










The human rights culture indicator framework

| INFLUENCE | Engaged leadership  | Attitudes and values of employees  | Transparency and accountability  | Community engagement and participation  | Operational capability – knowledge and resourcing  | Systems and processes  |
|-----------|--|---|---|---|--|---|
| INDICATOR | <ul style="list-style-type: none"> Leaders demonstrate their commitment to human rights and the Charter both publicly and within their respective organisations Discussions on human rights are included at leadership forums (including at business and branch planning forums) Executive performance review documents include metrics on human rights | <ul style="list-style-type: none"> People feel safe to raise issues and call out problems The organisation is genuinely diverse and inclusive and reflects the communities it serves | <ul style="list-style-type: none"> Organisations encourage good human rights practice Organisations know what they have achieved and what still needs to be done to embed a positive human rights culture The organisation understands and complies with human rights reporting mechanisms | <ul style="list-style-type: none"> Community participation has informed key work and feedback is regularly sought from the community Improvements and interventions are made based on community feedback Tools and information are available for the community about their human rights The organisation has structured and effective processes to ensure accessibility Complaint mechanisms are available and accessible to the community | <ul style="list-style-type: none"> Victorian Public Service staff understand the Charter and how to apply it in their work Relevant human rights days and achievements are articulated and celebrated The organisation has dedicated resources (both time and funding) to embed human rights Champions or influencers of human rights are empowered and resourced | <ul style="list-style-type: none"> The Charter is included in legal compliance frameworks The organisation embeds human rights into key processes and tools The organisation delivers available, accessible, adaptable, acceptable, inclusive and quality services |
| MEASURE | <ul style="list-style-type: none"> External commitment measured by how often and in what context human rights and the Charter are promoted externally (e.g. whether referenced in every speech, report and web page or just the human rights ones) | <ul style="list-style-type: none"> Measure inclusive and diverse culture Measure attitudes and values with questions: “In my workgroup, human rights are valued” and “People in my workgroup are able to bring up problems and tough issues”, available in the People Matter Survey | <ul style="list-style-type: none"> Number of organisations completing the Commission's survey to public authorities Reporting of qualitative case studies of good human rights practice | <ul style="list-style-type: none"> Have a process to identify groups in the community to consult with and how often they were consulted on key work and whether feedback is regularly sought from the community How did the community engagement or participation impact on the decision/policy? | <ul style="list-style-type: none"> Measure the percentage of staff completing Charter training programs Measure engagement with awareness raising activities, such as human rights days celebrated Measure awareness of the Charter and application to work: “I understand how the Charter of Human Rights and Responsibilities applies to my work” available in People Matter Survey | <ul style="list-style-type: none"> Measure whether the Charter is included in legal compliance frameworks Human rights are embedded into decision-making tools and/or processes, which are used across the organisation and are applied consistently and meaningfully from contracting through to service delivery. |

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| MEASURE (CONTINUED) | <ul style="list-style-type: none"> Internal commitment measured by how often and in what context human rights and the Charter are promoted internally (e.g. in leadership forums or executive meetings or via internal staff communication) Measure whether executives' performance reviews include metrics for embedding a positive culture of human rights | <ul style="list-style-type: none"> Measure how examples of behaviours or decisions consistent with human rights and the Charter are shared at team planning forums or significant staff-wide forums | <ul style="list-style-type: none"> Measure with question: "My organisation encourages employees to act in ways that are consistent with human rights" available in the People Matter Survey | <ul style="list-style-type: none"> Measure whether information about the Charter and human rights is clear and accessible to the public Measure whether a diverse cross section of the community accesses services Increased awareness in the community about how to use complaints processes Measure whether a diverse cross section of the community is using complaints processes The number of community submissions to the Scrutiny of Acts and Regulations Committee Reporting of qualitative case studies | <ul style="list-style-type: none"> Measure the number of dedicated resources (both time and funding) responsible for embedding positive human rights culture Human rights and the Charter are embedded in professional development Measure whether staff performance reviews include metrics for embedding a positive culture of human rights | <ul style="list-style-type: none"> Measure human rights breaches in risk management registers Measure service improvements that stem from complaints (internal or external) Measure number of investigations undertaken by external independent bodies Volume of complaints, number of complaints resolved within the specified timeframe and any changes in complaint themes Reporting of qualitative case studies – constructive stories about the value the Charter has brought – are told regularly and ongoing Measure whether services are meeting the needs of the communities they serve |
| DATA SOURCE | <ul style="list-style-type: none"> Question in the Commission's survey to public authorities Community survey/ interviews Internal data | <ul style="list-style-type: none"> Question in the Commission's survey to public authorities People Matter Survey Internal data | <ul style="list-style-type: none"> Question in the Commission's survey to public authorities People Matter Survey Annual reports and corporate material Internal data | <ul style="list-style-type: none"> Question in the Commission's survey to public authorities Internal data Community survey/ interviews Scrutiny of Acts and Regulations Committee reports | <ul style="list-style-type: none"> Question in the Commission's survey to public authorities People Matter Survey Internal data | <ul style="list-style-type: none"> Question in the Commission's survey to public authorities Internal data External complaints data Community survey/ interviews |