

# Facilitation Toolkit

ILC Co-design program  
2015

# What is in this Toolkit?

This toolkit has been designed to support and guide facilitators through the end-to-end process of hosting an ILC co-design workshop. This toolkit includes everything that is required to prepare, conduct and report back a co-design workshop.

## **Page 3: Being a facilitator**

An overview of your responsibilities

## **Page 4: Preparation checklist**

Everything you need to do prior to starting your session

## **Page 5: Master Agenda**

The one page running sheet of timings and activities for use on the day

## **Page 6: Detailed workshop instructions and materials**

A step-by-step guide through each activity with templates and resources attached

## **Page 52: Reporting instructions**

Everything you need to know to send information and outputs back to the NDIA

# Being a facilitator

Prior to the workshop, it is your job to get to know the materials and prepare to answer questions as best you can. This toolkit contains clear instructions for how to set up and run each activity.

Your first responsibility is to ensure that the voice and opinion of every participant is being heard and taken into account. If appropriate, you should also contribute to the discussion and to the activities - but make sure your opinions don't become a source of bias in the workshop. In this co-design program, the NDIA wants to collect diverse perspectives and insights rather than build consensus.

It is also your role to think about the needs of your particular participants and modify these materials, your facilitation approach and your workshop setting accordingly. There is an Easy English version of the Participant Print pack available, there are also versions of all documents available in Microsoft Word for people to use with Screen Readers.

At the end of the workshop, it is your responsibility to document, summarise and report back to the NDIA. The last pages of this toolkit provide clear instructions - reporting should not take more than an hour and a half.

The survey link is:

<https://www.surveymonkey.com/r/M3MFNYX>

# Preparation checklist

## Before the session

1. Read the Welcome Booklet and the FAQs
2. Review this Toolkit thoroughly, familiarising yourself with the agenda, the individual activities, the supporting resources and the reporting process.
3. Depending on the participants attending, the workshop can be delivered in a few hours or spread over a whole day with (with breaks in-between).
4. Print your list of recruited participants and make sure they know where/when to arrive.
5. Make sure you book a room with wall space (to stick up all materials) and (if possible) with a whiteboard.
6. Print the entire Toolkit for yourself to use during the session.
7. Print one copy of the Participant Pack for each participant or email them digital versions.
8. Print the Easy English materials if required and send out the Screen Reader versions if required.
9. Print the five ILC Activities (p17-p21) and the five ILC draft funding areas (p36-p40) from this document in A3 and prepare to stick them to a wall or whiteboard for discussion when needed.
10. Participants do not need a printed copy of the Welcome booklet
11. Optional: Print a FAQ to give to participants at the end of the workshop.
12. Collect pens, something to stick materials to a wall with, a whiteboard or big bit of paper to write on, and Post-It notes if you like to use them.
13. Prepare name tags for each participant, plus one for yourself (if desired).

## On the day

1. Have a coffee!
2. Set up chairs/ tables to face the wall/screen and/or whiteboard you will be working from and/or displaying workshop materials. Nobody will need laptops and you may decide to remove the tables all together to help participants engage. Consider the needs of participants in setting up the room.
3. Write up the agenda on a whiteboard or big piece of paper. Make it clear when you and your group will take a break (if any).
4. Set up a “Parking lot” on a whiteboard or large piece of paper on the wall to park questions or comments from participants that are out of scope for this the workshop - this is a good way to keep conversations focussed. You can always come back to them afterwards.
5. Arrange your printing ready to use at the appropriate time.
6. Prepare to re-create the Outcomes Template (p49) used in Part 3: ILC Outcomes on your whiteboard or large piece of paper so that you can capture ideas.
7. Set up water/ any other equipment or catering your participants will need.

# Master agenda



## Arrival and Welcome

10 minutes

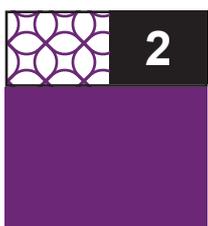
Welcome and workshop overview



## Part 1: Learning about ILC

15 minutes

Activity: What is the ILC?

