

# Disability Services Queensland

making a difference for  
people with a disability

## A new way of doing business in the disability sector



Queensland Government  
Disability Services Queensland

# Disability Services Queensland

- Queensland Government department responsible for providing leadership in disability policy, services and programs that support people with a disability and their families and carers. DSQ also provides funding for Home and Community Care services, and community mental health organisations.
- 08-09 budget of \$1.23 billion
- Services provided to more than 19 300 Queenslanders, their families and communities
- Services are provided in ten geographical regions throughout Queensland



## Key Impacts on Govt Investment in Disability Services

- Increasing cost of providing specialist disability services *plus*
- Qld has highest rate of disability per capita *plus*
- Fastest growing state in terms of total population *plus*
- Ageing population *plus*
- Viability issues for funded service providers *requires*

**An evidence based sustainable methodology to identify need, and to prioritise funding allocation to maximise whole of government outcomes**

OR

***A NEW WAY OF DOING BUSINESS IN THE DISABILITY SECTOR***

## Chapters in the Story So Far.....

- Funding Reform
- Funding Policy Project
- Have Your Say consultations
- Strengthening NGO's
- Growing Stronger

## Key Reforms

- Framework for Investment in Human Services
- Growing Stronger initiatives
- Funding Policy Project
- Queensland Compact
- Red Tape Reduction
- Strengthening Non Government Organisations

## **Qld Govt Framework for Investment in Human Services**

- Developed in response to recommendations made by Qld Audit Office and the Service Delivery and Performance Commission
- Recognised the need for more coordinated approaches to funding and accountability

## Queensland Government Framework for Investment in Human Services

- Clearly positions Government as an *investor* in human services
- Emphasises Govt's interest in *performance* of service providers
- Establishes clear link between funding, outputs and reporting requirements
- Identifies the best mode of delivery and the most appropriate providers
- Encourages innovation to create a better return for clients and Government
- Guides the management of funded relationships and streamlines administration for Government and service providers

## DSQ's First Steps in Using the Framework

- **Identify** a service need (must be evidence based)
- **Understand** the identified need
- **Determine** if there is a role for government, in accordance with priorities
- **Identify** the service type most likely to respond to the clients needs
- **Understand** the capacity of the service system to delivery the desired services

## Assessment Criteria to determine investment mode

- Legislation and Policy
- Risk
- Service Quality
- Client and community preferences
- Timely funding and service provision
- Cost/value for money
- Service system capacity

## Next Steps in Using the Framework

1. **Recommend** preferred investment mode
2. **Outline** why the mode will result in effective service outcomes
3. **Detail** any risks associated with the recommended strategy
4. **Seek** necessary approvals to invest or re-invest
5. **Implement** the procurement strategy most likely to offer incentives and opportunities to a range of providers
6. **Monitor** service delivery in accordance with agreements and guidelines
7. **Evaluate** investment decisions to assess the effectiveness of the investment strategy in delivery outcomes

