



Australian Government
Department of Social Services

ILC Outcomes Selection Guide

Mainstream Capacity Building stream

DSS MAY 2023



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 ILC Outcomes Selection Guides will help you decide what questions you can ask to measure ILC outcomes. It also says how ILC outcomes relate to Australia's Disability Strategy (ADS) Outcome Areas.

This is the ILC Outcomes Selection Guide for the Mainstream Capacity Building stream. You should use a different guide if your project is not a Mainstream Capacity Building project.

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. The Performance Measurement Framework is optional and has been created for organisations who would like to improve how they measure and capture data. Don't feel overwhelmed, if you plan to use it, it will help you to:

- read the ILC Performance Measurement Framework to understand how you can measure and report on ILC outcomes
- read the part of the ILC Outcomes Framework for the grant opportunity you are applying for or your project is funded under
- use this guide to choose which outcomes you plan to measure and the questions you can ask to measure these outcomes.

How to use this guide

This guide will help you measure the outcomes of your ILC grant for Mainstream Capacity Building projects.

This guide contains the outcomes and example questions. It is a long document. **You should not read it from start to finish.** Instead, click on the links and follow the instructions. You can use the page numbers to follow the instructions if you have printed out this guide. Go to the page number that is beside the link.

1. Choose a group your project will help
2. Choose which domain that your project is aiming to impact
3. Choose which outcomes you are hoping to create
4. Look at the example questions for how you might measure this outcome.

If you are creating multiple outcomes or domains, you can go back to steps 2 and 3 to select other outcomes and look at their example questions.

At the top of each page is a set of links that you can use to go back to previous pages. They look like this: [Home](#) / [People with disability](#)

Using the example questions

The questions are just examples. You can measure the outcome in a different way. DSS will need to approve the measures you create to make sure they align with the outcome.

In the example questions, you should replace what is in square brackets with text relevant to your project.

Glossary

Some words in this guide have specific meanings.

An **outcome** is what changes because of a project. This could be a change to a person, like feeling more confident.

Each outcome can be short term, medium term, or long term. This is when they might happen, though this can be different for different projects.

Outcomes are grouped into **domains** to make it easier to choose the best outcome for your project.

Step 1: Choose a group your program will help

- [People with disability](#) (go to page 3)
- [Families, Supporters and Unpaid Carers](#) (go to page 4)
- [Mainstream services](#) (go to page 5)

Mainstream Services

[Home](#) / Mainstream Services

Step 2. Choose your domain

Which of the following domains matches best with what your project is hoping to achieve:

- [Inclusive, accessible and welcoming](#) (go to page 6)
- [Advocates for inclusive practices](#) (go to page 7)
- [Working together with the sector to meet the needs of people with disability](#) (go to page 8)

People with disability

[Home](#) / People with disability

Step 2. Choose your domain

Which of the following domains matches best with what your project is hoping to achieve:

- [Experience high-quality support from mainstream services](#) (go to page 9)
- [Independence, choice and control](#) (go to page 10)
- [Decreased reliance on disability specific services](#) (go to page 11)

STAKEHOLDER

Families, supporters and unpaid carers

[Home](#) / Families, supporters and unpaid carers

Step 2. Choose your domain

Which of the following domains matches best with what your project is hoping to achieve:

- [Greater ability to use mainstream services](#) (go to page 12)

Inclusive, accessible and welcoming

[Home](#) / [Mainstream Services](#) / Inclusive, accessible and welcoming

Step 3: Choose your outcome

Choose which of the following outcomes you are hoping to create with this work

Short term

- [Increased knowledge and skills to effectively engage and support people with disability](#) (go to page 13)
- [Greater awareness of the rights and capabilities of people with disability](#) (go to page 14)
- [Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers](#) (go to page 16)
- [Greater connections and networks with DPO/FOs and Disability Service Providers](#) (go to page 18)
- [Greater opportunities to support people with disability](#) (go to page 20)

