



Job-Matching

Support

Training

Careers



QUALITY EMPLOYMENT

# ANNUAL CLIENT SURVEY REPORT 2016

## PURPOSE

At 13 March 2017, there were 439 active clients on the books and 439 annual client surveys were posted or emailed (see below image). 62 (14%) surveys were returned. The square root of 439 (number of surveys sent) is 21, so the sample of 62 is a good return rate. The returned surveys supply the information used for this report.

Clients had a choice to complete the survey online, to receive a hard copy and post back or to do over the phone. Of the 62 respondents, 62 completed the survey online (18 via the weblink promoted on Facebook, our website and Bizzybodies, 44 via the email link (of 267 that have provided email contacts), 0 via the post and 0 over the phone.

To maintain confidentiality, where staff are named in the survey, either “Coordinator” or “Manager”, is used. Where clients are named in the survey, “client” is used. Where employers are named in the survey, “employer” is used. Where co-workers are named in the survey “co-worker” is used and so on.

Partial responses were excluded that only provided a name, three partial were included but they had completed most of the survey.

### Q1. Your details (this question is optional but is needed for prize draw entry)

Answer Options	Response Percent	Response Count
Your Name	100%	61
Preferred Contact Details (mob/email)	98%	60
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>1</b>

### Q2. Can BIZLINK contact you to follow-up the contents of your survey?

Answer Options	Response Percent	Response Count
Yes	69%	43
No	31%	19
Any comments		4
<i>answered question</i>		<b>62</b>
<i>skipped question</i>		<b>0</b>

Number	Any comments
1	Call my mobile after 3pm
2	Please feel free to contact me at anytime
3	Bizlink are wonderful
4	Anything i can do to help Bizlink I'm happy to do for the staff at Bizlink in Rockingham have been extremely helpful and courteous in finding me employment that I started on the 13/03/2017.

**Q3. Would you be interested in participating in a feedback meeting at a BIZLINK office to discuss the survey report and give additional feedback?  
Participation is voluntary and a survey report can be provided on request.**

Answer Options	Response Percent	Response Count
Yes	36%	22
No	65%	40
Any comments		3
<i>answered question</i>		<b>62</b>
<i>skipped question</i>		<b>0</b>

Number	Any comments
1	However, I am happy to provide feedback in an alternative form.
2	No comment
3	Any time after 9.45 am - 11.45 am IS FINE.

With 22 respondents who would consider participating in a feedback meeting, the QRC will need to decide whether to convene a meeting.

**Q4. How long have you been registered with BIZLINK?**

Answer Options	Response Percent	Response Count
Less than one year	37%	23
More than one year	57%	35
Not sure	7%	4
Any comments		4
<i>answered question</i>		<b>62</b>
<i>skipped question</i>		<b>0</b>

Number	Any comments
1	16 months.
2	Bizlink have got me jobs
3	2 months
4	Thanks Rockingham Bizlink with your support in finding me my ideal job.

**Q5. Has your Coordinator reviewed your Job Plan with you in the last 12 months?**

Answer Options	Response Percent	Response Count
Yes	98%	61
No	2%	1
Not Sure	0%	0
Any comments		5
<i>answered question</i>		<b>62</b>
<i>skipped question</i>		<b>0</b>

Number	Any comments
1	Job Plans are always updated when necessary and sent to me in the post.
2	Debbie Matthews No1
3	All good

4	Yes my job plan has been reviewed but I would like to make some changes about returning to work in something that I am more familiar with than trying something else. Work experience and voluntary work needs to be ongoing so I can build my confidence to return to work.
5	Job plans are made easy to understand and work with, when the staff are on-top of it all.

One person said their Job Plan had not been reviewed in the past 12 months. JDEMAX has no Job Plans outstanding for that length of time, so that is a client perception. Job Plans are reviewed every three months for clients in Employment Assistance or Post Placement Support or every six months for clients in Ongoing Support. This is monitored by management.

**Q6. How useful is your Job Plan in finding or keeping you a job and/or achieving your goals?**

Answer Options	Response Count
	61
<i>answered question</i>	61
<i>skipped question</i>	1

This response had a sliding scale where:  
0 – Not at all useful | 5 – Somewhat useful | 10 – Very useful

Respondents selected:

Not at all			Somewhat					Very		
0	1	2	3	4	5	6	7	8	9	10
3	0	3	1	0	12	3	8	11	5	15

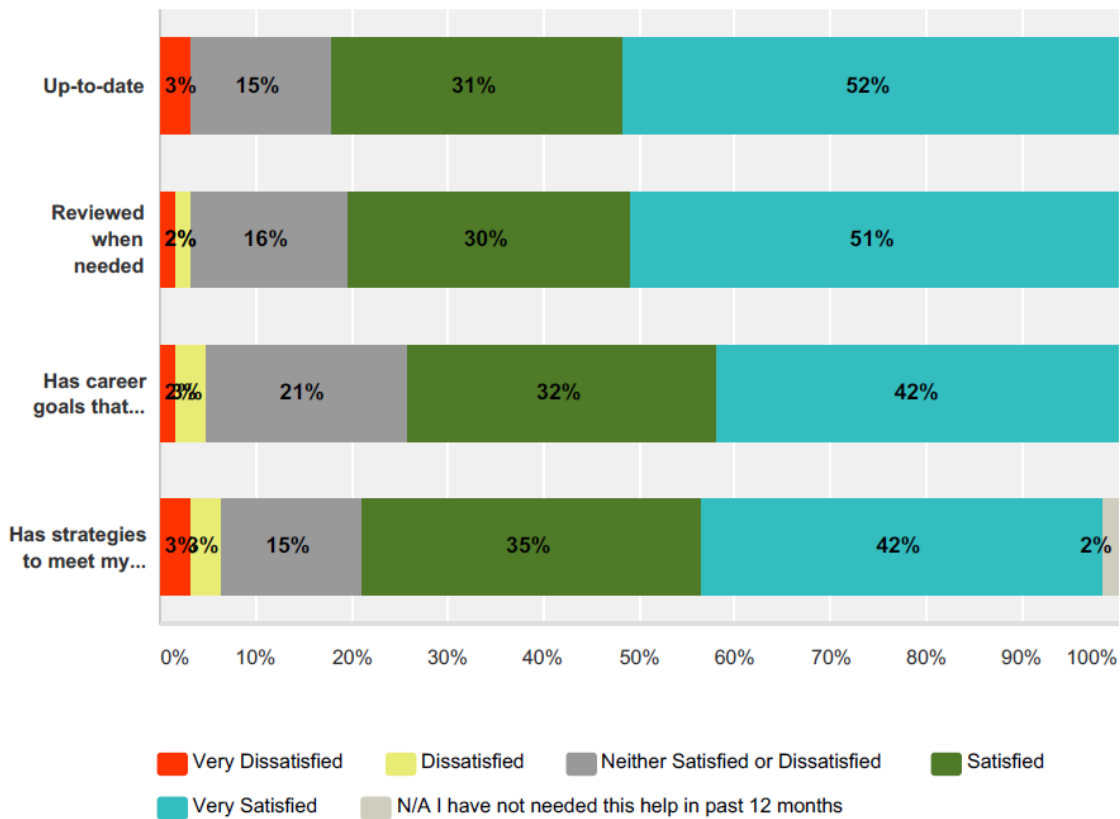
- 11% (4 of 61) selected less than 5
- 89% (57 of 61) selected 5 or more
- 25% (15 of 61) selected the highest rating of 10

