

18 December 2020

Dear National Disability Strategy Governance and Engagement Section

Re: Public consultations for the NDS and NDIS Outcomes Frameworks

The Disability Housing Outcomes Framework (DHOE) Steering Committee, which includes Specialist Disability Accommodation (SDA) and Supported Independent Living (SIL) providers together with the leadership of Social Ventures Australia (SVA) Consulting, welcomes the opportunity to respond to the draft of the NDS and NDIS outcomes framework. The DHOE is an industry-led initiative, with the following organisations members of the DHOE Steering Committee: Life Without Barriers, Aruma, Claro, SVA Consulting, BlueCHP, Housing Choices Australia, Good Housing, and DPN Casa Capace. We are a group of organisations with expertise across the disability sector including in disability housing. Collectively, the SIL providers represent more than 16,000 clients nationally including urban, regional, and remote settings, and the SDA providers over 2,000 planned or built disability dwellings. The DHOE has also been working in partnership with key individuals and organisations from across the sector, including people with disability, representative peak bodies, providers, funders, and academics.

Our approach puts people with disability at the centre and seeks to support providers and funders to understand how they are creating good outcomes for people with disability, and where there are opportunities to improve practice as individual organisations and as a sector. Recognising the historical and current experiences of trauma, neglect, and abuse of people with disability, we have embedded the voices of lived experience throughout the process and the DHOE itself, while working in partnership with a consortium of players across the ecosystem.

We understand that outcomes management and the development of sector wide frameworks is complex and requires extensive engagement and codesign with numerous stakeholders to ensure that the outcomes, indicators, and measures are meaningful, practical, and relevant. We are working in partnership with key stakeholders across the sector to develop an understanding of what good looks like with respect to disability housing, through the codesign of a common outcomes framework for disability housing. We see this as a gap in the sector and something critical to ensure the disability housing market develops in a way that truly improves outcomes for people with disability.

The purpose of the DHOE is to:

- Support an improved understanding of what good looks like across disability housing, with a focus on understanding the relationship between SDA and in-home supports (SIL)
- Support organisations to adopt an outcomes-focused approach to disability housing
- Promote consistency in the measurement and evaluation of activities and impact, including a common language with regards to outcomes, indicators, and levers
- Facilitate a learning culture within organisations and across the sector to understand what works to guide future development of the market

Three key questions were considered in determining the structure of the DHOE, and which outcomes, indicators, and levers to include.

1. **Is it meaningful for people with disability?** How does it consider the diverse experiences and contexts of people with disability including cultural background, type of disability, location, and age?

2. **Is it useful for providers to prove and improve what they are doing?**
3. **Is it practical to implement?** Can data collection be simplified to ensure it is not overly complex or burdensome for people with disability and their formal or informal supports?

Based on extensive consultations and evidence of best and emerging practice, the DHOF centres around six outcomes which reflect core values of choice and control, and what matters most for people with disability to live a good life. These six outcomes are:

- **Daily living:** People with disability are in control of their daily living routings
- **Health:** People with disability are physically, mentally, and emotionally healthy and can access health services
- **Relationships & Community:** People with disability have healthy relationships at home and are connected to their community
- **Rights & Voice:** People with disability can exercise their rights and responsibilities, and have valued roles in community
- **Independence:** People with disability have choice and control over decisions about their lives
- **Stability & Safety:** People with disability are comfortable in their home and safe from physical and psychological harm

Eight common indicators have been selected to understand progress towards these outcomes, including both self-reported and observable measures, with a more extensive indicator bank provided to support providers develop a deeper understanding of their impact. The DHOF also articulates key levers – decisions, actions, and activities – available to providers to influence or amplify outcomes for people with disability, so that they can better understand the impact of their model, and where there are opportunities to improve.

We note that DHOF is focussed on a particular element of a person's life – their home environment – while the NDS and NDIS framework is seeking to measure and report on the effectiveness of the new National Disability Strategy and NDIS overall. Nonetheless, we believe there is an opportunity to further refine the draft outcomes and indicators articulated in the NDS and NDIS outcomes framework to ensure they are reflective of what matters most for people with disability to live a good life, and what is going to be most helpful for the sector to learn and understand in order to improve practice.

We have provided a copy of the Disability Housing Outcomes Framework for your consideration. We thank you for the opportunity to respond to this draft and welcome the opportunity to discuss our insights further should you be interested.

Yours sincerely,

Anna Ashenden
Disability Housing Outcomes Framework Project
Lead
aashenden@socialventures.com.au

Simon Faivel
Disability Housing Outcomes Framework Project
Director
sfaivel@socialventures.com.au

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