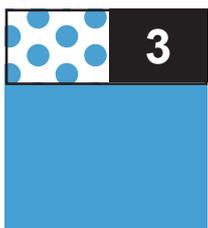


## Part 2: Draft ILC funding areas

50 minutes

Activity: Reviewing the draft ILC funding areas

Activity: Prioritising the draft funding areas



## Part 3: Measuring success

50 minutes

Activity: Measuring the success of ILC

Activity: Brainstorming individual & community outcomes



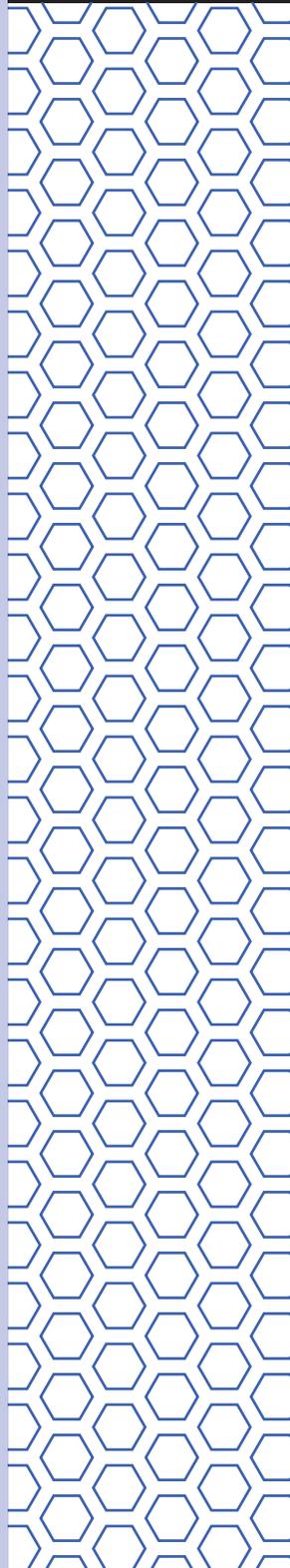
## Close and next steps

5 minutes

Thanks and next steps

# Arrival & Welcome

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# Arrival and Welcome

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 **Resources:**  
Participant sign-in form  
Name tags

 **Time:**  
10 minutes

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## Instructions

**Step 1:** Participants should fill out the sign in sheet

**Step 2:** Introduce yourself & allow participants to introduce themselves

**Step 3:** Read the welcome messages out aloud

## What is this workshop about?

During this workshop we will focus on the ILC part of the NDIS. ILC stands for 'Information, Linkages and Capacity Building'.

While you might know a lot about NDIS individual plans you might not know too much about ILC. Don't worry; our first activity will get you up to speed.

The ILC Policy has already been set by all governments around Australia. So today's workshop is not another policy review or consultation.

What we are here to talk about today is how that policy will be implemented.

The National Disability Insurance Agency has the job of trying to turn the ILC Policy into action. The NDIA will do this by creating something called the ILC Commissioning Framework.

The NDIA has already done some work on the Commissioning Framework. They have identified what success should look like and some priorities they think they should focus on. But the NDIA would like to hear from people with disability, their families and carers, as well as people who work in the sector to see what they think.

This process is called co-design.



As part of working closely with the sector to design and develop the ILC, the NDIA has asked various organisations and groups around Australia to participate in these ILC co-design workshops.

The NDIA wants your insights on the ILC draft funding priorities, outcomes, and success measures in particular.

These insights will help the NDIA to start building things like eligibility criteria and performance measures for ILC.

Once the design work is finished, the NDIA will share the final ILC Commissioning Framework with everyone. The NDIA expect this will happen by the end of 2015.

The NDIA values your input and ideas. They believe the Commissioning Framework will be stronger once your ideas and have been incorporated.

### **What the NDIA wants from you**

The NDIA is committed to learning from the experts (you) and involving you in the co-design process.

The NDIA has designed this workshop in three major parts. In each part we will read materials and then have a discussion or complete an activity.

First, we will need to make sure we are all on the same page. We will learn about the difference between NDIS individual plans and ILC, as well as ILC activities outlined in the policy.

Second, we will review the draft ILC funding priorities and complete a few activities. These funding priorities are still being designed so this is a really important part of the workshop for you to complete.

Third, we will think about how ILC outcomes might be measured and capture feedback. This is also an area of ILC that the NDIA is still designing - so we are really keen to get your insights.

The NDIA understands that many people and organisations will come to workshops and want to know whether the program or service they currently use will still be funded under ILC in the future. That is not something that can be resolved in the



workshop – the focus should be on what areas should be prioritised in the ILC in the future.

There is no such thing as a ‘right or wrong answer’ today - your expertise and your perspectives are what the NDIA wants. As your facilitator, I will write down interesting discussion points and key quotes or insights that come up.

The NDIA wants to hear about any risks or problems you see as well as any solutions or pieces of advice you might have.

It is important to know that none of your comments today will be attributed to you when feedback is provided to the NDIA.

### **My role as a facilitator**

There are many organisations and groups participating in this co-design program around Australia.

The NDIA has invited a range of different organisations and groups to facilitate these workshops.

As your facilitator, I am not a NDIA representative or staff member. I am not involved in the decision making for the ILC in any way.

My role as a facilitator is to guide the conversation today and to capture and feedback the information back to the NDIA.

It is important that everyone feels comfortable to voice their honest opinions.

You can ask me questions at any point and I will do my best to answer you - I have done some pre-reading. There are copies of answers to to frequently asked questions - or FAQs - which may also answer your questions.

There may be questions I cannot answer. We will pop those questions in the parking lot. We will send those questions to the NDIA so they know the kinds of issues people are interested in.

We will now spend some time learning about the ILC Policy - please hold your questions until after we have all read through Part 1 of your participant pack.



# Part 1: Learning about ILC

Facilitation toolkit

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## Activity

# What is the ILC?

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**Resources:**

Participant pack Part 1  
The five ILC Activity Areas (printed in A3)

**Time:**

15 minutes

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## Instructions

**Step 1:** Give participants 5/10 minutes of personal reading time to read through Part 1 in their participant pack.

**Step 2:** Put the five ILC Activity Streams up on the wall and discuss as a group.

**Step 3:** Ask participants to share personal experiences which may fall under individual activity streams. The facilitator will frame the discussion based on participants' level of understanding on the five streams.

# The two components of the NDIS

## NDIS

The National Disability Insurance Scheme (NDIS) will enable greater support and inclusion, as well as social and economic participation, for people with disability, their families and carers.

