

# 1. Introduction

## 1.1 Purpose and scope

The purpose of this report is to provide a picture of how participants and their families and carers are progressing under the NDIS, based on information provided by them in interviews conducted as part of the NDIS outcomes framework. The results are intended to provide insight into how the Scheme is making a difference, and point to any areas where improvements may be required.

The outcomes framework is a key tool for monitoring progress towards aspiration 1 of the Corporate Plan 2017-21: “Better participant outcomes”.

## 1.2 Measuring outcomes

The outcomes framework measures participant and family/carer progress using a common set of questions for each life stage. This methodology allows results to be aggregated to enable an overall assessment of Scheme impact.

A broader view of outcomes needs to include measurement of other outcome dimensions such as participant goals and broader economic benefits. Whilst these other dimensions are not the main subject of this report, for completeness some components of the wider scope of outcomes measurement are discussed briefly in this section.

### 1.2.1 Participant goals

During the pre-planning process, participants choose their own goals, including objectives of the plan as well as medium to longer-term life goals.

Currently, progress against goals is assessed informally through reflection and discussion at subsequent plan reviews. However, development of a more formal measurement process is currently underway. A literature review of existing tools to measure goal attainment, including an assessment of their suitability for measuring NDIS participant goals, has been undertaken. A goal assessment framework, covering the key phases of goal negotiation, goal setting, and evaluation of goal achievement, has been proposed. The framework includes elements of existing tools and a recommendation to leverage existing Agency tools, such as the outcomes framework.

### 1.2.2 Outcomes framework

Measuring how participants are progressing in relation to their personal goals is an important part of plan review. The outcomes framework supplements this information by measuring progress towards a common set of accepted goals for each participant, so that the results can be aggregated to provide a picture of how and where the Scheme is making a difference. In addition, a common set of goals allows benchmarking to Australians without disability and to other OECD countries.

Analysis of how funded supports change in response to outcomes also contributes to effective monitoring of Scheme financial sustainability. For example, achieving increased independence should lead to a decrease in funded core supports.

The outcomes framework is discussed in more detail in Section 2.

### **1.2.3 Broader economic benefits**

The NDIS is expected to benefit the broader Australian economy, for example through increased participation in work for people with disability and their families and carers, reduced hospitalisations through improved support in the community, and reduced involvement with the justice system through improved outcomes for people with disability.

Linking NDIS participant data with other government data will enable assessment of these broader economic benefits. The NDIA has already established a link with Centrelink data, and is negotiating with other government bodies. Some information on participants receiving the DSP is included in this report.

The information collected via data linkages will feed into economic models. For example, Centrelink and ATO data will act as inputs to an economic model which has been developed to measure the impact on the Australian economy of participants and families/carers entering employment.

### **1.2.4 LAC, ECEI gateway and ILC**

The LAC, ECEI gateway and ILC share a common purpose of ensuring that people with disability are well supported by mainstream supports and in the community, thus lessening dependence on NDIS funded supports.

For ECEI, an evaluation framework and data collection tool to measure the success of the ECEI gateway has been developed. A review of this approach is currently underway.

For mainstream and community, work is underway to develop indicators to measure community accessibility and inclusiveness. The aim is for these indicators to be aggregated into an index which will allow comparisons between local communities.

### **1.2.5 Participant and family/carer satisfaction**

Since the start of trial, participants have provided anonymous feedback on their experience with the planning process, and this information is contained in the NDIA quarterly reports to the COAG DRC.

A project to enable collection of participant feedback across the whole pathway (access, plan approval, and plan review), and family carer/feedback, was undertaken in late 2017 to early 2018. The resulting questionnaires commenced roll out in September 2018. Results from the broader set of surveys will be included in future reports to the COAG DRC.

### **1.2.6 Provider sentiment and satisfaction**

A provider sentiment and satisfaction survey was developed and piloted with service providers registered in South Australia, over the period December 2017 to January 2018. A final set of 12 questions, including two headline indicators, was rolled out nationally in April 2018, and will be repeated in November 2018.

### **1.2.7 Participant rating of providers**

The outcomes framework will allow investigation of whether improved outcomes for a participant might be due to particular service provider(s). This approach, with the ultimate aim of producing provider league tables, is described in more detail in Section 13.

In addition to provider league tables, participants should be able to rate the service providers that they are receiving supports from. Mechanisms for collecting these data are being explored.