Australian Government
Department of Social Services

Improving outcomes for people with disability under the National Disability Strategy and the National Disability Insurance Scheme

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The National Disability Strategy (the Strategy) and the National Disability Insurance Scheme (NDIS) aim to have a positive impact on improving the lives of people with disability.

In order to better understand how to make the Strategy and the NDIS impact meaningful and long-lasting, governments have agreed to develop a consistent approach to how outcomes for people with disability are measured, monitored, and reported.

We will do this through the Strategy and NDIS Outcomes Frameworks that set out the approach and structure for governments to track the effectiveness of the Strategy and NDIS through agreed sets of national **outcomes, indicators** and **measures**. They will also describe clear mechanisms for accountability and reporting.

Over time, this approach will provide better information to assist us understand where outcomes are improving for people with disability, and where governments and other stakeholders can do more. As data and measurement improves, it will inform disability policy and priorities for future investment under the proposed new Strategy and the NDIS.

The Frameworks approach to measuring the impact of the Strategy and the NDIS is currently at draft stage. A high level, visual overview of the Outcomes Frameworks is at **Attachment A**.

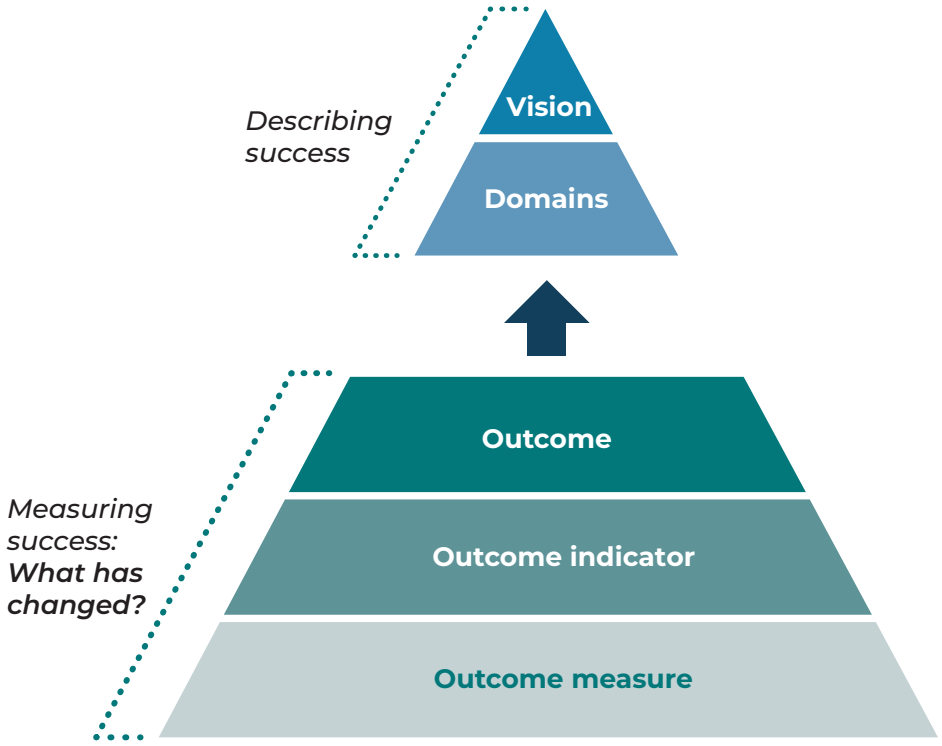
How we will measure, monitor and improve outcomes for people with disability

The approach includes the following elements:

- **Vision –** describes an aspirational statement of the **overarching desired outcome** of the new Strategy and the NDIS, which is to create *'An inclusive Australian society that enables people with disability to fulfil their potential as equal members of the community'*.
- **Domains –** six domains describe the **broad areas of people's lives** the new Strategy and the NDIS seek to improve. The domains provide a logical structure for grouping related outcomes and a clear link from each outcome to the overall vision.
- **Outcome –** each outcome is a clear statement that describes **what success looks like** for the population. Within 'Outcomes' there are **population-level outcomes** such as *'people with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life'*, and **person-centred outcomes** (called sub-outcomes) such as *'I can move about my local community using public or private transport'*.

