**Aims:**

The first aim of the research was to obtain reliability and validity data for three surveys that were developed to measure outcomes in the disability sector. The second aim was to explore the social inclusion experiences of a group of adults with disability across Australia.

**Participants:**

Participants were adults with disability across Australia, carers, disability staff and others.

**Method:**

Various surveys were completed by the participants. Surveys were completed online through an accessible website, in hard copy, or using SurveyMonkey. Recruitment was conducted by large scale emails/phone calls, advertising in newsletters and via social media. Ethics approval was obtained to conduct the research.

**Results:**

*Outcomes & Impact Scale – Revised:*

Both the standard and easy English form of the survey had good reliability and validity. It demonstrated good internal consistency (i.e., all the items belong on the survey) and alternate form reliability (i.e., the two forms are the same). Factor analysis of the survey revealed one factor that clearly corresponded to the whole of life construct that the survey was designed to measure. Overall, participants with disability and staff understood the intent or purpose of the survey. All domains except the spiritual and political domain were considered to be relevant service outcomes.

*Measuring Outcomes in Services and Supports Tool – Short Form:*

Participants were able to understand the intent and aim of the survey. The items of the survey made sense and participant goals were similar to areas identified as important in policy (i.e., content validity). Factors influencing goals were also similar to those previously identified in the literature.

*Social Inclusion Survey – Revised:*

Both forms (standard and easy English) of the survey had good reliability and validity. The survey also demonstrated good internal consistency and alternate form reliability. Factor analysis of the survey revealed three factors that appeared to represent: 1) access to services and support, 2) political or civic participation, and 3) participation in social activities. The factors were identical for both forms of the survey.

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*Social Inclusion results:*

The survey responses from some of the participants (N = 233) were analysed to learn more about the social inclusion experiences and wellbeing of adults with disability.

The personal wellbeing of participants (N = 177) was similar to the Australian general population, except for Relationships, which was somewhat lower. Participants with cerebral palsy or intellectual disability scored higher on personal wellbeing than people with physical disability.

There were some differences in social inclusion according to disability, for example, social inclusion scores were highest for participants with intellectual and physical disability, and lowest for those with autism.

Needs in relation to housing, accessing medical services, being treated with respect, accessing support in times of crisis, and being accepted were well met. Those relating to volunteering, contacting people in Government, involvement in political activities, participation in art and cultural activities, and involvement in decisions at Local, State or Federal Government were less well met.

The top 5 factors that participants said would improve social inclusion if they were changed were:

* Attitudes of others
* Physical access to places
* Transport
* Others being able to understand communication, and
* Being listened to



**Conclusion:**

This research helped us further develop and test three surveys about outcomes of service provision. The results showed that all three surveys are reliable and valid.

The surveys were specifically designed to be used by people with disability, particularly intellectual disability.

By having access to surveys to measure outcomes of service provision, service providers are better placed to determine whether the services and supports they provide to people with disability are making a difference. This data can be used to inform service development. Outcomes data can also be used to report back to funding bodies, and people with disability can use the data to help them determine whether they are achieving the outcomes that they want.

In relation to social inclusion of participants with disability, this research demonstrated that some needs were met and others were not. Sustained efforts to address barriers to social inclusion are required.

**MiSOTM:**

MiSO - has earned Scope a spot in the Australian Financial Review Most Innovation Companies Top 100 list.

Scope researchers partnered with Socialsuite, a tech startup focused on social outcome measurement, to create a website through which other service providers can use two of the surveys to collect and analyse data about outcomes. For more information visit:

<https://socialsuitehq.com/product/measuring-impact-service-outcomes-miso-framework-disability-organisations/>

## Publications and reports:

1. Hagiliassis, N., Koritsas, S., & Cuzzillo, C. (submitted in 2018, under review). Measuring Goal Realisation associated with Disability Services and Supports: Initial Evidence for a new tool.

2. Hennessy Anderson, N., Koritsas, S., Hagiliassis, N., & Cuzzillo, C. (2016). *Personal wellbeing and social inclusion of adults with disability: Findings from Cootharinga North Queensland*. Melbourne: Scope Australia.

3. Koritsas, S., Hagiliassis, N. & Cuzzillo, C. (2016). *Social Inclusion of Adults with Disability: A Survey of Ability First Australia and Cerebral Palsy Australia*. Melbourne: Scope Australia.

4. Koritsas, S., Hagiliassis, N., & Cuzzillo, C. (2017). The Outcomes and Impact Scale – Revised: The psychometric properties of a scale assessing the impact of service provision*. Journal of Intellectual Disability Research*, 65*(5)*, 450-460.

5. Koritsas, S., Hagiliassis, N., & Cuzzillo, C. (submitted in 2018, under review). The Social Inclusion Survey - Revised: An instrument for measuring social inclusion.

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