

## About the Outcomes Framework



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



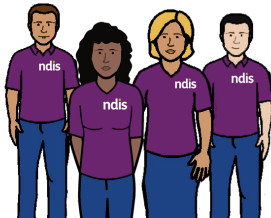
- find more information.

We will write contact information at the end of this book.

## Who wrote this book?



The **National Disability Insurance Agency** or NDIA wrote this book.

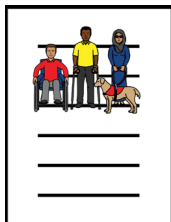


The NDIA manages the **National Disability Insurance Scheme** or NDIS.



The NDIS gives services and support to people with disability.

## About this book



This book is about the NDIS **Outcomes Framework**.

The Outcomes Framework helps measure the outcomes within the NDIS for

- participants
- family members
- carers.



## What is the Outcomes Framework?

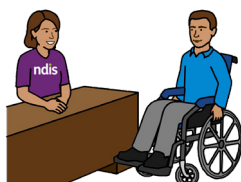


The Outcomes Framework is a list of questions about your life at different ages.

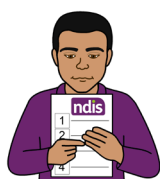


The Outcomes Framework is used to

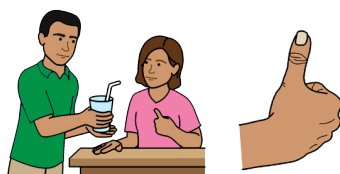
- measure progress towards NDIS goals



- show how and where the NDIS is helping



- check changes over time



- find what supports help good outcomes



- compare results with other population groups.

## Why measure outcomes?



There are 4 reasons why we need to measure outcomes.



We measure outcomes to

- support the NDIS Act 2013
- check if the NDIS works well
- follow plans and policies about including people with disability in the community
- check the progress of participants.



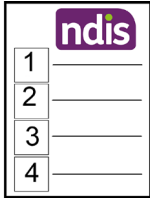
# How was the Outcomes Framework developed?



## 1. Desktop review

We reviewed

- frameworks that already existed
- population surveys that already existed.



## 2. Consulted with experts

We consulted with

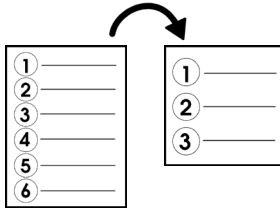
- the NDIA Independent Advisory Council
- experts
- participants
- family and carers.



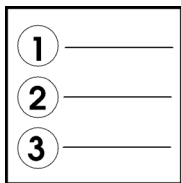
### 3. Pilot study



We interviewed 400 participants with family or carers.



The study told us that we needed a shorter question list.

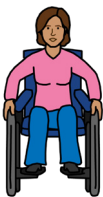


The Outcomes Framework includes a

- Short Form



- Long Form.

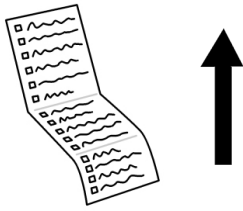


The Short Form has

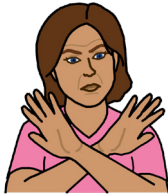
- 4 versions for participants
- 3 versions for family or carers.



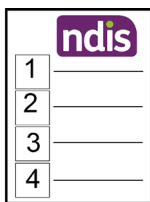
All participants should answer the Short Form.



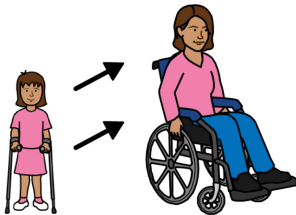
The Long Form has more questions than the Short Form.



Not every participant will have to do the Long Form.



The Outcomes Framework follows a **lifespan approach**.



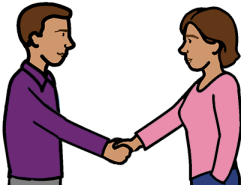
The lifespan approach means that we understand that changes may happen at any stage of life.



The lifespan approach helps guide the NDIS to support participants to reach their goals.



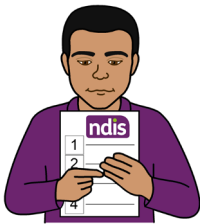
## How to use the Outcomes Framework



The outcomes question list is asked when a participant first enters the NDIS.



The answers from the questions are then used to compare to answers given at a plan review.

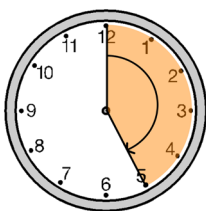


The outcome question list is asked at each NDIS plan review.



The questions can be asked

- in person
- over the phone.



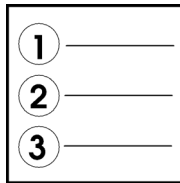
The outcome question list can take up to 25 minutes to finish.

# Outcomes Framework training

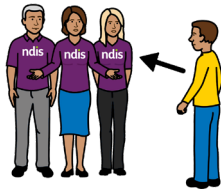


Staff are trained on

- how to use the Outcomes Framework



- how to use the Short Form.



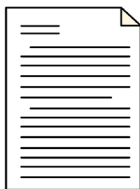
Staff are trained through

- the New Starter Program



- on the job training

- repeat training

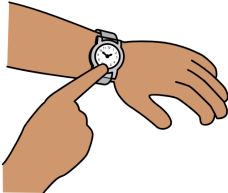


- a guide document.

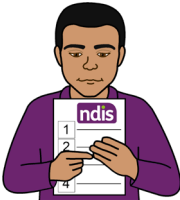
## How we report on outcomes



The success of the NDIS should be measured by the positive change for the participant.



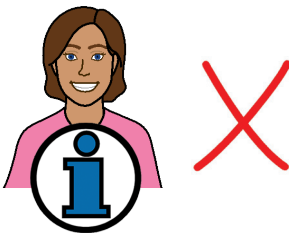
Some outcomes may take longer to see change.



We will review the outcomes to see if changes need to be made within the NDIS.



We will write reports on outcomes to help plan for future changes.



We do **not** write your personal information in the outcome reports.



You can read more about our outcome reports on our website.

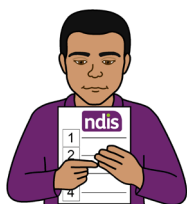
[data.ndis.gov.au/reports-and-analyses/  
outcomes-and-goals](https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals)

## About the Goal Attainment Framework

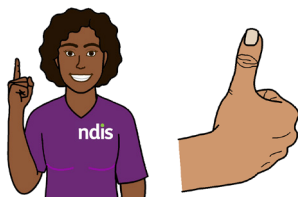


The Goal Attainment Framework was made to help

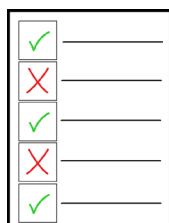
- set goals that are important to participants



- support the review of goals



- understand which services give better outcomes.



The Goal Attainment Scale Light model helps set goals and measure outcomes.



The Goal Attainment Scale Light may **not** be helpful for all participants.



## More information

For more information contact the  
National Disability Insurance Agency.

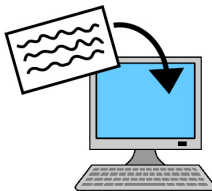


Call 1800 800 110



Website

[www.ndis.gov.au](http://www.ndis.gov.au)



Email [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



If you need help to speak or listen use the  
National Relay Service.

Call 1800 555 660



Website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)



Give the relay officer the phone number you  
want to call.



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