

2018–19 Evaluations by performance framework

This table outlines confirmed evaluations, their focus and method. Indicators with an asterisk are performance targets in our Portfolio Budget Statement.

Indicator	Initiative	Planned evaluation	Multiyear
Outcome 1			
1a	Human Rights and Technology Program: Conference component.	Participant survey and vox-pop interviews to assess impact of the conference on sector recognition of the issues and views on the role of the Commission in leading this work.	✓
1a	Wiyi Yani U Thangani Women's Voices: Consultation component	Consultation participant survey assessing satisfaction and individual benefit and views of broader impact of the initiative.	✓
1b*	Major events and communications	Media, web and social media analytics for key projects, events, reports and resources assess interest and uptake. Participant surveys for major events assess satisfaction levels and improvements. For example, Human Rights Awards event.	Ongoing
1c*	Legal interventions and amicus curiae. Two matters are currently under consideration in this financial year.	Evaluation of impact on jurisprudence assessed via: <ul style="list-style-type: none"> ▪ Monitoring a) being invited by the courts to consider intervention b) being granted leave to intervene/appear as amicus by the court (relevance and expertise sought). ▪ Analysis of the extent our submission is reflected in the judgement and orders made by the court (persuasiveness). 	Ongoing
1d	Partnership and Business Program: Annual Business Dialogue	Retrospective pre/post participant questionnaire to assess satisfaction and benefit.	✓
1e	Engagement with the United Nations Treaty Bodies	We will pilot an approach to evaluate the impact of our treaty body reporting.	Pilot
Outcome 2			
2a* 2b*	National Information Service Investigation and Conciliation Service	<p>Statistics regarding contacts with the National Information Service and web analytics in relation to use of online information are collected and monitored.</p> <p>Statistical data used to measure performance against KPI targets relating to timeliness of process and complaint outcomes.</p> <p>Service Satisfaction Survey assesses performance qualitatively in relation to user perceptions of accessibility, fairness, overall service satisfaction and perceived increased understanding of rights and responsibilities in the law.</p> <p>Statistical data on conciliation agreements assesses the level of systemic outcomes from the complaint process.</p>	Ongoing

Indicator	Initiative	Planned evaluation	Multiyear
2c	Management and reporting of complaints under the AHRC Act. Exemptions and Guidelines	Monitoring to capture parliamentary response to tabled AHRC Act reports, Exemption progress and web analytics to assess traffic to Guidelines. Case studies of AHRCA complaints resulting in significant change.	Ongoing
2c	National Guidelines: Equal Opportunity in golf	Formative consultations with stakeholders informed guideline development followed by surveys to assess stakeholder satisfaction with the guidelines and to assess use/actions.	No
Outcome 3			
3a*	Parliamentary Scrutiny Program	Desktop analysis of submission citation rates in Committee reports and reflection of advice in bills entered into law.	Ongoing
3b*	Statutory Reports & Inquiries: 2018 Children's Report	Accountability review of actions taken and progress against past report recommendations, with media and web analytics to assess recognition and public engagement with the report.	✓
3b*	Change the Course: National survey on sexual assault and harassment experienced by students in university setting	Second audit of university responses to Change the course.	✓
3c	Immigration detention and Asylum Seeker policy program: Immigration: 'Legacy Caseload' project	Stakeholder survey and key informant interviews to assess satisfaction, value contribution to capacity building.	No
Outcome 4			
4a* 4b	School education program: Story of our rights and freedoms resource. Provision of workshops and training to public service and other audiences	Use of web analytics to collect and monitor usage. Retrospective pre-post participant surveys measure self-reported change in participants: knowledge, skills, ability to apply human rights in their work.	Ongoing Ongoing
4c*	Investigation and Conciliation Service	Continuous implementation of Service Satisfaction Survey assesses performance in relation to perceived increased understanding of rights and responsibilities in the law.	Ongoing
4d	China-Australia Human Rights Technical Cooperation Program	In collaboration with external evaluators and overseas partners. Uses quantitative/qualitative data assess the relevance, effectiveness, program outcomes and improvements.	✓
4d	Laos PDR-Australia Human Rights Technical Cooperation Program	Activity based evaluations using quantitative/qualitative data to assess the relevance, effectiveness and outcomes and improvements, and annual review assessment framework.	✓