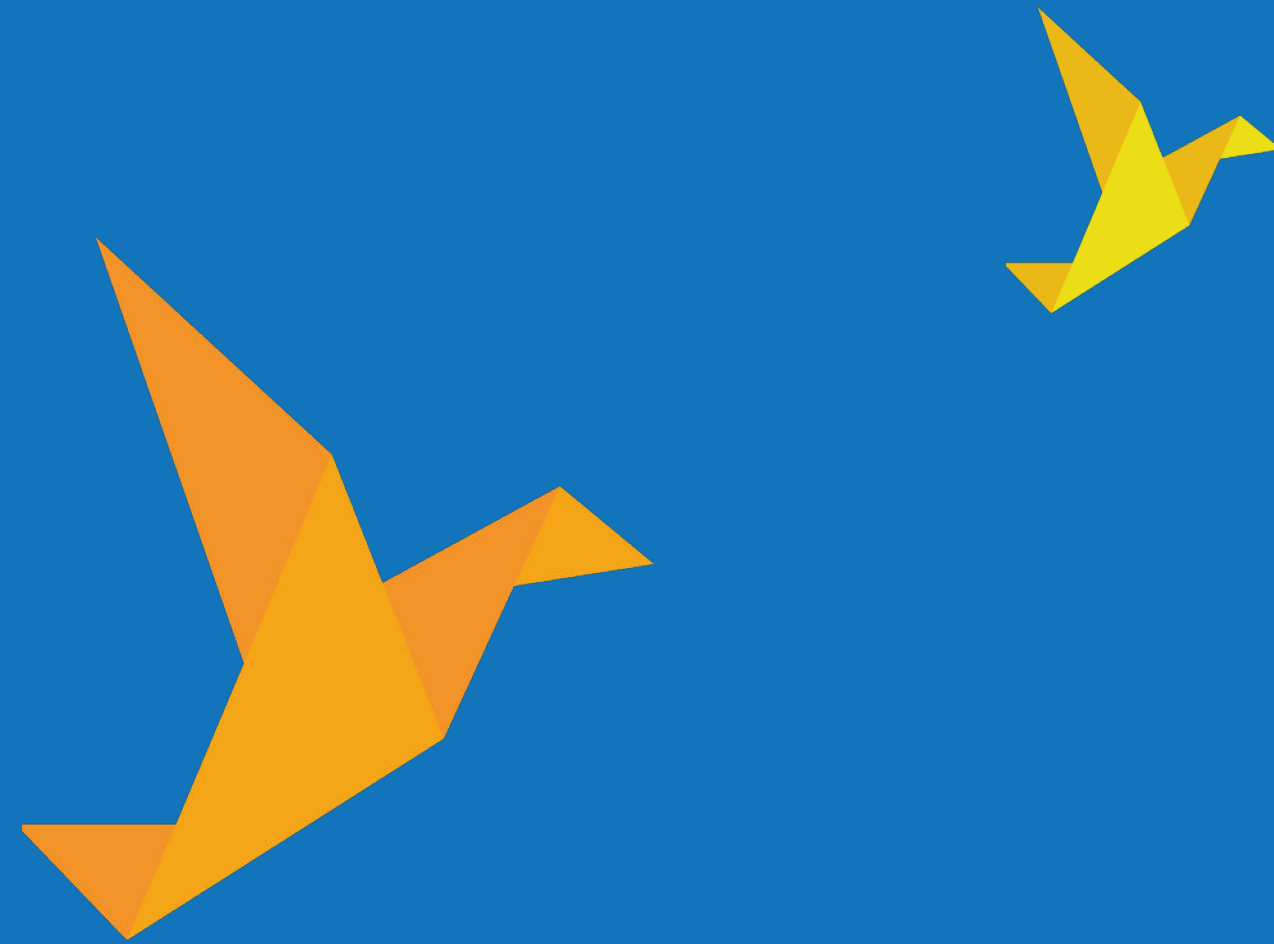


# Impact 2024 Report





The Australian Foundation for Disability acknowledges the Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of Country throughout Australia and their deep connections to land, sea, and community. We pay our respect to their Elders past and present, and leaders emerging and their continuing cultural, spiritual customs and practices.