Medium term

- [Increased confidence to support and engage people with disability](#) (go to page 21)
- [Increased positive attitudes towards people with disability](#) (go to page 22)
- [Greater ability to create and improve services that effectively support people with disability](#) (go to page 23)
- [Increased partnerships with DPO/FOs and Disability Service Providers.](#) (go to page 25)

Long term

- [Mainstream services are inclusive, accessible and welcoming of people with disability](#) (go to page 27)

Advocates for inclusive practices

[Home](#) / [Mainstream Services](#) / Advocates for inclusive practices

Step 3: Choose your outcome

Choose which of the following outcomes you are hoping to create with this work

Short term

- [Increased knowledge and skills to effectively engage and support people with disability](#) (go to page 28)
- [Greater awareness of the rights and capabilities of people with disability](#) (go to page 29)
- [Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers](#) (go to page 31)
- [Greater connections and networks with DPO/FOs and Disability Service Providers](#) (go to page 33)
- [Greater opportunities to support people with disability](#) (go to page 35)

Medium term

- [Increased confidence to support and engage people with disability](#) (go to page 36)
- [Increased positive attitudes towards people with disability](#) (go to page 37)
- [Greater ability to create and improve services that effectively support people with disability](#) (go to page 38)
- [Increased partnerships with DPO/FOs and Disability Service Providers.](#) (go to page 40)

Long term

- [Mainstream services are advocates for inclusive practices](#) (go to page 42)

Working together with the sector to meet the needs of people with disability

[Home](#) / [Mainstream Services](#) / Working together with the sector to meet the needs of people with disability

Step 3: Choose your outcome

Choose which of the following outcomes you are hoping to create with this work

Short term

- [Greater connections and networks with DPO/FOs and Disability Service Providers](#) (go to page 44)

Medium term

- [Increased partnerships with DPO/FOs and Disability Service Providers.](#) (go to page 46)

Long term

- [Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers](#) (go to page 48)

Experience high-quality support from mainstream services

[Home](#) / [People with disability](#) / Experience high-quality support from mainstream services

Step 3: Choose your outcome

Choose which of the following outcomes you are hoping to create with this work

Short term

- [Engaged as knowledge holders and important partners in driving inclusion and accessibility](#) (go to page 50)

Medium term

- [Greater access to mainstream services that are accessible, inclusive and relevant](#) (go to page 51)
- [Positive experiences using mainstream services](#) (go to page 52)
- [Greater confidence using mainstream services](#) (go to page 54)
- [Feel included, supported and safe using mainstream services](#) (go to page 55)

Long term

- [Experience high-quality support from mainstream services](#) (go to page 56)

Independence, choice and control

[Home](#) / [People with disability](#) / Independence, choice and control

Step 3: Choose your outcome

Choose which of the following outcomes you are hoping to create with this work

Short term

- [Engaged as knowledge holders and important partners in driving inclusion and accessibility](#) (go to page 57)

Medium term

- [Greater access to mainstream services that are accessible, inclusive and relevant](#) (go to page 58)
- [Positive experiences using mainstream services](#) (go to page 59)
- [Greater confidence using mainstream services](#) (go to page 61)
- [Feel included, supported and safe using mainstream services](#) (go to page 62)

Long term

- [Increased independence, choice and control](#) (go to page 63)

Decreased reliance on disability specific services

[Home](#) / [People with disability](#) / Decreased reliance on disability specific services

Step 3: Choose your outcome

Choose which of the following outcomes you are hoping to create with this work

Short term

- [Engaged as knowledge holders and important partners in driving inclusion and accessibility](#) (go to page 64)

Medium term

- [Greater access to mainstream services that are accessible, inclusive and relevant](#) (go to page 65)
- [Positive experiences using mainstream services](#) (go to page 66)
- [Greater confidence using mainstream services](#) (go to page 68)
- [Feel included, supported and safe using mainstream services](#) (go to page 69)

Long term

- [Decreased reliance on disability specific services](#) (go to page 70)

DOMAIN

Greater ability to use mainstream services

[Home](#) / [Families, supporters and unpaid carers](#) / Greater ability to use mainstream services

