

Disability Advocacy

For people with impaired decision-making capacity (2019)

Introduction to the Strategy

The National Disability Insurance Scheme (NDIS) is one of the largest public policy reforms ever implemented in Australia; it is giving participants greater levels of support and more choice and control over decisions that affect their lives. However, the experience of some participants shows the critical access and planning touchpoints of the scheme are not yet fully accessible to all people with disability, including people with impaired decision-making capacity. To address the issue, State and Commonwealth governments are providing additional advocacy support to ensure the NDIS is accessible.

This advocacy support will help Queenslanders with disability and their families take advantage of the full range of social and economic opportunities available in our great State.



Support for the Strategy

The Strategy has been developed following consultation with advocates, advocacy bodies, peak bodies and government agencies. It also responds to a need identified by the Queensland Audit Office for government agencies and statutory bodies to collectively develop existing advocacy supports for people with disability, including people with impaired decision-making capacity, and improve complaint management processes.

Disability Advocacy Services

Queensland disability advocacy services are currently funded by the Department of Communities, Disability Services and Seniors. These services are delivered by non-government organisations and associations that support a range of people with disability across the State. The Commonwealth Government also funds the delivery of disability advocacy in Queensland through the National Disability Advocacy Program.

Development of this Strategy has included a review of all funding, service models, geographical coverage and reporting mechanisms across Queensland and Commonwealth government disability advocacy programs and related service streams.

The Strategy outlines the key objectives and supporting actions that will be progressively delivered over two years until June 2021.

Advocacy Strategy

The Strategy has four key objectives, which will drive action through to June 2021. Key to the success of the Strategy will be the extent to which the available services are aligned to form an advocacy system.

1. Queenslanders with impaired decision-making capacity have access to the disability advocacy services they need.
2. Action to improve coordination and collaboration of services forms an advocacy system.
3. The disability advocacy system uses evidence to drive systemic change.
4. High quality engagement supports continuous improvement.



Objectives	Approach
<p>1. Queenslanders with impaired decision-making capacity have access to the disability advocacy services they need</p>	<p>Improve the availability of disability advocacy in Queensland, including by publishing updated information on the available supports and how to access them</p> <p>Strengthen the availability of advocacy for people with disability from Aboriginal and Torres Strait Islander communities and from culturally and linguistically diverse backgrounds</p> <p>Work with relevant Queensland and Commonwealth government agencies to improve the reach and capacity of advocacy services in Queensland</p>
<p>2. Action to improve coordination and collaboration of services forms an advocacy system</p>	<p>Establish a service delivery framework for disability advocacy that is inclusive of funded supports and Queensland Government complaints management processes</p> <p>Partner with Queensland and Commonwealth Government agencies to align delivery of coordinated advocacy services in Queensland, including by confirming consistency of approach to complaints management</p> <p>Strengthen Queensland Government agency linkages with advocacy organisations</p>
<p>3. The disability advocacy system uses evidence to drive systemic change</p>	<p>Develop clear and consistent guidelines for funding disability advocacy services and the expected service standards and performance reporting</p> <p>Capture, analyse and report on the advocacy system (including both funded services and government complaints management systems) to identify trends and issues</p> <p>Actively review and analyse evidence of demand for advocacy services and action emerging issues</p>
<p>4. High quality engagement supports continuous improvement</p>	<p>Engage with stakeholders and people with disability to capture their experiences, share learnings, identify issues and prioritise action on systemic concerns</p>

Monitoring and Review of the Strategy

Progress on implementation of the Strategy will be independently monitored by the Queensland Disability Advisory Council (QDAC). The Strategy will be reviewed and updated based on the advice of QDAC and Queenslanders with Disability Network.