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# Letter of Certification

Date: 26 February 2025

RE: Letter of Certification, Afford 2024 Impact Report

We certify that the findings presented in the Afford 2024 Impact Report have been collected in partnership with Afford, with all data independently analysed and reported by Elevate Impact. Elevate Impact has calculated a 6.19% margin of error with a 95% confidence level.

Elevate Impact is an independent research and evaluation organisation dedicated to measuring and amplifying social impact. With expertise in qualitative and quantitative methodologies, Elevate Impact partners with organisations to assess their effectiveness, drive continuous improvement, and inform future strategies. By applying rigorous data analysis and deep stakeholder engagement, Elevate Impact ensures that the voices of individuals and communities are at the centre of impact assessment. If you have any questions about the data, analysis or methodologies presented in our report, please contact us at [hello@elevateimpact.com.au](mailto:hello@elevateimpact.com.au)

The survey responses and interviews were conducted with strict adherence to confidentiality and privacy protocols to ensure the anonymity of clients and their representatives.

Our commitment to transparency and ethical reporting ensures that the insights presented here accurately reflect the lived experiences of Afford clients and their representatives, providing a robust foundation for informed decision-making and service improvements.

Sincerely,  
Jennifer Tucker  
Chief Executive Officer  
Elevate Impact





# Measuring what matters



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Afford's 2024 Impact Report highlights the meaningful and lasting change created through its services. Traditional key performance indicators (KPIs), such as the number of clients served or hours of support provided, offer useful insights, but they don't capture the full extent of impact. This report goes beyond numbers to measure how Afford improves quality of life, increases independence, and strengthens community connections for people with disabilities.

How we measure impact


To ensure a thorough and accurate assessment, Afford’s 2024 Impact Survey was designed with two online surveys—one for clients and one for their representatives (such as family members and carers). The surveys covered the same key themes but were tailored for accessibility and relevance to each audience.

Client impact scoring

8 > Does Afford support you to do things by yourself and make your own decisions?\*

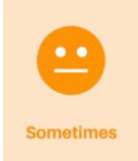
Description (optional)

A



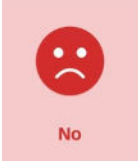
Yes

B




Sometimes

C



No

D



I'm not sure

Example of client question in the 2024 Afford impact survey

Responses from clients were categorised and assigned weights based on the perceived level of impact:

- Yes = High Impact (Weight: 1.0)
- Sometimes = Moderate Impact (Weight: 0.5)
- No / Not Sure = No Impact (Weight: 0.0)\*\*

Each response percentage was converted into a decimal value, multiplied by the assigned weight, and summed to produce a final impact score. For example:

- Yes (69%) → 0.69
- Sometimes (18%) → 0.18
- No (7%) → 0.00
- Not Sure (6%) → 0.00

The total weighted score was calculated as: (0.69 + 0.09 + 0.00 + 0.00 = 0.78) x 10 = **7.8 impact rating**

5 > On a scale of 1-10, how has Afford’s support impacted your life?\*

For example, does the support received improve your ability to manage your own daily tasks and activities?

1

2

3

4

5

6

7

8

9

10

No impact

Positive impact

High positive impact

Example of representative question in the 2024 Afford impact survey

Representative impact scoring

Representatives rated Afford’s impact on a scale of 1 to 10, with responses grouped into four categories:

- 8–10 = Significant Positive Impact (Weight: 4)
- 6–7.99 = Positive Impact (Weight: 3)
- 4–5.99 = Minor Impact\*\* (Weight: 2)
- 1–3.99 = No Impact\*\* (Weight: 1)

Each category’s percentage was multiplied by its weight and summed to determine a total weighted score, which was then converted to a 10-point scale for easy interpretation. For example, if the distribution of responses was:

- 54% = Significant Positive Impact (54 x 4 = 216)
- 26% = Positive Impact (26 x 3 = 78)
- 10% = Minor Impact (10 x 2 = 20)
- 10% = No Impact (10 x 1 = 10)

The total weighted score of 324 was divided by 100 to get an overall impact rating of 8.10 (on a scale of 1 to 10).