**It will be implemented in two ways: via individual plans and through the ILC**



## Individual plans

Individual plans will give eligible NDIS participants control over their own funding and will address their direct needs. They contain a range of supports designed to meet participant's individual needs. They will improve participant choice over how their supports are organised.



## ILC

ILC (formally "Tier 2") will fund eligible initiatives to make the world around people with a disability more inclusive, supportive and welcoming. Local Area Coordinators will also work with these initiatives.

# The ILC Policy

The Productivity Commission recognised that not everything could or should be achieved by giving people with disability greater access to individual funding packages.

The Commission recognised in order for people with disability to achieve inclusion and participation in society, both individual capacity building and community capacity building would be required.

The Commission also recognised that there would be a group of people with disability who would not be eligible for the NDIS, but who still might need some form of support.

Based on this, the ILC Policy will play an enabling role in the NDIS. It will help build the skills of individuals (even if they don't qualify for a plan) and enable the world around people with disability to be accessible and inclusive.

## **The ILC Policy has 5 areas of work:**

1. Information, linkages and referrals
2. Capacity building of mainstream services
3. Community awareness and improving community understanding & awareness
4. Individual capacity building
5. Some elements of local area coordination

# There are two main ways the ILC Policy will be implemented

Everyone in Australian society has a responsibility to promote inclusion of people with a disability and to improve economic and social participation of people with disability.

In implementing the ILC Policy there are two ways the NDIA will contribute to this.

## Local Area Coordinators

The role of Local Area Coordinators (LAC) is very important to the success of the ILC. Local Area Coordinators will be responsible for working within communities on the activities outlined above. They will support information flow, contribute to capacity building programs and community awareness initiatives. They will also work with organisations and services to make sure they include people with disability.

Local Area Coordinators have a major role to play in the plan component of the NDIS. Local Area Coordinators will help eligible participants understand the NDIS, connect participants with community and mainstream supports, as well as develop a NDIS individual plan and make the most of that plan.

## ILC Funding

Limited ILC funding will be available to programs and organisations that fit into one of the ILC activities and meet funding eligibility criteria. There will be more on the funding part of the ILC later on in the workshop.

The ILC Activity areas outlined by policy

## #5 Local Area Coordination

\*Even though ILC Policy lists Local Area Coordination fifth, read it first.

Local Area Coordinators are a very important part of ILC. They will work at various levels within a community and their role will incorporate elements from every other ILC activity area.

Local Area Coordinators will help provide support to eligible ILC initiatives within local communities as well as working directly with individuals on their NDIS plans.

The ILC Activity areas outlined by policy

# #1 Information, linkages and referrals

This area is about making sure people with disability, their family and carers have access to reliable, up to date, relevant information.

For example, access to specific information about the impact a particular disability may have on someone's life is important. That information might be accessed in a number of ways such as face-to-face or online.

The ILC Activity areas outlined by policy

## **#2 Capacity building of mainstream services**

Helping mainstream services become more accessible will help people with disability to participate fully in society.

ILC will help mainstream services to be more inclusive by explaining the needs of people with disability.

A good example might be setting up a partnership project between people with disability and a particular service to improve awareness of the service.

The ILC Activity areas outlined by policy

## **#3 Community awareness and understanding**

Improving community awareness around disability should make it easier for people with disability to participate fully within their community.

ILC will provide funding to some eligible initiatives which respond to priorities identified in the community and meet the needs of people with disability.

An awareness campaign promoting inclusion of children with disability in local children's sporting clubs is an example of an initiative that may be eligible for ILC funding and Local Area Coordination support.

The ILC Activity areas outlined by policy

## **#4 Individual capacity building**

Some people with disability might require additional support to develop the skills and confidence to achieve their goals.

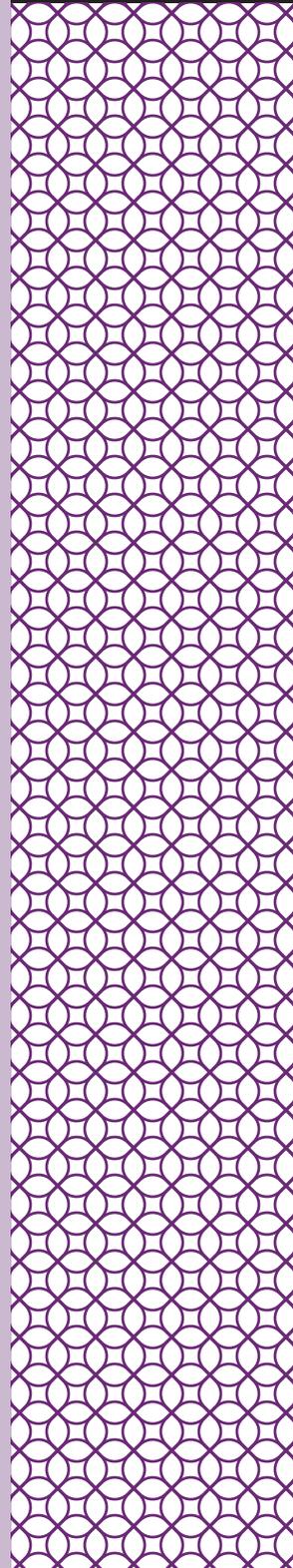
ILC will help to build the skills and confidence of people with disability by funding eligible programs.