These responses suggested that the majority of clients consider their Job Plan useful.

**Q7. How satisfied are you that your Job Plan is:**

Answer Options	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A
Up-to-date	2	0	9	19	32	0
Reviewed when needed	1	1	10	18	31	0
Has career goals that match my choice	1	2	13	20	26	0
Has strategies to meet my individual needs to secure or keep a job	2	2	9	22	26	1
Any comments						6
<i>answered question</i>						62
<i>skipped question</i>						0

The majority of responses were satisfied or very satisfied that their Job Plan was up-to-date (83%), reviewed when needed (81%), has goals that match their choices (74%) and strategies to meet individual needs (77%).



Number	Any comments
1	Plan is not followed by Bizlink representative
2	I like having the Job Plan because I possibly wouldn't keep an eye on my current goals - at least not in writing - or on a regular basis.
3	Very satisfied everything is running to plan
4	The strategies at the moment with looking for other work has not been achieved. I feel that I need to gain more experience then apply for jobs.
5	Probably feel as if it is a bureaucratic exercise that an actual goal
6	With very helpful staff at Rockingham Bizlink I have not only started a new job but have also started a computer course which has helped me with confidence I didn't have with computers before, thanks.

**Q8. How satisfied are you that BIZLINK is meeting your individual needs? (If you have not required any item listed please tick N/A)**

Answer Options	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A
Counselling and encouragement	2	3	3	11	40	3
Dealing with Centrelink	0	1	9	18	15	17
Transport Training	1	0	7	8	16	27
Accessing other services if needed e.g. recreation, social, community, housing, financial	3	1	9	10	14	23
Amount of contact	1	3	3	16	36	2
Involving my support network (family, friend, advocate) when I want them to	3	1	7	13	20	16
Any comments						5
<i>answered question</i>						<b>62</b>
<i>skipped question</i>						<b>0</b>

With the percentage only including those that did not select N/a, the majority who had the type of assistance listed were satisfied or very satisfied:

- Counselling and encouragement – 86%
- Dealing with Centrelink – 77%
- Transport Training – 75%
- Accessing other services if needed – 65%
- Amount of contact – 88%
- Involving my support network – 75%

Number	Any comments
1	Bizlink representative prefers not to discuss issues with my son with me.
2	My Support Coordinator is brilliant. She is always approachable and contactable. She says to never hesitate to contact her and you know she is sincere.
3	Happy
4	Probably meeting every fortnight is too much if we are on track.
5	I tend to work things out myself but knowing the support is there if it is required, it is very satisfying that I can look to the staff.

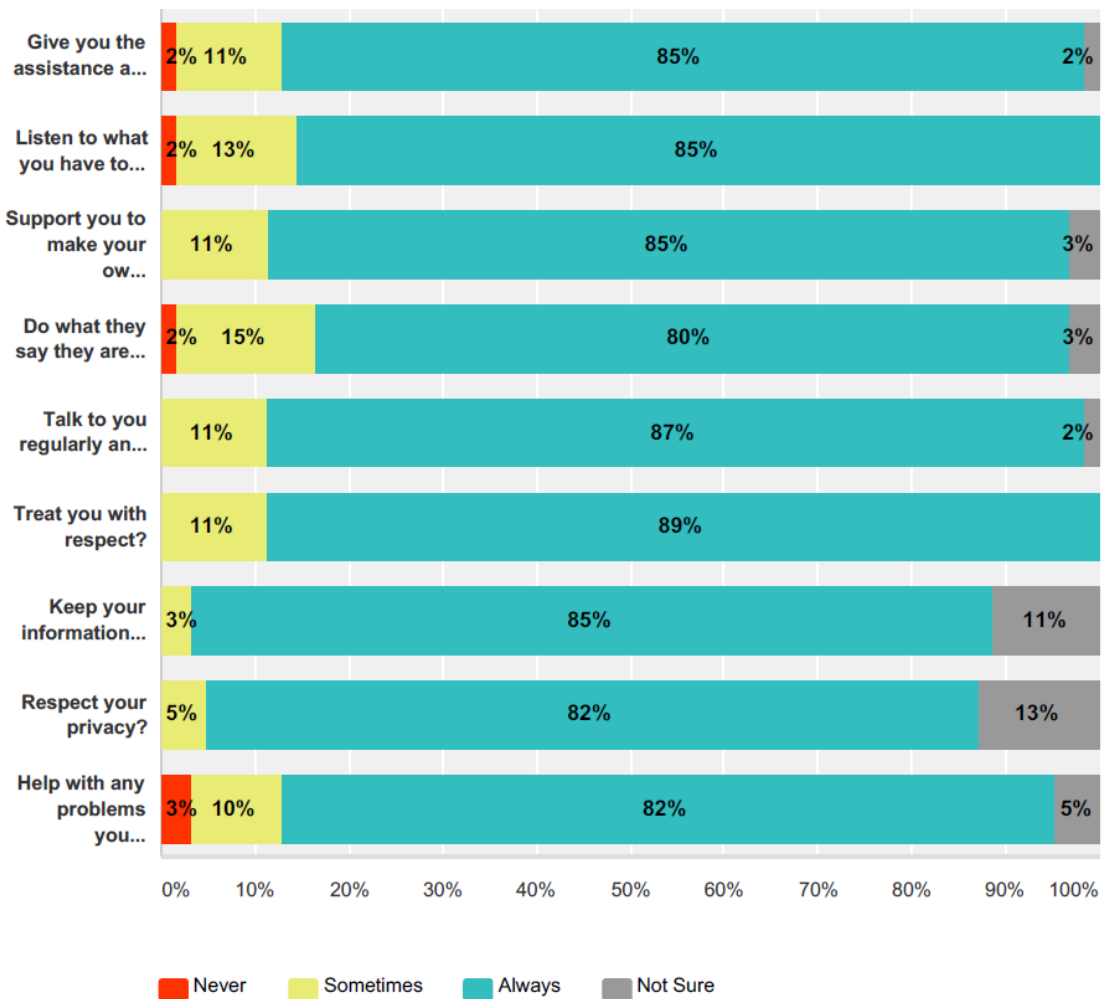
**Q9. Has a BIZLINK employee ever made you do anything you don't want to?**