Step 3: Choose your outcome

Choose which of the following outcomes you are hoping to create with this work

Short term

- [Engaged as knowledge holders and important partners in driving inclusion and accessibility](#) (go to page 72)

Medium term

- [Greater access to mainstream services that are accessible, inclusive and relevant](#) (go to page 73)

Long term

- [Greater ability to use mainstream services with the people they support](#) (go to page 74)

OUTCOME - 3.01

Increased knowledge and skills to effectively engage and support people with disability

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Increased knowledge and skills to effectively engage and support people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped me know more about how to effectively support people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I know how to effectively support people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased confidence to support and engage people with disability \(medium term\)](#)

OUTCOME - 3.02

Greater awareness of the rights and capabilities of people with disability

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Greater awareness of the rights and capabilities of people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped me know more about the rights and strengths of people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I know about the rights and strengths of people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater ability to create and improve services that effectively support people with disability \(medium term\)](#)

[Mainstream services are advocates for inclusive practices \(long term\)](#)

[Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers \(short term\)](#)

OUTCOME - 3.03

Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped me know more about the barriers that people with disability face in accessing our service

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I know about the barriers that people with disability face in accessing our service”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater awareness of the rights and capabilities of people with disability \(short term\)](#)

[Greater ability to create and improve services that effectively support people with disability \(medium term\)](#)

[Mainstream services are advocates for inclusive practices \(long term\)](#)

OUTCOME - 3.04

Greater connections and networks with DPO/FOs and Disability Service Providers

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Greater connections and networks with DPO/FOs and Disability Service Providers

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] lead to me engaging with more DPOs, DFOs, DROs or Disability Services

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“How many DPOs, DFOs, DROs or Disability Services do you regularly engage with?”

Answers: Number

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased partnerships with DPO/FOs and Disability Service Providers. \(medium term\)](#)

[Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers \(long term\)](#)

OUTCOME - 3.05

Greater opportunities to support people with disability

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Greater opportunities to support people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped give me more opportunities to work with people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I have opportunities to work with people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased positive attitudes towards people with disability \(medium term\)](#)

[Mainstream services are inclusive, accessible and welcoming of people with disability \(long term\)](#)

OUTCOME - 3.06

Increased confidence to support and engage people with disability

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Increased confidence to support and engage people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped improve my confidence around people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I am confident at engaging with people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: ADS OUTCOMES FRAMEWORK

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased knowledge and skills to effectively engage and support people with disability \(short term\)](#)

OUTCOME - 3.07

Increased positive attitudes towards people with disability

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Increased positive attitudes towards people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] made me more excited about engaging with people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I am excited about engaging with people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: ADS OUTCOMES FRAMEWORK

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater opportunities to support people with disability \(short term\)](#)

[Mainstream services are inclusive, accessible and welcoming of people with disability \(long term\)](#)

OUTCOME - 3.08

Greater ability to create and improve services that effectively support people with disability

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Greater ability to create and improve services that effectively support people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] increased my capacity to design and improve services that effectively support people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I have the capacity to design and improve services that effectively support people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater awareness of the rights and capabilities of people with disability \(short term\)](#)

[Mainstream services are advocates for inclusive practices \(long term\)](#)

[Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers \(short term\)](#)

OUTCOME - 3.09

Increased partnerships with DPO/FOs and Disability Service Providers.

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Increased partnerships with DPO/FOs and Disability Service Providers.

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] lead to me creating partnerships with more DPOs, DFOs, DROs or Disability Services

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“How many DPOs, DFOs, DROs or Disability Services do you have partnerships with?”