A peer support program for people with disability to self-advocate is an example of something that may be eligible for ILC funding.

# Part 2: ILC Funding Areas

Facilitation Toolkit

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## Activity

# Reviewing the draft ILC funding areas

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 **Resources:**  
Participant pack Part 2

 **Time:**  
30 minutes

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## Objective

The point of this exercise is to familiarise participants with the draft ILC funding areas and collect feedback.

## Outputs

Answers to the 4 questions in step 4

## Instructions

**Step 1:** Give participants five minutes to review Part 2 of the participant pack then walk through the 5 draft funding areas as a group. Remind participants that these are draft materials that the NDIA wants feedback on.

**Step 2:** To make the point that services can fit into more than one area, ask participants:

- Which funding areas would a peer support and advocacy service run by an organisation in a town at the tip of the Cape York Peninsula fit into?
- What funding areas would a website aimed at families across Australia about the nature of autism and detailing the support available in Australia to parents fit into?

**Step 3:** Together, use the worksheet in the participant pack to match services with the correct sources of funding. The correct answers are:

ILC = 1, 2, 3

IFP = 4, 5, 6

LAC = 7 (or possibly ILC e.g. if done by a cohort specific group)

State Government = 8,9,10

Local Councils = 11

**Step 4:** Now it is time for reflection. Ask participants the below questions one at a time. Document responses on the whiteboard/ in your notebook. This information will be important when reporting back to the NDIA.

1. Can you think of any services (existing or future) that are worthy of funding but don't seem to fit into any funding category? What are they? Describe them.
2. Should there be a sixth / seventh / eighth funding priority? If so, what should it be? Why?
3. Do you have any concerns about these funding areas? Do they overlap? What risks do you foresee?
4. If you could give any advice to the NDIA in moving forward with these funding areas, what advice would you give? What should the NDIA make sure of?

## Outputs

A brief description of any service that is unaccounted for by the ILC funding areas and why it should be included / why the funding areas should be broadened to account for such a service.

Comments on the funding priorities themselves (definitions, questions, risks, overlaps)

Advice from the participants in what to watch out for when designing funding priorities

Discussion topics and key quotes

# What initiatives will be eligible for ILC funding?

Like all government programs, ILC activities will be funded from a fixed pool of funding.

That means the National Disability Insurance Agency (NDIA) will need to prioritise programs and initiatives that will make the most difference to people's lives.

While the ILC Commissioning Framework has not yet been fully designed, it is assumed that in the future, services which receive ILC funding should:

1. Fit into one or more of the 5 ILC Activity streams outlined in the ILC Policy
2. Fit into one or more of the ILC funding priority areas (these are still being built)
3. Not overlap with any other major government programs, services or funding source
4. Complement the work of Local Area Coordinators
5. Be able to demonstrate that they can make a difference and help the ILC achieve its intended outcomes.
6. Build and not replace existing social and community effort.

# The draft ILC funding areas

The NDIA has drafted 5 funding areas that, at the moment, represent the types of initiatives that might qualify for ILC funding.

Over the next year, the NDIA will work to develop more detailed guidelines and selection criteria for the way it will distribute ILC funding between different organisations and activities.

For the moment, they are still trying to get the priority areas right - which why this co-design program is important.

Today, the NDIA wants to know which general areas of activity you think need to be prioritised. We want to know if things are missing from our draft funding areas.

## **The draft funding areas are:**

- A. Specialist or Expert Delivery
- B. Cohort focused delivery
- C. Multi-regional supports
- D. Remote/rural solutions
- E. Delivery by people with disability for people with disability

In the future, funding submissions from an organisation may fall into multiple funding areas.

A peer support program run in remote Australia would fit into two of the above areas.

Programs that fit into more than one funding area may be prioritised.

The draft ILC funding areas

## **Funding area A: Specialist or Expert Delivery**

The NDIA recognises that Local Area Coordinators should not be expected to be specialists in every kind of disability nor understand the impact a particular diagnosis may have on a person's life.

That kind of expertise should be available too and would complement the general information LACs would be able to provide.

A good example might be a website which provides information about a particular disability or condition such as Down syndrome, or autism, or vision impairment.

The draft ILC funding areas

## **Funding area B: Cohort focused delivery**

The NDIA recognises that Local Area Coordinators might not have all the specialised skills, information or resources necessary to meet all of the specific needs of some particular groups of people with disability.

This might include people who come from a culturally or linguistically diverse community, or from an Aboriginal and Torres Strait Islander background. ILC funding might provide some additional activities to ensure the needs of specific groups are met.

A good example might be setting up a partnership project between people with disability and a particular service to improve awareness of the service.

The draft ILC funding areas

## **Funding area C: Multi-regional supports**

The role of LACs and other ILC supports are to actively work in their local community. They should connect people to their local community and look for ways to support things that will make the local community more accessible and inclusive.

But some activities make more sense if they are run across areas of the whole country because they impact large groups of people with disability. It might also be that the issue is shared across communities and does not require a local solution. The ILC could fund some of these activities.

A good example might be a national, public campaign run by people with disability to promote social inclusion.