Answer Options	Response Percent	Response Count
Yes	2%	1
No	92%	55
Not sure	7%	4
Any comments		4
<i>answered question</i>		<b>60</b>
<i>skipped question</i>		<b>2</b>

Number	Any comments
1	Free work try out
2	Nil
3	Has helped me push my boundaries for a positive change in my confidence
4	Staff at Bizlink have been very supportive of anything I have taken on or achieved.

**Q10. Do BIZLINK employees:**

Answer Options	Never	Sometimes	Always	Not Sure
Give you the assistance and support you need?	1	7	53	1
Listen to what you have to say?	1	8	53	0
Support you to make your own decisions?	0	7	52	2
Do what they say they are going to do?	1	9	49	2
Talk to you regularly and keep you informed?	0	7	54	1
Treat you with respect?	0	7	55	0
Keep your information confidential?	0	2	52	7
Respect your privacy?	0	3	51	8
Help with any problems you are having?	2	6	51	3
Any comments				4
<i>answered question</i>				<b>62</b>
<i>skipped question</i>				<b>0</b>



Number	Any comments
1	Coordinator was always so helpful and I'm so grateful for her assistance in getting me my current job, I can't thank her and the rest of the staff enough! If Coordinator is unavailable, I always feel comfortable running any queries past Site Manager.
2	So grateful for this support
3	Bizlink are always helpful to me and I am in the office often
4	WORK LIFE AND COMPUTER TRAINING HAVE BEEN A BREEZE THANKS TO BIZLINK STAFF.

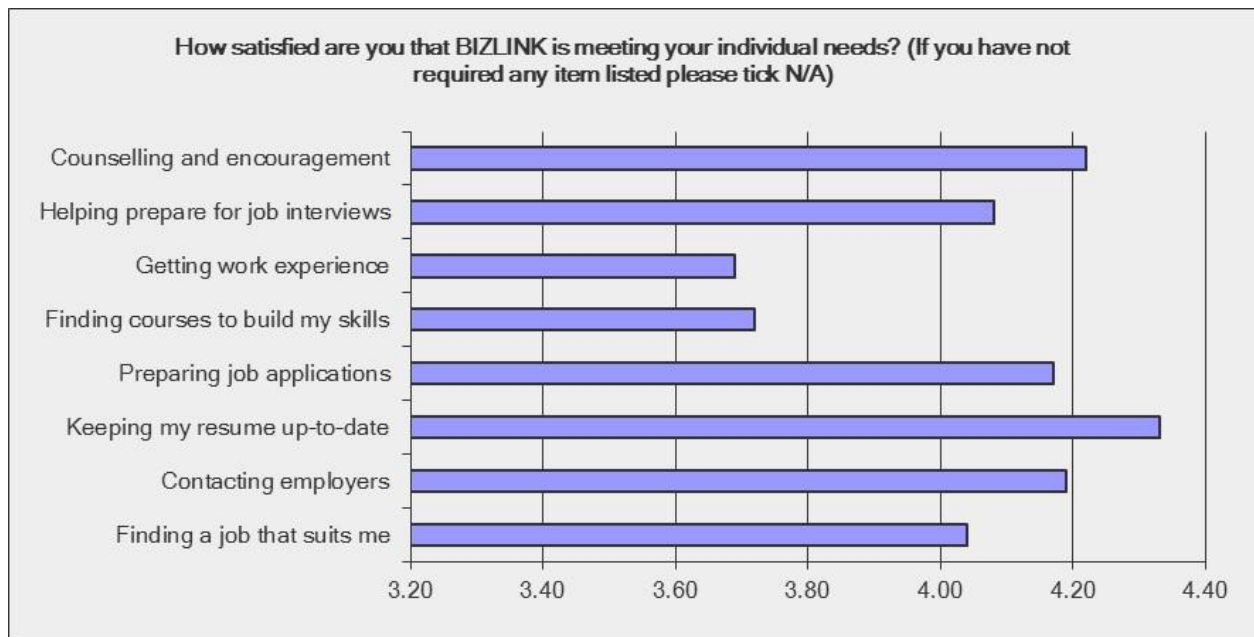
**Q11. Has BIZLINK provided any assistance to find a job over the past 12 months?**  
 (this is a navigation question i.e. directs respondent to appropriate section of survey dependent on response)

Answer Options	Response Percent	Response Count
Yes - answer the job search questions	77%	46
No - I have worked for last 12 months - go to next section	23%	14
<i>answered question</i>		<b>60</b>
<i>skipped question</i>		<b>2</b>



