Australian Government

Department of Social Services

Measuring the outcomes of ILC grants

The **Performance Measurement Framework** for the Information, Linkages and Capacity Building Grants Program

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Contents

Preface

The purpose of this document is to help ILC-funded organisations and the Department of Social Services create better outcomes for people with disability.

The ILC Performance Measurement Framework and Outcomes Framework have 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

Abbreviation	Definition
ADS	Australia's Disability Strategy
DEX	The Data Exchange
CID	Council for Intellectual Disability
DSS	Department of Social Services
ECP	Economic and Community Participation
ICB	Individual Capacity Building
ILC	Information, Linkages and Capacity Building
K10	Kessler Psychological Distress Scale
LAC	Local Area Coordination
MCB	Mainstream Capacity Building
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NIP	National Information Program
PMF	Performance Measurement Framework

The ILC Performance Measurement Framework

The ILC Performance Measurement Framework consists of a series of documents that have different uses:

- The Performance Measurement Framework explains how you can measure and report on ILC outcomes.
- The Outcomes Framework has more information about the outcomes of the ILC program.
- The four ILC Outcomes Selection Guides decide what questions to ask to measure ILC outcomes. They also explain how ILC outcomes relate to Australia's Disability Strategy (ADS) Outcome Areas. There is one outcomes selection guide for each of the four ILC grant streams:
    - Individual Capacity Building
    - Economic and Community Participation
    - Mainstream Capacity Building
    - National Information Program.

This is the Performance Measurement Framework. The Performance Measurement Framework is optional and has been created for organisations who would like to improve how they measure and capture data.

How to use the Performance Measurement Framework

While the documents that make up the Performance Measurement Framework may look big and complex, this is only because it has to cover every potential outcome of the ILC grants program. Don't feel overwhelmed, as most people will only need to:

- read this document to understand how you can measure and report on ILC outcomes
- read the part of the ILC Outcomes Framework for the grant stream you are applying for or your project is funded under
- use the one Outcomes Selection Guide that is relevant to your grant stream to choose which outcomes you plan to measure and the questions you can ask to measure these outcomes – for most this require reference to only a few pages of the one relevant guide.

1   Plain language summary

The Information, Linkages and Capacity Building (ILC) grants program funds projects in the community that benefit all people with disability across Australia.

It is important to measure outcomes of the ILC grants program to understand how grant activities are going. Through this, DSS and organisations can track which approaches are most effective, so we can learn and continually improve. This will help us create better outcomes for people with disability. An **outcome** is what changes because of a project.

This **Performance Measurement Framework** explains why and how to measure these outcomes.

When you apply for a grant, you will need to:

- **Select from a list of ILC outcomes** those outcomes your grant will create. You can choose many outcomes or just a few.
- **Explain how you will measure the outcomes**. For example, through a survey, interviews, or a focus group.

If you are awarded the grant, you will need to:

- **Write a plan for measuring the outcomes**. This will include when and how you will measure them. The Outcomes Selection Guide has example questions to help you decide how you would measure the outcomes.
- **Measure the outcomes**. You will need to do this regularly.
- **Report what you find to DSS**. This might be through the Data Exchange or the Activity Work Plans.

How you measure the outcomes is flexible. You can change the suggested questions to better suit your project.

2 Introduction and overview

2.1 Background and context

The Performance Measurement Framework (PMF) helps guide organisations on how to plan, collect and report data on the outcomes they will measure for the Information, Linkages and Capacity Building (ILC) grants program.

The ILC grants 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 funds projects that benefit the families, carers, and supporters of people with disability.

The ILC grants 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 Department of Social Services (DSS) ILC grants program is one of a number of programs supported by other levels of government and other portfolios which contribute to outcomes under *Australia's Disability Strategy 2021-2031* (the ADS). The ADS is a plan to ensure people with disability can participate as equal members of society and continue to improve the lives of people with disability in Australia over the next 10 years.

DSS is in charge of the ILC grants program.

The ILC grants program has four key 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 increases participation in the community for people with disability.

