

IMPACT MEASUREMENT FRAMEWORK

Our purpose is to promote and protect human rights in Queensland through access to justice			
High Level Outcomes	Intermediate outcomes	Indicators	Measurement Tools
1. Increased Knowledge of Laws and Respect for Human Rights	<ul style="list-style-type: none"> Our legal information, legal assistance and community education improves individual and community capability to understand legal issues that affect their lives Our legal assistance, social supports, and community engagement improves individual and community capability to resolve problems that affect their human rights Our reform work identifies systemic injustices, proposes solutions and influences decision makers to improve laws, policies and systems in Queensland and Australia Our thought leadership identifies ways in which individuals and communities can demonstrate their respect for human rights 		
2. Effective Interventions	<ul style="list-style-type: none"> Our approach towards and delivery of our services is compatible with human rights Our services are high quality, client-focused, holistic, trauma-informed and culturally appropriate Our interventions are evidence-led, targeted, multi-faceted (prevention, early intervention, responsive), monitored and evaluated Partnerships and relationships with key stakeholders are established, strengthened and link individuals and communities to appropriate and timely legal assistance Clients are satisfied with our services 	REFER TO DETAILED MEASUREMENT INDICATORS	
3. Increased Access to Justice	<ul style="list-style-type: none"> Our legal information resources are accessible broadly and to target communities disadvantaged by legal information barriers Our discrete legal and social support services are accessible to those who could not otherwise access these services Our representation/case managed services are accessible to people experiencing intersectional disadvantage and discrimination and especially by First Nations peoples Our clients have improved participation (stronger voices) and self-determination in legal processes 		
4. Improved Legal And Social Outcomes	<ul style="list-style-type: none"> Individuals and communities who access our legal information resources and community education have improved capacity to identify, prevent and respond to theirs and other people's legal problems Individuals who access our discrete legal services and social supports have improved understanding of their realistic legal and social support options and improved capacity to take steps to resolve their problems Individuals who access our legal and social support casework services have improved representation and advocacy in legal processes and related systems, and improved human rights outcomes 		
5. Organisational Success Outcomes	<ul style="list-style-type: none"> Staff and volunteers are skilled, engaged and supported, and are satisfied with workplace conditions Stakeholders and communities know, trust and value the services Caxton provides Our partnerships foster collaboration, coordination and capacity building among different stakeholders, sectors and disciplines Our organisation has effective governance and leadership, financial stability and growth, a human rights culture, a strong reputation, and is adaptive and innovative 		

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1. Increased Knowledge of Laws and Respect for Human Rights	<ul style="list-style-type: none"> Our legal information, legal assistance and community education improves individual and community capability to understand legal issues that affect their lives 	<ul style="list-style-type: none"> Legal information: % of service users who rate the legal information as useful Legal assistance: % of clients who report an increased understanding of their specific rights and responsibilities Community education: % of people who report an increased understanding of their rights and responsibilities Community education: % of people who report increased ability to identify when they have a legal issue 	<ul style="list-style-type: none"> CCLQ Client Survey CCLQ Client Survey Caxton Client Survey Caxton CLE Survey Caxton CLE Survey
	<ul style="list-style-type: none"> Our legal assistance, social supports, and community engagement improves individual and community capability to resolve problems that affect their human rights 	<ul style="list-style-type: none"> Legal assistance: % of clients provided with written information about their options and steps they can take to deal with their legal issue Legal assistance: % of clients who report being helped to understand how to deal with their legal issue Legal assistance: % of people who report that they feel more confident to handle their own legal issue Social supports: % of clients provided with non-legal options to deal with their legal issues Social supports: % of clients who report increased supports to deal with their legal issues Community education: % of service users rate community education useful to deal with their legal issues 	<ul style="list-style-type: none"> CCLQ Client Survey CLCQ Client Survey Caxton Client Survey Caxton Client Survey Caxton Client Survey Caxton CLE Survey
	<ul style="list-style-type: none"> Our reform work identifies systemic injustices, proposes solutions and influences decision makers to improve laws, policies and systems in Queensland and Australia 		
	<ul style="list-style-type: none"> Our thought leadership identifies ways in which individuals and communities can demonstrate their respect for human rights 		

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2. Effective Interventions	<ul style="list-style-type: none">Our approach towards and delivery of our services is compatible with human rights		
	<ul style="list-style-type: none">Our services are high quality, client-focused, holistic, trauma-informed and culturally appropriate		
	<ul style="list-style-type: none">Our interventions are evidence-led, targeted, multi-faceted (prevention, early intervention, responsive), monitored and evaluated		
	<ul style="list-style-type: none">Partnerships and relationships with key stakeholders are established, strengthened and link individuals and communities to appropriate and timely legal assistance		
	<ul style="list-style-type: none">Clients are satisfied with our services		