The future of impact reporting

Afford is committed to refining its impact measurement processes, ensuring services remain responsive and aligned with the needs of clients and their representatives. By focusing on real-life outcomes rather than just service delivery metrics, Afford continues to drive meaningful, lasting change.

Measuring impact isn’t just about proving success—it’s about improving lives. Afford remains dedicated to transparent, ethical, and effective evaluation, ensuring its work continues to strengthen communities and empower individuals.



# Understanding Afford’s impact domains

Afford’s 2024 Impact Framework is designed to measure and enhance the organisation’s ability to improve the lives of people with disabilities. By focusing on key impact domains, Afford ensures its services align with its purpose, vision, and values while meeting the evolving needs of its clients and their communities.

## Human rights

Afford prioritises human rights by fostering dignity, inclusion, and respect for people with disabilities. This commitment aligns with international frameworks like the United Nations Convention on the Rights of Persons with Disabilities. Afford’s services go beyond basic care, supporting education, employment, and social participation to empower individuals and uphold their rights to self-determination.

## Individualised experience

Recognising that every individual has unique aspirations and needs, Afford’s person-centred approach ensures that services are tailored to enhance independence and quality of life. By actively listening to clients and adapting to their preferences, Afford strengthens trust, improves engagement, and delivers meaningful support that reflects the diverse experiences of the people it serves.

## Inclusivity and connection

Afford is dedicated to creating inclusive environments where individuals feel valued and connected. Its services not only remove barriers to participation but actively foster meaningful relationships and community engagement. By addressing social isolation and strengthening support networks, Afford contributes to the emotional and mental well-being of its clients while promoting broader societal inclusion.

## Economic wellbeing

Afford supports financial independence by providing pathways to employment, education, and skill development. Recognising the barriers individuals with disabilities face in achieving economic stability, Afford’s programs aim to increase workforce participation, promote financial literacy, and create opportunities for long-term economic security. This approach not only empowers individuals but contributes to a more diverse and inclusive economy.

By embedding these impact domains into its framework, Afford continues to refine and improve its services to create lasting, positive change. The findings from this framework guide future initiatives and ensure that progress is measured, reported, and acted upon to better serve the needs of the disability community.

# Impact framework

Domains	Human rights	Individual experience	Inclusivity and connection	Economic wellbeing
Outputs	Afford will use its platform and services to realise and advocate for people with disabilities realising their rights throughout their lives.	Supported independent living and short-term accommodation services designed specifically to meet the individual aspirations, needs, and preferences of as many of our customers as possible.	Disability community services designed specifically to enhance our customers connection and feelings of inclusivity within their communities.	Short term disability employment services and school leaver employment support services designed specifically to enhance the economic wellbeing of people with disabilities across Australia.
Short-term impact	Customers report feeling that when engaging with Afford they feel as though their human rights are respected, promoted and prioritised at all times	Customers report that when engaging with Afford they feel as though they are treated as an individual and their personal preferences and aspirations are reflected in the care and support they receive.	Our customers report feeling that when engaging with Afford they feel a sense of inclusion and connection.	Our customers report feeling that their economic wellbeing is a priority and that Afford is invested in helping to create an economically safe future for them.
Long-term impact	People with disability report feeling an increase sense that their human rights are respected, promoted and prioritised at all times throughout society.	People with disability report feeling an increased sense that they are treated as an individual and their personal preferences and aspirations are reflected in the care and support they receive throughout society.	People with disability report feeling an increased sense of inclusion and connection in their engagement across society.	People with disability report feeling that their economic wellbeing is treated as a priority and have a sense of confidence that they will be economically safe in the future.
Data source	Qualitative and quantitative data collected through independent surveys and interviews with customers (clients and families), and data captured through internal systems and program outputs.			
Impact	No impact detected	Positive impact detected	Significant positive impact detected	

