# Program Specific Guidance for Outcome 3.2 National Disability Insurance Scheme Program in the Data Exchange

Version dated 1 August 2023

# Introduction

**The Program Specific Guidance**

The Program Specific Guidance assists service providers on entering data into the Data Exchange in a consistent way that best reflects the program activity being delivered.

**Purpose of this document**

This document provides policy guidance on entering data into the Data Exchange for activities funded under **Outcome 3.2 – National Disability Insurance Scheme** by the **Department of Social Services**.

These guidelines should be read in conjunction with:

- Data Exchange Protocols

- Your funding agreement

- Your program guidelines

- The task cards and e-Learning modules available on the Data Exchange website

**Intended Use**

The **Program Specific Guidance** is intended to provide practical information for managers and front-line staff to better understand the data expected for their program. It also assists them in integrating Standard Client/Community Outcome Reporting (SCORE) outcomes and partnership data collection into existing service and administrative practices.

Additionally this guide aims to provide consistency on how program data is interpreted within program activities, and support a consistent interpretation of the Data Exchange protocols across commonly funded organisations.

This document will be periodically updated to provide more detailed guidance on questions as they arise and as new programs come on board to the Data Exchange. Users of this document are encouraged to provide feedback where further guidance related to their program activity is needed.

All resources associated with the Data Exchange are available on the Data Exchange website.

The Program Specific Guidance for Commonwealth-funded programs was formerly published as:

- Protocols – Appendix B

- Program Specific Guidance for Commonwealth Agencies in the Data Exchange

# Contents

# Outcome 3.2 – National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) aims to improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that provides funds to people with significant and permanent disability to purchase reasonable and necessary supports through an insurance approach. The program also includes funding for existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund.

# NDIS Information Linkages and Capacity Building (ILC)

ILC provides funding to organisations to deliver projects in the community that benefit all Australians with disability, their carers and families. These projects create connections between people with disability and the communities they live in. Projects aim to build the knowledge, skills and confidence of people with disability, and improve their access to community and mainstream services

The following program activities are included in ILC:

- Building Employer Confidence in Inclusion and Disability

# Building Employer Confidence in Inclusion and Disability

## Description

The Building Employer Confidence in Inclusion and Disability (BEC) program aims to help build the confidence and ability of employers to hire, support and retain employees with disability and create inclusive workplaces by breaking down attitudinal barriers about people with disability.

By improving the confidence of employers, the program supports people with disability to gain employment and improve their overall wellbeing.

To support people with disability to gain employment and improve their overall wellbeing, the aim of this grant opportunity is to:

- build the confidence and ability of employers to hire, support and retain employees with disability
- create inclusive workplaces by breaking down attitudinal barriers about people with disability

## Who is the primary client?

Primary clients for this program activity are employers who need support related to employing people with disability.

## What are the key client characteristics?

- Employers who have expressed an interest in employing, or employing more people with disability but need support to get started
- Employers in one (or more) of the growth industries who have, or are expected to have significant workforce demands and/or known vacancies that could be filled by people with disability
- Employers, with networks of employees, seeking increased confidence in inclusive recruitment and hiring practices

## Who might be considered 'support persons'?

Support persons are not the focus of the BEC grant, so are not applicable for the purposes of DEX reporting.

## Should unidentified group clients be recorded for this program?

This program provides support where employers have been previously identified through stakeholder engagement. However it is acknowledged that some activities may involve larger group activities with unidentified clients where it is not possible to record all participants. Therefore, no more than **20 per cent** of clients should be recorded as unidentified.

Please refer to the Data Exchange Protocols for further guidance on recording unidentified clients.

## How should cases be set up?

There is no formal case structure recommended for this program activity. The organisation should create cases that reflect their own administrative processes.

## The partnership approach

For this program activity, all organisations are required to participate in the partnership approach. As part of the partnership approach, organisations record client outcomes known as Standard Client/Community Outcomes Reporting (SCORE) reporting. The partnership approach also includes recording an extended set of data.

Organisations must meet the following minimum requirements for SCORE data:

- Report an initial and at least one subsequent Circumstances SCORE for **all clients where possible** (95 - 100 per cent) of identified clients.
- Report an initial and at least one subsequent Goals SCORE for **all clients where possible** (95-100 per cent) of identified clients.
- Report a Satisfaction SCORE for **at least 10 per cent** of identified clients.

A SCORE assessment is recorded at least twice for each client – once towards the beginning of service delivery and once again towards the end.

Where practical, organisations should also record a SCORE assessment every 6 months to track how the client's outcomes change over time. Please refer to the Data Exchange Protocols (section 7) for more information.

## What areas of SCORE are most relevant?

For this program activity, it is expected organisations collect and record SCORE assessments in at least one Circumstance, one Goal and one Satisfaction domain listed below:

| Circumstances | Goals | Satisfaction | Community |
|---|---|---|---|
| - Community participation and networks<br>- Employment<br>- Education and skills training | - Changed behaviours<br>- Changed knowledge and access to information | - I am better able to deal with issues that I sought help with<br>- I am satisfied with the services I have received | - Group / community knowledge, skills, attitudes and behaviours<br>- Organisational knowledge, skills and practices |

When recording a SCORE assessment for a client, you must also record '**Assessed by**' at the SCORE level to capture who has completed the assessment.