- **Indicators and measures –** are linked to outcomes so governments, stakeholders and the community can monitor what progress is being made. These will include **system and population-level measures**. Together, these provide more detailed information to track how the Strategy and NDIS are impacting each of the outcomes and assist to measure real progress. There can be multiple measures for each indicator. Some of the measures are likely to be different for the Strategy and the NDIS.
    - **Indicators** represent the measurable characteristic or change needed to achieve the desired outcome. For example, *'more of the built and natural environment is accessible'*.
    - **Measures** describe how the change in the indicator will be assessed and how progress will be observed and quantified. For example, *'percentage of buildings that are compliant with the Disability (Access to Premises — Buildings) Standards 2010'*.
- **Enablers** – other factors – such as universal design, financial literacy and positive attitudes – that drive or contribute to the achievement of outcomes.

Figure 1: Draft structure of the outcomes approach



What we need to know

While the approach builds on feedback we have received through previous consultations, as well as good practice examples of outcomes measurement tools and frameworks, we want to make sure that we have frameworks that are meaningful to people with disability and that all sectors (disability, health, education, transport, employment, housing etc.) can contribute to it.

We now want to know:

- what you think about the different elements in draft structure for the Outcomes Frameworks
- how we can best implement the Outcomes Frameworks to enable governments and stakeholders track the effectiveness of the Strategy and the NDIS
- what else should be considered when we are monitoring and measuring the impact of activities on people with disability.

To enable us to build strong, relevant and effective ways to measure the impact of the new Strategy and the NDIS on the lives of people with disability, we are asking for feedback from people with disability, families, carers and all people with an interest in measuring, monitoring and improving outcomes for people with disability.

Have your say at engage.dss.gov.au/stage-2-consultations-ndis-nds-outcomes-framework

Next steps

Consultation with people with disability and their families, advocates, carers and disability organisations will seek feedback on the language, concepts, logic, content and implementation of the approach to measuring outcomes.

We will also be seeking technical feedback on indicators and measures from state and Commonwealth data custodians, disability and mainstream service providers and the research community.

We aim to seek endorsement of the approach to measuring outcomes of the new National Disability Strategy and NDIS from all Governments **in mid-2021**.

Draft Outcomes Frameworks:

improving outcomes for people with disability under the National Disability Strategy and NDIS

Vision

An inclusive Australian society that enables people with disability to fulfil their potential as equal members of the community.

Domain: Inclusive and accessible communities

Outcome: People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.

Sub-Outcomes (person-centred)	Example Indicators
I feel welcome in my community I can access: ▪ social and cultural events ▪ open spaces, parks and other community infrastructure ▪ public buildings (government, commercial or retail) ▪ transport systems I can: ▪ move about my local community using public or private transport ▪ move around my home ▪ participate in sporting and recreational activities I have: ▪ access to communication and information networks ▪ supportive relationships	Participation in social/community activities
	Reported social contact, social networks, trusted connections and supportive relationships
	Participation in recreational activities
	People with disability feel welcomed and included by their community
	The built and natural environments are accessible
	Housing (choices that are flexible, suitable, affordable and accessible)
	Public, private and community transport is accessible
	Neighbourhood mobility accessibility
	Participation in civic or political life (e.g. voting)
	Influence (positions of leadership and responsibility)
	Representation in roles of influence or decision making
	Accessibility of communication and information systems
	Access to community resources
	Cultural connection
	Opportunities to achieve goals and aspirations
	Family/carer relationships

Domain: Economic security

Outcome: People with disability, their families and carers have economic security and suitable living arrangements, enabling them to plan for the future and exercise choice and control over their lives.

Sub-Outcomes (person-centred)	Example Indicators
I have: ▪ employment opportunities ▪ equal career opportunities to people without disability ▪ adequate income ▪ suitable living arrangements I can access affordable and secure housing that meets my needs.	Employment/unemployment
	Labour force participation
	Income
	Financial stress/access to emergency funds
	Income sources
	Economic independence
	Length of unemployment/underemployment
	Housing stress/affordability
	Access to housing options that are suitable, affordable and provide secure tenure
	Homelessness
	Material assets, housing conditions, living arrangements, work hours, condition and pay
	Financial literacy
	Reduced experience of poverty

Domain: Health and wellbeing

Outcome: People with disability attain highest possible health and wellbeing outcomes throughout their lives.

Sub-Outcomes (person-centred)	Example Indicators
I can: ▪ access early intervention services ▪ interact with health professionals who understand my needs ▪ afford the health services I need My GP, hospital and other health care providers are accessible I have the best possible: ▪ health and wellbeing ▪ mental health	Life expectancy and causes of death
	Preventable illness, injury and death
	Avoidable hospitalisations
	Access to health services
	Access to aged care facilities that meet their needs
	Carer health and wellbeing
	Health behaviours
	Physical health
	Oral health
	Sexual and reproductive health
	Mental health
	Social and emotional wellbeing
	Maternal health and wellbeing
	Infant and child health and wellbeing
	Attainment of developmental milestones
	Early diagnosis
	Activities of daily living

Domain: Rights, protection, justice and legislation

Outcome: People with disability feel safe and have their rights promoted, upheld and protected.

