

# Access to the NDIS for people with impaired decision-making capacity

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(Report 2: 2018–19).  
Tabled 27 September 2018.

## Slide 1: Welcome

This presentation summarises our performance audit report *Access to the National Disability Insurance Scheme for people with impaired decision-making capacity* (Report 2: 2018:19).

Please note that this is a summary. The full report can be read on our website.

## Slide 2: Audit objective

In this audit, we assessed the effectiveness of the public sector entities supporting Queenslanders with impaired decision-making capacity as they make the transition to the National Disability Insurance Scheme (NDIS). We assessed the:

- processes to identify eligible NDIS participants within the Queensland guardianship and administration system
- administration systems for providing assistance in a seamless, appropriate and least restrictive way
- co-ordination of advocacy services within the state.

## Slide: 3 Context

The NDIS is one of the largest public policy reforms ever implemented in Australia. It gives eligible people with disability greater choice and control over the supports they can access, and over who provides them. The NDIS funds things like wheelchairs and home modifications. It can pay for someone to help with daily personal activities such as bathing, dressing, and cooking.

People with impaired decision-making capacity may need extra support in accessing the NDIS. As the new NDIS model places greater emphasis on the need for choice and control, this may increase the amount of decisions individuals and their families and carers need to make.

## Slide 4: Our conclusions—Guardians and Trustees

We concluded while the Public Guardian and Public Trustee have successfully supported most of their clients in regions that have already transitioned to the NDIS, they are not yet ready for full scheme. Both agencies also need to amend their processes to align with the new NDIS Quality and Safeguarding Framework which starts in Queensland from 1 July 2019.

## Slide 5: Our conclusions—Advocates

Agencies involved in this audit agree there is a gap in the advocacy system for people who are not supported by the guardian and administration system, but need help accessing the NDIS. These people require more help than currently available, but they may not need a substitute decision-maker.

The agencies that fund advocacy services still have work to do in delivering a strategic approach to the delivery of advocacy services. They have to ensure that those who need it receive enough support to successfully access the NDIS.

## Slide 6: What we recommend

We made recommendations to all four of the entities we audited.

We recommend that the Public Trustee and the Public Guardian review their complaints management policies, guidance and training to align with the new NDIS Quality and Safeguarding Framework.

## Slide 7: What we recommend

We recommend that Department of Justice and the Attorney-General analyses the adequacy of the resources allocated to the Office of the Public Guardian and the Queensland Civil and Administrative Tribunal to ensure people with impaired decision-making capacity are effectively supported in getting timely access to the supports available from the NDIS.

## Slide 8: What we recommend

We recommend that the Department of Communities, Disability Services and Seniors develops a statewide strategy to support people with disability access to the NDIS.

## Slide 9: For more information

For more information on the issues, opportunities and recommendations highlighted in this summary presentation, please see the full report on our website.

Thank you.