The draft ILC funding areas

## **Funding area D: Remote/rural solutions**

People with disability, their families and carers that live in rural or remote areas face particular challenges in ensuring their needs are met.

Some things that are available in large cities and suburban areas are sometimes not available in rural areas.

The ILC will prioritise some activity in regional and remote areas so that people with disability who live outside large cities have similar kinds of opportunities as others in the community.

A good example might be an online support group for siblings of people with disability, which allows siblings from rural and remote areas to communicate/share experiences.

The draft ILC funding areas

## **Funding area E: Delivery by people with a disability for people with disability**

The ILC Framework recognises the importance of activities that are led by people with disability.

The NDIA wants to prioritise these activities to make sure people with disability have a chance to support one another.

A good example might be peer support group for people with disability who want to learn how to self-manage their NDIS individual plan.

# Avoiding overlaps and duplications

The point of the funding areas is to make sure the ILC funding does not duplicate what is already being done / funded in other areas.

ILC can't take over the things that other governments, councils or other organisations are responsible for delivering.

For example, ILC funding will not overlap with:

## **NDIS individual plans**

ILC funds won't be used to fund services which should be included in a NDIS individual plan for eligible NDIS participants. For example, speech therapy or home modifications should be funded through NDIS individual plans.

## **State and Commonwealth government responsibilities**

ILC won't fund those programs and services that are the responsibility of the Commonwealth or state and territory governments. For example state governments are responsible for ensuring that health, education and public transport systems are inclusive and accessible.

## **Council responsibilities**

The ILC won't fund things that are the responsibility of local councils. For example, making sure planning and infrastructure proposals consider the accessibility needs of people with disability is the responsibility of local councils.

## **Local Area Coordinators in the NDIS**

ILC funding will be designed to complement the role of the Local Area Coordinator (LAC). Funding eligibility will prioritise initiatives that complement and do not duplicate the work of LACs.

By creating a funding system that works to complement the responsibilities of other organisations, ILC will be able to have an efficient, effective role to play.

# Who is responsible for what?

- State & territory governments
- ILC funding
- Local Area Coordinator
- NDIS individual plans
- Local councils

- Peer support program**  
A peer support program for people with disability to self-advocate in areas such as public transport and education.
- Diagnostic website**  
A website which provides information about a particular disability or condition such as Down syndrome, or autism, or vision impairment.
- Public campaign**  
A public campaign run by people with disability to promote social inclusion and disability inclusive services in the community.
- Speech therapy**  
One on one speech therapy supports for a child with cerebral palsy to improve communication skills.
- Equipment/assistive technology**  
Modifications to a vehicle to allow a person with a disability to drive.
- Independence skills activities**  
Cooking lessons for a young person with autism to allow him to live independently out of his own home.
- Community Participation**  
Linking a person with disability to a local sporting group that allows the individual to participate in the community.
- Health**  
Clinical services and treatment of health conditions for individuals with disabilities – including all medical services such as general practitioners, care while admitted in hospital, surgery, the cost of medical specialists and so on.
- Education support**  
The provision of a teacher’s aide in the classroom for child with a disability to ensure they can participate in classroom activities.
- Transport**  
The building of accessible tram stops in the city of Melbourne for people with disability.
- Infrastructure accessibility**  
Ensuring local paths are accessible for people with disability. Liaising with specific developers to identify access requirements for significant new buildings

## Activity

# Prioritising the draft funding areas

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**🕒 Resources:**

Worksheets for the five ILC draft funding areas (printed in A3)

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**Time:**

20 minutes

**Objective**

The point of this exercise is to find out which funding areas are more or less valuable in the eyes of the participants and why.

**Outputs**

Total score for each funding area.

Comments explaining why certain areas scored more highly than others.

**Instructions**

**Step 1:** Please read the following out to participants:

In the future, funding to organisations may fall into multiple funding areas.

Initiatives that fit into more than one funding area could be treated as a high priority.

However, it will be a challenge to *compare* services that fit into different funding areas. For example, is it more important to fund a diagnostics/ specialist service than it is to support peer-to-peer programs?

The NDIA needs to know if all draft funding areas are equal in the eyes of

the sector. It may be that they are equal, or perhaps some should be more or less heavily weighted.

This activity is about letting the NDIA know which draft priority funding areas are more valuable in your organisation's or your customer's experience. To do this, we will be voting. The NDIA want your opinions, there no right or wrong answer and the NDIA know every workshop will produce different results.

**Step 2:** Put up the 5 Draft ILC funding areas on the wall/on the table.

**Step 3:** Hand out 10 votes to each participant.

**Step 4:** Inform participants that they have 10 votes each to vote on the funding areas they think should be prioritised under ILC. They can spread their votes equally among the five funding areas. They can vote on some areas more than once and not at all on others. But they must cast all 10 votes.

**Step 5:** Vote and tally totals on each sheet. Document discussion and reasoning.

**Step 6:** After voting has finished, ask participants why they voted the way they did. The more detailed participant's reasons are, the better. Document responses.

# Funding area A: Specialist or Expert Delivery

The NDIA recognises that where Local Area Coordinators have been implemented previously, they have not been expected to be specialists on every type of disability nor understand the impact a particular diagnosis may have on a person's life.

Programs and organisations that can provide specialist support will complement the general information LACs would be able to provide.

