



June 2020

Short form Issues paper

Inquiry into the NDIS market in Queensland

The individual's experience



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Inquiry into the NDIS market in Queensland

The individual's experience

In April 2020, the Queensland Government asked the Queensland Productivity Commission to start an inquiry into the National Disability Insurance Scheme (NDIS) market in Queensland.

We want to find out about your experiences with the NDIS. We especially want to hear from people in the NDIS, and their families and carers. We also want to hear from people with a disability who are not part of the NDIS but are interested in it.

Hearing about your experiences can help us give advice to the government to improve the scheme. We will not be able to help you with any specific complaints you have with the NDIS—if you do have a problem, we suggest you contact your provider, the National Disability Insurance Agency, or the NDIS Quality and Safeguards Commission. This is the second of three papers:

- 1** For all stakeholders, including participants and providers—a full issues paper covers a broad range of issues relevant to the inquiry.
- 2** For participants, their carers and families—a short form issues paper seeks participant input on the NDIS market and how well it is operating for them.
- 3** For providers and their workers—a short form issues paper identifies key provider issues on which the Commission is seeking feedback.

You can find more about our inquiry on our website at <https://www.qpc.qld.gov.au/inquiries/ndis/>

Who are we?

The Queensland Productivity Commission undertakes inquiries at the request of the Queensland Government. At the end of an inquiry, we send a report to the Queensland Government explaining what we found and our advice about how to improve things.

We are independent and come up with our own findings based on evidence. What people tell us is an important part of this evidence.

Why are we looking into the NDIS?

The NDIS changed how some people with a disability receive supports in Australia. These changes aim to improve outcomes for people with a disability by increasing choice and control over the supports they receive. The NDIS has been in Queensland for over four years so it is a good time to see how well it is working in meeting the needs of Queenslanders.

What do we want to find out?

We want to find out:

- how well the NDIS market in Queensland is meeting the needs of people in the scheme
- if and how the NDIS has helped improve outcomes for people with a disability and their families and carers
- if some people face barriers when trying to join or use the NDIS
- what changes could be made to improve the NDIS market in Queensland.

We have questions below to help you prepare a submission to us. You do not have to answer all the questions. You can also give us ideas for other relevant issues about how the NDIS market is working.

Your answers will help us decide which issues to cover in our draft report and what we say about them. We will put a draft report on our website in November 2020.

We explain how you can make a submission later in this paper.

We also have a longer issues paper on our website. You are welcome to read it and provide a submission on it.

Questions

How easy is it to enter or use the NDIS?

- Is there anything making it difficult for people to join or use the NDIS?
- What do you think would help make it easier to join or use the NDIS?
- If you have not been able to join the NDIS, have the supports you receive changed since the NDIS started? In what way?

Is the NDIS market meeting your needs?

- Has the NDIS given you more choice and control over the supports you receive? If so, in what way? If not, why not?
- Has access to, and the quality of, supports you receive improved since you joined the NDIS? In what way?
- Do your NDIS supports work well with other services you receive, such as education or public housing? If they don't, why not?
- What changes could be made to improve the NDIS market in Queensland?

How has the NDIS helped improve your life?

- How has participating in the NDIS helped you to achieve goals like:
 - getting education or training
 - getting a job
 - being more independent
 - joining in social and community activities
 - improving your health and wellbeing?
- If you are a carer, how has participating in the NDIS helped you to achieve your goals? For example, has it helped you to find other employment or improve your wellbeing? If so, how?
- Have there been any other benefits from being in the NDIS?
- Have there been any disadvantages from being in the NDIS?

Have your say

Anyone can make a submission to our inquiry. We need to receive your submission by 5pm on **11 August 2020**.

How can I make a submission?

Make a submission online

You can make a submission using our online form on our website at <http://www.qpc.qld.gov.au/inquiries>

You can also attach files to your submission, like a document or an audio or video file.

Email a submission

You can send an email to enquiry@qpc.qld.gov.au

Post a submission

You can send your submission to:

Inquiry into the NDIS market in Queensland

Queensland Productivity Commission

PO Box 12112

George St

Brisbane 4003

Please provide your name and contact information along with your submission.

What should I include in my submission?

A submission does not need to look a certain way. It could be a short letter or a short video where you share your experience and explain your ideas. Use the questions in this document or our online form to help you. You should provide as much supporting information as you can to explain your ideas.

Do not include private information, such as your home address or your phone number, in the main text of your submission. Please do not write information that is offensive or defamatory. We will not publish submissions with this kind of information, and we may not use your feedback. If you are not sure, please ask us for help.

What will happen to my submission?

We think it is important to provide as much information as we can to the public. Your submission and your name will be published on our website for other people to read, unless you ask us not to.

If your submission contains information that is confidential, please write CONFIDENTIAL on the front page and tell us which parts are confidential. You can send us another version of your submission without this confidential information to go on our website.

How can I get help?

If you have any questions, you can contact us by phoning (07) 3015 5122. You can also contact us online at <http://www.qpc.qld.gov.au/contact-us/>

Please also contact us if you would like help making a submission in your own language.