Answers: Number

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater connections and networks with DPO/FOs and Disability Service Providers \(short term\)](#)

[Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers \(long term\)](#)

OUTCOME - 3.10

Mainstream services are inclusive, accessible and welcoming of people with disability

[Home](#) / [Mainstream Services](#) / [Inclusive, accessible and welcoming](#) / Mainstream services are inclusive, accessible and welcoming of people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] lead to my organisation being inclusive, accessible and welcoming

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“Our organisation is inclusive, accessible and welcoming to people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater opportunities to support people with disability \(short term\)](#)

[Increased positive attitudes towards people with disability \(medium term\)](#)

OUTCOME - 3.01

Increased knowledge and skills to effectively engage and support people with disability

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Increased knowledge and skills to effectively engage and support people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped me know more about how to effectively support people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I know how to effectively support people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased confidence to support and engage people with disability \(medium term\)](#)

OUTCOME - 3.02

Greater awareness of the rights and capabilities of people with disability

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Greater awareness of the rights and capabilities of people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped me know more about the rights and strengths of people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I know about the rights and strengths of people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater ability to create and improve services that effectively support people with disability \(medium term\)](#)

[Mainstream services are advocates for inclusive practices \(long term\)](#)

[Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers \(short term\)](#)

OUTCOME - 3.03

Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped me know more about the barriers that people with disability face in accessing our service

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I know about the barriers that people with disability face in accessing our service”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater awareness of the rights and capabilities of people with disability \(short term\)](#)

[Greater ability to create and improve services that effectively support people with disability \(medium term\)](#)

[Mainstream services are advocates for inclusive practices \(long term\)](#)

OUTCOME - 3.04

Greater connections and networks with DPO/FOs and Disability Service Providers

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Greater connections and networks with DPO/FOs and Disability Service Providers

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] lead to me engaging with more DPOs, DFOs, DROs or Disability Services

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“How many DPOs, DFOs, DROs or Disability Services do you regularly engage with?”

Answers: Number

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased partnerships with DPO/FOs and Disability Service Providers. \(medium term\)](#)

[Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers \(long term\)](#)

OUTCOME - 3.05

Greater opportunities to support people with disability

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Greater opportunities to support people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped give me more opportunities to work with people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I have opportunities to work with people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased positive attitudes towards people with disability \(medium term\)](#)

[Mainstream services are inclusive, accessible and welcoming of people with disability \(long term\)](#)

OUTCOME - 3.06

Increased confidence to support and engage people with disability

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Increased confidence to support and engage people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] helped improve my confidence around people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I am confident at engaging with people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: ADS OUTCOMES FRAMEWORK

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased knowledge and skills to effectively engage and support people with disability \(short term\)](#)

OUTCOME - 3.07

Increased positive attitudes towards people with disability

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Increased positive attitudes towards people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] made me more excited about engaging with people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I am excited about engaging with people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: ADS OUTCOMES FRAMEWORK

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater opportunities to support people with disability \(short term\)](#)

[Mainstream services are inclusive, accessible and welcoming of people with disability \(long term\)](#)

OUTCOME - 3.08

Greater ability to create and improve services that effectively support people with disability

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Greater ability to create and improve services that effectively support people with disability

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] increased my capacity to design and improve services that effectively support people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I have the capacity to design and improve services that effectively support people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater awareness of the rights and capabilities of people with disability \(short term\)](#)

[Mainstream services are advocates for inclusive practices \(long term\)](#)

[Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers \(short term\)](#)

OUTCOME - 3.09

Increased partnerships with DPO/FOs and Disability Service Providers.

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Increased partnerships with DPO/FOs and Disability Service Providers.

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] lead to me creating partnerships with more DPOs, DFOs, DROs or Disability Services

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“How many DPOs, DFOs, DROs or Disability Services do you have partnerships with?”

Answers: Number

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater connections and networks with DPO/FOs and Disability Service Providers \(short term\)](#)

[Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers \(long term\)](#)

OUTCOME - 3.11

Mainstream services are advocates for inclusive practices

[Home](#) / [Mainstream Services](#) / [Advocates for inclusive practices](#) / Mainstream services are advocates for inclusive practices

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] lead to my organisation advocating for other services and organisations to have inclusive practices

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“Our organisation advocates for other services and organisations to have inclusive practices”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater awareness of the rights and capabilities of people with disability \(short term\)](#)

[Greater ability to create and improve services that effectively support people with disability \(medium term\)](#)

[Awareness of the barriers faced by people with disability in accessing services and their role in addressing these barriers \(short term\)](#)

OUTCOME - 3.04

Greater connections and networks with DPO/FOs and Disability Service Providers

[Home](#) / [Mainstream Services](#) / [Working together with the sector to meet the needs of people with disability](#) / Greater connections and networks with DPO/FOs and Disability Service Providers

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] lead to me engaging with more DPOs, DFOs, DROs or Disability Services

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“How many DPOs, DFOs, DROs or Disability Services do you regularly engage with?”