2.2 The Performance Measurement Framework

Overview and purpose

This document is the Performance Measurement Framework (PMF) of the ILC grants program. It aims to help organisations and DSS create better outcomes for people with disability. It does this by describing how to measure the outcomes that are being created by the ILC grants program and the projects it funds. DSS aims to improve how data is measured, captured and shared over time, making the data more useful for DSS, the organisations that get grants, and the community.

The outcomes created through the ILC grants program align with the ADS. They create impacts for people with disability in many of the ADS outcome areas. These include *Personal and Community Support, Safety Rights and Justice, Community Attitudes, Health and Wellbeing, Employment and Financial Security and Inclusive Homes and Communities*. The ILC Outcomes Framework shows how the ILC outcome domains links to ADS outcome areas.

The Outcomes Framework

The Outcomes Framework is an important part of the PMF. It describes the changes to people's lives that each funding stream will create. It outlines the expected outcomes and impact of the ILC grants program and each funding stream. This can help organisations understand the ILC grants program and the outcomes that both funded organisations and DSS wants to create. The PMF describes how the Outcomes Framework is used in practice.

Why measure outcomes

For any organisation working to create social change, measuring outcomes is important. It helps you understand what, and how much, positive change you are creating. This can help organisations design better programs. It can also help prioritise resources to make the most difference and make informed decisions. Measuring outcomes helps you to better communicate your work and impact to funders, government and the people who use your programs.

Measuring outcomes will help DSS and the disability community to understand how the ILC grants program is changing people's lives. It will also help everyone understand how ILC-funded projects are going. Through this, DSS can track and share which approaches are more effective so we can learn and continually improve. This will help us create better outcomes for people with disability.

How DSS will use the outcomes data

We are doing this to help make the ILC grants program better. Organisations and DSS will work together to learn from the data and create more impact across the sector. To do this, the data captured will inform DSS, service providers and people with disability about which approaches are more effective at creating good outcomes, and which ones are not. This information will **not** be used to penalise organisations. Reporting poor outcomes will not stop an organisation from applying for or being awarded a future ILC grant using a different approach. Early advice

during a project that an approach is not effective will assist DSS to work with an organisation to modify the approach. The ILC grants program funds projects that are innovative, and that means not everything will work. DSS wants to know about what doesn't work, as well as what does work. The important things is to get results for people with disability, their families and carers.

How the PMF and Outcomes Framework were developed

The PMF 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 grants program. A list of the listening activities and whom SVA talked to can be found in Appendix B

Principles for creating the PMF

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 helps to make sure the PMF is meaningful and 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 community. This will make sure that we define and measure outcomes that are important for people with disability.

The PMF has been designed to be easy to use by all organisations that get ILC funding, no matter how big or small. The outcomes data that is collected will be useful to both DSS and the organisations that get funded, so that they can improve their work and outcomes for people with disability.

Data privacy

Any data collected by DSS from organisations will be securely stored. The privacy of this information is protected by law, including by the Commonwealth *Privacy Act 1988* and the Australian Privacy Principles.

Information and data collected will be de-identified before it is accessed for research and policy analysis. DSS is interested in trends at the project and program level, not individual clients. Participants in ILC projects, and the organisations that are involved in providing ILC projects will never be identified in reports or publications. The ILC grants program will never share identified data with other departments or agencies.

How to use the PMF

The PMF helps guide organisations on how to plan, collect and report data on the outcomes they will measure for the ILC grants program.

It can be used when applying for ILC funding. It can help organisations understand what they are required to do, so that they can better plan and budget their projects. The PMF will also be useful when an organisation is managing an ILC-funded project, as a guide for creating their outcomes measurement plan.

Other documents that are also components of the PMF will also assist to plan collect and report data on outcomes:

1. **Outcomes Framework** – shows you which outcomes are important for the ILC grants program. The visual representations and tables in this document can help you choose which outcomes your project will work towards.
2. **Outcomes Selection Guide** – A tool which helps you choose which outcomes you want to measure for your project, by breaking down the process of choosing outcomes and measures into simple steps. There are 4 of these – one for each ILC funding stream – for most projects only one will be relevant. You might use an Outcomes Selection Guide to you choose a domain to address, then to select which outcomes and questions relate to the domain for your project. For example, in the Individual Capacity Building (ICB) outcome selection guide, you may choose the domain "greater role in influencing, leading and contributing to the community", and select from the choice of indicators "percentage of people who have greater opportunities for to participate in the community". To measure whether that indicator was met, you would ask the people using your service "Did [the activity] give you more ways to be a leader in the community" The questions in this guide have been written and tested by NSW Council for Intellectual Disability (CID) based on the outcomes developed by the sector advisory panel. This means they should work well for people with intellectual disability.