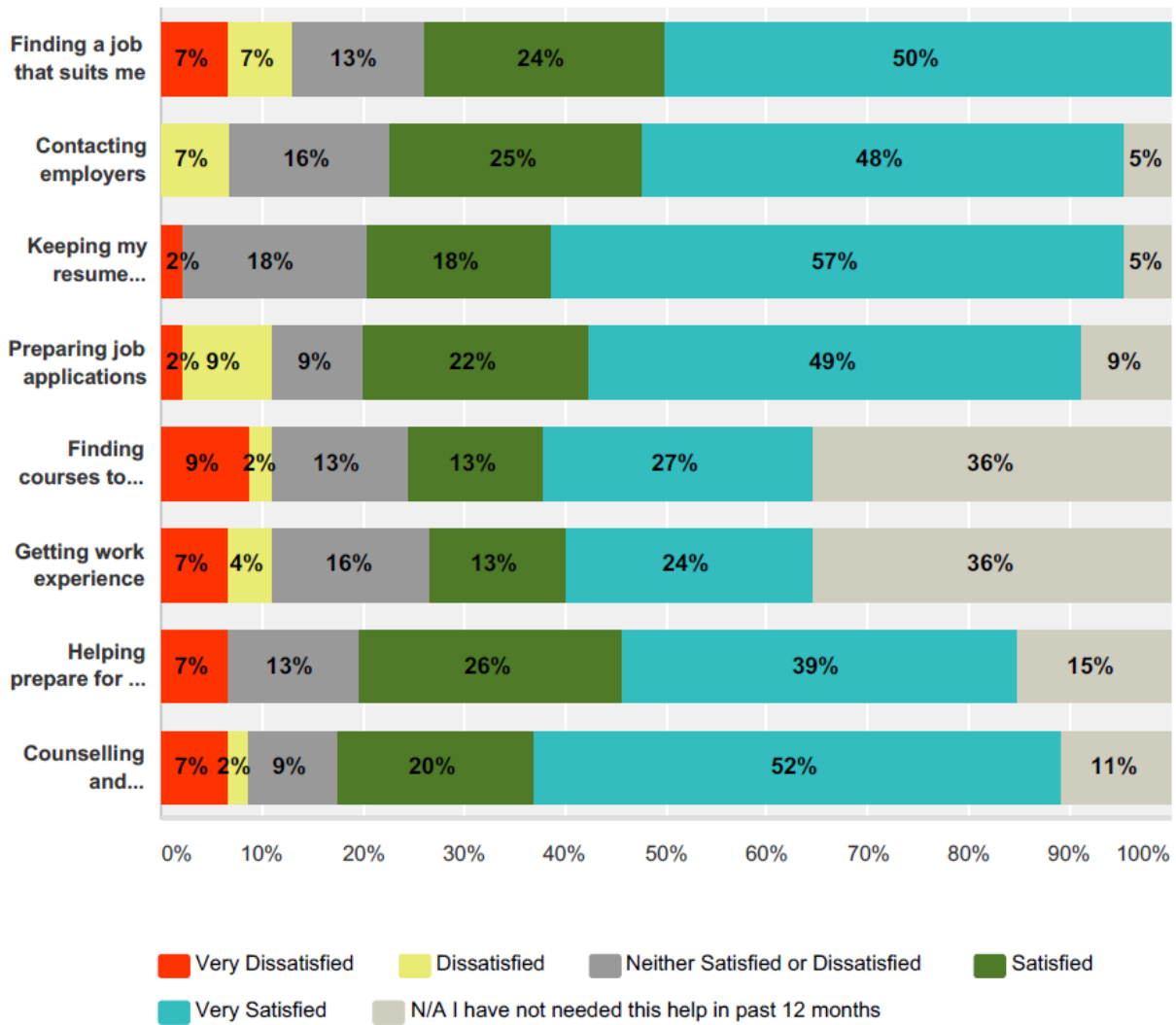
**Q12. How satisfied are you that BIZLINK is meeting your individual needs? (If you have not required any item listed please tick N/A)**

Answer Options	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A
Finding a job that suits me	3	3	6	11	23	0
Contacting employers	0	3	7	11	21	2
Keeping my resume up-to-date	1	0	8	8	25	2
Preparing job applications	1	4	4	10	22	4
Finding courses to build my skills	4	1	6	6	12	16
Getting work experience	3	2	7	6	11	16
Helping prepare for job interviews	3	0	6	12	18	7
Counselling and encouragement	3	1	4	9	24	5
Any comments						5
<i>answered question</i>						<b>46</b>
<i>skipped question</i>						<b>16</b>



With 1 being 'Very Dissatisfied' and 5 being 'Very Satisfied' the chart shows that respondents are least satisfied with 'Getting Work Experience' and 'Finding Courses to Build Skills'. These two categories had the lowest average rating.

