

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2005-2006 BUDGET SENATE ESTIMATES HEARING
30, 31 MAY and 3 JUNE 2005**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Office of the Employment Advocate

Question Number: W237-06

Question:

Senator Marshall asked at *Hansard* page 67:

Please provide a copy of the business plan for the small business unit

Answer:

See attached

Objective 2: AWAs become the preferred industrial agreement by small businesses

Responsibility: Patricia Muncey

Specific Actions:

2.1 Implement Small Business Project Management Plan

- **Small business template on line**
- **Fast Track Frameworks**
- **Industry and State specific Frameworks which include NDT compliance**
- **Develop special brand/logo for small business (sB) including specific website**
- **Initiate Small business hotline**
- **Restaurant & Catering pilot planned and launched**
- **Promotions via the RCA initiative**
- **Develop simplified NDT calculator**
- **Establish Small Business Client Unit to improve working relationship with specific clients**
- **Complete Workplace and Family initiative**

Timeframe

- **January 2005 (completed)**
- **April 2005**
- **Ongoing**
- **April 2005 (completed ahead of schedule)**
- **March 2005 (completed)**
- **February 2005 (completed)**
- **March 2005 (completed)**
- **June 2005**
- **April 2005 (completed)**
- **June 2005**

Performance Indicators

- **10% annual increase in the number of small business employers lodging AWAs, using 2003-04 number as baseline¹**
- **Increase in number of small business lodgements that have streamlined approvals (establish baseline measure in 2005/06)**

¹ Indicators appearing in red are those in the current OEA Strategic Plan

- **Reduction in the number of undertakings for small business (establish baseline measure for 2005/06)**
- **Number of small business continuing to lodge AWAs (baseline measure in 2005/06)**
- **Targets within the Client Services Charter are met.**
- **80% or more small business AWAs approved within 20 working days**
- **80% of small business clients who have used OEA AWA products and services are satisfied, as measured by the annual client survey**