Sub-Outcomes (person-centred)	Example Indicators
I can: ▪ understand my rights and how to exercise them ▪ participate in local, state and national democratic processes I have equal treatment in the legal and justice systems to people without disability I feel safe from violence, fear, exploitation, abuse and neglect I am not discriminated against because of my disability	Respect
	Opportunity
	Disability-related discrimination
	Community safety
	Ability to participate as equal citizens
	Access to justice for people with disability, including those who have complex needs or heightened vulnerability
	Safety from violence, fear, exploitation, abuse and neglect
	Disability-inclusive disaster planning

Domain: Learning and skills

Outcome: People with disability achieve their full potential through their participation in an inclusive high-quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives in both formal and informal settings.

Sub-Outcomes (person-centred)	Example Indicators
I have: ▪ a teacher who understands my needs ▪ continued access to learning in formal and informal settings I am: ▪ supported to reach my full educational potential ▪ prepared for the transition from early childhood education to school to further education, vocational education or employment I can: ▪ access a mainstream school, higher education institution or childhood education institution that is welcoming and inclusive ▪ get to education facilities easily	Participation in formal and informal education (people aged 15-64)
	Educational attainment
	Engagement in early childhood education
	School attendance
	Engagement in further education – vocational, tertiary
	Adult literacy/numeracy

Domain: Personal and community support

Outcome: People with disability, their families and carers have access to a range of well-coordinated and effective services and supports that are appropriate for their needs.

Sub-Outcomes (person-centred)	Example Indicators
I can access: ▪ specialised disability services and supports I need, including NDIS for eligible participants ▪ community-based services when and where I need them I receive support irrespective of my income, physical location or cultural background The services and supports I access are welcoming, inclusive and safe The services I access are well coordinated My family and carers feel that their roles are acknowledged by service providers I have the information I need to make choices related to my support and care	Service user experience Confidence and trust in the system Person-centred practice Coordination between disability supports and other services Access to services and supports Effectiveness of services and supports Safety of services Cultural safety Choice and control over decisions Client satisfaction Access to community-based services

ATTACHMENT A – Proposed approach to monitor National Disability Strategy and NDIS outcomes – visual framework

COMMON ARCHITECTURE

Shared vision	**An inclusive Australian society that enables people with disability to fulfill their potential as equal members of the community**					
Shared domains	**Inclusive and accessible communities**	**Economic security**	**Personal and community support**	**Health and wellbeing**	**Rights protection, justice and legislation**	**Learning and skills**
Shared outcomes (population-level)	People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, eonomic, sporting and cultural life.	People with disability, their families and carers have economic security and suitable living arrangements, enabling them to plan for the future and exercise choice and control over their lives.	People with disability, their families and carers have access to a range of well-coordinated and effective services and supports that are appropriate for their needs.	People with disability attain the highest possible health and wellbeing outcomes throughout their lives.	People with disability feel safe and have their rights promoted, upheld and protected.	People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives in both formal and informal settings.
	EXAMPLES					
Shared sub-outcomes (person-centred)	“I can access social and cultural events.	“I have employment opportunities.	“I can access the supports and services I need.	“I can interact with health professionals who understand my needs.	“I am not discriminated against because of my disability.	“I am supported to reach my full educational potential.
Shared indicators	○ Participation in social/community activities	○ Employment/ unemployment	○ Effectiveness of services and supports	○ Access to health services	○ Disability-related discrimination	○ Participation in education

DIFFERENTIATION

Measures	**NDS OUTCOMES FRAMEWORK**	**SHARED**	**NDIS OUTCOMES FRAMEWORK**
	NDS-specific measures	Shared measures	NDIS-specific measures
Implementation	**NDS SUPPORTING ELEMENTS**	**SHARED SUPPORTING ELEMENTS**	**NDIS SUPPORTING ELEMENTS**
	Data Improvement strategy Regular reporting Governance arrangements		Data framework Reporting framework Governance framework
Enablers[1]		Universal design, Positive attitudes High-performing workforce	Financial sustainability[2]

1 All enablers included in this diagram are indicative examples only, as the decision to include enablers has not been finalised

2 Financial sustainability may be included in the outcomes framework, or alternatively may be reported to the Disability Ministers separately