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

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 domainsprovide a logical structure for grouping related outcomes and a clear link from each outcome to the overall vision.
* **Outcome –** each outcomeis aclear 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](http://www.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 the 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 | Participation in social/community activities |
| I can access: | Reported social contact, social networks, trusted connections and supportive relationships |
| * social and cultural events | Participation in recreational activities |
| * open spaces, parks and other community infrastructure | People with disability feel welcomed and included by their community |
| * public buildings (government, commercial or retail) | The built and natural environments are accessible |
| * transport systems | Housing (choices that are flexible, suitable, affordable and accessible) |
| I can: | Public, private and community transport is accessible |
| * move about my local community using public or private transport | Neighbourhood mobility accessibility |
| * move around my home | Participation in civic or political life (e.g. voting) |
| * participate in sporting and recreational activities | Influence (positions of leadership and responsibility) |
| I have: | Representation in roles of influence or decision making |
| * access to communication and information networks | Accessibility of communication and information systems |
| * supportive relationships | 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/unemployment |
| * employment opportunities | Labour force participation |
| * equal career opportunities to people without disability | Income |
| * adequate income | Financial stress/access to emergency funds |
| * suitable living arrangements | Income sources |
| I can access affordable and secure housing that meets my needs. | 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: | Life expectancy and causes of death |
| * access early intervention services | Preventable illness, injury and death |
| * interact with health professionals who understand my needs | Avoidable hospitalisations |
| * afford the health services I need | Access to health services |
| My GP, hospital and other health care providers are accessible | Access to aged care facilities that meet their needs |
| I have the best possible: | Carer health and wellbeing |
| * health and wellbeing | Health behaviours |
| * mental health | 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: | Respect |
| * understand my rights and how to exercise them | Opportunity |
| * participate in local, state and national democratic processes | Disability-related discrimination |
| I have equal treatment in the legal and justice systems to people without disability | Community safety |
| I feel safe from violence, fear, exploitation, abuse and neglect | Ability to participate as equal citizens |
| I am not discriminated against because of my disability | 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: | Participation in formal and informal education (people age 15-64) |
| * a teacher who understands my needs | Educational attainment |
| * continued access to learning in formal and informal settings | Engagement in early childhood education |
| I am: | School attendance |
| * supported to reach my full educational potential | Engagement in further education – vocational, tertiary |
| * prepared for the transition from early childhood education to school to further education, vocational education or employment | Adult literacy/numeracy |
| I can: |  |
| * access a mainstream school, higher education institution or childhood education institution that is welcoming and inclusive |  |
| * get to education facilities easily |  |

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