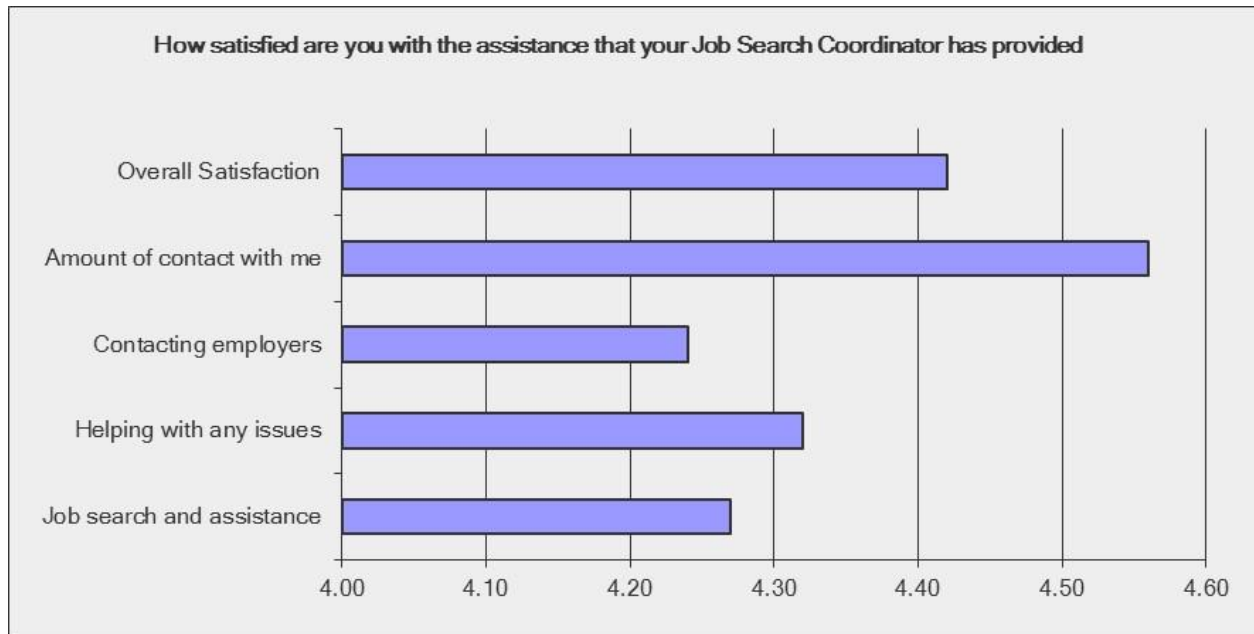
The majority who had the type of assistance listed were satisfied or very satisfied:



Number	Any comments
1	I would have liked BIZLINK to do is for them to search for jobs for me. I have been doing this in my own time but the more help I get at this the better. The only other things I would say is for the people who format the Resumes for BIZLINK to be more careful with grammar and punctuation. Some important information was missing on my resume and there were some grammatical errors and I believe this may have cost me a job I wanted.
2	Only just connected to person
3	Love my job at the Council and hope it will continue after my contract ends
4	My job search coordinator always encourages me to keep trying to look for work. If I have not had a good week and I feel like giving up my job search coordinator keeps trying to find other work opportunities.
5	The last three questions didn't apply for everything has gone so smoothly and quickly in finding work and course requirements that have both suited me to a tee.

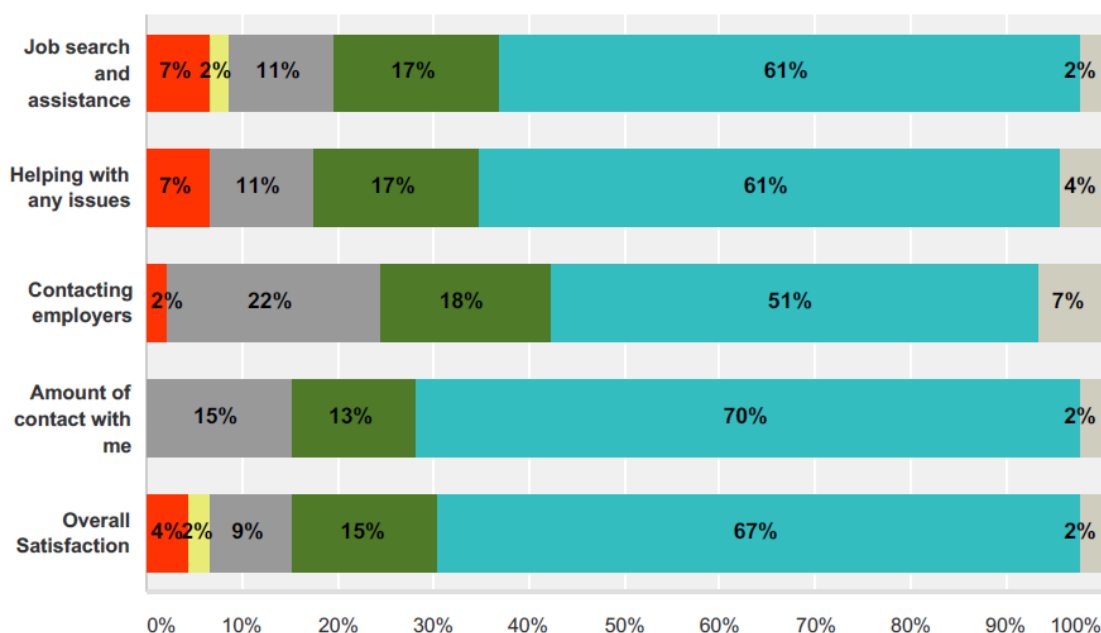
**Q13. How satisfied are you with the assistance that your Job Search Coordinator has provided?**

With 1 being 'Very Dissatisfied' and 5 being 'Very Satisfied' the chart shows that respondents are least satisfied with 'Contacting employers' and 'Job search and assistance'. These two categories had the lowest average rating.



How satisfied are you with the assistance that your Job Search Coordinator has provided						
Answer Options	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A no on-site support required
Job search and assistance	3	1	5	8	28	1
Helping with any issues	3	0	5	8	28	2
Contacting employers	1	0	10	8	23	3
Amount of contact with me	0	0	7	6	32	1
Overall Satisfaction	2	1	4	7	31	1
Any comments						6
<i>answered question</i>						<b>46</b>
<i>skipped question</i>						<b>16</b>

The majority who had the type of assistance listed were satisfied or very satisfied:



Number	Any comments
1	My Job Search Coordinator is excellent at his job and does more than he probably has to do for me. He's very proactive and possesses all the right qualities that a person suitable for this job should have. He also gives great advice which is something that only a person with a lot life experience can give. The only thing I might say I would have liked BIZLINK to do is some job searching for me. I have been doing this in my own time but the more help I get at this the better. Having said that my job finder has gone the extra mile for me so and when we meet up we tend to do other important things like writing cover letters for jobs that I have found so it makes it harder to fit everything in.
2	Only just met them
3	I have recently changed offices and have a new Coordinator
4	NIL
5	Not necessary to meet every fortnight when you know I am doing ok.
6	Thanks for all your help much appreciated.