Answers: Number

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased partnerships with DPO/FOs and Disability Service Providers. \(medium term\)](#)

[Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers \(long term\)](#)

OUTCOME - 3.09

Increased partnerships with DPO/FOs and Disability Service Providers.

[Home](#) / [Mainstream Services](#) / [Working together with the sector to meet the needs of people with disability](#) / Increased partnerships with DPO/FOs and Disability Service Providers.

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

[The activity] lead to me creating partnerships with more DPOs, DFOs, DROs or Disability Services

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“How many DPOs, DFOs, DROs or Disability Services do you have partnerships with?”

Answers: Number

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater connections and networks with DPO/FOs and Disability Service Providers \(short term\)](#)

[Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers \(long term\)](#)

Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers

[Home](#) / [Mainstream Services](#) / [Working together with the sector to meet the needs of people with disability](#) / Mainstream services can better meet the needs of people with disability due to connections with DPO/FOs and Disability Service Providers

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you agree with the following statement?

My partnerships with DPOs/FOs or Disability Services lead to better services for people with disability

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“Our organisation has partnerships with DPOs/FOs or Disability Services that mean we have better services for people with disability”

Answers: Strongly disagree, Disagree, Unsure, Agree, Strongly agree

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater connections and networks with DPO/FOs and Disability Service Providers \(short term\)](#)

[Increased partnerships with DPO/FOs and Disability Service Providers. \(medium term\)](#)

OUTCOME - 3.13

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

[Home](#) / [People with disability](#) / [Experience high-quality support from mainstream services](#) / Engaged as knowledge holders and important partners in driving inclusion and accessibility

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Has it helped you tell more organisations what you think?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I tell organisations what I think”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater access to mainstream services that are accessible, inclusive and relevant \(medium term\)](#)

OUTCOME - 3.14

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

[Home](#) / [People with disability](#) / [Experience high-quality support from mainstream services](#) / Greater access to mainstream services that are accessible, inclusive and relevant

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] help make [the service/s] easier for everyone to use?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“[The service/s] are easy for everyone to use”

Answers: No, Unsure, Yes

SOURCE: CSOT

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Engaged as knowledge holders and important partners in driving inclusion and accessibility \(short term\)](#)

OUTCOME - 3.15

Positive experiences using mainstream services

[Home](#) / [People with disability](#) / [Experience high-quality support from mainstream services](#) /

Positive experiences using mainstream services

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you like using [the service/s] more now?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I like using [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

Alternative question

Option 1: after people have completed the activity:

Have you had less difficulty in getting [services] after [the activity]?

No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

I have not had difficulty in getting [services]

No, Unsure, Yes

SOURCE: NDIS INDICATORS

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater confidence using mainstream services \(medium term\)](#)

[Experience high-quality support from mainstream services \(long term\)](#)

[Decreased reliance on disability specific services \(long term\)](#)

Greater confidence using mainstream services

[Home](#) / [People with disability](#) / [Experience high-quality support from mainstream services](#) /
Greater confidence using mainstream services

This outcome relates to the “Health and wellbeing” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] make you feel better about how you can use [the service/s]?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I feel good about how I can use [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Positive experiences using mainstream services \(medium term\)](#)

[Experience high-quality support from mainstream services \(long term\)](#)

[Decreased reliance on disability specific services \(long term\)](#)

OUTCOME - 3.17

Feel included, supported and safe using mainstream services

[Home](#) / [People with disability](#) / [Experience high-quality support from mainstream services](#) / Feel included, supported and safe using mainstream services

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] help you feel more a part of things?