A good example might be a website which provides information about a particular disability or condition such as Down syndrome, or autism, or vision impairment.

Individual votes won

Total votes available

Total score as a %

# Funding area B: Cohort focused delivery

The NDIA recognises that Local Area Coordinators might not have all the skills, information or resources necessary to meet the specific needs of some particular groups of people with disability.

This might include people who come from a culturally or linguistically diverse community, or from an Aboriginal and Torres Strait Islander background. ILC funding might provide some additional activities to ensure the needs of specific groups are met.

A good example might be setting up a partnership project between people with disability and a particular service to improve awareness of the service amongst a group of people with disability that have not previously accessed a service.

Individual votes won

Total votes available

Total score as a %

# Funding area C: Multi-regional supports

The role of LACs and other ILC supports are to actively work in their local community. They will connect people to their local community and look for ways to support things that will make the local community more accessible and inclusive.

But some activities make more sense if they are run across multiple areas because they impact large groups of people with disability. It might also be that the issue is shared across communities and does not require a local solution. The ILC could fund some of these activities.

A good example might be a national, public campaign run by people with disability to promote social inclusion.

Individual votes won

Total votes available

Total score as a %

# Funding area D: Remote/rural solutions

People with disability and their families that live in rural or remote areas face particular challenges in ensuring their needs are met.

Some things that are available in large cities and suburban areas are sometimes not available in rural areas.

The ILC will prioritise some activity in regional and remote areas to ensure people with disability in these places have access to ILC initiatives that are designed for their local needs.

A good example might be an online support group for siblings who care for people with disability, which allows siblings from rural and remote areas to communicate/share experiences.

Individual votes won

Total votes available

Total score as a %

# Funding area E: Delivery by people with disability for people with disability

The ILC Framework recognises the importance of activities that are led by people with disability.

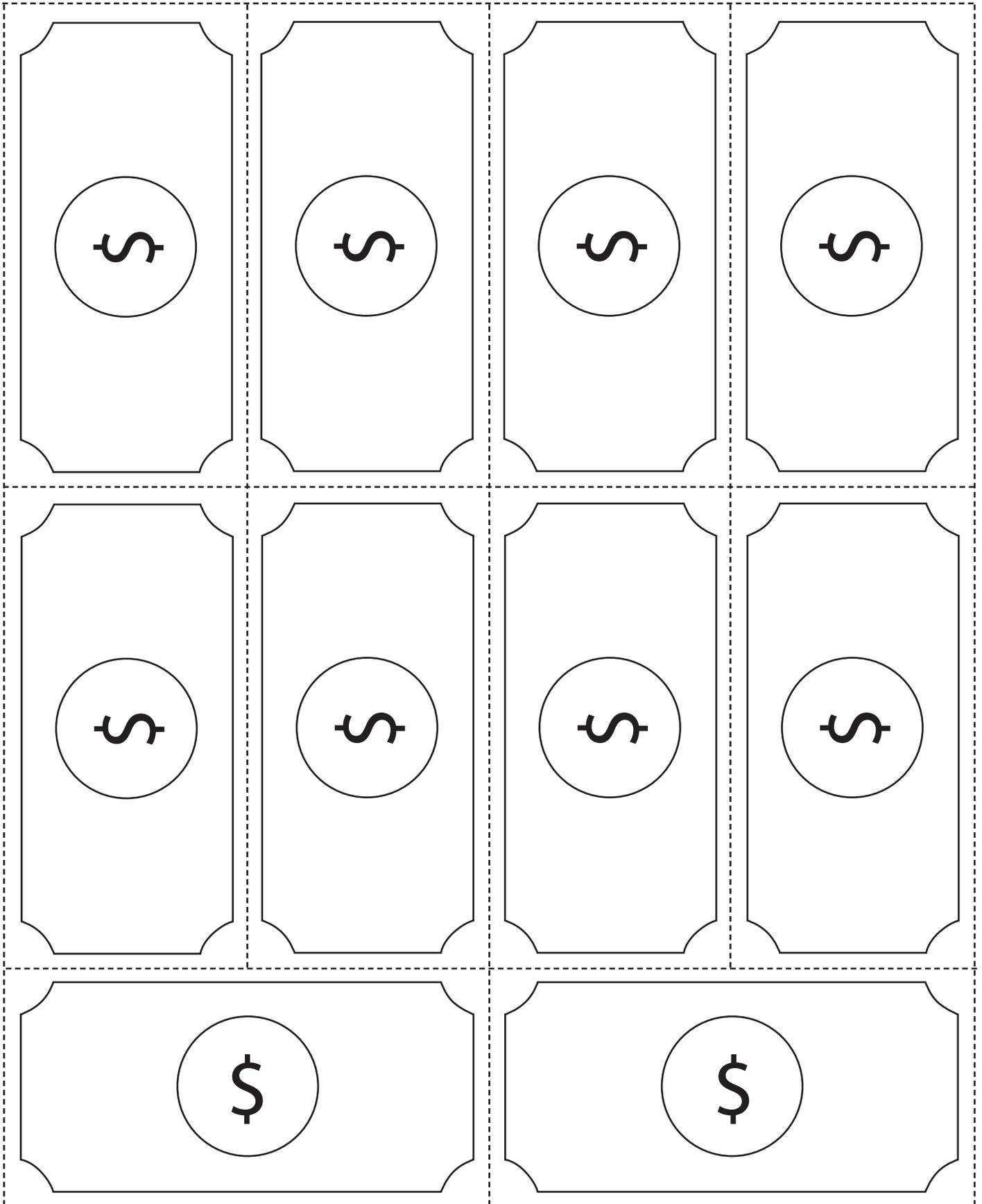
The NDIA wants to prioritise these activities to make sure people with disability have a chance to support one another.

