

# FAST FACTS

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Development Programme



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## Rights, Empowerment and Cohesion (REACH) for Rural and Urban Fijians Project

The REACH Project aims to promote peace building, social cohesion and inclusiveness. The Project conducts awareness raising of the social, economic and legal rights enshrined in the Constitution of the Republic of Fiji, provides access to the services associated with these rights, and strengthens institutional capacity to deliver these services. A mobile service delivery approach is undertaken to reach communities throughout all of Fiji with the focus to reach the furthest behind first.



Legal Aid Commission provides services in the REACH Mobile Service Delivery Bus

The Fiji Government has endorsed the Sustainable Development Goals which aim to ensure that no one is left behind and endeavour to reach the furthest behind first.

In Goal 16, there is commitment to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels. In Goal 5, there is commitment to achieving gender equality and empowerment of all women and girls.

The REACH Project supports the achievement of these goals.



### Project Overview

- **Project duration:** 2015 – 2018
- **Project location:** Throughout Fiji
- **Partnership:** The Ministry of Women, Children and Poverty Alleviation, and the Legal Aid Commission
- **Total budget:** US\$2.685 million
- **Funds:** Government of Japan and UNDP

The REACH project aims to accomplish the following key results:

- Increased awareness in urban, rural and maritime communities, of constitutional rights in the areas of social and economic wellbeing and justice, focusing on legal aid, through the provision of mobile teams.
- Enhanced delivery of the services provided by the Ministry of Women, Children and Poverty Alleviation and the Legal Aid Commission through the provision of mobile teams visiting urban, rural and maritime communities.
- Strengthened capacity of the Ministry of Women, Children and Poverty Alleviation and the Legal Aid Commission through support to strategic planning, monitoring of results and support of coordination for effective and coordinated service delivery to urban, rural and maritime communities.
- Policy making informed and based on evidence through research and analysis through a pilot initiative utilizing an innovative approach to track service delivery from start to finish and building on successful global initiatives being accessed through South-South Cooperation arrangements.

"When the Reach Project came to our village, we registered our marriage."

"Everything that we needed to register our marriage was provided right here."



Savaira Marama Rakula and Amani Rakula, Naraiyawa village, Naqarawai district of Namosi province, Central Division



## Innovative approach

### REACH Mobile Service Delivery

The REACH Mobile Service Delivery Buses are custom designed and equipped in Fiji for effective service delivery. They cater for services to all, including children, the elderly and people with disabilities. They have been reaching out to rural and urban communities in Fiji since they launched in April 2017.

### Start-to-Finish (S2F) Service Delivery Tracker for Fiji

The research has been commenced to ensure start-to-finish service provision for those longer-term services which cannot be delivered instantaneously. S2F is being explored to address the full cycle of public service delivery,

S2F Tracker is a digital system to track, monitor and update citizens on the progress of individual service delivery requests, and their ultimate resolution, including automated updates and notifications along the way.

S2F Tracker effectively connects citizens directly to the Government officers responsible for their files, enabling one-to-one communication through the system.



(From left) Dr Josefa Koroivueta, Permanent Secretary, Ministry of Women, Children and Poverty Alleviation; Mr Tsuguyoshi Hada, Chargé d'Affaires a.i., Embassy of Japan in Fiji; Mr Bakhodir Burkhanov, Country Director and Head of Regional Policy and Programme, United Nations Development Programme (UNDP) Pacific Office in Fiji; Mr Seremaia K Waqainabete, Deputy Director, Legal Aid Commission.

## Key Results (July 2015 – 17 June 2018)



14,854 people (6,946 women, 6,978 men and 930 children) benefited from the REACH mobile awareness raising and service delivery.



808 communities in 120 districts in 14 provinces and Rotuma across Central, Eastern Northern and Western Divisions received the REACH mobile awareness raising and service delivery.



19,612 services (10,903 women and 8,709 men) immediately provided in the communities by the Ministry of Women, Children and Poverty Alleviation, the Legal Aid Commission, and the Human Rights and Anti-Discrimination Commission.



168 people (94 women and 74 men) from the Ministry of Women, Children and Poverty Alleviation, the Legal Aid Commission, Human Rights and Anti-Discrimination Commission, and other key stakeholders further strengthened their capacity to undertake awareness raising and service delivery.

For more information, contact:

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