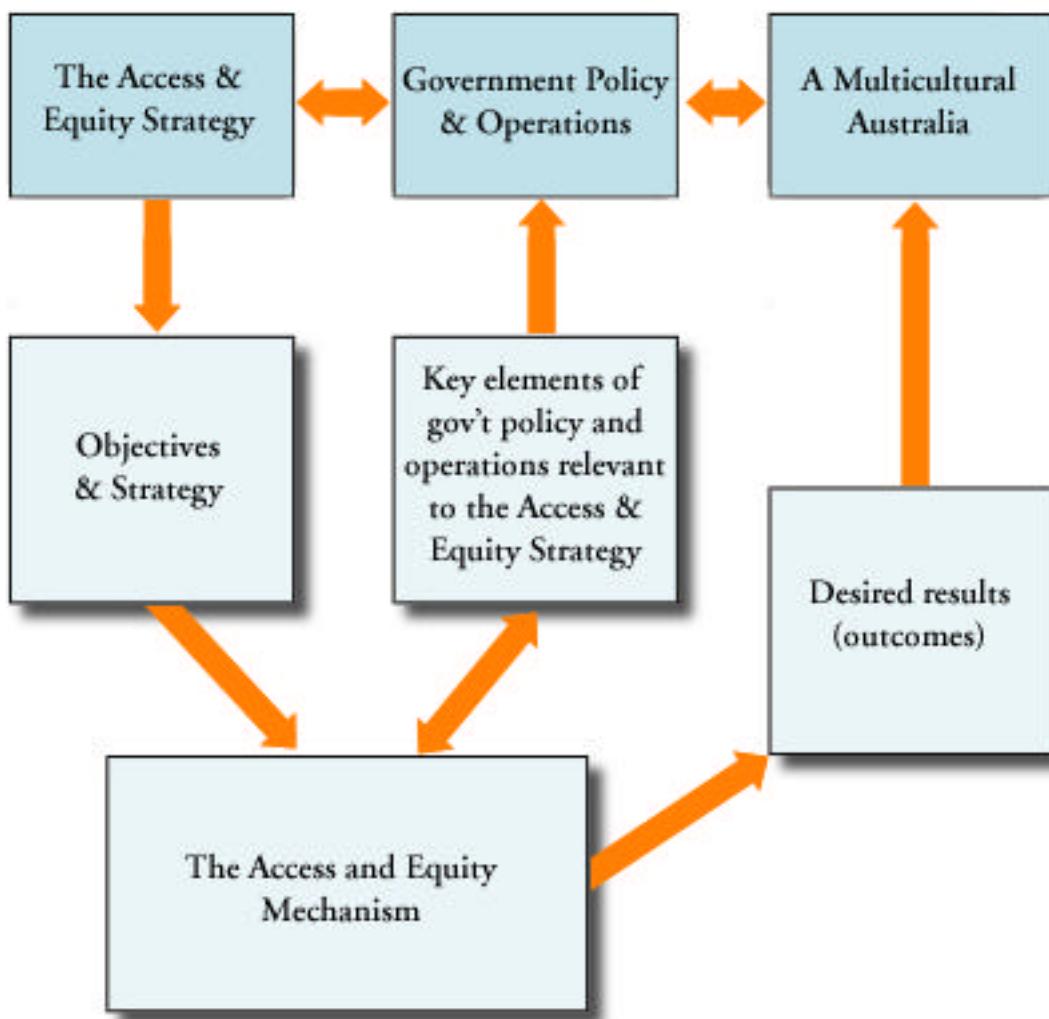


Access and Equity Strategy Program Logic



Office of Multicultural Affairs Achieving Access and Equity, A Second Edition Guide for the Australian Public Service Canberra, Australian Government Publishing Service, 1994, p 25.

Commonwealth services and programs
Strategy

The Access and Equity Strategy

Objectives

To remove linguistic, cultural, racial and religious barriers from mainstream

The implementation of the A&E Mechanism, which makes specific requirements of government agencies relating to the development and implementation of Commonwealth policies and programs. These requirements are intended to ensure that all Australians, regardless of language, culture, race and religion, have access to and take up an

equitable share of government services and programs to which they are entitled.

Government Policy and Operations:

Key elements of government policy and operations relevant to the Access & Equity Strategy

Social justice principles

A set of policies and strategies aimed at expanding opportunities for, and reducing barriers to, full participation in economic, social and political life for all Australians.

Mainstreaming of services

The policy that general programs and services should address appropriately the needs of all eligible applicants/clients regardless of race, culture, language, religion or other factors.

Management and accountability reforms

Changes to budgetary processes, management practices and reporting requirements intended to encourage a results orientation and to achieve effective and efficient programs and services.

Client focus

A dimension of management practices policy which emphasises the importance to effective program management of consultation with, and feedback from, clients and the community regarding their needs and the adequacy of programs and services.

The Access and Equity Mechanism

Objectives

- To achieve a more effective and responsive public sector and a more integrated and coordinated approach to achieving access and equity for all Australians.

- To achieve a Service-wide consciousness of, and commitment to, Access & Equity.
- To enhance corporate commitment, policy input, program and service design and delivery, education and attitude change and coordination in relation to Access & Equity.

Key organisational and associated responsibilities

Coordinating departments and agencies

- Department of Prime Minister & Cabinet, Department of Finance, Public Service Commission: Responsible for developing and overseeing the implementation of administrative, financial and management reforms across the Australian Public Service.
- Office of Multicultural Affairs: Responsible for facilitation and monitoring the implementation of the Access & Equity Strategy by departments and agencies.

Line departments and agencies

Required by the Government to implement the Access & Equity requirements

Relevant activities and processes (inputs)

- Coordination of cross-portfolio activities.
- Cross-portfolio consultation, participation mechanisms and community education initiatives.
- The provision of bilateral advice and consultancy services.
- Coordination of policy advice to government.
- Monitoring of relevant activity.
- Planning for the provision of adequate services.
- Setting achievable targets.

- Provision of language services, such as interpreting and translating, multilingual information and bicultural and bilingual staff.
- Training and education of staff in policy, program and service delivery areas.
- Coordination with other service providers.
- Consultation with the community.
- Ensuring community participation in decision-making.
- Collection of relevant data, including on ethnicity.
- Reporting on effectiveness and impact.

Desired effects (outputs)

Australian Public Service

Cross-portfolio

- Facilitate and utilise cross-portfolio linkages.
- Establish and utilise mechanisms for cross-portfolio consultation with community.
- Provide comprehensive strategic advice to government.

Senior managers/policy developers

- Identify the implications of community diversity in policies and plans.
- Achieve effective communication with clients.
- Enhance corporate image.

Middle managers/counter staff

- Communicate across language barriers.
- Relate to different cultural, racial and religious groups.
- Obtain and respond to client feedback.

- Form management partnerships with client representatives.
- Assess effectiveness and efficiency of A&E measures.
- Market the A&E strategy effectively.
- Inform and advise senior management on client needs.

Clients

- Greater take-up and usage of programs by A&E target groups.
- Enhanced knowledge and awareness by clients of their entitlements and the range of services.
- Enhanced confidence amongst clients in dealing with service providers.
- Minimising marginalisation of A&E target groups

A Multicultural Australia

Desired results (outcomes)

- Absence of linguistic, cultural, racial and religious barriers to programs and services provided by the Commonwealth.
- Equitable delivery of programs and services to all eligible Australians.