A good example might be peer support groups for people with disability who want to learn how to self-manage their NDIS individual plans.

Individual votes won

Total votes available

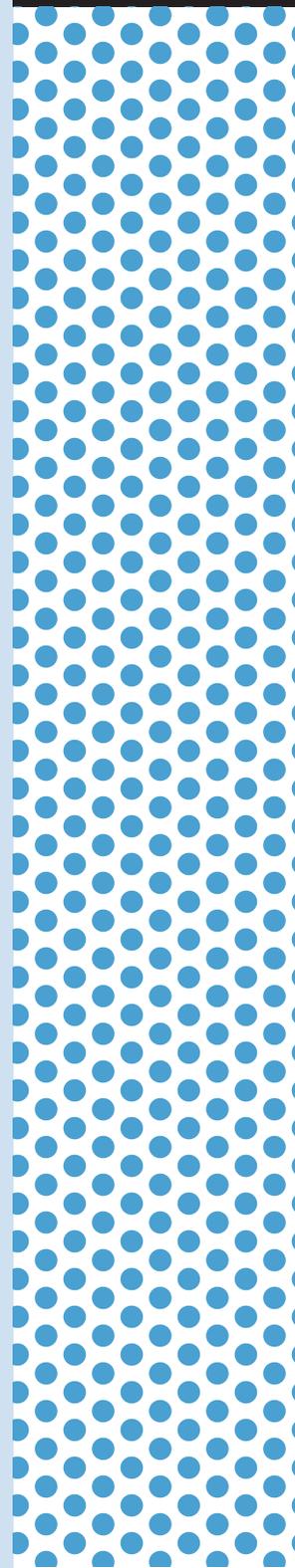
Total score as a %



# Part 3: ILC Outcomes

Facilitation toolkit

3



## Activity

# Measuring the success of ILC

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 **Resource:**  
Participant Pack Part 3

 **Time:**  
30 mins

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## Objective

This activity is about participants building an understanding of why outcomes matter to the delivery of the ILC and what the difference is between an outcome and an output.

## Outputs

None

## Instructions

**Step 1:** Give participants 5 minutes of personal reading time to read through Part 4 in their handout, then discuss as a group.

**Step 2:** Read out the following hypothetical scenario to the group:

“Imagine there is a new peer-to-peer support program available in a regional town for people with disabilities. The purpose of the program is to help individuals to self-advocate and develop confidence in areas such as education.”

**Step 3:** Spend 15 minutes discussing. Use the following prompts:

How might one measure the success of this service?

What changes would you expect to see?

What might we be able to measure?”

**Step 4:** Capture outputs and outcomes on a whiteboard or piece of butcher’s paper.

**Example outputs for this scenario:**

The number of peer support groups established and operating, as well as, number of participants regularly attending peer support sessions.

**Example outcomes for this scenario:**

An increase in participant’s confidence or an improvement of individual’s understanding of the different support mechanisms available to them (mainstream, funded, unfunded, formal, informal).

# Measuring the success of ILC

Information Linkages and Capacity Building (ILC) is a very important part of the NDIS.

It is expected to contribute to the overall goal of the NDIS which is to increase the social and economic participation of people with disability.

And just like the rest of the NDIS we will need to measure whether the ILC investments made are making a difference to people's lives.

The implementation of ILC should be based on a clear 'theory of change' which sets out what is needed for greater inclusion and what contribution ILC makes.

The challenge is: How do we know if things are changing? How do we know if ILC funded programs are making a difference? What sort of "difference" is reasonable to expect? After all, providers of ILC activities and programs cannot be held solely accountable for shared responsibilities, such as community attitudes towards people with disability.

All services/organisations/ groups that the ILC funds in the future will need to be able to demonstrate that they are making a difference.

When assessing impact, both individual and community outcomes will be important.

One organisation providing services to community members with disabilities might be able to claim they have made a difference to the amount of confidence their participants or members have on an individual level.

Another organisation that delivers different services might show they have made a difference at a community level in terms of community awareness around a particular disability. Some organisations may be able to demonstrate an impact at both levels.

The point is, when evaluating the success of ILC activities and funding, outcomes matter.

The impact of ILC should not just be measured based on output measures. More

and more, governments are focusing on outcomes. While this might be a bit of a change for some service providers, the NDIA will provide some support to help providers demonstrate the impact of their efforts.

For example the NDIA is developing a survey of individuals which can be linked to the supports they receive and will help show what difference support has made in their lives.

The current challenge for the NDIA is to get a good sense of the impact ILC will have for individuals and communities.

This is what we need your help with.