Things to keep in mind

- **Right-sizing outcomes.** We know that each person experiences outcomes differently, and that the time needed to achieve these outcomes will vary. Longer-term outcomes aren't necessarily better. The outcomes you measure need to be the right fit for the people you are working with and the activities you are delivering. You can measure short-term or longer-term outcomes, depending on what makes sense for your work. See Appendix A for more information on outcomes and the differences between short-term and long-term outcomes.

For example:
- If your project works with people who have multiple or complex disability, an outcome that is classified as 'short-term' in the framework may be a big achievement and could take some time.
- A small charity might be running a project for people with severe and complex intellectual disability to help them go to school. One outcome they might aim to create is "Increased skills and knowledge to participate in education", which is a short-term outcome in the Outcomes Framework. This

> may be the best outcome for them to focus on, rather than looking at medium-term or long-term outcomes because it is what can realistically be achieved in the timeframe of the funded project.

- **Flexibility.** While organisations must choose outcomes they want to measure from the Outcomes Framework, there is flexibility around how you collect data. Examples of this have been given throughout Section 3. This flexibility is important to meet the needs of the diverse communities, the different activities, and the different types of organisations that are funded through the ILC grants program. The PMF will provide examples of how it can be used, but the best way will be determined by your situation.
- **Starting point for outcomes measurement.** The PMF sets out a basic way of tracking outcomes for all the activities funded by the ILC grants program. It doesn't have to be the only way you measure outcomes for your activities. Depending on your organisation or the size of your grant, you may wish to capture more data, such as through evaluations or case studies.
- **The PMF will change and improve.** This PMF will likely change over time as we learn what works best for organisations and for DSS. This is a living document and will evolve.

The Data Exchange (DEX)

The Data Exchange (DEX) is the system that DSS uses to capture and track outcomes data from the programs DSS funds. There are two systems within DEX, and which one you use depends on the type of activities.

- **DEX SCORE**, for capturing and tracking data from activities that provide supports or services to individual clients
- **DEX Community SCORE**, for capturing and tracking data from activities that work with groups and communities, such as events

In each ILC grant round, all funded projects will report against an Activity Work Plan. DSS will outline which activities will also be required to use DEX. This is important because it will affect the way you collect and report on outcomes. See Section 3.5 for more details.

3 Guide for organisations

This section provides a guide for organisations on how to plan, measure, collect and report on outcomes for the ILC grants program at each step of the grant process:

1. Applying for an ILC grant (grant application phase)
2. Creating your outcomes measurement plan (grant delivery phase)
3. Collecting outcomes data (grant delivery phase)
4. Reporting on your outcomes (grant delivery phase–(new) grant application phase).

3.1 Applying for an ILC grant

Choosing the domains and outcomes

When applying for funding, you need to choose which outcomes your project is aiming to impact, because it will support your application.

How to choose your outcomes

1. Use the Outcomes Selection Guide that is relevant for your funding stream – Individual Capacity Building, Economic and Community Participation, Mainstream Capacity Building or National Information Program
2. Select who your project aims to impact (e.g. people with disability)
3. Select which domain you are aiming to impact
4. Choose which outcomes you are hoping to create.

You can also use the Outcomes Framework document to see all the outcomes for the funding streams listed together and how they align with each other.

How many outcomes to choose

There is no prescribed number of outcomes to measure. It is up to you to choose the number of outcomes that is right for your project. Importantly, more is not better – a grant may only need to measure against 1, 2 or 3 outcomes. You can measure any combination of short, medium, and long-term outcomes. We recommend that you keep this simple and choose only the few outcomes that are most important to your project and community.

