

Our performance framework: progress indicators

The Commission uses monitoring and evaluation to understand, measure and improve how our work contributes to our goals and ultimately to fulfilling our purpose.

Monitoring and evaluation are a key element of the Public Governance Performance and Accountability Act (PGPA Act). Having an organisational performance framework that is monitored and evaluated helps us to fulfil the requirement for Commonwealth agencies to report on non-financial outcomes.¹

Since 2010, we have worked to build the evaluation capacity of our organisation and staff and to develop a culture that values evaluation and working within a monitoring / evaluation and learning / improvement framework. However, with limited resources the evaluations we undertake are prioritised and proportional to the available capability and resources.

The 2019–20 Corporate Plan introduced the high-level goals and outcomes of our performance framework. The purpose of this document and the table below is to map progress indicators against these goals and outcomes and to show how the Portfolio Budget Statement (PBS) criteria and targets are integrated within this map.²

Table notes:

- In the context of our work it is not always possible to pinpoint progress results within a four-year outlook. Instead, the four-year outlook column provides indicative timelines for results against the progress indicators.
- This year we have used the human rights vision articulated in the Commission's flagship program: *Free and equal in dignity and rights: An Australian conversation* to reframe our high-level goals and outcomes. This performance framework and its progress indicators will need to be tested and reviewed against our experience of using them.
- For brevity the PBS criteria and targets have been edited. Additionally, several PBS criteria and targets are broken across cells to better meet the technical functions of the table.

¹ <https://www.finance.gov.au/resource-management/pmra/performance/#ECPFTools>

² The Commission's PBS budget statement can be viewed here: <https://www.ag.gov.au/Publications/Budgets/Budget2019-20/Documents/PBS-australian-human-rights-commission-2019-20.PDF>

Progress indicators and PBS targets mapped to Commission goals

Goal	Outcomes	Performance expectation	Progress indicators and PBS targets (Measurable qualitative/quantitative measures of the expected performance)	2019–2023 (Indicative progress in the four-year Corporate Plan period)
<p>Greater prioritisation and embedding of human rights issues at the national level</p>	<p>The national human rights reform agenda proposed in the national conversation initiative is considered by the Parliament, government and the non-government sector.</p>	<p>Recommendations and actions in the national conversation report to the Attorney-General and federal Parliament are positively received and progressed/ or adopted.</p>	<p>Implementation of the national conversation initiative and is viewed by stakeholders as impartial, inclusive, participatory and consensus led.</p>	<p>2019–20</p>
	<p>The leadership and advocacy of Commissioners on thematic areas or identified human rights issues, improves the enjoyment of human rights by affected groups.</p> <p>PBS CRITERIA</p> <p>Law and policy makers, at all levels, consider and address the human rights impacts we identify through our submissions, Inquiries, research, reports and United Nations engagement.</p> <p>PBS CRITERIA</p>	<p>Recommendations to Australia from the 3rd United Nations (UN) Universal Periodic Review Council are accepted by federal Government and progressed.</p>	<p>Parliament, government and non-government sector stakeholders access and engage with the relevant stages of the national conversation initiative.</p>	<p>2019–23</p>
		<p>Our research, reporting and advice influences decision makers and other stakeholders to take action to address the identified human rights issues.</p>	<p>Commission recommendations to the UN Human Rights Council as part of Australia's 3rd Universal Periodic review are reflected in the Council recommendations to Australia.</p>	<p>2020–21</p>
		<p>Parliamentary committee inquiry reports adopt the human rights issues raised in our submissions and recommendations.</p>	<p>Research, reporting and advice activities of the Commission:</p> <ul style="list-style-type: none"> are viewed as evidenced, persuasive and credible by stakeholders increase understanding of the human rights issues and impacts raised strengthen stakeholder capacity to promote and advocate for the human rights issues raised. 	<p>Dependent on stage of individual project and/or Commissioner term</p>
		<p>UN treaty body concluding observations and other recommendations are adopted by Government and implemented.</p>	<p>Instances of programs attracting strategic partnerships that advance the priority human rights issues we have advocated for.</p>	<p>Dependent on stage of individual project and/or Commissioner term</p>
		<p>Arguments presented in our submissions to courts influence outcomes for parties and non-parties in a way that is consistent with human rights.</p>	<p>Instances of changed Federal and state government policy, practice and legislative change that reflect our advice.</p>	<p>Dependent on stage of individual project and/or Commissioner term</p>
<p>More people, communities, and organisations respect and understand human rights</p>	<p>Our education activities increase capability among individuals, communities and organisations to promote and protect human rights and address discrimination.</p> <p>PBS CRITERIA</p>	<p>Participants in education activities benefit through achieving the stated human rights learning and capability objectives.</p>	<p>Most participants in our adult training programs report:</p> <ul style="list-style-type: none"> satisfaction with the quality and relevance of the training increased understanding, expertise, reframed attitudes. <p>PBS TARGET</p>	<p>Annual</p>
	<p>Our information resources, services, events and campaigns reach, inform and influence users and audiences.</p> <p>PBS CRITERIA</p>	<p>Target audiences benefit from our information resources, services, campaigns and events.</p>	<p>Instances of organisations working with the Commission to develop human rights education/training activities.</p>	<p>Annual</p>
			<p>Targeted audiences are reached, access our information resources and services, and participate in our events and campaigns. Demonstrated by:</p> <ul style="list-style-type: none"> digital engagement analytics exceeding the previous year's benchmark by 5% high rates of users report them engaging and relevant. <p>PBS TARGET</p>	<p>Annual</p>
			<p>Instances of legal information, resources, guidelines and exemption processes helping employers and organisations to comply with Australian discrimination and human rights law.</p>	<p>Annual</p>