# 2024 Highlights

## Overall impact – What our clients & representatives told us



## Client impact – What our clients told us

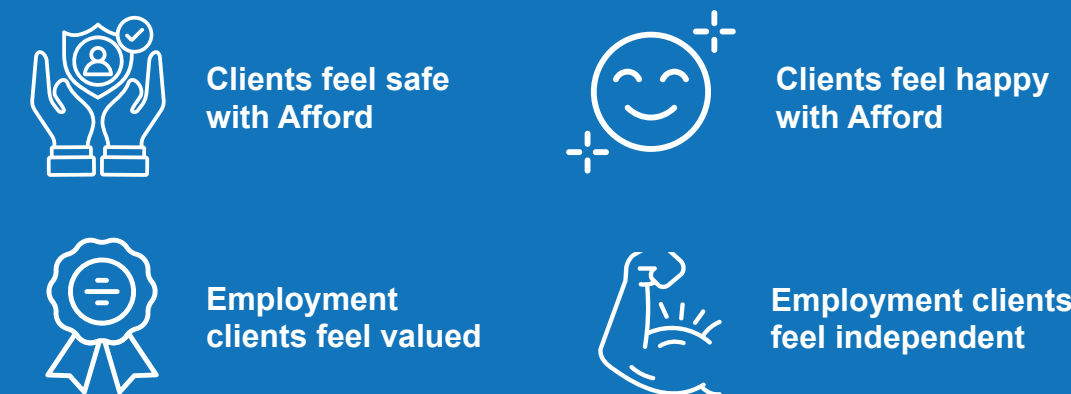


## Overall impact – What our representatives told us



Families spoke very highly of Afford's flexibility in adapting to the needs of their family member and thinking outside the box in terms of their approach.

## Strongest impact areas



**83%** of clients who participate in employment programs said that Afford helps them to feel confident at work

**78%** of clients who participate in employment programs said Afford makes them feel valued when they are at work

**82%** of clients who participate in employment programs said that the money they make from their job improves their life

**81%** of clients who participate in employment programs said that they feel more independent because they work

# Human rights

Afford is committed to prioritising and promoting the human rights of people with disabilities, ensuring they have the autonomy, respect, and support needed to lead fulfilling lives. This approach aligns with international standards, such as the United Nations Convention on the Rights of Persons with Disabilities, which advocates for full inclusion and self-determination. Beyond providing care, Afford empowers individuals by fostering independence, access to education, employment, and social participation, creating an environment where clients are active decision-makers in their own lives.

## How we assess performance

To measure Afford’s effectiveness in upholding human rights, clients and their representatives were asked key questions about their experiences, including:

- How much impact does Afford’s support have on their life?
- How responsive is Afford to feedback?
- How often are clients supported to make decisions and act independently?
- How effective is Afford at helping clients feel included in their communities?
- How well does Afford support clients in achieving their goals?

These responses provided valuable insights into how well Afford is supporting the autonomy and rights of the people it serves.



## What clients and representatives said

Overall, clients and their representatives reported a positive experience with Afford, reflected in impact scores of \*\*7.5\*\* (clients) and \*\*8.1\*\* (representatives). Many clients appreciated the ability to make their own choices, with one stating, *“I feel more independent when I make my own choices.”* Another client noted, *“It’s good to be able to say yes or no without pressure.”* This feedback highlights the positive role Afford plays in fostering independence.

However, not all experiences were equally positive. Some clients expressed a need for greater support in decision-making, with one stating, *“They didn’t help me plan my goals or try new things.”* Others mentioned challenges within group settings, such as unresolved conflicts that affected their right to a comfortable living environment: *“The group home is too noisy, and the other clients cause too much drama. I just want to feel comfortable in my own space.”*

## Moving forward

These findings indicate that while Afford is making strong progress in upholding human rights, there are opportunities for improvement, particularly in personalised goal-setting and conflict resolution. By continuing to prioritise autonomy, respect, and inclusivity, Afford can further strengthen its commitment to ensuring that all clients feel heard, empowered, and supported in leading independent lives.

### Client rating – Human rights



### Representative rating – Human rights



# Individualised experience



Afford is committed to delivering personalised support that respects the unique aspirations, challenges, and preferences of every individual with a disability. A person-centred approach ensures services go beyond general effectiveness and instead create meaningful, tailored experiences that empower individuals and enhance their quality of life. This approach aligns with best practices in disability care, reinforcing autonomy, self-determination, and adaptability to meet diverse needs.

