

Our ref DB: KS

14 February 2013

Dr Ian Holland  
Committee Secretary  
COMMUNITY AFFAIRS LEGISLATION COMMITTEE  
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Dear Sir

### **Inquiry into the National Disability Insurance Scheme Bill 2012**

At the Committee's hearing in Brisbane on 30 January 2013, I was requested to provide further information regarding my concerns over the registration and referral of individuals under the proposed National Disability Insurance Scheme.

The introduction by the Queensland Government of the Growing Stronger program was disruptive to people with disabilities and service providers in that it was characterised by:

- A lack of communication with the sector
- Being a centrally operated system – but delivered regionally
- A lack of transfer of information from assessment to service provision
- Excessive waiting times – back log of assessments and placement
- A lack of communication to potential clients about the process
- A lack of choice and control due to funded capacity
- Assessment methods being used inappropriate and negatively focused
- Inappropriate referrals from service linkers
- Service linkers lacking understanding of available services
- Services lacked the ability to be responsive to need – clients had to go through intake and assessment prior to service delivery even though capacity existed within the service providers
- Ineffective roll out of Time Limited Response funding

The absence of transparency in relation to assessment was an ongoing concern. Neither clients nor service providers were given access to assessment results and no one outside the Department of Community Services had access to the assessment tool. This meant that service providers were unable to support individuals throughout the assessment process.

When framing the registration and assessment process for the NDIS, I urge that the failings of the Growing Stronger program be noted in order to avoid similar pitfalls.

Yours sincerely

**Darrel Bourke**  
Chief Executive Officer