To provide meaningful information to DSS and other stakeholders, a larger grant will likely have a more substantial outcomes measurement approach. This could mean choosing more outcomes to measure. It could also be done by choosing only a few outcomes, but measuring them with more rigour. This could be by measuring outcomes more frequently, with more questions, or through in-depth methods such as an evaluation. You will be able to seek guidance from DSS if needed.

The reasoning behind your decision for how many outcomes you choose can be explained in the outcomes measurement approach in the grant application. The final set of outcomes may be refined in partnership with DSS during the grant delivery phase.

Describing your approach to measuring outcomes

In your application, you will also need to provide a general explanation of your outcomes measurement approach. This will help DSS get an idea of how you are hoping to measure outcomes. If you are awarded funding, you will then be asked to create a more detailed outcomes measurement plan (Section 3.2), in which you can modify your approach as needed before you start your project.

What to include in your approach

- Which outcomes you will measure
- How you will collect data, such as using surveys
- When you will collect data
- If relevant, how you will make your approach suitable for your community (see Section 3.4)
- Any additional outcomes measurement beyond the PMF, such as an evaluation or case studies (mostly relevant for larger grants)

For example:

A charity that runs a peer support group for people with Huntington's disease might write the following in their application:

"This project will create the following outcomes:

- Greater opportunities to connect with peers and maintain natural relationships
- Increased social engagement with peers for knowledge, support and wellbeing
- Increased confidence to self-advocate for inclusion
- Increased connection to community and sense of belonging

We will measure these outcomes using an online survey. The survey will be taken by people when they join the peer support group and every 2 months after that. We will run a co-design process about exactly what the survey will look like and how it will work."

Understanding how you will report outcomes data

The way you report data to DSS will likely affect how you plan your outcomes measurement approach. Refer to the guidance from DSS on whether you will need to use DEX or not. See Section 3.5 for more details on ways to report data. You can also find guidance on how to use DEX on the Data Exchange website Homepage | Data Exchange (dss.gov.au)

Budgeting for outcomes measurement

Measuring outcomes takes time, effort, and resources to get right. To help ensure that outcomes can be measured sustainably, applications should include outcomes measurement in their grant budgets. When budgeting, think of the resources and effort required to plan your outcomes measurement, collect data and report it back to

DSS. Different methods of collecting and reporting data will affect the work required. For example:

- Qualitative data collection, such as interviews or focus groups, will often take more time than an online survey.
- Having to submit data into DEX may take some time if you haven't used it before.

It is also important to consider the cost of data privacy and storage. Organisations that do not have a current way of storing data securely should budget for the additional costs for data safety and privacy. This will be particularly important if you are required to store private client data, such as for DEX.

Your organisation can collect outcomes data, or you can pay for someone else to help. Many universities and consultancies are available to support you. Include these costs in your application.

It is important for you to research the costs to obtain an accurate estimate as this will be assessed for each grant application to ensure it is appropriate for your approach.

3.2 Creating your outcomes measurement plan (grant delivery phase)

After you are successful in your grant application, you will be asked to identify outcomes for measurement as part of your activity work plan. The amount of detail you will need for your plan will depend on the size of your grant.

This section outlines what you need to think about when you are making your plan. In your plan, you will need to consider how to collect and report outcomes data.

Choosing your outcome indicators

You will now have to choose which indicators you will use to track progress towards your chosen outcomes. As part of this, you will need to choose which questions that you will use when collecting data.

There are different ways to choose the questions:

- **Option 1.** You can use the suggested indicators and questions from the Outcomes Selection Guide.
- **Option 2.** You can adapt or adjust the suggested indicators and questions from the Outcomes Selection Guide so that it works for your situation. This may be to make the language better suited for the community you work with or more relevant to the project you are doing. See Section 3.4 for more details and some examples of how to adapt questions for diverse communities.
- **Option 3.** You also have the option to use an existing measurement approach, framework or other validated tools to measure outcomes. For instance, this could be using the K10 for measuring mental health, or using the CQL Personal Outcome Measures for measuring rights and relationships.

Some tips if you are adapting or creating your own indicators and questions:

- Look at the suggested indicators and questions from the Outcomes Selection Guide for your outcome. Think about what are the few words that you can change to make it work better for you, without changing what it means.

