



**Australian Government**  
**Department of Social Services**

# ILC Program Performance Measurement Framework Outcomes Framework

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## Preface

The ILC Outcomes Framework has been developed by Social Ventures Australia through the generous support of many people who shared their time, knowledge and experiences. We are grateful for the support of all those who contributed towards this work, particularly the Sector Advisory Panel and the individuals and organisations who participated in consultations.

## List of abbreviations

<b>Abbreviation</b>	<b>Definition</b>
<b>DESE</b>	Department of Education, Skills and Employment
<b>DPO/FO</b>	Disabled Peoples Organisations/Families Organisations
<b>DSS</b>	Department of Social Services
<b>ECP</b>	Economic and Community Participation
<b>ICB</b>	Individual Capacity Building
<b>ILC</b>	Information, Linkages and Capacity Building
<b>LAC</b>	Local Area Coordination
<b>MCB</b>	Mainstream Capacity Building
<b>NDIA</b>	National Disability Insurance Agency
<b>NDIS</b>	National Disability Insurance Scheme
<b>NIP</b>	National Information Program
<b>PMF</b>	Performance Measurement Framework
<b>ADS</b>	Australia's Disability Strategy 2021-2031

# Introduction

## Background and context

### What is the ILC Program

The Information, Linkages and Capacity Building (ILC) Program funds projects in the community that benefit all people with disability across Australia. This includes people who are not eligible for the NDIS. It also has benefits for the families, carers, and supporters of those people.

The ILC program funds organisations to run projects that aim to:

- create connections between people with disability and their community
- develop the capabilities, knowledge, and confidence of people with disability
- drive access to community and mainstream services
- build the capacity of these services to be more inclusive and accessible.

The ILC Program aligns with *Australia's Disability Strategy 2021-2031*<sup>1</sup> (ADS). The ADS is a plan to ensure people with disability can participate as equal members of society, and continuing to improve the lives of people with disability in Australia over the next ten years.

The Department of Social Services (DSS) is in charge of the ILC Program. It also involves Local Area Coordination services (LAC). The National Disability Insurance Agency (NDIA) is in charge of LAC services.

The ILC program has four key grant funding streams:

- **Individual Capacity Building (ICB)** – helps people with disability, their families and carers to access peer support, mentoring and other ways to build skills
- **National Information Program (NIP)** – provides easy to understand, relevant and timely information on supports and services to people with disability, their families and carers
- **Mainstream Capacity Building (MCB)** – improves the capacity of mainstream services to include people with disability, increasing accessibility and use of these services
- **Economic and Community Participation (ECP)** – improves pathways to employment and increasing participation in the community for people with disability.

### The Performance Measurement Framework

The ILC Program has a Performance Measurement Framework (PMF). It aims to help organisations and DSS create better outcomes for people with disability. It does this by describing the outcomes that are being created by the ILC Program and the projects it funds, and helping track the outcomes over time. As part of this, the PMF aims to improve how data is measured, captured and shared, making the data more

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<sup>1</sup> Commonwealth of Australia, Department of Social Services. 2021 *Australia's Disability Strategy 2021–2031*

useful for DSS, the organisations that get grants and the community. The PMF describes how the Outcomes Framework is implemented in practice.

The PMF aligns with the ADS. It shows how the different parts of the ILC work together to create impact for people with disability.

## Principles for creating the Performance Measurement Framework

The PMF follows these guiding principles:

- **Centring the voice of people with disability** – people with disability had a say in creating the PMF. They helped to define the outcomes, what data is collected, and how data is collected. This will help make sure the PMF is easy to use.
- **Evidence-informed** – the PMF has been built by looking at outcomes and indicators we already know work. It also includes new outcomes and indicators.
- **Collaboration and common language** – the PMF has been created with people across the disability ecosystem. This will make sure that we define and measure outcomes that are important for people with disability.

The PMF is designed to be used by all organisations that get ILC funding, no matter how big or small. It will help understand how the ILC program is changing people's lives. This means DSS and the organisations that get funded will be able to improve their work. It will also help understand how grant activities are going. The PMF is flexible so that it can change if things are different in the future. The Performance Measurement Framework is optional and has been created for organisations who would like to improve how they measure and capture data.

## The Outcomes Framework

### Purpose of the Outcomes Framework

The Outcomes Framework is an important part of the PMF. It describes the changes to people's lives that each program stream will create.

### How it will be used

The Outcomes Framework will:

- Outline the outcomes and impact of the ILC Program and each grant stream
- Show how each grant stream contributes towards the overall ILC program
- Helps organisations understand the ILC program and the outcomes it wants to create. This can help when applying for funding, delivering activities, and reporting back to DSS.

## How the Outcomes Framework was developed

The Outcomes Framework was made by listening to many people. This includes a Sector Advisory Panel, organisations in the disability sector, and the wider disability community. It also builds on other people's research, and on older frameworks and reports for the ILC Program. A list of the listening activities can be found in Appendix A.

The Sector Advisory Panel is a group of people that came together to help advise how we create the PMF. It includes disability community representative organisations, industry peaks and an academic advisor. They provided ideas and guidance. A full list of panel members can be found in Appendix B.

# Navigating the Outcomes Framework

## Key elements

The Outcomes Framework has theories of change for each program stream and one for the whole ILC program. A theory of change is a story of how a program or project makes a difference in the world. Each theory of change has the following:

- **Issue.** The key issues the program stream is trying to solve
- **Impact.** The overall impact that the ILC program wants to create
- **Activities.** The core activities that are funded
- **Beneficiaries.** The key people for whom the program stream seeks to create change
- **Outcomes.** The change that we hope to see as a result of the activities
- **Outcome domains.** Higher-level groupings of outcomes for each program stream.

## Beneficiaries of the ILC program

The main goal of the ILC program is to make positive change for people with disability across Australia. There will also be some outcomes created for the other groups of people in the list below. The end goal is to improve the lives of people with disability.