Did [the activity] help you feel like you have more support now when you used [the service/s]?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I feel a part of things

I have support when I use [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased independence, choice and control \(long term\)](#)

OUTCOME - 3.18

Experience high-quality support from mainstream services

[Home](#) / [People with disability](#) / [Experience high-quality support from mainstream services](#) /

Experience high-quality support from mainstream services

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] make [the service/s] give you better support?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“[the service/s] give me good support”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Positive experiences using mainstream services \(medium term\)](#)

[Greater confidence using mainstream services \(medium term\)](#)

[Decreased reliance on disability specific services \(long term\)](#)

OUTCOME - 3.13

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

[Home](#) / [People with disability](#) / [Independence, choice and control](#) / Engaged as knowledge holders and important partners in driving inclusion and accessibility

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Has it helped you tell more organisations what you think?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I tell organisations what I think”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater access to mainstream services that are accessible, inclusive and relevant \(medium term\)](#)

OUTCOME - 3.14

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

[Home](#) / [People with disability](#) / [Independence, choice and control](#) / Greater access to mainstream services that are accessible, inclusive and relevant

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] help make [the service/s] easier for everyone to use?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“[The service/s] are easy for everyone to use”

Answers: No, Unsure, Yes

SOURCE: CSOT

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Engaged as knowledge holders and important partners in driving inclusion and accessibility \(short term\)](#)

OUTCOME - 3.15

Positive experiences using mainstream services

[Home](#) / [People with disability](#) / [Independence, choice and control](#) / Positive experiences using mainstream services

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you like using [the service/s] more now?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I like using [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

Alternative question

Option 1: after people have completed the activity:

Have you had less difficulty in getting [services] after [the activity]?

No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

I have not had difficulty in getting [services]

No, Unsure, Yes

SOURCE: NDIS INDICATORS

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater confidence using mainstream services \(medium term\)](#)

[Experience high-quality support from mainstream services \(long term\)](#)

[Decreased reliance on disability specific services \(long term\)](#)

OUTCOME - 3.16

Greater confidence using mainstream services

[Home](#) / [People with disability](#) / [Independence, choice and control](#) / Greater confidence using mainstream services

This outcome relates to the “Health and wellbeing” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] make you feel better about how you can use [the service/s]?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I feel good about how I can use [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Positive experiences using mainstream services \(medium term\)](#)

[Experience high-quality support from mainstream services \(long term\)](#)

[Decreased reliance on disability specific services \(long term\)](#)

OUTCOME - 3.17

Feel included, supported and safe using mainstream services

[Home](#) / [People with disability](#) / [Independence, choice and control](#) / Feel included, supported and safe using mainstream services

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] help you feel more a part of things?

Did [the activity] help you feel like you have more support now when you used [the service/s]?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I feel a part of things

I have support when I use [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased independence, choice and control \(long term\)](#)

OUTCOME - 3.19

Increased independence, choice and control

[Home](#) / [People with disability](#) / [Independence, choice and control](#) / Increased independence, choice and control

This outcome relates to the “Safety, rights and justice” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] help you have more choice and control in your life?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I have choice and control in my life”

Answers: No, Unsure, Yes

SOURCE: CSOT

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Feel included, supported and safe using mainstream services \(medium term\)](#)

OUTCOME - 3.13

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

[Home](#) / [People with disability](#) / [Decreased reliance on disability specific services](#) / Engaged as knowledge holders and important partners in driving inclusion and accessibility

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Has it helped you tell more organisations what you think?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I tell organisations what I think”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater access to mainstream services that are accessible, inclusive and relevant \(medium term\)](#)

OUTCOME - 3.14

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

[Home](#) / [People with disability](#) / [Decreased reliance on disability specific services](#) / Greater access to mainstream services that are accessible, inclusive and relevant

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] help make [the service/s] easier for everyone to use?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“[The service/s] are easy for everyone to use”

Answers: No, Unsure, Yes

SOURCE: CSOT

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Engaged as knowledge holders and important partners in driving inclusion and accessibility \(short term\)](#)

OUTCOME - 3.15

Positive experiences using mainstream services

[Home](#) / [People with disability](#) / [Decreased reliance on disability specific services](#) / Positive experiences using mainstream services

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you like using [the service/s] more now?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I like using [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

Alternative question

Option 1: after people have completed the activity:

Have you had less difficulty in getting [services] after [the activity]?