# What's the difference between an outcome and an output?

## Outputs are actions (what you do to make a difference)

- physical and measurable results of an activity, series of activities or an entire program or service
- often expressed in terms of units and hard facts (hours, number of people or completed actions)
- often used to plan and achieve objectives for a program
- not intangible benefits, such as changes in the attitude, behaviour or perception of an audience after interacting with a service or project

### Examples of outputs are:

- number of hours dedicated to an activity or program
- number of attendees for an event
- number of funding proposals submitted
- number of pamphlets and promotional materials sent to target audiences

**A series of outputs lead to the accomplishment of an outcome.**

## Outcomes are the results of actions (the effects or changes we want to create)

- longer term changes, improvements or shifts that happen as a result of what a service or program offers
- often measured over a period of time, rather than in the short term
- are used to evaluative future actions or steps (e.g. after program completion)
- are more difficult, but not impossible, to measure, and are typically measured subjectively by approximation
- not tangible or hard facts, such as statistics.

### Examples of outcomes are:

- Changes in behaviour, attitude or awareness
- Improvements in understanding or knowledge
- Shifts in involvement or interest

**An outcome is accomplished through a series of outputs.**

## Activity

# Brainstorming individual & community outcomes

 **Resource:**  
Outcomes Template redrawn  
big on a whiteboard.

 **Time:**  
20 minutes

## Objective

The aim of this activity is to generate a list of possible individual and community outcomes that the work of the ILC funded initiatives and Local Area Coordinators might contribute to.

## Outputs

Answers to the questions below

## Instructions

**Step 1:** Start a discussion. Categorise ideas on your whiteboard in the sections provided in your outcomes template. Use the following prompts, one at a time:

- What should the ILC improve or increase? What might go up?
- What should the ILC help to reduce or minimise? What might go down?
- What specific things should change for individuals? What about at a community level?
- What outcomes do you anticipate from the 5 different funding areas that were discussed in the previous activity?
- How should the ILC measure changes and outcomes?
- What are you worried about? What risks do you see?

**Step 2:** What advice would you give the NDIA around measuring success? These prompts should be helpful:

*The NDIA should remember to...*

*The NDIA should be careful to avoid...*

*It is important that...*

# Outcomes Template

	Individual	Community
Output		
Outcome		

# Close and next steps

Facilitation toolkit

**B**





## Activity

# Close and next steps

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 **Time:**  
5 minutes

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## Instructions

**Step 1:** Thank everyone for their time and effort

**Step 2:** If needed, refer to FAQs to answer questions

**Step 3:** If possible, take a photo on your phone of your participant group to send to NDIA

**Step 4:** Outline the following key messages:

## Next steps:

The NDIA needs to have the Commissioning Framework finished by the end of 2015, so they can start the next phase of work early next year. This is why the workshops need to be completed by the end of October.

The facilitator will summarise everything discussed today and provide it to the NDIA.

The NDIA will review all of the feedback and incorporate it into the next stage of the Commissioning Framework.

Everyone's identity (e.g. your name) will be kept confidential

The Commissioning Framework and a summary of the feedback from the workshops will be published by the NDIA at a later point.

If you have any questions or feedback in regards to the ILC co-design program please contact the NDIA via [ilc@ndis.gov.au](mailto:ilc@ndis.gov.au)

The NDIA have asked for all submissions to be made prior to the 30th of October 2015 so that it can be included in the analysis of the feedback.

# Post workshop reporting process

## Important messages

The NDIA has designed a survey to guide you through the reporting process and it should take no more than an hour/hour and a half. The survey is not a normal survey, it is a way for you to summarise your workshop in a way that NDIA can analyse later. Please complete a new survey for each workshop you run.

Reporting has to happen after the workshop - don't try to type things into the survey while you are facilitating! The NDIA ask that facilitators please complete the survey personally.

It is best to enter your workshop information into the reporting tool right after the workshop while it is fresh in your mind.

## Before you leave the workshop space

Make sure you have all your notes and photos of anything you wrote up on whiteboards or paper. The most important things to not lose are:

*Your participant sign in sheet*

*Your notes from the Funding activities*

*Your notes from the Outcomes brainstorming activities*

*A photo of your participants.*

## Summarising your notes

You don't have to do anything with your notes before you open the survey. Just have them on hand.

## Using the survey reporting tool

This is the link to the Co-design program feedback and reporting tool:

<https://www.surveymonkey.com/r/M3MFNYX>

On your computer, open this link and follow the prompts. You will not be able to save the survey so please make sure you have an hour and a half to complete it.

If you would like to prepare your answers, here are the main questions:

- Did participants identify any services (existing or future) that are worthy of funding but don't seem to fit into any funding category?
- Should there be a sixth/seventh/eighth funding priority? If so, what should it be? Why?
- Did participants have any concerns about these funding areas? Do they overlap? What risks do they foresee?
- What advice did participants have for the NDIA in moving forward with the draft funding areas?
- What were the reasons why participants prioritised/de-prioritised each funding area during voting?
- What Individual-level outcomes and/or indicators did participants identify for the ILC?
- What community-level outcomes and/or indicators did participants identify for the ILC?
- How should the ILC measure changes and outcomes? What did your participants think?
- What risks do your participants identify? What were they worried about?
- What advice did your participants have for the NDIA relating to measuring outcomes?

### **Letting us know you have finished**

Please inform NDIA by email when you have finished your workshop and submitted your survey. Send through your workshop photo too!

Please email: [ilc@ndis.gov.au](mailto:ilc@ndis.gov.au)