- **People with disability**, recognising the very different experiences across gender, cultural background, geography, age, type of disability and First Nations communities
- **Families, supporters and unpaid carers** of people with disability
- **Disabled Peoples and Families Organisations (DPO/FOs)**, run for and by people with disability and/or their families. This means most of the members, as well as the board, are people with disability or their family members.
- **Disability service providers**, that provide services for people with disability. This includes paid support workers
- **Mainstream service providers**, that provide services to the community that are not just for people with disability. This can include schools and education, banking, healthcare, early learning and housing.
- **Community**, including the broader community, community organisations and businesses that employ people with disability

## How will the Outcomes Framework be relevant for diverse communities?

People with disability are not all the same. They can have different experiences, wants and needs. For example, First Nations people can have different needs than non-First Nations people. The same is true for:

- people from different cultural backgrounds
- people of different sexual orientations
- people with different types of disability
- people of different age groups
- people that live in regional and remote areas.

The Outcomes Framework aims to apply to all people with disability. But it also needs to be simple and easy to use. To do this, the outcomes in this framework are the same for everyone. But the indicators that organisations use to measure these outcomes may differ. In this way, organisations can measure their outcomes in a way that makes sense for the people that they work with.

For example:

- An Aboriginal community controlled organisation helps people with disability stay connected to their culture and community. They can select the outcomes “Increased sense of belonging and connection” or “Greater opportunities to participate in community”. To measure these, they can create their own questions, relating them back to the outcomes in this framework. They might ask people about “Connection to their culture” and “Staying on country”.
- A migrant resource centre helps communities connect to their culture through an event. They might select outcomes around “Increased sense of belonging and connection”. To measure this, they might ask people about “Connection to their culture”.
- A local council helps a community fair to be more welcoming and inclusive of children with disability. They might select outcomes around “Greater opportunities to participate and contribute in the community”. To measure this, they might ask children or their family about “Chances to be involved in community events”.
- A charity works with a fitness program in a rural community to make them more accessible to people with disability. They might select the outcome “Greater engagement and trust in services and community activities”. To measure this, they might ask about “Time spent in the local community”.

## Other considerations for the Outcomes Framework

- We have shared the outcomes in two formats below, written into the body of this document, commencing under the heading 'Overall ILC program outcomes', and as a diagram starting from page 10. This makes it easier to read. The only difference between them is that the diagram shows which outcomes lead to others.
- To keep the Outcomes Framework simple, the links between the outcomes for different groups of people have not been shown in detail. We know that, in reality, the outcomes for some groups of people are essential to create outcomes for others. This has been shown at a high level in the visual charts through arrows between stakeholder groups.
- We know that each person experiences outcomes differently, and that the time needed to achieve these outcomes will vary. The outcomes are laid out from shorter-term to longer-term. The meaning of 'long term' may differ by outcome and by person. Also, in reality, outcomes might not happen in this order.
- It is likely that grant activities often won't be able to measure long-term outcomes, as these often take years to create. They have been included to show the long-term goals of the ILC program.
- The ILC program does many things, which means that not all outcomes will be relevant to everyone. For example, not everyone will have goals to be leaders in their community, but for others it is important.

## Alignment with the Australian Disability Strategy

The outcomes created through the ILC program align and work towards the Outcome Areas identified in the ADS.<sup>2</sup> The way the ILC program contributes to the ADS is shown after the outcomes are listed, with each outcome domain of the grant streams linking to an outcome area of the ADS.

All of the outcomes fall into one or more domains. Each of these domains matches one of the outcome areas in the ADS. We show how they link together at the end of each theory of change. See Table 1 on page 13.

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<sup>2</sup> Commonwealth of Australia, Department of Social Services. 2021 *Australia's Disability Strategy 2021–2031 Outcomes Framework*

# Theories of change

## Overarching ILC program

This is a theory of change for the whole ILC program. This ILC theory of change shows how the high-level outcomes of each program stream work together to create change and achieve the broader goals.

### Funded activities

At a high-level, the ILC funds activities through the four key grant streams to achieve the intended outcomes

- Individual Capacity Building (ICB)
- National Information Program (NIP)
- Mainstream Capacity Building (MCB)
- Economic and Community Participation (ECP)

### ILC program beneficiaries

- People with disability
- Families, supporters, and unpaid carers
- DPO/FOs
- Mainstream service providers
- Community, including employers and community organisations

### Overall ILC program outcomes

The shorter-term outcomes include:

- DPO/FOs are effective in supporting and empowering people with disability
- People with disability, their families, supporters and unpaid carers are connected and have the information they need to make meaningful choices and decisions
- Communities and employers are inclusive, accessible and welcoming of people with disability
- Mainstream services are inclusive, accessible and welcoming of people with disability

The medium-term outcomes include:

- Families, supporters and unpaid carers have greater resilience, capacity and capability to support people with disability
- People with disability have the skills and confidence to self-advocate, lead and contribute
- People with disability have greater independence, resilience, choice and control

- People with disability meaningfully engage, participate and benefit from the same services, community and economic activities as those without disability