## How we assess performance

To evaluate Afford’s effectiveness in providing individualised experiences, clients and their representatives were asked key questions, including:

- How effective is Afford in treating people as individuals?
- How well does Afford listen and adapt to client needs?
- How effective is Afford at promoting independence and self-reliance?
- How well does Afford support people in taking reasonable risks and learning from new experiences?
- How effectively does Afford consider factors such as location, safety, and privacy?

These insights provide an in-depth understanding of how Afford adapts services to individual needs and where improvements can be made.

## What clients and representatives said

The overall impact scores for individualised experience were **\*\*6.6\*\*** from clients and **\*\*7.8\*\*** from representatives. Many clients appreciated the flexibility and personalisation of Afford’s support, with one noting, *“They really take the time to understand what I need and adapt to make things work for me.”*\* Another stated, *“It’s nice to be treated as an individual and not just as part of a group.”*\*

However, some clients expressed concerns about consistency, with one stating, *“Sometimes I feel like my preferences aren’t always considered, and decisions are made for me.”*\* Others mentioned a desire for greater encouragement in taking reasonable risks and exploring new opportunities.

## Moving forward

These findings highlight Afford’s strengths in offering individualised support while also identifying areas for improvement, particularly in ensuring consistency and reinforcing independence. By continuing to listen, adapt, and encourage autonomy, Afford can further enhance its commitment to delivering truly person-centred care.

### Client rating – Individualised experience



### Representative rating – Individualised experience





# Inclusivity and connection

Afford recognises that inclusivity and connection are essential for the well-being and social integration of people with disabilities. Beyond removing barriers, Afford actively works to create welcoming, accessible environments that foster meaningful relationships and support community participation. By prioritising inclusivity, Afford ensures that clients are not only included but also encouraged to engage in fulfilling social experiences that promote a sense of belonging.

## How we assess performance

To evaluate Afford's effectiveness in promoting inclusivity and connection, clients and their representatives were asked key questions, including:

- Does Afford support you to have meaningful personal relationships?
- Does Afford support you to be involved in your community?
- Do you feel happy when you are with Afford?
- Does Afford support everyone to join in activities?

These insights help measure the impact of Afford's efforts to create a socially connected and inclusive environment.



## What clients and representatives said

The overall impact scores for inclusivity and connection were 6.9 from clients and 8.0 from representatives. Many clients appreciated opportunities to engage with others, with one stating, "At first, I was nervous, but now I've gotten to know everyone, and I feel more comfortable."\* Others valued the flexibility in how social participation was encouraged, with one mentioning, "They celebrated my success in a small, quiet setting, which was exactly what I needed."

However, not all experiences were positive. Some clients reported challenges with group dynamics, with one stating, "It's hard when others in the group are disruptive. It makes me want to avoid group activities altogether."\* Another noted a desire for better support in maintaining friendships: "I don't talk to some of my friends anymore because of lies and drama. I'd like more opportunities to meet new people in a positive setting."\*

## Moving forward

These findings highlight the importance of structured social opportunities and better facilitation of group interactions. While Afford is making progress in fostering inclusive and connected environments, there are opportunities to refine group dynamics, support meaningful relationships, and provide diverse social experiences tailored to individual preferences. By continuing to strengthen these efforts, Afford can ensure that all clients feel included, valued, and connected to their communities.

### Client rating – Inclusivity and connection



Positive impact

### Representative rating – Inclusivity and connection



Significant positive impact

# Economic wellbeing

Economic wellbeing is a critical component of independence and quality of life for people with disabilities. Afford is committed to supporting clients in achieving financial security through employment, skill development, and workplace advocacy. This focus goes beyond immediate job placement—it is about long-term sustainability, allowing individuals to build confidence, gain independence, and participate meaningfully in the workforce.

## How we assess performance

Economic wellbeing questions were only asked to clients directly involved in Afford's employment and financial independence programs. Clients were asked key questions, including:

- Does Afford help you feel confident at work?
- Do you feel valued when you are at work?
- Does Afford support you to learn new work skills?
- Does your job help you feel good about your future?
- Do you feel more independent because you work?
- Does your job make you feel more connected to others?