## Completing a Circumstances SCORE assessment

For this program activity, all organisation must use the following SCORE scale descriptions when assessing clients in the following Circumstances domains. For those SCORE domains not shown below, organisations can record SCORE assessment as outlined in the Data Exchange Protocols.

| Circumstances | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| **Community participation & networks** | I do not have a network available to support my capability to employ people with disability | I have little network support available to support my capability to employ people with disability | I have some network support available to support my capability to employ people with disability | I have good network support available to support my capability to employ people with disability | I have very good network support available to support my capability to employ people with disability |

| Circumstances | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| **Employment (creating an inclusive workplace environment)** | My organisation is not ready to employ people with disability Education and training is required to break down barriers and understand how the organisation can support people with disability | My organisation is working towards employing people with disability An education and training program is about to begin which will help to break down barriers and help us better understand how we can support people with disability | My organisation is ready to start employing people with disability Education and training is underway and some changes have been implemented to create a more inclusive work environment | My organisation is actively recruiting Initial education and training has been completed and many changes have been implemented to create an inclusive workplace environment | My organisation has employed at least one person with disability Our workplace is inclusive and staff are confident they can support people with disability |
| **Education & training** | My organisation has not engaged in any specific education or training regarding the employing of or working with people with disability in the past | My organisation has arranged an education and training program to be delivered that will focus on working with people with disability | My organisation is part way through an education and training program focussed on working with people with disability | My organisation has almost completed an education and training program focussed on working with people with disability | My organisation has completed an education and training program focussed on working with people with disability |

## Completing a Goals SCORE assessment

For this program activity, all organisation must use the following SCORE scale descriptions when assessing clients in the following Goals domains. For those SCORE domains not shown below, organisations can record SCORE assessment as outlined in the Data Exchange Protocols.

| Goals | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| **Changed Knowledge** | I have a very low level of knowledge about employing or working with people with disability | I have a low level of knowledge about employing or working with people with disability | I have a moderate level of knowledge about employing or working with people with disability | I have a good level of knowledge about employing or working with people with disability | I have a very good level of knowledge about employing or working with people with disability |
| **Changed Behaviours** | I am very hesitant about employing or working with people with disability I am not confident in my ability to manage and/or support a staff member with disability | I am hesitant about employing or working with people with disability I have little confidence in my ability to manage and/or support a staff member with disability | I am somewhat hesitant about employing or working with people with disability I feel my confidence in my ability to manage and/or provide support to a staff member with disability is growing | I am fairly confident about employing or working with people with disability I am fairly confident in my ability to manage and/or provide support to a staff member with disability | I am confident about employing or working with people with disability I am confident in my ability to manage and/or support a staff member with disability |

## Completing a Satisfaction SCORE assessment

If an organisation already uses an existing satisfaction measurement tool that meets their needs, they can continue to use it and translate the outcome data to SCORE, otherwise organisations can record SCORE assessment as outlined in the Data Exchange Protocols.

## Completing a Community SCORE assessment

For this program activity, all organisation must use the following SCORE scale descriptions when assessing clients in the following Community domains. For those SCORE domains not shown below, organisations can record SCORE assessment as outlined in the Data Exchange Protocols.

| Community | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| **Group/ community knowledge, skills, attitudes behaviours** | No change in knowledge, skills, attitudes, behaviours | Limited change in knowledge, skills, attitudes, behaviours–but emerging engagement | Limited change in knowledge, skills, attitudes, behaviours–but strong engagement | Moderate change in knowledge, skills, attitudes, behaviours | Significant positive change in knowledge, skills, attitudes, behaviours |
| **Organisational knowledge, skills and practices** | No change in organisational knowledge, skills, practices to respond to the needs of targeted clients/ communities | Limited change in organisational knowledge, skills, practices–but emerging engagement | Limited change in organisational knowledge, skills, practices, but strong engagement | Moderate change in organisational knowledge, skills, practices | Significant positive change in organisational knowledge, skills, behaviours to better respond to the needs of targeted clients/ communities |

## For this program activity, when should each service type be used?

A service type describes the main focus of a session with one or more clients. If a session covers multiple service types, the person delivering the session should record only the most relevant service type, which is typically the one that required the most amount of time or contributed most significantly to an outcome.

| Service Type | Example |
|---|---|
| **Disability eLearning** | Disability eLearning module or course completed at own pace. |
| **Disability Workshop** | A workshop to build the knowledge and capacity of employers to support their ability to employ people with disability. |
| **Education and Skills Training** | Assisting employers in learning or building knowledge about a topic or aimed at developing, or enhancing a skill relevant to the employer's circumstances. |
| **E-Learning Online Workshop** | Sessions delivered online where interaction between the presenter and other employers occurs. |
| **Employer engagement** | Contact between an employer or potential employer and a client or service provider. |
| **Facilitate employment pathways** | Assisting employers by building their capability to employ people with disability and linking employers with opportunities that will further develop their skills. |

| Service Type | Example |
|---|---|
| **Resource development** | Development of resources in consultation with employers. This can be done in partnership with other organisations to build the capacity of employers. |
| **Tailored workshops** | A workshop to build knowledge and capacity on specific issues. |

# Version History

***Version 1, August 2023***

First publication and release of document.

This document was detached from the previous **Program Specific Guidance for Commonwealth Agencies** based on department and outcome type.