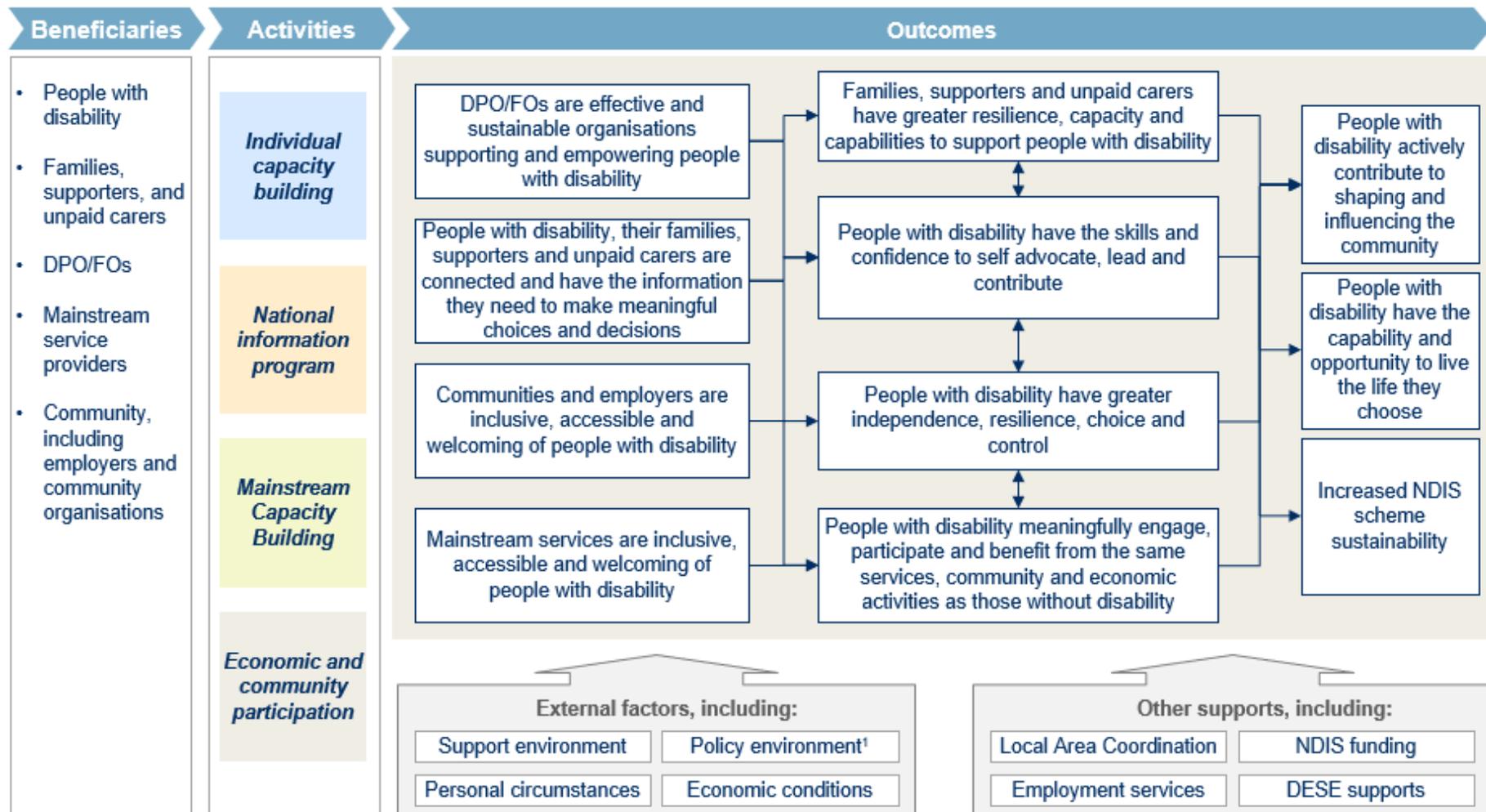
Longer-term outcomes include:

- People with disability actively contribute to shaping and influencing the community
- People with disability have the capability and opportunity to live the life they choose
- Increased sustainability of the NDIS scheme

These outcomes are affected by many things outside of the ILC program. This includes the level of support someone gets, their wealth, their community or what the government is doing. Outcomes can also be shaped by other supports, including LAC, NDIS funding, employment services and DESE support.

Figure 1 on the following page shows these outcomes visually.

## Outcomes of the ILC program



1. The continued existence of basic disability supports provided by all levels of government affects the effectiveness of the ILC program

Figure 1 ILC Program theory of change

**Table 1. The ADS Outcome Areas**

<b>Outcome Areas</b>	<b>Description</b>
<b>Personal and community support</b>	People with disability have access to a range of supports to assist them to live independently and engage in their communities.
<b>Safety, rights and justice</b>	The rights of people with disability are promoted, upheld and protected, and people with disability feel safe and enjoy equality before the law.
<b>Health and wellbeing</b>	People with disability attain the highest possible health and wellbeing outcomes throughout their lives.
<b>Community attitudes</b>	Community attitudes support equality, inclusion, and participation in society for people with disability.
<b>Employment and financial security</b>	People with disability have economic security, enabling them to plan for the future and exercise choice and control over their lives.
<b>Education and learning</b>	People with disability achieve their full potential through education and learning.
<b>Inclusive homes and communities</b>	People with disability live in inclusive, accessible and well-designed homes and communities.

## Individual Capacity Building stream

### Issue

We want to build an inclusive world in which all people with disability can thrive. To do this, we can support people with disability by increasing their skills, confidence and opportunities to participate and live their lives in the way they want.

### Impact

- People with disability have the skills and confidence to meaningfully participate in, and contribute to the community.
- People with disability have choice and control in their lives, in protecting their rights and influencing the community and systems around them.

### Activities

Providing access and opportunities to learn important skills, make new connections, have peer support and mentoring.

### Priority beneficiaries

- People with disability
- Families, supporters and unpaid carers
- DPO/FOs

### Individual Capacity Building outcomes

There are a different set of outcomes for each priority beneficiary. **Figure 2** on the following pages provides a visual depiction of these outcomes.

### Outcomes for people with disabilities

The **short-term** outcomes are:

- Increased skills and knowledge:
  - About disability rights and self-advocacy
  - To socially connect and develop meaningful relationships
  - To participate in education
  - To enable greater independence
  - To lead and contribute
- Greater opportunities to participate, lead and contribute in the community
- Greater opportunities to connect with peers, and maintain natural relationships

The **medium-term** outcomes are:

- Increased confidence
- Increased informed and meaningful decision-making
- Increased independence, choice and control
- Increased motivation to participate, lead and contribute in the community
- Increased social engagement with peers for knowledge, support and wellbeing

The **long-term** outcomes are:

- Increased self-advocacy and empowerment
- Increased connection to community and sense of belonging
- Greater role in influencing, leading and contributing to the community
- Increased resilience and safety
- People with disability are represented in leadership and high-profile positions

### **Outcomes for family members, supporters and unpaid carers**

The **short-term** outcomes are:

- Increased skills and knowledge:
  - To support people with disability to self-advocate
  - To advocate on behalf of people with disability
  - To support people with disability to have greater independence, choice and control
  - To provide care and support to people with disability
  - In self-care and resilience
- Greater opportunities to connect with peers and the broader community, and maintain natural relationships

The **medium-term** outcomes are:

- Greater capability to support, through:
  - Increased ability to support people with disability to self-advocate
  - Increased ability to support people with disability to have greater independence, choice and control
  - Increased ability to provide care and support to people with disability
- Improved mental health
- Increased social engagement with peers for knowledge, support and wellbeing

The **longer-term** outcomes are:

- Effectively support people with disability to participate, contribute and self-advocate
- Increased resilience and capacity to sustainably support people with disability
- Greater wellbeing
- Increased connection to community and sense of belonging

## Outcomes for DPO/FOs

The **short-term** outcomes are:

- Increased skills and knowledge to operate effectively, including leadership and governance
- Increased skills and knowledge to effectively empower the voices of people with disability

The **medium-term** outcomes are:

- Effectively deliver on the strategic priorities of the ILC grants program
- Effectively deliver on own strategic priorities
- Effectively advocate for people with disability, family, supporters and unpaid carers
- People with disability are centred in organisational decision-making and leadership

The **longer term** outcomes are:

- Effectively support people with disability to participate, contribute and self-advocate
- Effectively drive change towards an inclusive and accessible society

## Outcome domains

Each of the outcomes above falls under an outcome area, or domain, which aligns with the ADS.

**Table 2. Individual Capacity Building – outcomes domains and alignment to the ADS for people with disability**

Domain	ADS Outcomes Areas
Belonging and connection	Personal and community support
Self-advocacy and empowerment	Safety, rights and justice
Influencing, leading and contributing to the community	Community attitudes
Resilience and safety	Safety, rights and justice

**Table 3. Individual Capacity Building - outcomes domains and alignment to the ADS for families, supporters and unpaid carers**

<b>Domain</b>	<b>ADS Outcomes Areas</b>
Effectively supporting people with disability to participate, contribute and self-advocate	Safety, rights and justice
Resilience and capacity to sustainably provide support	Personal and community support
Greater wellbeing	Health and wellbeing
Increased belonging and connection	Personal and community support

**Table 4. Individual Capacity Building - outcomes domains and alignment to the ADS for DPO/FOs**

<b>Domain</b>	<b>ADS Outcomes Areas</b>
Well-run and sustainable organisations	Safety, rights and justice
Effectively support people with disability to participate, contribute and self-advocate	Safety, rights and justice
Effectively drive change towards an inclusive and accessible society	Safety, rights and justice

## Outcomes of the Individual Capacity Building stream

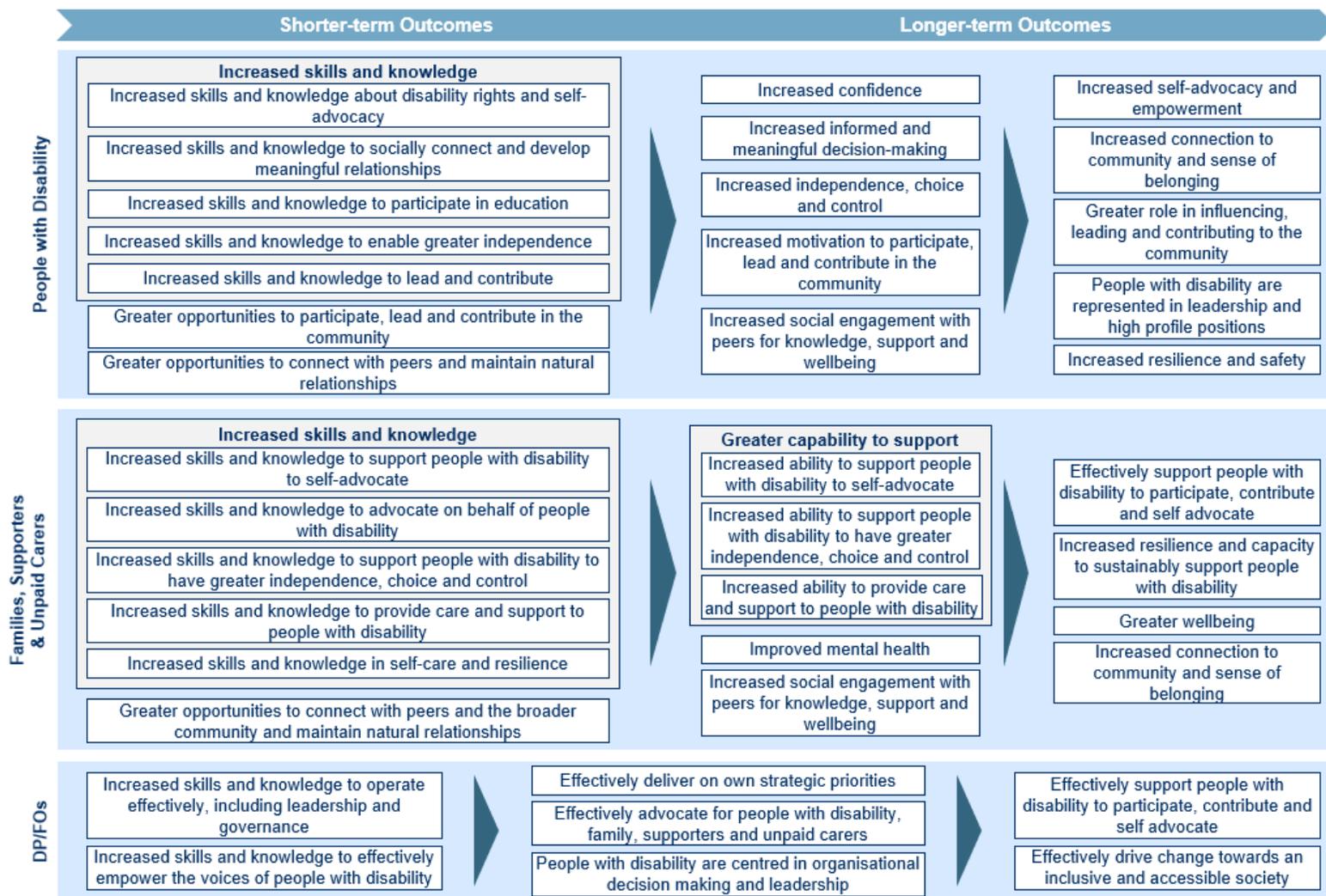


Figure 2. Individual Capacity Building – Visual Representation of Outcomes

# National Information Program

## Issue

There is a lack of quality and trusted information for people with disability, their families and supporters. A lot of information is not easy to read or not up to date. This makes it harder for people with disability to make good choices, live the lives they want to live and engage in the world around them.

