



Premier of Queensland
Minister for the Arts

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Human Services Inquiry
Productivity Commission
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Dear Commissioner

Thank you for the opportunity to contribute to the Human Services Inquiry.

Human services touch the lives of many Queenslanders, helping to build social and economic participation as well as supporting vulnerable members of our community. The Queensland Government considers that consumers of human services must benefit, and government must be assured of improved outcomes with any funding issues addressed, prior to implementing human services reforms.

The Queensland Government is mindful of the complexity of the human services sector's operation, and strongly recommends a measured, evidence-based approach to bring real and meaningful benefits and service outcomes to human service consumers.

Queensland supports clarity in policy, regulation and service delivery and outcome-focussed commissioning. The unique challenges of delivering human and other services in Queensland include the need to deliver in urban, regional, rural and remote settings; and meeting the needs of Aboriginal and Torres Strait Islander people and others from diverse backgrounds.

Queensland welcomes the opportunity to participate in further policy analysis to identify how competition and user choice principles could work in practice and how to balance these principles with other considerations in human services policy, regulation and delivery to ensure better outcomes for consumers and governments.

Yours sincerely

**ANNASTACIA PALASZCZUK MP
PREMIER OF QUEENSLAND
MINISTER FOR THE ARTS**

***Encl**