**Q14. If you have done work experience or training that was arranged by BIZLINK in the last 12 months (If you have not required any item listed please tick N/A):**

Answer Options	No	Yes	N/A
Was it useful in deciding the type of job you want to do?	2	13	44
Do you think it will help you get a job or a different job?	0	13	46
Did a Coordinator give you the support or assistance you needed to do the work experience or training?	3	14	42
Any comments			3
	<i>answered question</i>		<b>59</b>
	<i>skipped question</i>		<b>3</b>

Number	Any comments
1	I think that I may have tapped the wrong question...
2	Did a computer course to build my skills
3	I'm very happy with the computer course I took on, and look forward to keeping my dream job till I retire.

**Q15. Are you currently working?**

(this is a navigation question i.e. directs respondent to appropriate section of survey dependent on response)

Answer Options	Response Percent	Response Count
Yes - answer work-related questions	53%	31
No - skip to next section	48%	28
<i>answered question</i>		<b>59</b>
<i>skipped question</i>		<b>3</b>

**Q16. When thinking about your current job:**

Answer Options	No	Yes	Not sure
Were you given a choice about taking your job?	1	27	3
Do you like your job?	1	29	1
Do you feel welcome at work?	1	28	2
Do you get feedback about your work performance?	5	26	0
Do you think your pay is fair?	0	28	2
Have you been told how your pay and conditions of employment are worked out?	4	25	1
Do you get the same conditions as your coworkers doing a similar job?	1	27	2
Do you feel safe at work?	0	30	0
Have you ever been treated badly or upset by someone at work?	18	11	0
Any comments			5
<i>answered question</i>			<b>31</b>
<i>skipped question</i>			<b>31</b>

Number	Any comments
1	Transferred from Claremont store to one in Mosman Park due to bullying manager. The support I got during this time was wonderful.
2	My feedback appraisal at work is currently overdue, but I do receive ongoing, informal feedback. I know my pay is in line with the NES but haven't had a thorough explanation otherwise. I've had issues with coworkers (which I discussed with my Support Coordinator at Bizlink and my manager at work) but haven't been treated badly at work.
3	Happy at work
4	In all my working life i have never come across a more satisfying and enjoyable job as i have now thanks.....
5	I believe this has been resolved

**Q17. Has a Support Coordinator provided on-site support?**

Answer Options	Response Percent	Response Count
Yes	70%	21
No - and that's fine	30%	9
No - but I think I and / or coworkers would benefit	0%	0
Any comments		3
<i>answered question</i>		<b>30</b>
<i>skipped question</i>		<b>32</b>

Number	Any comments
1	Yes, indirect support with line managers.
2	Coordinator see me all the time
3	THE SUPPORT WAS THERE THOUGH THANKFULLY MY SKILLS HAVE GOT ME INTO THE DREAM JOB I NOW HAVE, AND INTEND TO KEEP.

**Q18. How satisfied are you with the assistance that our Support Coordinator is currently providing?**

Answer Options	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A no on-site support required
Job support and assistance	0	0	1	4	22	2
Helping with work related issues	0	0	3	5	21	1
Helping with other issues	0	0	2	6	21	1
Communication with employer	1	0	2	6	18	3
Amount of contact with me	0	0	0	7	23	0
Counselling and encouragement	0	0	1	3	26	0
Workplace Modifications or Equipment (if needed)	0	0	1	2	13	14
Solving problems related to work	0	2	2	5	21	0
Understanding pay and conditions	0	0	2	7	18	3
Overall Satisfaction	0	1	0	6	23	0
Any comments						3
<i>answered question</i>						<b>30</b>
<i>skipped question</i>						<b>32</b>

Number	Any comments
1	Coordinator has been excellent, and Job Search Coordinator before SC took over.
2	Coordinator is good with me and employer
3	ANY SUPPORT I HAVE NEEDED HAS BEEN TAKEN CARE OF AND MUCH APPRECIATED THANKS TO THE GREAT STAFF AT ROCKINGHAM BIZLINK.

**Q19. Has BIZLINK given you any information on the following?:**

Answer Options	No	Yes	Not Sure
How you can change services?	13	23	20
How your information is kept private?	2	49	5
How you can make a complaint?	5	40	11
How the service is managed?	3	41	12
How you can have a say about the service?	4	40	12
Your rights and responsibilities?	3	47	6
Training opportunities available to you?	15	25	16
Any comments			2
<i>answered question</i>			<b>56</b>
<i>skipped question</i>			<b>6</b>

Number	Any comments
1	BizLink's paperwork you receive from them when you sign up explains all of the above
2	IA'M VERY SATISFIED WITH BIZLINK AND WILL NEVER HAVE TO MAKE ANY CHANGES.

**Q20. Has anyone at BIZLINK ever treated you badly or upset you?**

Answer Options	Response Percent	Response Count
Yes	14%	8
No	83%	47
Not Sure	4%	2
any comments		4
<i>answered question</i>		<b>57</b>
<i>skipped question</i>		<b>5</b>

Number	any comments
1	The receptionist's treatment of a client was disgusting and upset me
2	All helpful
3	Rude staff
4	COURTIOUS AND HELPFULNESS HAS BEEN IN ABUNDANCE AT BIZLINK AND MUCH APPRECIATED.

BIZLINK doesn't employ any reception staff at Rockingham, Fremantle or East Perth. Our Administration Assistant is based at the Joondalup office.

**Q21. Do BIZLINK employee's ask you to sign a 'Client Authority to Seek or Release Information' form before they share your personal information with other people or services?**

Answer Options	Response Percent	Response Count
Yes	57.9%	33
No	8.8%	5
Not Sure	33.3%	19
any comments		8
<i>answered question</i>		<b>57</b>
<i>skipped question</i>		<b>5</b>

Number	any comments
1	Only once before using Bizlink services
2	I have always been asked
3	but they always take our authority
4	I have selected yes but it was over 12 months ago, so I don't remember exactly! But I'm sure I would have signed it.
5	I may have. I think I did. I can't remember.
6	for photo at work
7	They haven't yet, but I would be happy to forward information.
8	Staff being upfront with information has been very helpful.