## Impact

- People with disability, their families, supporters and unpaid carers have the information they need to make meaningful choices and decisions
- People with disability have choice and control in their lives to participate, contribute and influence the world around them

## Activities

Providing information that is useful and meets the needs of people with disability, their families and supporters.

## Priority beneficiaries

- People with disability
- Families, supporters, and unpaid carers
- Services – including disability service providers, mainstream service providers and community services

## Outcomes for the National Information Program

There are a different set of outcomes for each priority beneficiary. **Figure 3** on the following pages provides a visual depiction of these outcomes.

### **Outcomes for people with disabilities**

The **short-term** outcomes are:

- Greater access to quality information that is relevant, accessible, trusted and timely
- Greater awareness of available information
- Engaged as knowledge holders and important partners in driving inclusion and accessibility

This information leads to:

- Increased knowledge of disability rights
- Increased knowledge of opportunities, services and community activities, including how to access them
- Services and community activities that are more inclusive

The **medium-term** outcomes are:

- Increased informed and meaningful decision-making
- Increased independence, choice and control
- Greater opportunities and options in services and community activities
- Better able to navigate and access services and community activities

The **long-term** outcomes are:

- Greater engagement and trust in services and community activities
- Increased self-advocacy and empowerment
- Greater role in influencing, leading and contributing to the community
- Increased resilience and safety
- Greater economic, social and community participation

### **Outcomes for families, supporters and unpaid carers**

The **short-term** outcomes are:

- Greater access to quality information that is relevant, accessible, trusted and timely
- Engaged as knowledge holders and important partners in driving inclusion and accessibility

This information leads to...

- Increased knowledge of disability rights, opportunities, services and community activities
- Services and community activities are more inclusive

The **medium-term** outcomes are:

- Feel informed and supported at all stages of the journey and across the life course
- Better able to navigate and access services and community activities

The **long-term** outcomes are:

- Effectively support people with disability to participate, contribute and self-advocate
- Increased resilience and capacity to sustainably support people with disability
- Greater engagement and trust in services and community activities

### **Outcomes for disability, mainstream and community service providers**

The **short-term** outcomes are:

- Increased skills and knowledge of how to provide information in a way that is relevant, accessible, and timely
- Increased skills, knowledge and networks to make effective referrals
- Greater awareness of people with disability, their families and supporters as experts in their own lives

The **medium-term** outcomes are:

- Active involvement of and collaboration with people with disability to drive inclusion, accessibility
- Information comes from trusted, relevant and stable sources that are accessible to people with disability

## Outcome domains

Each of the outcomes is part of an overall domain that aligns with the ADS.

**Table 5. National Information Program - outcomes domains and alignment to the ADS for people with disability**

Domain	ADS Outcomes Areas
Resilience and safety	Safety, rights and justice
Engagement and trust in services and community activities	Inclusive homes and communities
Influencing, leading and contributing to their community	Community attitudes
Economic, social and community participation	Employment and financial security
Self-advocacy and empowerment	Safety, rights and justice

**Table 6. National Information Program - outcomes domains and alignment to the ADS for families, supporters and unpaid carers**

Domain	ADS Outcomes Areas
Effectively supporting people with disability to participate, contribute and self-advocate	Safety, rights and justice
Resilience and capacity to sustainably provide support	Personal and community support
Engagement and trust in services and community activities	Inclusive homes and communities

Domain	ADS Outcomes Areas
Collaboration with people with disability to drive inclusion and accessibility	Community attitudes
Information and referrals come from trusted, stable, relevant and accessible sources	Education and learning