For example

- The Outcomes Selection Guide suggests this question for measuring social engagement: "Did [the activity] help you meet more people who like the same things as you?" You might alter this to read "Did the workshop help you meet more people who have similar needs?"

- Suggested questions from DSS often ask if the specific project led to the change or outcome. This helps us track if the change is related to the project. In some circumstances, it may make more sense to separate the outcome and whether the project led to the change into two questions.

For example

A suggested question might be: Did [the project] help you know more about how to speak up about things?

You could separate the question into outcome and project:

- Question 1: Do you know more about how to speak up about things than before [the project]?
- Question 2: Did [the project] help change this for you?

Asking pre/post or reflective questions

You have the option to use questions pre and post a project, or by using reflective questions during and after a project.

For example:

- Pre/post questions – you might ask someone whether they agree that "I have choice and control in my daily life" at the start of your project, and again at the end, and see what the difference is.
- Reflective questions – you might ask someone "Did [the project] help contribute to you having more choice and control in daily life?" at the end of your project.

Some things to think about when deciding:

- Pre and post questions:
  - Pre/post questions require you to collect data at the start, throughout and at the end of the project. If your project runs for more than one year, you may need to do reports every 6-monthss. To measure the outcome, you will need to look at the change in responses over time.

- Pre/post questions generally work best for activities that have a clear start and end. They are harder to use for ongoing activities, as you need to survey people whenever they start and finish.
- Pre/post questions can sometimes be a barrier for participants, if they need to be asked questions before they know you or have started the project. Another way of doing this is to wait to get to know the participant before you collect the data. This means you get less clear results but can work well if the project goes over a long time. So, in such cases, rather than asking the questions pre-commencement (before they start) the questions could be asked early in the process but once the participants feel more comfortable with you
- Pre/post data can be hard to interpret. Sometimes people do not know how much there is to learn. They might say they know a lot when you ask them at the start, but realise how little they knew by the end.

- Reflective questions:
  - Reflective questions are often easier to implement, as you aren't relying on capturing data at multiple points in time.
  - Reflective questions rely on capturing data at the end of the person's participation. However if people leave without notice, you may not be able to measure their outcomes.
  - Reflective questions may have less rigour than pre/post questions as participants may not remember how they felt at the start. This means that they are often not suitable for those with intellectual disability or memory issues.
  - Reflective questions work well for one-off activities, like events, community activities or websites.

Activities that are required to use DEX SCORE for individual clients will need to collect pre/post data. However, activities that are required to use DEX Community Score for group and community activities can collect reflective data. See Section 3.5.

Collecting qualitative data

While the PMF mostly focuses on tracking quantitative data, we know that qualitative data is important to tell the whole story. However, it also takes time and effort to collect.

It will be optional for organisations to submit qualitative data to DSS. Qualitative data should be reported for the activity overall, not for individual participants.

There are two particular types of qualitative data:

- **Context** – Providing more information about your quantitative data, such as if there is something important for us to know when we look at it, or if something impacted the way you collected it. We also want to know what worked, or

works, well for your project and what were, or are, the key drivers of its success, as well as what didn't work well and what you learnt.

- **Stories of change** – Success stories or key quotes that summarise the impact of your project.

3.3 Collecting outcomes data

Ways to collect data

Once you have chosen which questions you will be using, you will need to think about how you want to collect data from your participants.

The most common way to collect quantitative data is through a survey. It is up to you how you want to implement the survey, such as using an online survey platform or paper surveys.

There are many other ways to collect outcomes data. It is important to think about which way works best for your participants. For example:

- Conversations to get answers from participants
- Sitting with a group of participants and using "dot voting" for each question
- 'Pebble voting' where people place an object (a pebble, a ticket stub, a bottle cap) in a particular box to vote for how they would answer a question
- Using text message software for collecting information from large groups.

If your project involves creating a website or resource, you will need to use different methods to measure outcomes. Remember, you don't need to measure the outcomes for every single person that uses your resource. For example:

- An online resource might have a button that says 'give feedback on this resource'. The button would link to a short online survey.
- An online discussion board might ask for people to give their email address so they can be contacted.
- A paper resource might include a short paper survey tucked inside.
- A paper resource might include a QR code that links to an online survey.

