



24 August 2018

National Disability Agreement Review
Productivity Commission
Locked bag 2, Collins St East
Melbourne VIC 8003

Dear Sir/Madam

Re: National Disability Agreement Review

Aged and Disability Advocacy (ADA) Australia is a not-for-profit, independent, community-based advocacy and education service with more than 25 years' experience in supporting and improving the wellbeing of older people and people with disability.

ADA Australia provides advocacy support to recipients of Queensland Community Care Services and Commonwealth funded aged care services. ADA Australia has also recently been successful in tendering for the delivery of the National Disability Advocacy Program (NDAP) and will commence service delivery in October 2019.

ADA Australia has an established Human Rights Service which supports people with a decision-making disability and people aged over 65 years, to express their views, wishes and preferences at the Queensland Civil and Administrative Tribunal (QCAT) and in relation to guardianship, administration and Enduring Power of Attorney matters.

Headquartered in Brisbane, ADA Australia has regional offices in Cairns, Townsville, Rockhampton, Bundaberg, Toowoomba, and the Gold Coast and is active in providing advocacy services in metropolitan, regional, rural and remote communities across Queensland.

ADA Australia also provides the auspice for the Aboriginal and Torres Strait Islander Disability Network of

121 Copperfield Street Geebung Qld 4034 www.adaaustralia.com.au

FREECALL: 1800 818 338 p: (07) 3637 6000
f: (07) 3637 6001 e: info@adaaustralia.com.au

ADA Australia acknowledges the Traditional Custodians of this land and pays respect to Elders, past and present.
Aged and Disability Advocacy Australia trading as ADA Australia | ACN: 610 892 398 | ABN: 19 488 136 200



Queensland (ATSIDNQ) a growing network of over 800 Aboriginal and Torres Strait Islander people with disability, their families, carers and supporters. The Network offers a culturally safe space for members to connect, share and raise awareness of issues they are facing. The Network gives members the opportunity to celebrate their strengths, share their stories and contribute to the conversation about disability in positive ways.

ADA Australia and the ATSIDNQ have prepared a joint response to the *Productivity Commission Issues Paper*.

ADA Australia and the ATSIDNQ recommend that the National Disability Agreement (NDA) clearly outlines the roles and responsibilities of all mainstream service delivered to people with disability including, mental health, health care, aged care, education, transport, housing and justice services. The overlap between the NDIS and mainstream services needs to be acknowledged and more finely tuned, so that people with disability are not excluded from receiving essential services.

In ADA Australia's and ATSIDNQ's experience the delineation of responsibilities are of particular concern where the NDIS and health system interface. It is often apparent that each system is wanting to cost shift to the other system, whilst the needs and wellbeing of the individual remain unmet.

For example, in Queensland neither the health system nor the NDIS will not cover the cost of health-related needs, such as a standing frame for an NDIS eligible person with bone density issues, even though this health-related equipment has the ability to improve the overall wellbeing of the person and their ability to participate. The NDIS considers this type of scenario as a health-related matter and the health system considers it a matter relating to disability.

ADA Australia and the ATSIDNQ suggest that the broader interface between the NDIS and mainstream services may be improved with increased interaction between the NDA and other national agreements including the

- National Indigenous Reform Agreement
- National Agreement for Skills and Workforce Development
- National Affordable Housing Agreement
- National Health Care Agreement



Further to this, ADA Australia and the ATSIDNQ recommend that the NDA set out, monitor and measure benchmarks relating to the provision of services to people with disabilities under each of the above-mentioned national agreements. In the words of Ken Henry AC *“what we measure shapes what we collectively strive to pursue — and what we pursue determines what we measure”*.

It is also recommended that the NDA have regard to the ways States and Territories are delivering services to people with a disability outside of the NDIS. In Queensland, ADA Australia have been involved in cases where people ineligible for the NDIS have struggled to access appropriate levels of support within the Queensland Community Care Program. In these types of cases, the pathways to alternative avenues of support have been unclear and in some instances the individual has had to access aged care services prematurely. Access to transport has also become an increasing concern for non NDIS eligible people, with the future of the Queensland Taxi Subsidy Scheme uncertain and transport via the Queensland Community Care Program often not a viable option particularly in small regional and remote communities.

As the NDIS continues to roll out within Queensland, ADA Australia and the ATSIDNQ will be at the forefront, providing information and advocacy support to Queenslanders with disability. We would welcome the opportunity to continue to provide feedback on issues relating to interface between the NDIS and mainstream services should the Productivity Commission require any further information.

Please don't hesitate to contact myself on 07 3637 6000 should you have any further questions.

Yours Sincerely,

Geoff Rowe
Chief Executive Officer
Aged and Disability Advocacy Australia