### Outcomes of the National Information Program

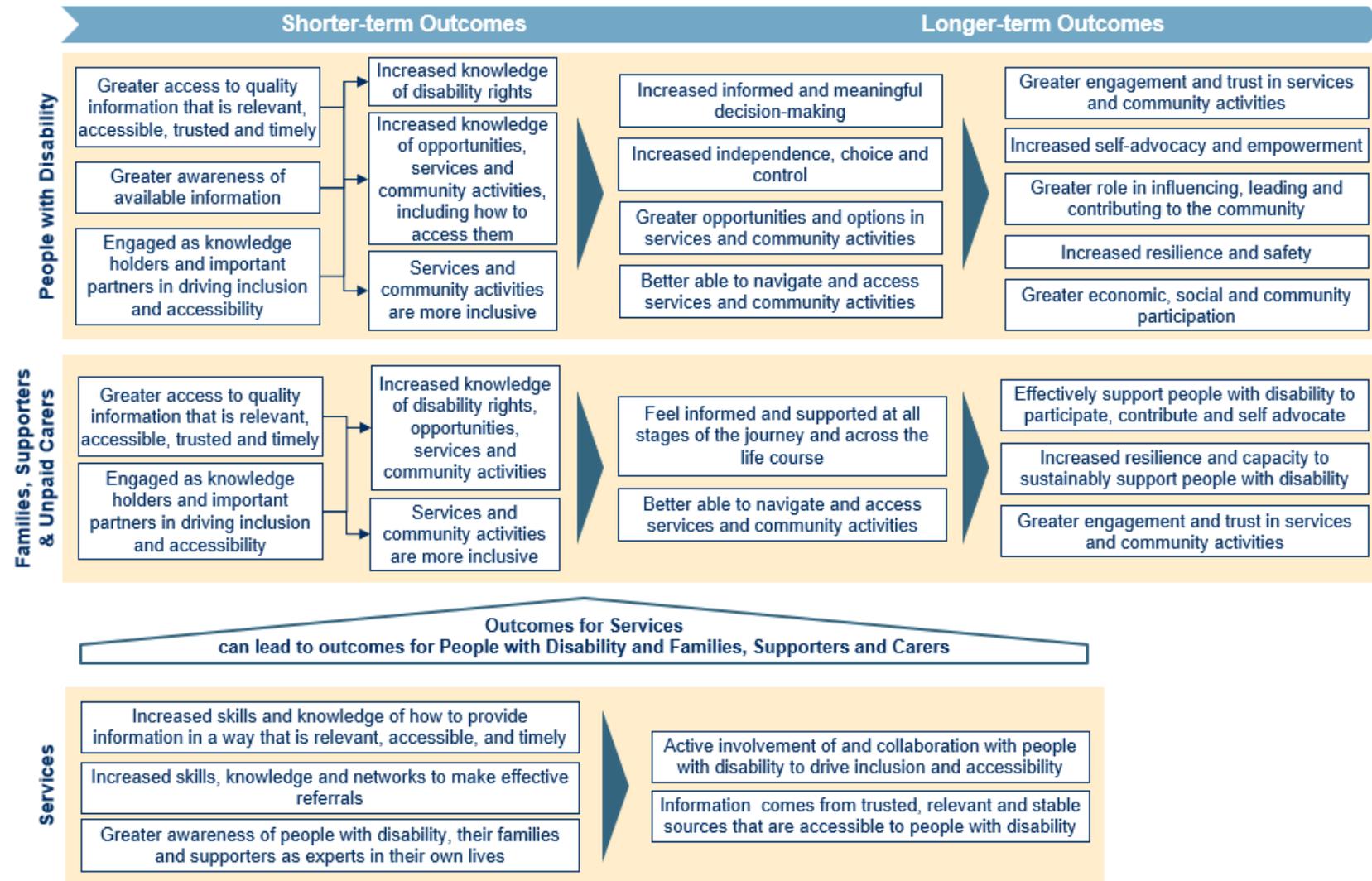


Figure 3. National Information Program - Visual Representation of Outcomes

# Mainstream Capacity Building Program

## Issue

Mainstream services are services that are used by all people, like banks or schools. They are often not accessible and don't provide support for people with disability in a way that is useful or meets their needs. This can have a big impact on life outcomes. It can be driven by a lack of skills, knowledge and the ways of working in services.

## Impact

- People with disability use and benefit from the same mainstream services as people without disability

## Activities

Helping mainstream services build their skills, knowledge and ways of working, so that they meet the needs of people with disability.

## Priority beneficiaries

- Mainstream Service Providers
- Families, supporters, and unpaid carers
- People with disability

## Outcomes for Mainstream Capacity Building

There is a different set of outcomes for each priority beneficiary. **Figure 4** on the following pages provides a visual representation of these outcomes.

### Outcomes for mainstream services

The **short-term** outcomes are:

- Increased knowledge and skills to effectively engage and support people with disability
- Greater awareness of the rights and capabilities of people with disability
- Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers
- Greater connections and networks with DPO/FOs and Disability Service Providers
- Greater opportunities to support people with disability

The **medium-term** outcomes are:

- Increased confidence to engage and support people with disability
- Increased positive attitudes towards people with disability
- Greater ability to create and improve services that effectively support people with disability
- Increased partnerships with DPO/FOs and Disability Service Providers

The **long-term** outcomes are:

- Mainstream services are inclusive, accessible and welcoming of people with disability
- Mainstream services are advocates for inclusive practices
- Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers

### **Outcomes for people with disability**

The **short-term** outcome is:

- Engaged as knowledge holders and important partners in driving inclusion and accessibility

The **medium-term** outcomes are:

- Greater access to mainstream services that are accessible, inclusive and relevant
- Positive experiences using mainstream services
- Greater confidence using mainstream services
- Feel included, supported and safe using mainstream services

The **long-term** outcomes are:

- Experience high-quality support from mainstream services
- Greater independence, choice and control
- Decreased reliance on disability specific services

### **Outcomes for families, supporters and unpaid carers**

The **short-term** outcome is:

- Engaged as knowledge holders and important partners in driving inclusion and accessibility

The **medium-term** outcome is:

- Greater access to mainstream services that are accessible, inclusive and relevant

The **long-term** outcome is:

- Greater ability to use mainstream services with the people they support

### **Outcome domains**

Each of the outcomes is part of an overall domain that aligns with the ADS.

**Table 8. Mainstream Capacity Building - Outcome domains and alignment to the ADS for mainstream services**

Domain	ADS Outcomes Areas
Confidence to engage and support people with disability	Community attitudes
Positive attitudes towards people with disability	Community attitudes
Ability to create and improve services that support people with disability	Community attitudes

**Table 9. Mainstream Capacity Building - Outcome domains and alignment to the ADS for people with disability**

Domain	ADS Outcomes Areas
Mainstream services are better suited to people with disability	Inclusive homes and communities
People with disability have the confidence and opportunity to use mainstream services	Education and learning

**Table 10. Mainstream Capacity Building - Outcome domains and alignment to the ADS for families, supporters and unpaid carers**

Domain	ADS Outcomes Areas
Greater ability to use mainstream services	Inclusive homes and communities

