



Inquiry into service delivery in remote and discrete Aboriginal and Torres Strait Islander communities

The Queensland Productivity Commission has been asked to look at how services in remote and discrete Aboriginal and Torres Strait Islander communities are performing, and identify if they can be improved.

We would like to hear from you about your experience and what you think is working well, and what could be better.

Service delivery

Remote and discrete communities are diverse and therefore have different needs and demand for services.

Governments fund or deliver education, health care, public safety, mental health services and disability support services. Services also include water, town planning, electricity supply and maintenance of road networks, or in some cases, running the general store.

Some questions to think about are:

1. For a given service:
 - a. Is the service working well? Or could it be better— and if so, what would make it work better?
 - b. Is the service reaching the people who need it most?
 - c. Are there ways the service could be delivered just as well, but for less money?
2. Do services work well together? Are there any overlaps or gaps?
3. Is there a better way to achieve outcomes for the community?
4. Is there anything else you want to tell us that you think is important about services?

Governance

Governance is about how decisions are made, and how roles and responsibilities are arranged.

Often there are many people planning, funding and delivering services from different governments, councils and organisations.

Some questions to think about are:

1. Do the right people or organisations have the power to make decisions about what services are delivered, and how?
2. Is the current division of roles and responsibilities of governments and organisations clear and working well? If not, how could roles and responsibilities be better arranged?
3. Are government services, programs and organisations well-governed, and if not, what could be done to improve things?
4. Is there anything else you want to tell us that you think is important about governance?

Funding

The way that funding is provided can have a big effect on communities. For example, the way funding is set and the rules about what can be done with it affect how well governments and organisations can plan and deliver services. Funding arrangements can also make a difference to jobs and opportunities.

Mostly, funds are provided for a specific purpose. However, in some cases, funds are provided to councils or organisations to make decisions about how to best use the money for the local community.

Some questions to think about are:

1. How does the reliance on grant funding affect communities and organisations?
2. Are there ways for Indigenous councils to reduce their reliance on grant funding?
3. Could existing programs and services better support development and employment? If so, how?
4. Is the current level of control over spending working? If not, how could it be better?
5. Is there anything else you want to tell us that you think is important about funding?

Evaluation

Evaluation is important to identify what is working and what is not. It can help to track progress, to see if a program is effective, and if it is still the best way to achieve its goal. A useful evaluation shows whether the program is money well spent and directs more spending to programs that work.

The way in which information is collected and used can impact communities. It is important to collect information on the right things at the right time, including information that is most important to people living in the community.

Some questions to think about are:

1. Do current reporting requirements provide useful information? If not, how could they be better?
2. How are Queensland Government programs and services evaluated?
3. Is evaluation being used to see how well services are being delivered, and to make them better?
4. How can we measure whether things are getting better for people in communities?
5. Is there anything else you want to tell us that you think is important about evaluation?

How you can be involved

Make a submission

To make a submission, you do not need to answer all of the questions, and you may want to tell us other things you think are important.

Submissions can be sent in a number of formats — from a short letter to a more extensive submission, a voice recording or a video.

Submissions are due by **2 June 2017**. They can be lodged online or via post:

<http://www.qpc.qld.gov.au/inquiries/indigenous-services/>

Service delivery in Indigenous communities

Queensland Productivity Commission

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Submissions will be treated as public documents and published on the Commission's website.

A full version of the Consultation Paper and the terms of the reference for the inquiry can be found at:

<http://www.qpc.qld.gov.au/inquiries/indigenous-services/>

Contact us

If you have any questions or would like to meet with the team, you can contact us on telephone (07) 3015 5111 or online at <http://www.qpc.qld.gov.au/contact-us/>