

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2010-2011**

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0064_11

Refers to previous DEEWR Question No EW0932-10

Senator Fifield provided in writing.

Question

EMPLOYMENT SERVICES – GOLDEN GURUS

"In February, questions were placed on notice. These were: Have any small businesses approached member organisations to participate in the program? How many and where are they located? How many small businesses have been successful in their application to participate in the program? Have any small businesses been connected with a mentor? The response to this question was: (DEEWR Question no. EW0932_10) We are unable to provide these figures. As member organisations do not receive fees they are not required to report the number of participants. The Department will conduct a survey of member organisations as part of monitoring and evaluation for the program, after member organisations have had the opportunity to settle into the program. Will this survey be able to answer these questions placed on notice? 2. Is there a more specific time-frame as to when this survey will be undertaken, other than "after member organisations have had the opportunity to settle into the program." 3. Considering this program is designed to connect "mature aged people with opportunities to share their skills and experience with community organisations or small business owners" (Golden Guru website), is there, or will there be, a mechanism to monitor how many mature aged people are being connected with small businesses and community organisations? Will the mechanism be this survey, or will it be something else? 4. If not, then how are we supposed to monitor the program? The program is designed to connect people, but if we can't monitor how many people are being connected, how do we know if this program is being successful or not? 5. Do we know how many mature aged people have contacted member organisations interested in the Golden Guru program? 6. Has the department set a target as to how many mature aged people they want to see connected to small businesses and community organisations under this program?"

Answer

1. *Will this survey be able to answer these questions placed on notice?*

The survey will gauge feedback from member organisations about:

- The number of small businesses seeking the support of a Golden Guru and those that were connected.
 - This will be reported by State. Reporting on more specific locations will depend on the capacity of the organisation to provide that information.
 - Whether or not they have had to turn down small businesses because the role did not meet the requirements of the Golden Gurus program.
2. *Is there a more specific time-frame as to when this survey will be undertaken, other than “after member organisations have had the opportunity to settle into the program.*

The Department plans to conduct this survey during November-December 2010.

3. *Considering this program is designed to connect “mature aged people with opportunities to share their skills and experience with community organisations or small business owners” (Golden Guru website), is there, or will there be, a mechanism to monitor how many mature aged people are being connected with small businesses and community organisations? Will the mechanism be this survey, or will it be something else?*

The survey will include questions on the number of Golden Gurus connected with small businesses and community organisations.

4. *If not, then how are we supposed to monitor the program? The program is designed to connect people, but if we can’t monitor how many people are being connected, how do we know if this program is being successful or not?*

See answer to previous question.

5. *Do we know how many mature age people have contacted member organisations interested in the Golden Gurus program?*

As at 28 June 2010 the Department had received 1151 enquiries from people expressing an interest in the Golden Gurus program. Enquiries were referred to Member Organisations.

The evaluation activities described above will provide further information about demand for the program.

6. *Has the department set a target as to how many mature aged people they want to see connected to small businesses and community organisations under this program?*

When organisations submit their applications to join the Golden Gurus program they indicate how many mature age volunteers they believe they will connect to skilled volunteering and mentoring roles in a 12 month period. This information has been used as a benchmark and to anticipate demand but is not used as a performance target for the program. Based on this information, the Department anticipates that the program will connect 2500 Golden Gurus to volunteering / mentoring roles.