

IAP2 Evaluation framework for complex engagement

Evaluation Framework, from IAP2 International Association for Public Participation Australasia

Evaluation criteria	Success indicators	Data needed	Evaluation tool or techniques
Outcome criteria – What was achieved?			
Quality of decision - the decision provides a feasible solution to the community engagement project			
Rational objectives - the method achieves the rational objectives set			
Sustainability - the decision was sustainable and able to be implemented			
Acceptance criteria – how well the methods were selected and delivered			
Representative - the participants are a representative sample of the affected or interested public			
Independence - independent and unbiased			
Early involvement - the public is involved as soon as value judgements are important			
Influence - the feedback or input impacted on the decision			
Transparency - the process of the method and third decision-making is transparent to the public			

Relationships - the process supported positive relationships and acknowledged conflicts and worked through the conflict in a constructive manner			
Valued - participants felt their contribution was valued			
Process criteria – how well the public and stakeholders accepted the process?			
Resource allocation - participants have the necessary information, human, material and time resources			
Task definition - participants are clear about the task the scope and output of the method			
Structured decision - making - an appropriate process for decision - making was used and communicated clearly so participants understood how and why decision is made			
Cost-effective - the participants are a representative sample of the affected or interested public			