Ways for participants to respond

There are many options for how participants can respond to your questions, but we suggest using one of these two:

- **3-point scale.** Giving three options to respond. (E.G. Disagree, Neither agree nor disagree, Agree)
- **5-point scale.** Giving five options to respond. (E.G. Strongly disagree, Disagree, Neither agree or disagree, Agree, Strongly agree).

We also suggest you include an option for participants to respond "I don't know what the question means". This helps the data you collect and the analysis to be more accurate. You might want to make questions optional so they don't have to answer.

You can decide which scale works best for you and your community. Often organisations will use a 3-point scale when working with people with disability and their families, supporters and unpaid carers, but this can depend on the nature of the question. Organisations often use a 5-point scale when working with services, organisations and the community.

Recording who is responding

Organisations are encouraged to capture data directly from people with disability. It is up to you to determine if and how this is possible, as you know your community best. We know that this can sometimes be complex and requires serious time and resources.

Sometimes other people will support people with disability to respond. It is important to ask in the survey if it is the client responding, with or without support, or if someone else is responding on their behalf.

When to measure outcomes

Organisations will be required to collect data every six months if that is appropriate for the project. If your project runs for less than six months or is a one-off event, you will only need to collect data at the end of your project.

Table 1. Examples of when to measure outcomes

Type of project	When to collect data
One-off event	Collect data once, at the end of the event using reflective questions
	Or for pre/post, collect at the start of the event and the end of the event.
Series of workshops over 3 months	Collect data once, at the end of the workshop series using reflective questions
	Or for pre/post, collect data before the first workshop and once at the end
A project delivered for 9 months	Collect data at the end of six months and at the end of the project using reflective questions
	Or for pre/post, collect data before the first activity, at six months and at the end of the project

Type of project	When to collect data
A project delivered over 15 months	Collect data every six months and at the end of the project using reflective questions
	Or for pre/post, collect data before the first activity, every six months and at the end of the project
Developing online resources or accessible information	Collect data on an ongoing basis

Data privacy and storage

As you collect data, it is important to make sure that you have good ways of storing it securely and protecting the privacy of participants.. You must adhere to the [Australian Privacy Principles](#). The Australian Privacy Principles say how you should collect, store, and disclose people's information.

Organisations that do not already have a way of storing data securely should include the additional costs for secure data storage and ensuring data privacy in their budget when they apply for a grant. This will be particularly important if you are required to store private personal client data, such as for DEX.

3.4 Adapting your approach for First Nations, CALD and diverse communities

The ILC grants program aims to benefit all people with disability across Australia, and their families, supporters and unpaid carers. Different groups of people with disability have different experiences, wants and needs. For example, First Nations people can have different needs to non-Indigenous Australians. The same is true for:

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

The PMF aims to work for all people with disability. But it also needs to be simple and easy to use. This is why we have made the PMF flexible, so it can be adjusted for the people you work with. Although the outcomes in the framework are the same for everyone, you can adapt the language of the questions and how you collect data.

Adjusting indicators and questions for your community

As outlined in Section 3.2, you can adapt or adjust the suggested indicator and questions outcome from the Outcomes Framework or question from the Outcome

Selection Guide so that they work for your situation and community. This could be through changing some words to make it work better for you, without changing what it means.

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 might ask people about "Connection to culture" and "Staying on country".
- A local Aboriginal land council provides peer support programs for family members of people with disability by going on camping trips. They can select outcomes for "Improved mental health" or "Increased social engagement with peers for knowledge, support and wellbeing". To measure these, they might ask people about "Connection to kinship" or "Connection to culture".
- 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 it 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".

Different ways to collect data

The way you collect data might look different so that it works best for the people you work with. You know your community best, so we will be guided by you on what would be most appropriate in how to collect the data to best suit your community (subject to approval).

For example:

- Translating the question into a community language
- Using an interpreter in an interview to capture the data
- Asking the questions through a conversation rather than providing a survey form
- Collecting feedback from a group of participants. For example, an Indigenous organisation holding a yarning circle.

