

## Terms of Reference

### Inquiry into service delivery in Indigenous communities

In accordance with section 23 of the *Queensland Productivity Commission Act 2015*, I hereby direct the Commission to undertake an inquiry into service delivery in remote and discrete Aboriginal and Torres Strait Islander communities.

### Background

The Queensland Government invests significantly in Aboriginal and Torres Strait Islander communities delivering policies, programs and services across areas such as child and family services, health, education and training, employment, housing, community safety, native title, and land management.

The Government's objective is to increase social and economic participation and achieve service outcomes that meet the needs of Aboriginal and Torres Strait Islander communities by ensuring that high quality services are delivered in a culturally capable, timely, affordable, efficient and effective manner.

The focus of the inquiry is to identify how available resources can be best used to support the achievement of this objective, and improve outcomes for remote and discrete Aboriginal and Torres Strait Islander communities.

As well as a quantitative assessment of investment, the inquiry will benefit from the Commission's expertise in undertaking in-depth consultation with Aboriginal peoples, Torres Strait Islander peoples and other stakeholders to inform a qualitative assessment of service delivery and outcomes for remote and discrete Aboriginal and Torres Strait Islander communities. The inquiry should also consider the experience of other jurisdictions, and available literature.

### Scope

The Commission is requested to undertake an inquiry into service delivery in Queensland's remote and discrete Aboriginal and Torres Strait Islander communities. In undertaking the inquiry, the Commission should investigate and report on:

- The levels and patterns of government investment in services to remote and discrete Aboriginal and Torres Strait Islander communities in Queensland, including key drivers of expenditures and how these have, and are likely to, change over time;
- Interactions between investments made by State, Commonwealth, and local governments, as well as the private sector, including the role of third party service providers;
- The range of service delivery programs in remote and discrete Aboriginal and Torres Strait Islander communities, whether programs are related to response, management and/or prevention and early intervention, and whether there is duplication or a lack of coordination across programs;

- Best practice approaches for evaluating the effectiveness and efficiency of service delivery in remote and discrete Aboriginal and Torres Strait Islander communities. This should include a program evaluation framework that can be used to assess the effectiveness and efficiency of service delivery in remote and discrete Aboriginal and Torres Strait Islander communities, and inform future Government investment;
- An evaluation of the design and delivery of existing Government services, including whether services are based on good practice, are co-designed with communities, delivered in a culturally capable way, and maximise opportunities for building local skills and jobs. Where appropriate, case studies may be used to demonstrate if, and how, existing services are supporting improved outcomes for remote and discrete Aboriginal and Torres Strait Islander communities;
- The identification of investment practices and/or services and programs that are likely to be most effective in improving outcomes for remote and discrete Aboriginal and Torres Strait Islander communities, and the key characteristics of those programs;
- Comparisons with relevant services delivered in other jurisdictions, or other benchmarks from available literature; and
- Recommendations to improve the effectiveness and efficiency of Queensland Government investments and services in achieving social, cultural, economic, and environmental outcomes in remote and discrete Aboriginal and Torres Strait Islander communities.

## Consultation

In accordance with section 25 of the *Queensland Productivity Commission Act 2015*, the Commission must undertake public consultation in relation to the Inquiry. This should include in-depth consultation with remote and discrete Aboriginal and Torres Strait Islander communities and other key stakeholders.

## Reporting

The Commission is required to publish a Draft Report for consultation by 30 September 2017.

The Final Report must be provided to Government by 22 December 2017.



**HON. CURTIS PITT MP**  
Treasurer  
Minister for Trade and Investment