



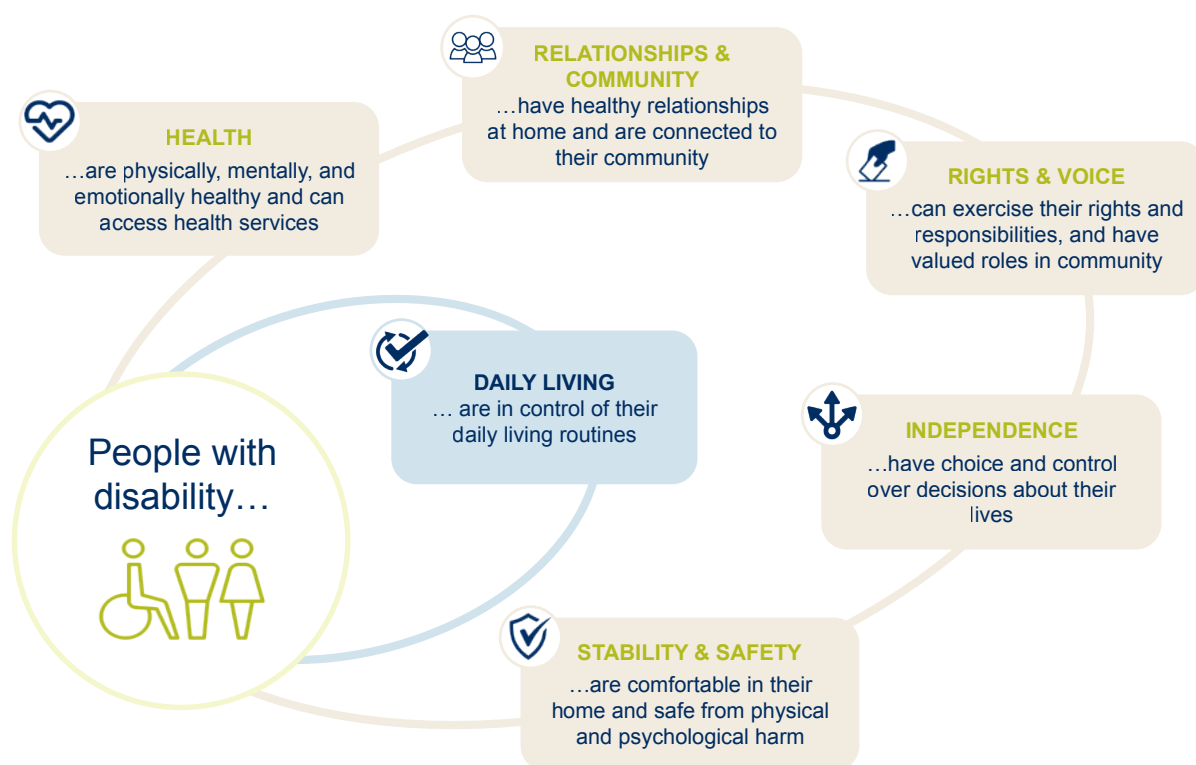
The Disability Housing Outcomes Framework

Evaluation of the pilot survey program

Report Preview | April 2022

Introduction

The disability housing sector is facing a changing market with greater consumer choice, yet there is no consistent, sector-wide approach to understanding what works. A coalition of organisations across the sector have been working together to tackle this problem, developing a common outcomes framework and data collection tool to help understand what good housing looks like for people with disability: **the Disability Housing Outcomes Framework (DHOE)**.



The DHOE builds on best and emerging practice, and was codesigned in partnership with people with disability and other key stakeholders across the sector. It links the activities of both the built form environment and the in-home supports to understand how housing facilitates good outcomes for people across six core outcome areas: Daily Living, Health, Relationships & Community, Rights & Voice, Independence, and Stability & Safety.