**Q22. Thinking about if you had a problem, concern or complaint:**

Answer Options	Yes	No	Not sure
Would you feel comfortable talking to a BIZLINK employee if you felt unhappy with something they had done?	44	4	9
Would you feel comfortable talking with another BIZLINK employee e.g. a manager?	44	5	7
Do you know how to make a complaint or give feedback?	38	6	11
Do you know who you can talk to?	41	4	12
Any comments			7
	<i>answered question</i>		<b>57</b>
	<i>skipped question</i>		<b>5</b>

Number	Any comments
1	I never find it easy to make a direct complaint to a person or people especially if its in relation to people who are trying to help you. However, the information in this survey is an accurate description of my experience at BIZLINK
2	All been so nice and friendly, no need to know about making a complaint
3	I have no reasons to complain but know I can easily ask if I had such a request.
4	I would talk to the operations manager.
5	everyone at Bizlink have these qualities..
6	Talk to Site Manager and staff all the time
7	I'M SURE THERE WILL BE NO PROBLEMS WITH ANY STAFF AT BIZLINK.

**Q23. How do you think your service would be affected if you made a complaint?**

Answer Options	Response Count
	53
<i>answered question</i>	<b>53</b>
<i>skipped question</i>	<b>9</b>

This response had a sliding scale where:

0 – Negatively Affected | 5 – Not Affected | 10 – Positively Affected

Respondents selected:

Negatively			Not affected					Positively		
0	1	2	3	4	5	6	7	8	9	10
1	1	1	0	3	17	4	1	5	4	16

- 11% (6 of 53) selected less than 5
- 89% (47 of 53) selected 5 or more
- 30% (16 of 53) selected the highest rating of 10

These responses suggested that the majority (89%) of respondents felt that their service would not be affected, or would improve if they made a complaint.



**Q24. Who would you talk to if you felt unhappy about your BIZLINK service? (You can tick more than one)**

Answer Options	Response Percent	Response Count
My BIZLINK Coordinator	74%	42
A BIZLINK Manager	49%	28
A BIZLINK Board Director	4%	2
Family member or friend	42%	24
An advocate	9%	5
Complaints Resolution & Referral Service (CRRS)	7%	4
Government Department	4%	2
Other service	2%	1
Any comments		2
<i>answered question</i>		<b>57</b>
<i>skipped question</i>		<b>5</b>

Number	Any comments
1	I might tell my BIZLINK coordinator but it depends on the circumstances and nature of the problem.
2	I do not see any problems ever coming up, but I'm sure I will get any help I may need if required.

**Q25. Have you made a formal complaint about the way BIZLINK has helped you over the last year e.g. that had to be dealt with by a manager?**

(this is a navigation question i.e. directs respondent to appropriate section of survey dependent on response)

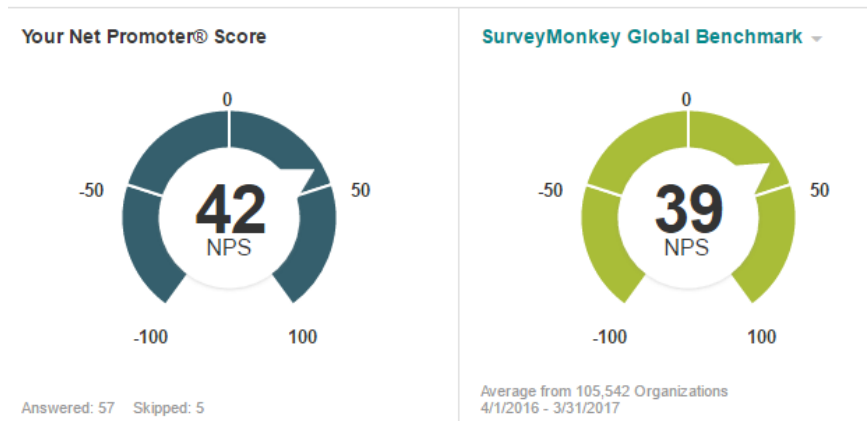
Answer Options	Response Percent	Response Count
Yes - complete Formal Complaint questions	2%	1
No - go to next section	98%	56
<i>answered question</i>		<b>57</b>
<i>skipped question</i>		<b>5</b>

**Q26. Thinking about the problem, concern or complaint:**

Answer Options	Very Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Very Satisfied
The right people were involved to address the issue	0	0	0	1	0
The time it took to get a solution	0	0	0	1	0
The problem or concern was solved	0	0	0	1	0
Overall satisfaction with our complaints process	0	0	0	1	0
Other (please specify)					0
<i>answered question</i>					<b>1</b>
<i>skipped question</i>					<b>61</b>

**Q27. How likely is it that you would recommend BIZLINK to a friend or colleague?**

Answer Options	Not at all likely 0	1	2	3	4	5	6	7	8	9	Extremely likely 10
	2	0	0	1	0	6	4	2	5	3	34
<i>answered question</i>										<b>57</b>	
<i>skipped question</i>										<b>5</b>	



**Q28. What do you like most about BIZLINK? (this is a free text question)**

Answer Options	Response Count
	44
<i>answered question</i>	<b>44</b>
<i>skipped question</i>	<b>18</b>

Number	Response Text
1	I can contact them anytime
2	They are there to help people with disabilities to find work
3	they are very friendly
4	I have liked how quickly any of my questions about work, employment and other services that Bizlink can/will provide me with. This as well as feedback on how I present myself and what comments employers from the businesses I've applied at have said about me as well.
5	The Service and Staff
6	The personal contact
7	Their professionalism and efficiency in helping their clients.
8	Na
9	Listen & help
10	friendliness
11	The friendly supportive attitude of all staff
12	they got me a job within a few months of me becoming a client after years of no work while with the XX DES
13	Customer Service but sometimes some people are very rude.
14	support I am given
15	Commitment and great service
16	Good Support, I feel I can talk to my coordinator
17	One on one service
18	getting me back "on the employment map" with real life issues to consider

19	Everyone I have spoken to at Bizlink is approachable, friendly and helpful.
20	my coordinator is supportive and will tell me like how it is but whoever will encourage me and my family to push
21	Friendly staff
22	Employees who are skilled, connected, and genuinely interested in their client's employment-fit and well-being.
23	How professional but capable they are.
24	Their friendly, caring attitude and understanding of my situation.
25	It is a good service
26	Everyone is so friendly
27	Support, and know that they are there if I need them.
28	It's location-Friendly staff
29	Everyone is always willing to help
30	The service helping people with a disability and got me a good job
31	They are really helpful.
32	The service my Bizlink coordinator gives.
33	Coordinator my service provider
34	Being treated as a real person
35	The friendly attitude and willing to take the time to listen.
36	How understanding they all were before I got my current work person
37	Super friendly and helpful.
38	Friendly, supportive, patient and understanding.
39	The friendly staff and they help me with my current Job
40	very understanding when supporting my needs
41	Friendliness
42	Friendly and believe in me.
43	The way staff help you quickly and effectively find work or courses you may need to improve yourself and self-esteem.
44	Friendly, knowledgeable and accessible.