## What clients said

The overall impact score for economic wellbeing was **\*\*8.0\*\***, indicating strong positive feedback from clients. Many clients praised Afford for helping them secure meaningful employment and providing relevant training, with one stating, **\*“Afford found me a job that fits my situation, and now I feel more confident and independent.”\*** Another client highlighted the personal value of earning their own income, saying, **\*“When I get paid, I feel extremely happy because I can afford to buy things. Centrelink payments just aren’t enough.”\***

While the majority of feedback was positive, some clients expressed a desire for better communication regarding work opportunities, with one stating, **\*“I want to do work experience, but I haven’t heard back. I wish they kept me more updated.”\*** Afford’s advocacy for workplace accommodations was also recognised, with a client noting, **\*“They made sure the employer provided a chair so I wouldn’t have to stand too long. That kind of support made all the difference.”\***

## Moving Forward

Afford’s work in economic wellbeing has had a significant impact, particularly in fostering confidence, independence, and financial security. However, there is room to improve communication around work opportunities and job placements. By continuing to advocate for workplace accessibility, expand training initiatives, and strengthen client engagement, Afford can further enhance economic wellbeing outcomes for its clients.

## Client rating – Economic wellbeing

Significant positive impact



# Recommendations to be Implemented in 2025

Based on the evidence reported by clients and their representatives in the 2024 impact research, the following recommendations have been identified to enhance Afford’s impact in 2025.

These recommendations reflect key areas for growth and improvement, ensuring that Afford continues to provide high-quality, client-centred support. Progress against these goals will be systematically tracked and reported in the 2025 Impact Report, which will be publicly released.

By implementing these recommendations, Afford will continue to enhance its services, ensuring that clients receive meaningful, high-quality support that aligns with their needs and aspirations.



## Recommendations

### 1. Goal: Build genuine partnerships with clients and families

Continue to build a culture of clear, concise and empathetic communication to strengthen partnerships with clients and families. The consistent flow of information will develop transparency, engagement and trust in the quality of services provided.

**Success looks like clients and representatives reporting:**

- They receive clear, timely, and relevant information.
- They feel heard, valued, and included in decisions.
- Afford listens and adapts services based on their needs.
- Communication is transparent, building trust and engagement.
- Follow-ups are consistent, ensuring concerns are addressed.

### 2. Goal: Establish a person-centred model of support

Create a support model that promotes a society where human rights are respected and opportunities for meaningful engagement are realised, with clients at the heart of decision-making regarding the activities they participate in and the ways they wish to be supported in the lives they choose to lead.

**Success looks like clients and representatives reporting:**

- They have more control over decisions about their support and activities.
- Their individual needs, preferences, and aspirations are prioritised.
- Afford empowers them to participate meaningfully in their communities.
- Support is flexible, adapting to their changing needs and goals.
- They feel respected, valued, and encouraged to live independently.



## Recommendations

### 3. Goal: Strengthen implementation of tailored support planning and goal setting

Support clients by actively involving them in conversations about their individualised goals and decisions, ensuring their preferences, strengths, and abilities guide the support they receive, fostering their independence and personal agency.

#### **Success looks like clients and representatives reporting:**

- They are actively involved in setting and reviewing their personal goals.
- Their strengths, preferences, and abilities shape the support they receive.
- Afford helps them build independence and confidence in decision-making.
- Support plans are flexible and regularly updated to reflect their evolving needs.
- They feel empowered to take control of their future and achieve their aspirations.

### 4. Goal: Continue to improve systems and solutions

Streamline systems to reduce staff workload, enhance client engagement, and improve the client experience by addressing conflict promptly with transparency and trust.

#### **Success looks like clients and representatives reporting:**

- Services are more efficient and easier to access.
- Staff are more responsive and engaged.
- Conflicts are addressed quickly and transparently.
- Communication is clearer, reducing confusion and frustration.
- Support feels more seamless and personalised.

### 5. Goal: Create and support Economic Wellbeing programs

Boost participation in economic wellbeing programs by promoting their benefits, offering financial literacy programs, enhancing skills prior to employment and fostering skill development to cultivate financial independence and confidence in the workplace.

#### **Success looks like clients reporting:**

- They have more opportunities to develop job skills and gain employment.
- Financial literacy programs help them manage money more confidently.
- Employment support improves their independence and future prospects.
- They feel valued and included in the workforce.
- Workplace accommodations and ongoing support enhance their success.





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