

# **Information, Linkages & Capacity Building (ILC)**

## **Outcomes Framework Discussion Starter**

**November 2016**

# Contents

1. Scope .....	3
2. Purpose .....	3
3. Background.....	4
3.1 Context.....	4
3.2 Commissioning for outcomes .....	4
4. Key Elements.....	4
4.1 The ILC Activity Outcomes .....	5
4.2 The Outcomes Measurement Approach .....	5
4.3 ILC Commissioning Evaluation Approach.....	6
Appendix A - The ILC Outcomes.....	7
Text version of the ILC Outcomes .....	8

# 1. Scope

All governments around Australia agreed to a policy framework for Information, Linkages and Capacity Building (ILC) in July 2015. The ILC Policy outlined the kinds of activities that would be funded in ILC in the future, grouped into four activity streams, or areas. The ILC Policy has now been given to the National Disability Insurance Agency (NDIA) to implement. We are doing that through the ILC Commissioning Framework. The ILC Commissioning Framework describes the outcomes expected from the four Activity Areas. The ILC Commissioning Framework is accompanied by the Community Inclusion and Capacity Development (CICD) Program Guidelines – Implementing Information, Linkages and Capacity Building (the CICD Program Guidelines).

This ILC Outcomes Framework describes the approach the NDIA will take to measuring and managing outcomes. We will do this to track the impact of ILC and to inform strategic investment decision making.

The ILC Outcomes Framework will apply to activities funded through the CICD Program Guidelines. The outcomes measurement approach described in this document will be used to determine the activity performance and reporting requirements of a Grant Agreement.

# 2. Purpose

The ILC Outcomes Framework outlines the outcomes expected from ILC funding and how they will be monitored, measured and evaluated. It also recognises that ILC aims to make a contribution to positive change at a number of levels – individual, organisational, in mainstream systems and in communities – in order to achieve the goal of an ordinary life for Australians with disability.

This document can be used by organisations when preparing an ILC grant application to consider:

1. which of the five ILC outcomes the proposed activity will contribute to and how; and
2. how progress to outcomes will be monitored, measured and reported by the organisation.

The ILC Outcomes Framework is a living document that will be refined over time as ILC is rolled out nationally. Feedback and ideas provided by the community, and the evidence collected, will inform future decision making. It is also designed to be a discussion starter within the sector to encourage conversation and ideas on what is important to measure and how the impact of ILC activities can best be captured.

We expect the Framework to change substantially over time as:

- people with disability increasingly tell us what supports really make a difference and we build and share this evidence in a transparent manner;
- organisations adjust to reasonable and necessary supports being available;

- the community has increased confidence to engage with the disability sector and suggest activities and strategies to support inclusion; and
- we generate evidence about the effectiveness of ILC activities in achieving outcomes and the key barriers and enablers.

## 3. Background

### 3.1 Context

The ILC Outcomes Framework has been developed in consultation with the NDIS Actuary and is aligned with the NDIS Outcomes Framework.

The ILC Outcomes Framework should be read in conjunction with the ILC Policy, ILC Commissioning Framework, and the CICD Program Guidelines. Information in the ILC Outcomes Framework can help organisations in their use of resources, such as the ILC Toolkit, when preparing their grant application and addressing the selection criteria outlined in the CICD Program Guidelines.

### 3.2 Commissioning for outcomes

The ILC Commissioning Framework (Consultation Draft) released by the NDIA in December 2015 outlined nine outcomes for ILC. Feedback obtained at the national consultations that followed suggested the outcomes identified were too complex and not easily measurable. The outcomes have therefore been revised to be more specific and measurable. The five outcomes are:

People with disability:

1. are connected and have the information they need to make decisions and choices;
2. have the skills and confidence to participate and contribute to the community and protect their rights;
3. use and benefit from the same mainstream services as everyone else;
4. participate in and benefit from the same community activities as everyone else; and
5. actively contribute to leading, shaping and influencing their community.

## 4. Key Elements

The ILC Outcomes Framework has been developed to capture the multiple ways change may occur in ILC. It is made up three elements:

- What will be measured – the ILC Activity Outcomes;
- How it will be measured – the Outcomes Measurement Approach; and
- Evaluating success – the ILC Commissioning Evaluation Approach.

## 4.1 The ILC Activity Outcomes

The ILC activity outcomes described in the diagram in Appendix A break down the five ILC outcomes to make them more specific, measurable and achievable in the life of a grant (an accessible text version of the ILC outcomes diagram is also included in Appendix A).

Progress in the activity outcomes will be monitored by the NDIA and evaluated to inform decisions about effective investment and to report progress toward the goal of an ordinary life.

It is important to note that the activity outcomes are not linear steps towards a long term outcome. The ILC Outcomes Framework acknowledges that there may be many different ways of achieving the five ILC outcomes and is therefore designed to encourage diversity, creativity and exploration in possible approaches to achieving outcomes. For example, an ILC funded activity may result in several changes across different outcomes and this is encouraged.

The ILC activity outcomes are a first draft based on consultation and input we have sought so far. Organisations and individuals are encouraged to suggest new and measurable changes that ILC activity can achieve. It is however important to remember that all changes must be able to be measured through either qualitative or quantitative data.

