

Appendix 7. Roles of DFACS and Centrelink in Business Alliance Agreement 2004

Role	Leader	Contributor
Develop policy, including: <ul style="list-style-type: none"> • Develop and advise government on policy, program and service delivery options to achieve outcomes • Provide whole of government context as need • Manage new policy proposal and budget processes 	DFaCS	Centrelink
Establish high-level implementation frameworks for approved policies and programs, including: <ul style="list-style-type: none"> • Develop and support passage of legislation • Develop and issue policy guidelines • Determine service delivery levels to be provided by Centrelink 	DFaCS	Centrelink
Develop service delivery frameworks, including: <ul style="list-style-type: none"> • Determine service delivery channels, business processes and operational targets • Integrate services from various clients to help policy effectiveness and seamless customer experience • Foster service delivery innovation and efficiency • Build IT systems for service delivery 	Centrelink	DFaCS
Develop payments and services to customers, including: <ul style="list-style-type: none"> • Implement service delivery framework • Target services/payments to designated customers • Meet service delivery levels • Capture transactional information 	Centrelink	DFaCS
Monitor and assure performance of programs and services, including: <ul style="list-style-type: none"> • Assess achievement of operational targets • Analyse performance trends against expectations • Take action to rectify performance deficits • Provide agreed performance information and analyses to clients, with alerts about any unexpected trends in key measures such as outlays, customer take-up 	Centrelink	DFaCS
Monitor and assure achievement of policy outcomes, including: <ul style="list-style-type: none"> • Assess performance against expected outcomes • Refine implementation frameworks to rectify under-performance (e.g. revise guidelines, service delivery levels) 	DFaCS	Centrelink
Evaluate service delivery, including: <ul style="list-style-type: none"> • The efficiency, effectiveness and/or responsiveness of service delivery functions • Assess the value for money achieved through particular service delivery initiatives 	Centrelink	DFaCS
Evaluate policy impact, including: <ul style="list-style-type: none"> • Analyse and advise government on achievement of service/program outputs and policy outcomes • Develop new policy options to meet emerging needs 	DFaCS	Centrelink

Source: DFACS/Centrelink 2004