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## Are we Making a Difference? New Ways to Measure Outcomes for People with a Disability and the Communities with Whom They Engage

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The notion of 'outcomes' in the disability sector has had wide and varied interpretation. The WHO International Classification of Functioning and Disability has supported thinking about outcomes by identifying the broad classifications of function, activity, participation and environment, and identifying the domains of life experience within these. Academics have identified particular outcome domains and developed mechanisms to measure these, most frequently through methods of observation or 'expert' report rather than the self-report of people with a disability.

The workshop presents a new outcomes measurement framework, and three associated data collection instruments. The framework has been developed following an extensive literature review both within the disability fields and other human services related areas. Data collection tools have been developed based on an emancipatory research methodology that seeks to privilege the self-report and experiences of people with a disability. In particular, the three data collection instruments focus on collecting data about 1) the outcomes and impacts of services on a range of life or citizenship domains 2) the outcomes of services and supports responding to person directed goal setting and 3) the outcomes of person centred planning. These tools have been trialed in a range of service contexts including both adult and early intervention services. Data from these trial is available for discussion.

Workshop process: Presenters will explain the conceptual and theoretical underpinnings of this approach to outcomes measurement and compare and contrast with other published approaches. The workshop will include a focus on unpacking the confusion in disability services about outcomes measurement and specifically explain the difference between outcomes, outputs, and process or quality practice indicators (using definitions currently in use by the Australian government).

Presenters will explain the outcomes framework and each of the three data collection instruments including discussion about the limitations and strengths of each instrument, and their design principles. Finally, participants will engage in identifying outcome indicators for their own organisational or practice contexts as well as mapping the data available that may evidence outcomes in these areas.