Goal	Outcomes	Performance expectation	Progress indicators and PBS targets (Measurable qualitative/quantitative measures of the expected performance)	2019–2023 (Indicative progress in the four-year Corporate Plan period)
<p>More people, communities, and organisations take action to respect protect and promote human rights in their own contexts</p>	<p>Our activities increase the capacity of vulnerable groups, communities and their advocates to understand and advocate for their rights.</p> <p>PBS CRITERIA</p>	<p>Participants and stakeholders, in our consultations, research and education and informing activities experience participation, empowerment and benefit.</p> <p>PBS TARGET</p>	<p>Instances of participants/community stakeholders reporting:</p> <ul style="list-style-type: none"> robust processes that facilitate their access and participation experiences of meaningful participation that are beneficial and empowering. <p>PBS TARGET</p>	<p>Dependent on stage of individual project and/or Commissioner term</p>
	<p>Our activities increase the capacity of Governments, organisations, other groups and services to understand and address the human rights impact of their actions, particularly when working with vulnerable groups and communities.</p> <p>PBS CRITERIA</p>	<p>Our activities with stakeholder organisations lead to systemic and sustained action, including changes to organisational policy and practice, to protect and promote human rights in their context.</p>	<p>Instances of stakeholders in our activities with organisations reporting that our work has contributed to increased understanding of the impact of their systems and operations on human rights.</p> <p>PBS TARGET</p>	<p>Dependent on stage of individual project and/or Commissioner term</p>
		<p>Our activities with Australian business increase their capability to identify, prevent and address modern slavery in their operations and supply chains.</p>	<p>Instances of stakeholders in our activities with organisations making changes to organisational policy and practice, to protect and promote human rights in their context.</p> <p>PBS TARGET</p>	<p>Dependent on stage of individual project and/or Commissioner term</p>
		<p>Our regional technical cooperation activities increase stakeholder capacity to advance national reform in partner states.</p>	<p>Instances of business stakeholders reporting that our work has contributed to increased understanding and awareness of their role to prevent modern slavery in their supply chains and operations, and how to address it.</p>	<p>2019–2022 (3-year strategy)</p>
<p>Effective access to justice and remedy for people and communities whose rights are breached</p>	<p>We deliver a fair and effective investigation and conciliation of complaints service.</p> <p>PBS CRITERIA</p>	<p>Our investigation and conciliation of complaints and dispute resolution meet performance indicators on timeliness, efficiency and service user satisfaction.</p>	<p>85% of complaints are finalised in under 12 months; 40% of complaints are resolved by conciliation; 85% of parties to complaints are satisfied with the service they receive.</p> <p>PBS TARGET</p>	<p>Annual</p>
		<p>Our investigation and conciliation of complaints and dispute resolution processes have systemic and educational outcomes.</p>	<p>Instances where the terms on which investigation and conciliation disputes are resolved include systemic outcomes that accord with the objectives of the law.</p> <p>PBS TARGET</p>	<p>Annual</p>
			<p>Instances where participation in the investigation and conciliation process results in increased understanding of rights and responsibilities in the law.</p> <p>PBS TARGET</p>	<p>Annual</p>