No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

I have not had difficulty in getting [services]

No, Unsure, Yes

SOURCE: NDIS INDICATORS

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater confidence using mainstream services \(medium term\)](#)

[Experience high-quality support from mainstream services \(long term\)](#)

[Decreased reliance on disability specific services \(long term\)](#)

OUTCOME - 3.16

Greater confidence using mainstream services

[Home](#) / [People with disability](#) / [Decreased reliance on disability specific services](#) / Greater confidence using mainstream services

This outcome relates to the “Health and wellbeing” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] make you feel better about how you can use [the service/s]?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I feel good about how I can use [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Positive experiences using mainstream services \(medium term\)](#)

[Experience high-quality support from mainstream services \(long term\)](#)

[Decreased reliance on disability specific services \(long term\)](#)

OUTCOME - 3.17

Feel included, supported and safe using mainstream services

[Home](#) / [People with disability](#) / [Decreased reliance on disability specific services](#) / Feel included, supported and safe using mainstream services

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] help you feel more a part of things?

Did [the activity] help you feel like you have more support now when you used [the service/s]?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I feel a part of things

I have support when I use [the service/s]”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Increased independence, choice and control \(long term\)](#)

OUTCOME - 3.20

Decreased reliance on disability specific services

[Home](#) / [People with disability](#) / [Decreased reliance on disability specific services](#) / Decreased reliance on disability specific services

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you feel you can use more mainstream services?

Mainstream services are services that everyone can use.

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“I use mainstream services often.

Mainstream services are services that everyone can use.”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Positive experiences using mainstream services \(medium term\)](#)

[Greater confidence using mainstream services \(medium term\)](#)

[Experience high-quality support from mainstream services \(long term\)](#)

OUTCOME - 3.21

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

[Home](#) / [Families, Supporters & Unpaid Carers](#) / [Greater ability to use mainstream services](#) / Engaged as knowledge holders and important partners in driving inclusion and accessibility

This outcome relates to the “Community attitudes” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Has [the activity] helped you tell more organisations what you think?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?
“I tell organisations what I think”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Greater access to mainstream services that are accessible, inclusive and relevant \(medium term\)](#)

[Greater ability to use mainstream services with the people they support \(long term\)](#)

OUTCOME - 3.22

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

[Home](#) / [Families, Supporters & Unpaid Carers](#) / [Greater ability to use mainstream services](#) / Greater access to mainstream services that are accessible, inclusive and relevant

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Did [the activity] help make [the service/s] easier for everyone to use?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?

“[The service/s] are easy for everyone to use”

Answers: No, Unsure, Yes

SOURCE: CSOT

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Engaged as knowledge holders and important partners in driving inclusion and accessibility \(short term\)](#)

[Greater ability to use mainstream services with the people they support \(long term\)](#)

OUTCOME - 3.23

Greater ability to use mainstream services with the people they support

[Home](#) / [Families, Supporters & Unpaid Carers](#) / [Greater ability to use mainstream services](#) / Greater ability to use mainstream services with the people they support

This outcome relates to the “Inclusive homes and communities” ADS outcomes area

Basic question

Option 1: after people have completed the activity:

Do you use [the service/s] more now with the people that you support?

Answers: No, Unsure, Yes

Option 2: Both before and after people take part in the activity:

Do you agree with the following statement?
“I use [the service/s] with the people I support”

Answers: No, Unsure, Yes

SOURCE: DEVELOPED BY SVA

These questions are just examples. If you already measure this outcome another way, you can report that to DSS. You can also create a new question that works better for the people you work with.

Related outcomes

[Engaged as knowledge holders and important partners in driving inclusion and accessibility \(short term\)](#)

[Greater access to mainstream services that are accessible, inclusive and relevant \(medium term\)](#)