3.5 Reporting on your outcomes

There are two ways to report your outcomes data back to DSS:

1. The Data Exchange (DEX)
2. Activity Work Plans (AWPs)

In each ILC grant round, DSS will give guidance on which funded activities will be required to use DEX.

Reporting in DEX

DEX is a DSS system used to capture and track outcomes data. DEX is required by DSS to collect outcomes data for 'client-facing' activities, including those ILC projects which provide direct services to clients. DSS will outline which activities will be required to use DEX during grant rounds.

DEX allows organisations to report in two ways.

- When reporting individual data for service-related activities for clients, organisations can use DEX SCORE
- When reporting community data for activities that work with groups, events or communities, organisations can use DEX Community SCORE.

DSS will support you to register and set up an account with DEX. They will also provide you with training resources so that you know how to use DEX.

DEX has different outcome domains to the ILC Outcomes Framework. DSS will provide guidance on how to match the outcomes you have chosen to measure with the DEX domains and what data you need to collect.

Reporting in Activity Work Plans

For activities that aren't required to use DEX, DSS will provide guidance on how to report outcomes in your Activity Work Plan reports. One option is to collect outcomes data through a survey and report the collated results in your Activity Work Plan reports. An example on how you could report this is below.

For example:

Participant responses for question 1 in the survey:

- 11 responses were provided for option 1
- 7 responses were provided for option3
- 21 responses were provided for option 5
- 2 responses preferred not to answer the question

If you are collecting pre/post data, you may wish to submit two sets of collated responses – one for the pre data, and one for the post data.

> **For example:**
>
> Participant responses before the activity:
>
> - 15 responses were provided for option 1
> - 4 responses were provided for option 3
> - 13 responses were provided for option 5
> - 2 responses preferred not to answer
>
> Participant responses after the activity:
>
> - 5 responses were provided for option 1
> - 9 responses were provided for option 3
> - 18 responses were provided for option 5
> - 2 responses preferred not to answer

If you are able to track how much has changed in between pre and post for each person, you could instead report the change.

> **For example:**
>
> Change over time:
>
> - 1 (Outcome got worse): 3 participants
> - 3 (Outcome stayed the same): 7 participants
> - 5 (Outcome got better): 21 participants
> - Prefer not to answer: 2 responses

Translating your results into a standardised score out of 5

The PMF is flexible regarding how organisations can capture data. However, data needs to be reported into DEX as a score out of 5. This is so that there is consistency for how data is reported and analysed. This may mean you need to code your results.

> **For example:**
>
> - **Collecting data with a 5 point scale** – e.g. You are asking your participants questions with a 5 point scale response. To code each option, assign responses on the scale from 1 to 5. (e.g.,. strongly disagree = 1, disagree = 2, neither = 3, agree = 4, strongly agree = 5).
> - **Collecting data with a 3 point scale** – e.g. You are asking your participants questions with a 3 point scale response. You will need to translate the responses to a 5 point scale. (e.g. disagree = 1, neither = 3, agree = 5).
> - **Collecting data on a different scale** – You may be using a different scale, such as collecting responses ranging from 1 to 10. You will need to code them to a 5 point scale. (e.g. 1 or 2 = 1; 3 or 4 = 2; 5 or 6 = 3,)

Reporting qualitative data

Any qualitative data collected can be reported through the Activity Work Plans. This is regardless of whether DEX is being used to report quantitative data as well.

When to report data

You will need to report your data to DSS every 6 months and at the end of your project. If your project runs for less than 6 months or is a one-off event, you will only need to report data at the end of your project. DSS may be flexible depending upon your situation. For instance, if your project runs for 7 months, you may only need to report data at the end of your project.

Choosing to share information publicly for capacity-building

DSS may use the data and lessons learnt through the ILC grants program to support capacity-building across the disability sector. DSS will not identify funded organisations if it compiles and publicly distributes the key lessons and success stories. All such information should be at an aggregate, de-identified level unless permission is given to share details.

4 System change and population-level outcomes measurement

4.1 Population-level outcomes

The PMF is focused mainly on projects that work directly with people or organisations. However, some funded projects may aim to create outcomes at a population-level. For example, an online resource may hope to change the way that people with disability are treated in public. In addition, the ILC grants program hopes to create change overall for people with disability.