## 4.2 The Outcomes Measurement Approach

When preparing an application for funding, organisations need to demonstrate that the proposed activity is consistent with one of the four Activity Areas and one or more of the five Focus Areas described in the ILC Commissioning Framework. The application must also identify how the activity makes a contribution to one or more of the five ILC outcomes and how this will be measured.

Organisations funded for ILC activities will be required to monitor, evaluate and report on both process and activity outcomes. Grant applications should therefore include how outcomes will be monitored and measured through the life of the activity.

Monitoring and evaluating the process of delivering an ILC activity encourages a feedback loop between the organisation and target group. This will assist organisations to refine their activity as it is being delivered. Monitoring the process of implementation can also be an important tool for organisations to monitor and assess risk.

Two important outcomes that can be measured through process evaluation are:

- The effectiveness of community participation for people with disability as it is happening. This allows ILC organisations to identify what is working (and any **enablers** for this success), what is not working as well, and what external factors (**barriers**) may be constraining the successful implementation of the activity.
- That ILC organisations have the capacity to measure, collect evidence and report the outcomes of their activities and that they are embedding an **outcomes orientation** in their business.

Monitoring and reporting of activity outcomes will be included in the performance reporting requirements for organisations that receive funding through ILC. Reporting will help organisations answer the following questions:

**How much is being done?** This may include quantitative measures of outputs (for example, how many activities conducted or how many interactions with people).

**How well is it being done?** This is related to the quality of the activity and satisfaction of the users and may be measured with quantitative or qualitative data.

**What was the change for the beneficiaries of the activity?** This is the difference made by the activity for an individual, a community or organisation and may be measured through storytelling, case studies or pre and post surveys.

### 4.3 ILC Commissioning Evaluation Approach

The approach to evaluating ILC commissioning is in development.

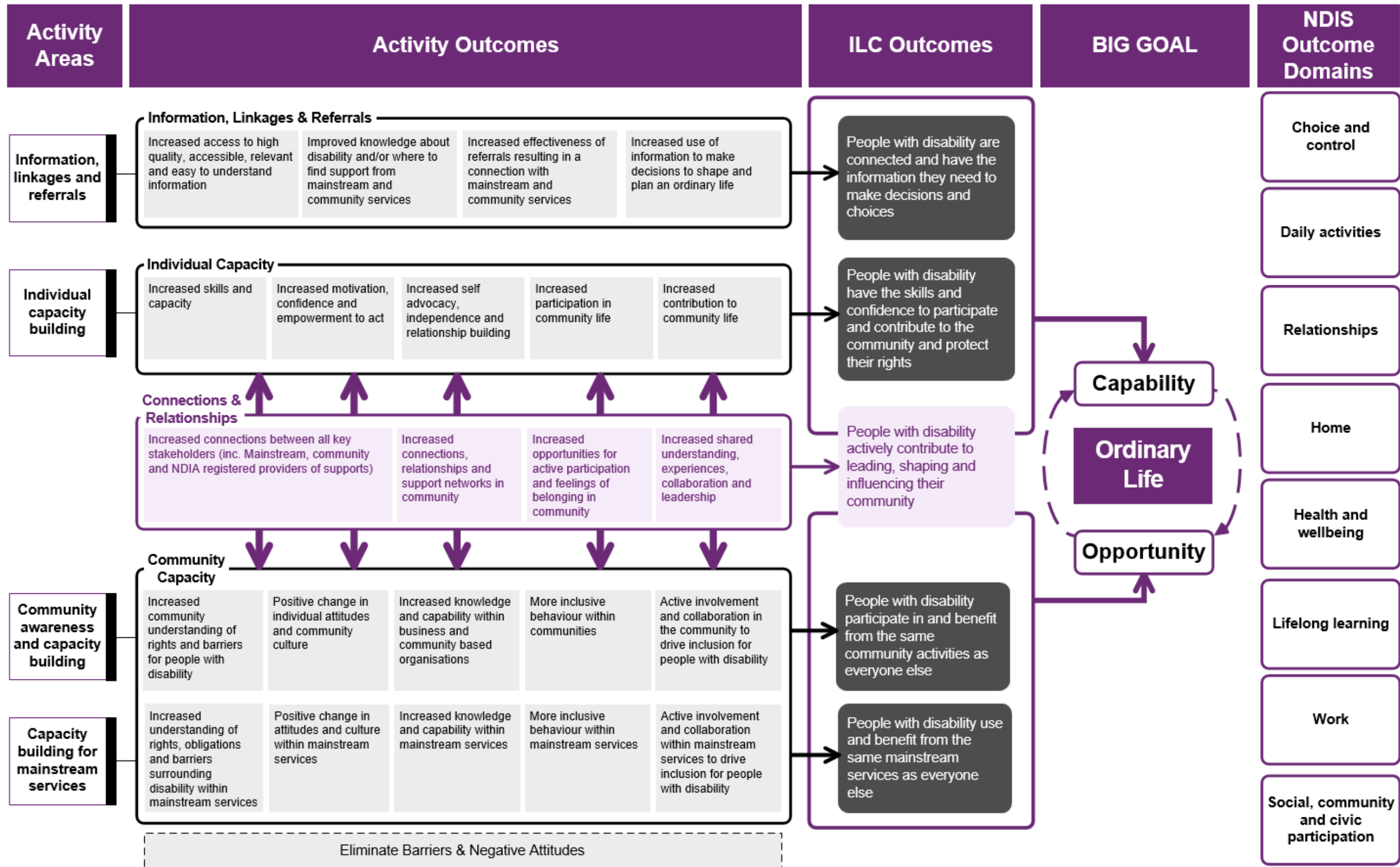
The vision of the NDIS is to optimise the social and economic independence and full participation of people with disability. In other words, the goal of the NDIS is to increase the opportunities for people with disability to live an ordinary life. We want people to be empowered to live the life they choose and to be citizens in the full meaning of the word, not just participate in the community but make an active contribution to it. Through ILC we will be looking to invest in those activities that develop independence, self-determination and community inclusion.