The DHOE has just completed a preliminary pilot across 7 organisations nationally including Specialist Disability Accommodation (SDA) and Supported Independent Living (SIL) providers who used the framework and data collection tool in practice. The purpose of the pilot was to ensure that the framework and tool provide data that is meaningful for people with disability, practical for providers to implement, and able to inform decision making across a range of stakeholders.

Methodology

The tool was piloted by providers over six months from August 2021 to February 2022, though COVID-19 affected the rollout leading to delays and difficulties working directly in homes.

Thirty-two people living in Specialist Disability Accommodation (SDA) participated and collectively completed a total of 214 surveys about their experiences.

Pilot participants were diverse and were broadly representative of the population living in SDA:



- **Age:** The participants were from all ages, mostly between 20 and 54.



- **Location:** The majority of the participants were from NSW and VIC (82%). The rest of the participants were from WA, QLD, SA and the NT.



- **House type:** The participants lived in group homes (50%), houses (25%), or villas/duplexes (22%). One participant also lived in an apartment.



- **Disability:** Most of the participants were people with intellectual disability or acquired brain injury (61%).



- **Housemates:** Nearly all of the participants lived with matched tenants. No-one lived with parents or partners.

Pilot results



Meaningful for people with disability

The pilot showed that the surveys were straight forward to complete and accurately captured the feedback of people with disability. Nearly a quarter (22%) of people filled in the surveys by themselves (for example, without help from a friend or support worker) at least once. This included many people with intellectual disability. One participant explained:



“The questions were easy to complete, I get help sometimes from my support worker, but I can do it myself most of the time.”

The questions also received a range of answers, with no single answer getting more than 65% of the responses. This is important, as a question that everyone always answers the same way does not accurately capture feedback. One participant said:



“I enjoyed filling in the survey, I felt like I can get a say about my needs and people are able to hear me.”



Practical to implement

The tool was able to be easily used within the context of everyday lives and service delivery within the homes. Eighty-three per cent of staff surveyed agreed or strongly agreed that the survey tool was accessible and easy to use for themselves as well as their tenants or customers. One support worker explained that:

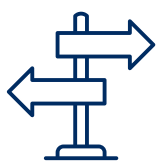


“My experience of helping him with the surveys has been very straight forward and easy to follow.”

For the results to be useful, it is important that the survey answers are not heavily influenced by having a support worker helping with the survey. Seven of the participants were interviewed by an independent consultant from the Victorian Advocacy League for Individuals with Disability (VALID) to ensure the survey could be completed independently.



The results suggest that participants answered the survey similarly with their support worker as they did with an independent person. This suggests that the results are meaningful even when supported by support workers. As such, organisations can implement the surveys in their organisation through existing staff and supports, without needing to hire independent contractors to ensure valid survey results.



Able to inform decision-making

The findings from the tool were also able to be used to inform decision making both within a particular home as well as for providers across their organisations, with promising indicators to inform across the sector more broadly. While uptake of the tool was slower than hoped due to COVID-19, 100% of providers found the tool useful to understand their tenant or customer needs, and 44% found it 'very' or 'extremely' useful. One provider said that:



"I fully anticipate using the results to inform practice at all levels, with access to an evidence base."

Furthermore, data analysis of the survey results revealed that providers overall had different average results. This suggests that the surveys will be able to inform cross-sector learning and benchmarking for providers in the future.



Through the Community of Practice, providers also created and shared how their organisations planned to act on survey results. The Community of Practice was held every two months; it included staff from the participating organisations who came together to ask questions and share learnings with each other. This included the development of a shared rubric to analyse and action results, which was put into practice by multiple providers.

Next steps



A full report on the pilot results will be released in the coming weeks, with further detail on the outcomes achieved and lessons learned through the pilot process.

The DHOF tool is being revised based on the feedback from the pilot and prepared for a wider industry rollout in mid-2022.



If you are interested in using it to measure the outcomes of your own organisation, visit the DHOF website www.disabilityhousingoutcomes.com.au or contact Anna Ashenden aashenden@socialventures.com.au for more details.

Our coalition



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