In general, your organisation is not expected to track the change you create on a broader population level. For example, a program running events for the Tamil community would be expected to measure the effect on attendees, but not on the community overall. Depending on the scale of the project, it may be useful to survey other participants to the event beyond the people with disability for who it was organised, however for most projects this will not be expected.

DSS will likely track population-level outcomes to understand the impact of the whole ILC grants program. For example, this could be through the Australian Bureau of Statistics.

4.2 Projects creating systems change

Some organisations will seek to create systems-change through their projects. The Outcomes Framework captures some outcomes that contribute towards system-change through creating impact at a community and organisational level.

Example of ILC outcomes that contribute towards systems-change:

- People with disability have a greater role in influencing, leading and contributing to the community
- DPO/FOs effectively drive change towards an inclusive and accessible society
- Mainstream services are advocates for inclusive practices
- Communities have increased positive attitudes towards people with disability

Measuring systems-change beyond this is often complex, requires working with many different groups of people, may be resource intensive and hard to attribute to certain activities. It often is done through outcomes that are very specific to the project. For example, how many providers are adhering to accessibility standards, or whether providers are coordinating with each other.

If you work in systems-change, you should choose the most relevant outcomes already captured in the Outcomes Framework. You are also able to go beyond this if you wish to create specific outcomes and indicators to track systems level outcomes for your project.

5 Appendices

Appendix A: Key concepts of outcomes measurement

One of the most important things to know is the difference between an outcome and an output.

Table 2. Key concepts of outcomes measurement

Concept	Description
Outputs	An output is the direct thing that happens when you run a project. *For example, the outputs for a self-advocacy program may be the number of participants or the number of workshops delivered.*
Outcomes	An outcome is the positive change that happens as a result of your project. Outcomes happen over time. *For example, the outcome of a self-advocacy program may be that participants are more confident, are better able to advocate for themselves or they have a better understanding of the choices they have in their lives.* Outputs are often more straight forward to measure and count compared to outcomes. Measuring outcomes can sometimes be complex because the change often happens internally, it takes time and there are many different factors at play. Outcomes are often broken down into short-term, medium-term or long-term outcomes. This is because, logically, some outcomes often happen before other outcomes happen. For example, people generally need to know about their rights before they can be good at self-advocacy. However, 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 duration of longer-term may differ by outcome and by person. Also, in reality, outcomes might not happen in this order.
Domains	A domain is a group of outcomes. They describe an area of change that a program is hoping to create. Short-, medium- and long-term outcomes fall under domains. .

Concept	Description
Indicators	An indicator is something that helps you observe whether or not an outcome is being achieved. They are the clues that something has, or is, going to happen. Think of the petrol gauge on a car. If the petrol gauge is on full, it suggests that the petrol tank is full. We use the indicator (gauge), without having to look inside the tank. *For example, an indicator for increased self-advocacy could be how many times a person makes important decisions in their day.*
Questions	This is the specific question you may ask someone to collect data on an indicator. It could be the question you ask someone in a survey, interview or focus group.

5.1 Further reading

If you would like to know more about outcomes measurement, please read these articles:

- Outcomes Management Guide – Social Ventures Australia
- How to measure outcomes – Social Ventures Australia
- Measuring outcomes: a beginner's guide – Department of Social Services
- Roadmap to Social Impact – Centre for Social Impact
- The Guide to SROI – Social Value International

Appendix B: Approach to designing the PMF

This section lists the different groups of people we engaged, and how we listened to them when developing the Outcomes Framework and PMF. Overall, we spoke to over 200 people from the disability community and sector.

Consultations for the Outcomes Framework:

- 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

Consultations for the PMF:

- 2 x workshops with the Sector Advisory Panel
- 10 x interviews with Sector Advisory Panel members
- Workshops with the disability community and sector:
  − 5 x workshops with organisations
  − 1 x workshops with people with disability
  − 1 x public forum
  − 2 x interviews with organisations
  − 4 x user testing sessions with organisations

Appendix C: 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.