Evaluation of ILC commissioning will therefore focus on how effective the total ILC investment has been at contributing to the goal of an ordinary life for people with disability. We want to look not just at the outcomes of individual activities but capture the impact of the program overall. Importantly we also want to look at where there are still barriers to the achievement of the ordinary life.

The impact of ILC will be measured using a range of data sources and indicators including Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) Partner reporting, as well as NDIS Outcomes Framework data and broader population data.

# Appendix A - The ILC Outcomes

This diagram shows the Big Goal for ILC, which is how capability and opportunity work together in a cycle to enable an 'Ordinary Life' and how the ILC commissioning process works towards this goal. A text version of the outcomes is included in the following pages. From left to right, the diagram shows the link from Activity Areas to Activity Outcomes to the five ILC Outcomes and then to the Big Goal for ILC. The column at the far right is the list of NDIS Outcome Domains that informed the development of the ILC outcomes. They are; choice and control, daily activities, relationships, home, health and wellbeing, lifelong learning, work and social, community and civic participation. From the top, outcomes for the two Activity Areas 'Information, linkages and referrals' and 'Individual capacity building' are captured in two rectangular boxes. At the bottom, outcomes for the two Activity Areas 'Community awareness and capacity building' and 'Capacity building for mainstream services' are captured in one rectangular box labelled 'Community Capacity'. In the middle is a box with outcomes for 'Connections & Relationships' with arrows connecting these outcomes to individual and community capacity outcomes.



## Text version of the ILC Outcomes

### Information, Linkages and Referrals - activity outcomes

For “Information, linkages and referrals” the key outcomes statement is:

**People with disability are connected and have the information they need to make decisions and choices.**

To measure progress against this outcome we will be looking for evidence of;

- Increased access to high quality, accessible, relevant and easy to understand information,
- Improved knowledge about disability and/or where to find support from mainstream and community services,
- Increased effectiveness of referrals resulting in a connection with mainstream and community services, and
- Increased use of information to make decisions to shape and plan an ordinary life.

### Individual Capacity – activity outcomes

For “Individual Capacity” the key outcome statement is:

**People with disability have the skills and confidence to participate and contribute to the community and protect their rights.**

To measure progress against this outcome we will be looking for evidence of;

- Increased skills and capacity,
- Increased motivation, confidence & empowerment to act,
- Increased self-advocacy, independence and relationship building,
- Increased participation in community life, and
- Increased contribution to community life.

### Connections and Relationships – activity outcomes

For “Connections and Relationships” the key outcome statement is:

**People with disability actively contribute to leading, shaping and influencing their community.**

To measure progress against this outcome we will be looking for evidence of;

- Increased connections between all key stakeholders (including Mainstream, community and NDIA registered providers of support),
- Increased connections, relationships and support networks in community,
- Increased opportunities for active participation and feelings of belonging in community, and
- Increased shared understanding, experiences, collaboration and leadership.



## Community Capacity – activity outcomes

For “Community Capacity” there are two key outcome statements:

1. **People with disability participate in and benefit from the same community activities as everyone else.**

To measure progress against this outcome we will be looking for evidence of;

- Increased community understanding of rights and barriers for people with disability,
- Positive change in individual attitudes and community culture,
- Increased knowledge and capability within business and community based organisations,
- More inclusive behaviour within communities, and
- Active involvement and collaboration in the community to drive inclusion for people with disability.

2. **People with disability use and benefit from the same mainstream services as everyone else.**

To measure progress against this outcome we will be looking for evidence of;

- Increased understanding of rights, obligations and barriers surrounding disability within mainstream services,
- Positive change in attitudes and culture within mainstream services,
- Increased knowledge and capability within mainstream services,
- More inclusive behaviour within mainstream services, and
- Active involvement and collaboration in mainstream services to drive inclusion for people with disability.

## Version change control

Version No	Amended by	Brief Description of Change	Status	Date
1	Communications and Stakeholder Division		Approved	21/12/2016
1.1	GB0035	Updated version control, checked for accessibility	Draft	17/01/2018