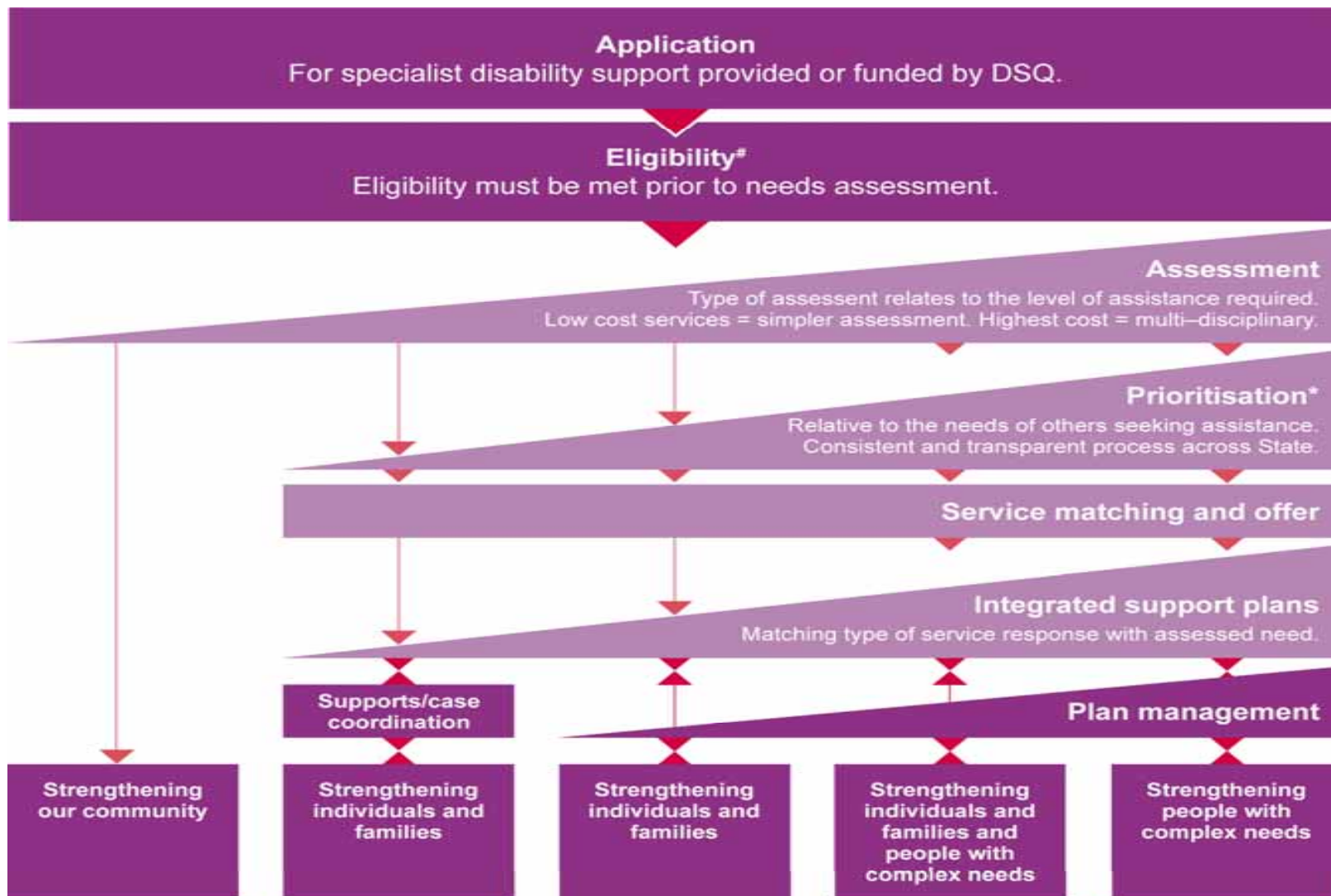
## Growing Stronger Reforms

- Assessment of Need Methodology
- Prioritisation Methodology
- Establishment of Register of Need
- Establishment of Services Inventory
- Improved expectation management
- Program and demand management



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## **Future Changes for Service Providers are proposed:**

- Move to outputs funding and reporting
- Reporting requirements matching level and risk of investment
- Vacancy/capacity reporting

## Funding Policy

The proposed portfolio Funding Policy will introduce:

1. Outputs based funding and performance reporting arrangements
2. A determination of the basis for funding – as either subsidised or full funding based on clear criteria for determining based on priority and client risk
3. Costing Methodology to understand the total cost of service delivery

## Queensland Compact

- Established from a need to improve the maturity of relationships between government agencies and other human service providers to enable collaboration in service delivery reforms
- Applies to all Qld Govt agencies and all funded sector organisations committed to the Queensland Community Services Sector Charter
- Due for public release in late November 2008

## **Links between the Compact, the Investment Framework and Funding Policy**

- The Funding Policy has been developed to support the principles within the Compact and provide operational guidance for the priorities within the Framework
- The Compact highlights a commitment to improve the sector's capacity and sustainability

## Red Tape Reduction

DSQ has developed new guidelines and procedures to streamline administrative processes. These include:

- New procedures and guidelines to simplify processes to retain savings and seek a change of purpose for funding
- New processes for submitting Emergency and Crisis Funding Response (E&C) to achieve more timely payments for E&C funding

## Strengthening NGO's: 4 key areas

- Establish new services to address gaps in service delivery
- Develop and enhance the skills of the disability sector workforce
- Maintain, upgrade or replace important equipment and assets
- Strengthen planning skills and capacity to provide a quality service

## Future Plans: DSQ's "To Do" List

- Work with service providers to map outputs to current funding levels
- Where required, update Funding Agreements to reflect outputs
- Identify streamlined administrative and reporting requirements for service providers
- Apply costing methodology to any new investment

# Questions?

# Thank You