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AES conference
Wellington

.....

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Increasing trust, participation, respect and inclusion: A case study evaluation of the Australian Federal Police & Muslim Women's Project

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Agenda

- Commission & Human Rights snapshot
- Policy context & program snapshot
- Evaluation
- Reflections on our evaluation

Commission & human rights snapshot

What are human rights?

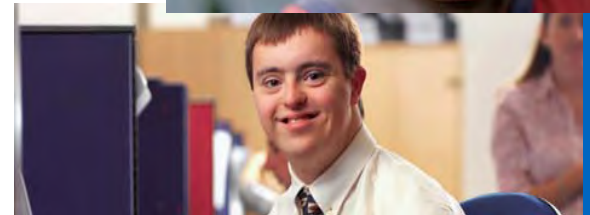
- Laws and systems/UN / International treaties & covenants
- Principles and ideals

What are we?

- NHRI & Independent statutory organisation
- Public service agency - funded by Govt.

How do we work?

- raising public awareness
- investigating and resolving complaints & breaches
- researching & monitoring human rights issues
- contributing to policy development
- legal advocacy on human rights issues.





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Policy & setting context

- 9/11, Bali, London
- Govt. National Security Agenda
- Govt. *National Action Plan to Build Social Cohesion Harmony & Security (2006- 2010)*
- Commission agenda
 - Ismae consultations
 - Social inclusion & rights
- Muslim Community Diversity/ pop 340,000
- Public service setting & culture



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Community Partnerships for Human Rights Program – *working with and for Muslim Communities*

- Commission funded to deliver an ‘NAP’ program
- Evidence: Consultation, literature, wisdom
- Audience: Govt., Muslim Community, Non-Muslim Community
- Muslim Community Diversity
- Partnership & participation principles
- Public service setting & culture
- Program complexity
- Capacity



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Action areas:
Community
Education
Art/culture
Multi-media
Interfaith
Police
Justice
Research
Consultation

Community Partnerships for Human Rights Program
Working with and for Muslim communities

Govt. goals
Commission goals

Aim
↑ *social inclusion*
↓ *discrimination, marginalisation*

Strategic partnerships

Whole-of-community ↔ Muslim communities ↔ Individual Muslim communities

**AMEP-
adult ESL**
(2 curriculum
resources)

**African Australian
communities & human rights**
(First voice consultation & report)

**Ethnic schools
curriculum resource**
(available in Arabic & plain English)

Freedom of religion & belief
(consultation & report)

Community Arts project
(Muslim women &
young people)
5 projects

**Police & Muslim
Communities Partnerships**
19 projects 07/08
19 projects 09/10

Cultural Diversity E forum
(Website/clearinghouse)

**Judiciary
Roundtable**
(consultation & report)

Case study
Case study

Community Engagement Strategy

CPHR Program Evaluation



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Community Policing Partnership Initiative

- 38 x 1yr projects (over 3 yrs)
- up to 10k AU
- Partner - Australian Multicultural Foundation
- Partnerships: local police & Muslim community group/org
- Steering Committee

Context

- Police culture
- National security agenda
- Community policing - contradictions
- Funding & need for better evidence base



Objectives

- increase *trust and improve relationships* between Muslim communities & police
- increase *awareness* of Muslim communities' *issues & diversity* among police
- decrease & *break down reciprocal stereotyping*
- increase *evidence* and *models of good practice*
- promote *awareness* in Muslim communities of *HR rights* / avenues of complaint
- Increase Muslim *diversity in law enforcement work force*



Glimpse of the 38 projects

Reach spectrum

- Young Muslim men
- Muslim youth
 - unemployed,
 - truant from school
 - with mental health issues
- Muslim community leaders
- New arrivals
- Australian Muslim women
- Police officers and recruits

Engagement mechanisms

- Weekend camps
- Police officer training
- Self-defence classes for women
- Sport & recreational programs
- Life skills education & seminars
- Mobile services to engage youth with community services



Case study: Diversity in Policing AFP & Muslim Women's Camp Project

- Melbourne AFP Community Liaison Team
- Staff Mix
- Recruitment from across Melbourne communities
- Meticulous community consultations
- Recruitment & pre camp social activities
- Weekend camp: outdoor activities/ workshops
 - 35 Muslim Women & 8 female staff
- AFP Canberra experience
- Note on terminology: Police = law enforcement



Case study evaluation information

- Meticulous community consultation & record
- Recruitment survey (women)
- Pre (24) & post (25) surveys
- Follow up mobile interviews
- Staff diaries (x5)
- Follow up mobile phone interviews (4 of 8)
- 35 Muslim women & 8 female AFP staff (camp)
- Budget approx \$3,000AU



Our evaluation questions.

Did the case study...

1. Deliver *acceptable & valued* project?
2. *Build trust and improved relationships* & between Muslim communities & police?
3. ↑ *awareness* of the issues Muslims face among police ↓ and ↓ *reciprocal stereotyping*?
4. ↑ *diversity* in the police *work force*?