## Outcomes of the Mainstream Capacity Building Program

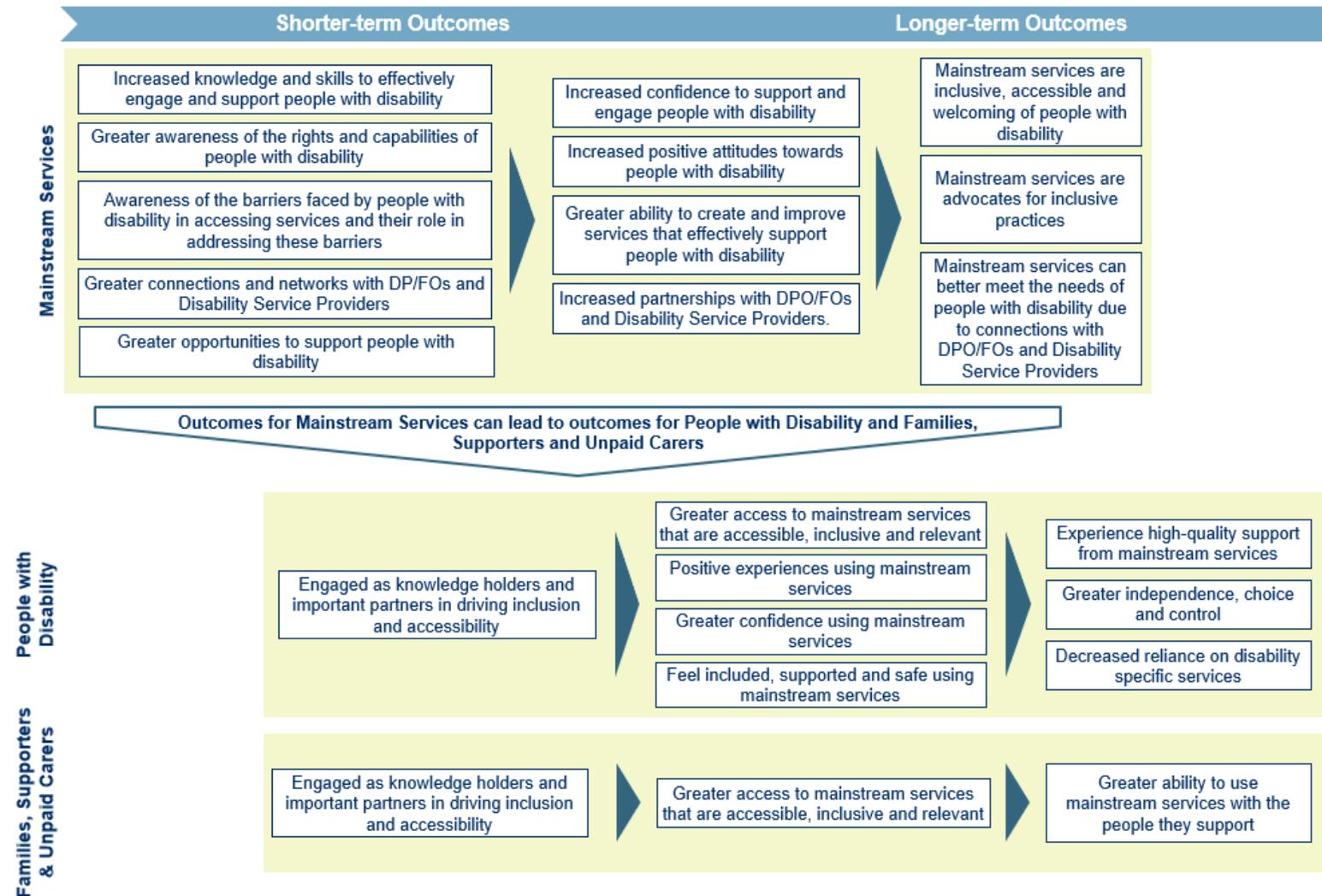


Figure 4. Mainstream Capacity Building - Visual Representation of Outcomes

# Economic and Community Participation Program

## Issue

People with disability often face barriers to getting jobs and being able to participate and be active members in their community.

## Impact

- People with disability meaningfully participate, use and benefit from the same community and economic activities as those without disability.
- People with disability have the choice and control in their lives to contribute to and influence the world around them.

## Activities

Providing ways for people with disability to connect and engage with jobs, events and activities in society.

## Priority beneficiaries

- Community, including the broader community, organisations that provide community events and facilities, and businesses that employ people with disability
- People with disability
- Families, supporters, and unpaid carers

## Outcomes for Economic and Community Participation

There is a different set of outcomes for each priority beneficiary. **Figure 5** on the following pages provides a visual representation of these outcomes.

### Outcomes for the community

The **short-term outcomes** are:

- Employers and community organisations have the knowledge and skills to be inclusive and accessible
- Employers and community organisations have greater awareness of the rights and capabilities of people with disability
- The broader community is aware of the rights and capabilities of people with disability

The **medium-term** outcomes are:

- Increased confidence to engage and support people with disability
- Increased positive attitudes towards people with disability
- Active involvement of and collaboration with people with disability to drive inclusion and accessibility

- Employers and community organisations have greater motivation to be inclusive and accessible

The **long-term** outcomes are:

- Community organisations and employers are inclusive, accessible and welcoming of people with disability
- Community organisations and employers are advocates for inclusive practices

### **Outcomes for people with disability**

The **short-term** outcomes are:

- Increased skills and knowledge to participate in employment and volunteering
- Greater opportunities for employment and volunteering
- Greater opportunities to participate and contribute in the community
- Increased accessibility and inclusivity in communities and workplaces
- Increased motivation to participate and contribute in the community

The **medium-term** outcomes are:

- Increased employment of people with disability
- Engaged as knowledge holders and important partners in driving inclusion and accessibility
- Feel included, supported and safe in the workplace and community
- Increased social engagement with peers for knowledge, support and wellbeing
- Increased confidence to participate in employment and the community

The **long-term** outcomes are:

- Greater independence, choice and control
- Increased connection to community and sense of belonging
- Greater economic, social and community participation
- People with disability are represented in leadership and high profile positions

### **Outcomes for families, supporters and unpaid carers**

There are no short-term outcomes for families, supporters and carers. The **medium-term outcomes are:**

- Feel included, valued and welcomed as part of the community
- Greater opportunities to connect within the broader community
- Trust in employers and the community

The **longer** term outcomes are:

- Greater wellbeing
- Increased connection to community and sense of belonging
- Greater capacity to support people with disability to participate in employment and the community

\* See visual chart of outcomes below

## Outcome domains

Each of the outcomes is part of an overall domain that aligns with the ADS.

