NDIS Workforce Capability Framework

Training Outcomes Matrix

Use this outcomes matrix to map data sources and success criteria against each set of training outcomes. Outcomes may have more than one indicator. The example provided can be removed and your organisations own outcomes added or managers can use the template from page 4.

Participant Outcomes

Training outcome: e.g. Increased access to culturally appropriate supports

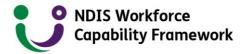| Outcome indicator	Success criteria: *Specific, measurable targets*	Data sources/timing
Improved satisfaction of Aboriginal and Torres Strait Islander participants	• *Short term: at least 40% of Aboriginal and Torres Strait Islander participants report increase in satisfaction levels* • *Longer term: 20% net increase in the number of Aboriginal and Torres Strait Islander participants supported* • *Longer term: 20% net increase in the number of Aboriginal and Torres Strait Islander participants supported Short term: 40% decrease in complaints about workers not being culturally aware when delivering supports or not delivering supports that support the cultural needs of the participant* • *Long term: 70% decrease in complaints about workers not being culturally aware when delivering supports or not delivering supports that support the cultural needs of the participant*	• *NDIS participant satisfaction interviews (6 months)* • *New service agreements (annually)* • *Incident management system (quarterly)*

Worker Outcomes

Training outcome: e.g. Increased confidence when supporting Aboriginal and Torres Strait Islander participants

Outcome indicator	Success criteria: *Specific, measurable targets*	Data sources/timing
Increased confidence and job satisfaction among workers who support Aboriginal and Torres Strait Islander participants	• *Short term: 90% of shifts filled 40% reduction in unplanned absences* • *Longer term: 50% increase in worker satisfaction levels when working with Aboriginal and Torres Strait Islander participants*	• *Rostering report (6 monthly)* • *HR/Payroll data (6 monthly)* • *Climate survey (annually)*

Organisational Outcomes

Training outcome: e.g. Increased confidence when supporting Aboriginal and Torres Strait Islander participants

Outcome indicator	Success criteria: *Specific, measurable targets*	Data sources/timing
Increased retention of existing Aboriginal and Torres Strait Islander participants	• *Short-term: 40% reduction in Aboriginal and Torres Strait Islander participants ending service agreement within 12 months*	• *Participant turnover (within 6 months)* • *Participant satisfaction interviews (within 6 months)* • *Participant exit interviews (within 6 months)*
Increase demand for different supports for Aboriginal and Torres Strait Islander	• *Short term: 20% increase in the delivery of new supports for Aboriginal and Torres Strait Islander participants*	• *Service Agreements (within 6 months)*
Take-up by new Aboriginal and Torres Strait Islander participants	• *At least 4 new Aboriginal and Torres Strait Islander participants commence services*	• *Service Agreements (12 months)*

Participant Outcomes

Training outcome:

Outcome indicator	Success criteria: *Specific, measurable targets*	Data sources/timing

Worker Outcomes

Training outcome:

Outcome indicator	Success criteria: *Specific, measurable targets*	Data sources/timing

Organisational Outcomes

Training outcome:

Outcome indicator	Success criteria: *Specific, measurable targets*	Data sources/timing