

Enhancing outcomes from social and community participation

- *Data about the achievement of outcomes from social and community participation (S&CP) is unclear.*
- *Focus on increased employment participation exposes a risk that those not in employment or education will become more dependent as a result of a lack of focus on achieving outcomes.*
- *What can the NDIA do to enhance outcomes from S&CP for participants not engaged in work or education?*

The NDIA needs to facilitate a deeper understanding of participants and practice in social and community participation to establish expectations and the pathway by which participants not engaged in work or education can achieve outcomes in this domain.

The NDIS has a clear responsibility to support all participants achieve outcomes

- Participants, providers and NDIA staff have little expectation of achieving outcomes from S&CP.
- The NDIA does not have data on how participants use S&CP support or factors that impact on outcomes
- Many use centre-based day programs that create low expectations, foster a charity model, add stigma, limit choice and increase reliance on paid support because of requirements to be 'out of the house' by SIL providers and as a form of respite for families.
- UK research indicates that exposure to alternatives to traditional day services positively impacts on satisfaction with services received.

There is some evidence about how to assist participants achieve outcomes

- Research points to possible outcomes some of which will assist participants to consider work options in the future.
- Evidence for how to achieve outcomes in S&CP is not well developed.
- Processes documented to drive improved outcomes include increasing expectations; setting goals and outcomes; selecting, planning and monitoring support; enhancing provider and community capacity; forming partnerships and securing competent workforce. These processes are not always used.
- Some services are outcomes oriented but many are not.
- Current evidence suggests that outcome-focused services do not cost more – they represent different ways of using existing resources. They challenge existing practice so will take time to develop, showcase and build to scale.

The NDIS needs to take steps to improve outcomes

Immediate

1. Facilitate a deeper understanding of participants and practice via qualitative and quantitative data and research to understand impact of participant characteristics, pathways, outcomes & workforce
2. Strengthen demand via:
 - a) Peer networks
 - b) Resources to showcase examples
 - c) LAC & planner conversations
3. Strengthen supply by community capacity building

Medium term

1. Enhance planner and LAC practice
2. Further strengthen demand via
 - a) Showcasing approaches
 - b) Moving towards Support Coordination independent of core supports for participants in metropolitan centre-based services
3. Further strengthen supply via
 - a) Signposting contemp. options in Price Guide
 - b) Incentivizing providers
 - c) Showcasing good practice
4. Partner to develop and deliver training
5. Work with Q&S Commission to enhance registration requirements.