

# 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
<b>Indicator</b>	<ul style="list-style-type: none"> <li>Formal and informal leaders demonstrate their commitment to human rights and the Charter</li> <li>Leadership forums (including business/branch planning forums) include discussion on human rights</li> <li>Metrics on human rights are embedded in Executive Performance reviews</li> </ul>	<ul style="list-style-type: none"> <li>People feel safe to raise issues and call out problems</li> <li>The organisation is genuinely diverse and inclusive – staff reflect the communities they serve</li> </ul>	<ul style="list-style-type: none"> <li>Organisations understand what is required for “good human rights practice”</li> <li>Organisations know what they have achieved and what still needs to be done to embed a positive human rights culture</li> <li>Organisations understand and comply with human rights reporting mechanisms, including by reporting annually to the Commission by electing to complete the survey</li> </ul>	<ul style="list-style-type: none"> <li>Community participation has informed key ‘work’ (end users contribute to the design of service) and feedback is regularly sought from the community</li> <li>Improvements and interventions are made based on community feedback</li> <li>Tools and information are available for community about their human rights</li> <li>Structured / formal reflection on accessibility</li> <li>Diverse cross section of community accessing services</li> <li>Complaint mechanisms are available and accessible to the community</li> </ul>	<ul style="list-style-type: none"> <li>Victorian Public Service staff understand the Charter and how to apply it in their work</li> <li>Relevant human rights days and achievements are articulated and celebrated</li> <li>Organisation has dedicated resources (both time and funding) to embed human rights</li> <li>Champions or Influencers of human rights are empowered and resourced</li> </ul>	<ul style="list-style-type: none"> <li>The Charter is included in legal compliance frameworks</li> <li>Organisation embeds human rights in complaints, policies, branch / business planning documents, code of conduct and employment standards, risk management plans, internal grievance systems, processes, including inter agency agreements, research applications, procurement processes, contracts, recruitment, position descriptions and performance reviews</li> <li>Organisation delivers available, accessible, adaptable, acceptable, inclusive and quality services</li> </ul>
<b>Measure</b>	<ul style="list-style-type: none"> <li>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)</li> <li>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 communications)</li> <li>Measure whether executives’ performance reviews include metrics for embedding a positive culture of human rights</li> </ul>	<ul style="list-style-type: none"> <li>Measure inclusive and diverse culture</li> <li>Measure attitudes and values with questions: “In my workgroup, human rights are valued”, “My organisation encourages employees to act in ways that are consistent with human rights” available in Part 1 of the People Matter Survey</li> <li>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</li> <li>Measure whether human rights values have been expressly incorporated into organisation specific values</li> </ul>	<ul style="list-style-type: none"> <li>Percentage of all organisations completing annual survey to public authorities</li> <li>Qualitative case studies of role-models</li> </ul>	<ul style="list-style-type: none"> <li>Have a process to identify groups in the community to consult with and how often they were consulted on key work and the development of key policy positions, and whether feedback regularly sought from the community</li> <li>How did the community engagement or participation impact on the decision/policy?</li> <li>Measure whether information about the Charter and human rights is clear and accessible to the public</li> <li>Increased awareness in community about Charter and how to use it in a complaints process</li> <li>The number of community submissions to the Scrutiny of Acts and Regulations Committee</li> <li>Qualitative case studies</li> </ul>	<ul style="list-style-type: none"> <li>Measure the percentage of staff completing Charter education programs</li> <li>Measure engagement with awareness raising activities, such as human rights days celebrated</li> <li>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 Part 1 of the People Matter Survey</li> <li>Measure the number of dedicated resources (both time and funding) responsible for embedding positive human rights culture</li> <li>Human rights and the Charter are embedded in professional development</li> <li>Measure whether staff performance reviews include metrics for embedding a positive culture of human rights</li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>Measure whether the Charter is included in legal compliance frameworks</li> <li>Measure human rights breaches in risk management registers</li> <li>Measure service improvements that stem from complaints (internal or external)</li> <li>Measure number of investigations undertaken by external independent bodies</li> <li>Volume of complaints, number of complaints resolved within the specified timeframe and any changes in complaint themes</li> <li>Qualitative case studies – constructive stories about the value the Charter has brought are told regularly and ongoing</li> </ul>
<b>Data source</b>	<ul style="list-style-type: none"> <li>Question in the annual survey to public authorities</li> <li>Community interviews</li> </ul>	<ul style="list-style-type: none"> <li>People Matter Survey</li> <li>Question in the annual survey to public authorities</li> </ul>	<ul style="list-style-type: none"> <li>Number of respondents to annual survey to public authorities</li> <li>Identified through the Charter Education Program</li> </ul>	<ul style="list-style-type: none"> <li>Question in the annual survey to public authorities</li> <li>Community interviews</li> <li>Identified through the Charter Education Program</li> <li>Scrutiny of Acts and Regulations Committee reports</li> </ul>	<ul style="list-style-type: none"> <li>Question in the annual survey to public authorities</li> <li>People Matter Survey</li> </ul>	<ul style="list-style-type: none"> <li>Question in survey to public authorities</li> <li>Identified through the Charter Education Program</li> </ul>