government will continue to implement the Good People. Good Jobs: Queensland Workforce Strategy 2022-2032 (QWS), including through relevant actions to support industry and community-led projects that address attraction, retention and participation issues within the workforce.

## Reform Domain 3 – Commitment and Accountability

**Objective:** Strong structures drive outcomes for Queenslanders with disability.

This domain draws together activity relating to making governance more inclusive, working with the Commonwealth, states and territories to improve government partnerships and working arrangements to ensure more joined-up approaches across the disability ecosystem, and improving outcomes monitoring to support accountability and provide the evidence base for best practice service delivery.

There are 3 outcome areas under this reform domain.

Outcome area 3.1	Outcome Area 3.2	Outcome Area 3.3
Inclusive governance	Government partnerships	Evidence and accountability
Strong governance structures that put people with disability at the centre.	National and state agreements underpin effective operation of the disability ecosystem.	Quality data and outcomes measurement will support accountability.

### Relevant Disability Royal Commission and NDIS Review recommendations

The Disability Royal Commission and NDIS Review heard evidence that:

- people with disability continue to experience discrimination and poorer outcomes on a range of key measures including health, education, employment, and social connection
- current national governance and funding arrangements for disability have not delivered the hoped-for outcomes for people with disability, and
- there are ongoing issues with accountability and transparency of NDIS decision-making and a lack of clarity about roles and responsibilities in relation to the NDIS and intersection with other services.

The Disability Royal Commission and NDIS Review made recommendations to:

- establish governance structures that provide transparency and accountability of government reform initiatives
- establish a new national disability agreement, a unified disability ecosystem and a foundational support system jointly designed, funded and commissioned by all jurisdictions to relieve pressure on the NDIS and ensure that all people with disability have access to the supports they need
- improve the quality and accessibility of disability data and outcomes measurement by improving data collection and sharing and establishing new outcomes frameworks for the disability ecosystem.

## Initial Priority Actions: Reform Domain 3 – Commitment and Accountability

### Outcome area 3.1

#### Inclusive governance

##### **Governance will be collaboratively developed**

- 3.1.1** The Queensland Government will co-design state-based governance and reporting arrangements to oversee the implementation of initiatives under the Queensland Disability Reform Framework.

##### **Co-design implementation of the Queensland Disability Reform Framework**

- 3.1.2** The Queensland Government will co-design an implementation plan with people with disability, their carers and families, and the sector, to ensure the delivery of the QDRF meets the needs of Queenslanders with disability. *New funding: outlined above for co-design and engagement.*

### Outcome Area 3.2

#### Government partnerships

##### **Supporting joint response to NDIS Review**

- 3.2.1** The Queensland Government will work with the Commonwealth and other jurisdictions, through the Disability Reform Ministerial Council, to develop a joint NDIS Review response by the end of 2024.

##### **Supporting a new national disability agreement**

- 3.2.2** The Queensland Government will work with the Commonwealth and other jurisdictions to consider a new national disability agreement, and seek to ensure a focus on resolving complex interfaces and outlining clear roles and responsibilities.

##### **Work across sectors on disability inclusive national agreements and strategies**

- 3.2.3** The Queensland Government will work with the Commonwealth, state and territory governments on future reviews of existing national agreements, strategies and plans on issues such as health reform, mental health and suicide prevention, education reform, housing and homelessness, skills and workforce development, and Closing the Gap to facilitate inclusion for Queenslanders with disability.



### **Review and update of the ADS**

**3.2.4** The Queensland Government is partnering with the Commonwealth, state and territory governments to undertake a targeted review of the ADS in 2024.

### **Review and update of Queensland's Disability Plan**

**3.2.5** The Queensland Government will coordinate a co-design process to review and update *Queensland's Disability Plan 2022-27: Together, a better Queensland* (QDP) following the finalisation of review and update of the ADS.

## **Outcome Area 3.3**

### **Evidence and accountability**

#### **Improve disability data collection, protection and use**

**3.3.1** The Queensland Government will improve data analysis and reporting capability in Queensland's disability data holdings, and will undertake cross-sector, interagency and intergovernmental engagement to support improved disability data. *New funding: \$3.8 million over 4 years with \$360,000 per annum ongoing.*

#### **Disability reform and change is monitored and measured**

**3.3.2** The Queensland Government is investing more in strategic leadership to implement and monitor disability reforms to ensure their effectiveness. *New funding: \$15.1 million over 4 years and \$3.3 million per annum ongoing.*

#### **Establish the National Disability Data Asset (NDDA)**

**3.3.3** The Queensland Government will continue to work with the disability community and Commonwealth, state and territory governments to establish the NDDA.

#### **Transparent reporting arrangements**

**3.3.4** The Queensland Government will consider all relevant recommendations of the Disability Royal Commission and publicly report on acceptance and implementation of the recommendations, and work with the Commonwealth, state and territory governments to develop a reporting and monitoring framework and appropriate independent reporting arrangements.



### Translating and interpreting assistance

The Department of Child Safety, Seniors and Disability Services is committed to providing accessible information and services to Queenslanders from all cultural and linguistic backgrounds. To talk to someone about the *Queensland Disability Reform Framework — The Next Chapter* in your preferred language call 1800 512 451.

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