**Q29. Do you have any suggestions on how BIZLINK can improve our service?**

Answer Options	Response Count
	30
<i>answered question</i>	<b>30</b>
<i>skipped question</i>	<b>32</b>

Number	Response Text
1	No its just fine
2	The service which I have experienced has always been of a high standard. There does not seem to be anything needing improvement at this stage.
3	Do your jobs effectively
4	no
5	N/A
6	People in Bizlink should always be polite with anyone they are giving training too.
7	no
8	in my situation it is all good
9	N/a
10	find some way to overcome criminal records to get back into govt work {pull some strings}
11	no
12	Stay the same

13	Keep caseloads manageable so coordinators can maintain their high level of individual service. Continue to look for, add, and distribute to file or suggest, appropriate alternative employment and training opportunities, even after clients have a job, to hedge against redundancy, negative changes in employment, and to provide for untapped client potential and improved abilities.
14	No
15	No, they are top notch.
16	Nope
17	No
18	no
19	No
20	No Happy
21	None
22	No
23	No
24	More training options for people who need help but are not on Centrelink benefits. Free training to get back into the workforce if you have been out of work for a few year.
25	Stop staff from being rude
26	No
27	No
28	Please make your interview room inviting. It feels unwelcoming, cramped and there are no posters or anything to inspire me.
29	No suggestions needed.
30	Not sure.

**Q30. Do you have any other comments, questions, or concerns?**

Answer Options	Response Count
	24
<i>answered question</i>	<b>24</b>
<i>skipped question</i>	<b>38</b>

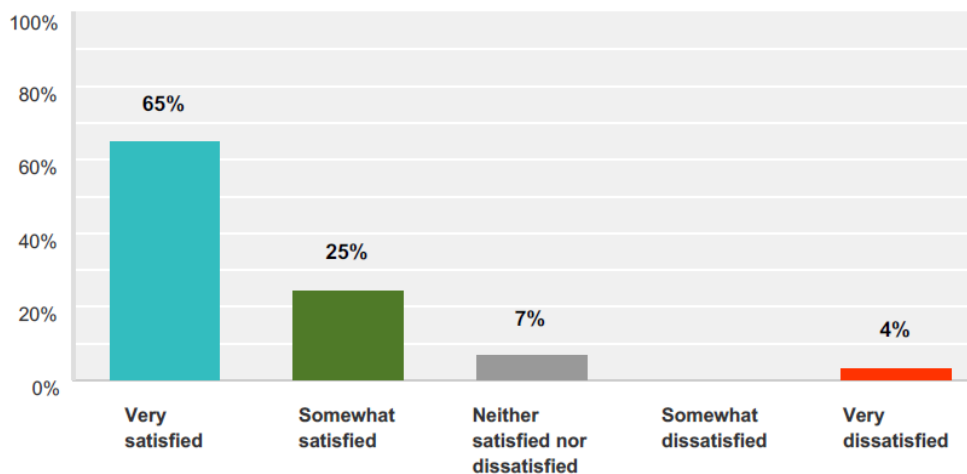
Number	Response Text
1	No
2	I am very happy with the level of service I am receiving. Thank you to Bizlink for excellent service and support.
3	No
4	no
5	No
6	NO very happy
7	no
8	no
9	no
10	Yes, thank-you for your great service and impressive efforts. I appreciate your help greatly.
11	No
12	Nope
13	no
14	No
15	Bizlink are very helpful
16	No
17	No
18	Coffee is terrible
19	No

20	Now
21	No
22	A bit of a long winded survey
23	Thanks for helping me achieve my dream job and the course I needed to improve myself.
24	No

**Q31. Overall, how satisfied or dissatisfied are you with BIZINK?**

Answer Options	Response Percent	Response Count
Very satisfied	65%	37
Somewhat satisfied	25%	14
Neither satisfied nor dissatisfied	7%	4
Somewhat dissatisfied	0%	0
Very dissatisfied	4%	2
<i>answered question</i>		<b>57</b>
<i>skipped question</i>		<b>5</b>

Answered: 57 Skipped: 5



**CONCLUSIONS**

The Annual Client Survey aims to determine whether BIZLINK provides a service that meets the expectations of our clients and the National Standards for Disability Services. With such a survey it is important to take all opinions from the perspective of our clients and use their constructive criticism and feedback to improve our service. Where clients have disclosed contact details, and concerns have been raised, these will be addressed individually (provided permission given to contact). Where general concerns have been raised BIZLINK will review procedures to improve service across the organisation.

The results show that that majority of clients who responded to the survey have a positive view on their experience with BIZLINK:

- 89% find the Job Plan useful
- 82% are satisfied with the assistance of their Job Search Coordinator
- 88% are satisfied with the amount of contact from their Coordinator
- 97% are satisfied with the assistance of their Support Coordinator

- 89% felt service would not be affected or would improve if a complaint was made
- 74% felt comfortable talking to their Coordinator if unhappy with their service
- 95% would recommend BIZINK
- 90% are satisfied overall with BIZLINK

Results from surveys such as these provide encouragement and suggest means of improvement. BIZLINK will continue to strive to provide an excellent service; this report will be reviewed by the Quality Review Committee to discuss strategies for service improvement.

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