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Indicators



1. Did it deliver an *acceptable* & *valued* project?

- Satisfaction & positive experiences reported
- Felt they had learnt valuable information
- Report passing this on or using it themselves
- Reported valuing, acceptability & ongoing use of materials (stakeholders/end users)
- Participation rates are good



2. Did it increase *trust & improved relationships* between Muslim communities & police?

- Feel listened to [by the police]
- Feel more secure in a police setting
- Feel it's worth reporting incidents
- Feel police know how it feels to be victimised
- Feel project is positive experience
- ↑ understanding of police setting



3. Did it increase *awareness* of the issues Muslims face among police and ↓ reciprocal *stereotyping*?

Muslim participants

- Feel listened to
- Feel police know how it feels to be victimised
- ↑ understanding/appreciation of police work and organisation
- Have passed this learning/appreciation on to others

Police participants

- Feel ↑ appreciation/empathy for issues Muslim communities face
- Report learning new information about Muslim communities
- Report personal development as a result of this learning
- Have passed this learning/appreciation on to others



4. Did it increase *diversity* in the police *work force*?

- A increased appreciation of the work of the police
- Expressed interest in a police career
- Commitment to act/actions taken to progress this.
- Recruitment data showing an ↑ in Muslims joining the police force



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Data



1. Did it deliver an *acceptable & valued* project ?

Pre/post survey

100% project was high quality

96% human rights workshop was high quality

96% felt had learnt something that they will use in their community

“An important initiative. Definitely liked it”.

“Great, very informative”.

“Wonderful, want more, would love to see it continue”.

“The team building activities and workshops were interesting and informative”.

Follow up interview

“Very knowledgeable about the AFP now and can communicate back to my peers and social networks on this”.

“I told both my mother and sister in law about their rights when it came to discrimination and harassment. Also, gave them some insight to what projects AFP are working on”.

“Told friends about the Commission’s complaints process”.



2. Did it increase *trust & improved relationships* between Muslim communities & police?

Pre/post survey

↑ agreed that police treat them fairly (68% to 96%)

↑ the police, listen to the views of the community
(56% to 81%)

↑ felt able to express themselves honestly/safely & issues
raised would be considered by police (89% to 96%)

96% felt project had improved relationships between
Muslim communities & police.

96% felt more likely that they will report future
problems to the police



3. Did it increase awareness of the issues Muslims face among police and ↓ reciprocal stereotyping

Participants (pre/post, follow up interviews)

“The police were also not aware that the women felt under siege all the time. It was good to have a voice and to be able to vent frustrations and know that someone was listening”.

“Helped to break down barriers. Some of the women had relatives who had been accused of terrorism. It was a good reality check for these women to see that the Federal Police are not out to get them. Helped to dispel the myth that Federal Police are out to get Muslims”.

“I felt respected. I shared my experience with work colleagues and broader family members.... many were impressed about the AFP wanting to be involved in the community. Certainly sparked interest for those who may now consider a career with the AFP”.

.....1 year later a participant is now working for CLT in Melbourne



3. Did it increase awareness of the issues Muslims face among police and ↓ reciprocal stereotyping

Learning by AFP staff (structured diaries)

“Not only did I learn a lot about myself I learnt a lot about the Muslim Women and their community”.

“It made me realise how isolated a lot of them are from the broader Australian community”

“I did learn about the depth of the feeling of victimisation in the community. This surprised me as we the AFP never focus on the religion, but merely on unbalanced individuals behaving in a suspicious manner”

“I gained valuable personal insight and understanding of others and particularly of those of Muslim faith”.



3. Did it increase awareness of the issues Muslims face among police and ↓ reciprocal stereotyping

Women/ Follow interviews

“Definitely yes. Breaking barriers and building bridges”.

“Yes of course. It’s simply showing the community that the law enforcement has their interests at heart and that the law enforcement is approachable. These types of projects show the community that the police are the people we should be turning to and not running away from!”

“I have spoken to my work mates, friends and family....I touch on the positive impact the AFP has had on myself and the other participants for extending their hand to the Muslim community in wanting to get rid of stereo-typing on both sides and trying to understand; and how as a community we have to take the challenge of changing our attitudes and working with our law enforcement in a better and more meaningful manner”



4. Did it ↑ *diversity* in the police *work force*?

- ↑ agreed that they understood work of the AFP (52% to 100%)
- ↑ understood the diversity of roles available in law enforcement (48% to 88%)
- One participant is now working in the Melbourne AFP team [attribution..]

“Yes..... Extreme interest”.

“...Certainly sparked interest for those who may now consider a career with the AFP”.

“I was excited that there is nothing to stop people from a Muslim background to join the law enforcement.”

“Yes, after camp stopped and thought about it. I am planning to call to discuss. It planted a seed of interest with several of the women”.



Reflections for practice: case study to program

1. Case study approach
 - Maximised data collection
 - Best use of budget
2. Program design supported valuation
 - 16 partners/8 initiatives/43 sub-projects
 - Micro to macro line of sight to objectives
 - Common Q's: results repeated
 - Enabled aggregated impact to be reported
7000 reach/ Case study -16 project review - 38 project review by CEPS - program.
 - 16/8/43 multiple evaluation capacity & systems?
Worked best if champions and/or systems/culture in place-**AFP case study**
2. Participatory/partnership model key to common objectives
 - 16/8/43 All supported & wanted evaluation
 - Groundwork: shared objectives & indicators
 - Empowerment benefits still seen
3. Budget management
 - 16/8/43 broad brush evaluation
 - Enabled strategic targeted studies with independent experts
 - Delivered robust evidence core to impact data & reporting



Reflections for practice

4. Role of the external expert

- Do it ourselves? Someone else do it? Or share & learn?
- Guide & critical friend - more than a consultant
- Continuity to end with independence
- ↑internal & partner capacity (skills/experience)
- Commission model for organisational level change

5. Evaluation issues

- Sample size, real life but still a flaw
- National program – geography & distance
- Commission evaluation culture limited
- 16/8/43 too little capacity to capture all the data
 - Less activities? More evaluation?
- Activity diversity: data collection really mixed



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Thank you.

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Race Discrimination Commissioner receiving AFP award