**Table 11. Economic and Community Participation - Outcome domains and alignment to the ADS for the community**

Domain	ADS Outcomes Areas
Confidence to support and engage people with disability	Community attitudes
Positive attitudes towards people with disability	Community attitudes
Collaboration with people with disability to drive inclusion and accessibility	Community attitudes

**Table 12. Economic and Community Participation - Outcome domains and alignment to the ADS for people with disability**

Domain	ADS Outcomes Areas
Belonging and connection	Inclusive homes and communities
Economic, social and community participation	Employment and financial security
Represented in leadership and high profile positions	Employment and financial security
Independence, choice and control	Safety, rights and justice

**Table 13. Economic and Community Participation - Outcome domains and alignment to the ADS for families, supporters and unpaid carers**

Domain	ADS Outcomes Areas
Greater wellbeing	Health and wellbeing
Belonging and connection	Inclusive homes and communities
Capacity to support participation	Personal and community support

## Outcomes of the Economic and Community Participation Program

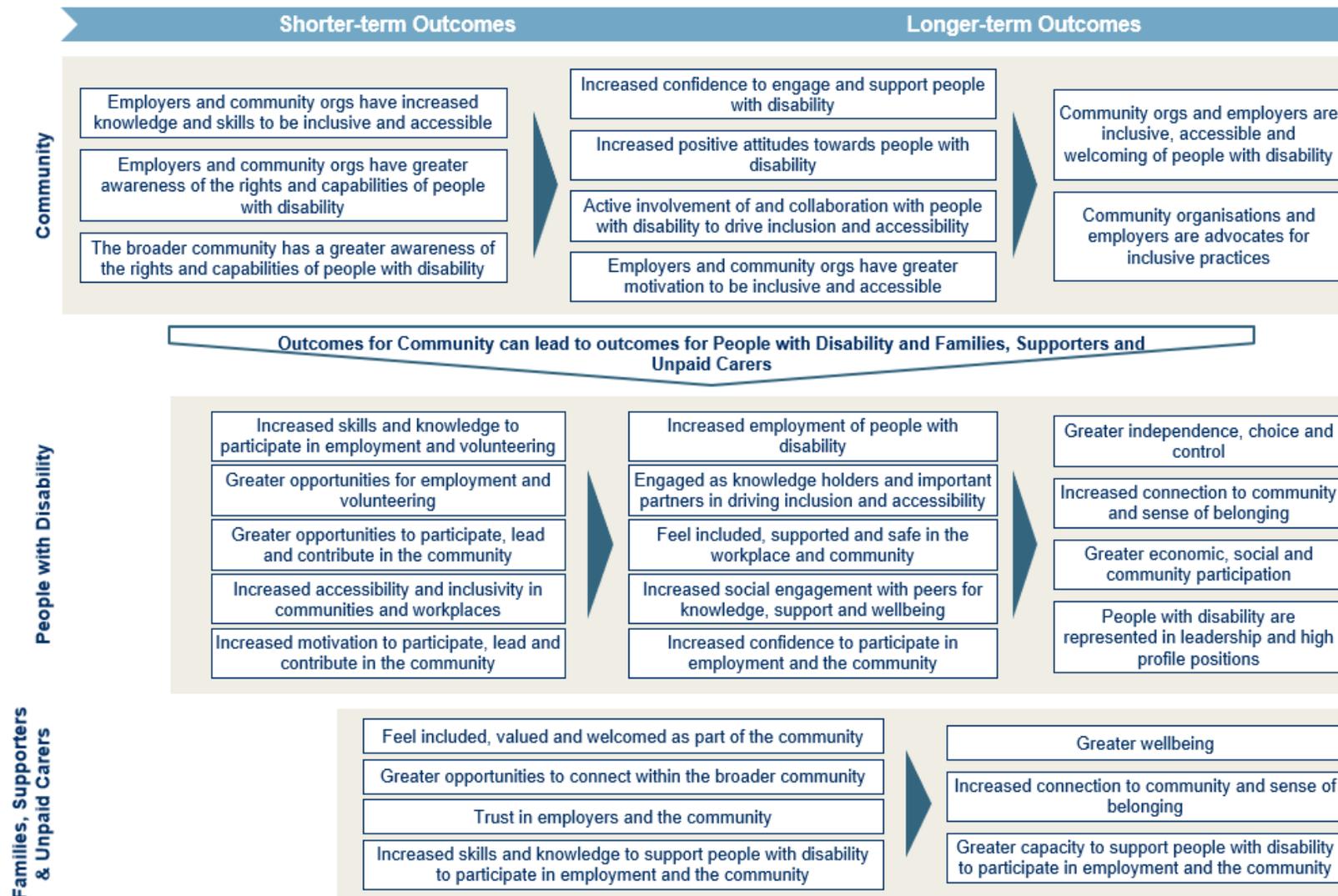


Figure 5. Economic and Community Participation Program - Visual Representation of Outcomes

## Appendix A: Consultation activities

This section lists the different groups of people we engaged, and how we listened to them when building this Outcomes Framework.

Consultations included:

- 6 x interviews / group interviews with key internal DSS and NDIA stakeholders
- 4 x workshops with the Sector Advisory Panel
- 10 x interviews with Sector Advisory Panel members
- Workshops with the disability community and sector:
- 4 x workshops with organisations
- 3 x workshops with people with disability
- 1 x workshop with families, supporters and unpaid carers
- 5 x interviews with people with disability and organisations

## Appendix B: Sector Advisory Panel

The Sector Advisory Panel was comprised of representatives from:

- People with Disability Australia (PWDA)
- Inclusion Australia
- First People's Disability Network (FPDN)
- Children and Young People with Disability Australia (CYDA)
- National Ethnic Disability Alliance (NEDA)
- Women with Disabilities Australia (WWDA)
- Carers Australia
- Ability First Australia (AFA)
- National Disability Services (NDS)
- Australian Federation of Disability Organisations (AFDO)
- An academic from Swinburne University