



ANNUAL CLIENT SURVEY REPORT 2017

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1 300 780 789

PURPOSE

At 27 March 2017, there were 614 active clients on the books and 360 emails were sent on the 5 April 2017. The survey was also promoted via Facebook and in the Bizzybodies with a link to the survey made available. 89 (14%) surveys were returned. The square root of 615 (number of surveys sent) is 24.7, so the sample of 89 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 89 respondents, 6 completed the survey online (via the weblink promoted on Facebook and Bizzybodies), 83 used the email link.

Where deemed appropriate, to maintain confidentiality, 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.

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

Answer Choices	Responses	
Your Name	100%	85
Preferred Contact Details (mob/email)	99%	84
	Answered	85
	Skipped	5

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

Answer Choices	Responses	
Yes	85%	73
No	15%	13
	Answered	86
	Skipped	4

Q3. How long have you been registered with BIZLINK?

Answer Choices	Responses	
Less than one year	33%	29
More than one year	55%	48
Not sure	12%	11
	Answered	88
	Skipped	2

Q4. Job Plan - Every client should have a current Job Plan (not more than 3 months old if looking for work and not more than 6 months old if working). Your Job Plan should be reviewed with you and include your career goals. My Job Plan:

	Not at all	Somewhat	Yes	Total
Is up-to-date	2	4	79	85
Is reviewed when needed	1	5	79	85
Has career goals that match my choice	6	16	63	85
Has strategies to meet my individual needs to secure or keep a job	6	11	68	85
Any comments				13
			Answered	85
			Skipped	5

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	I am not currently enrolled as I had a bad experience and left
2	Nah
3	my health not that good no more but centerlink thinks im in good health go figure
4	You can't keep a job if Bizlink keeps showing up unexpectedly at the workplace management and supervisors get angry you will lose your job
5	Great mentoring and support
6	Staff are supportive, professional in every way.
7	No
8	Bizlink have supported me with my Job plan and the directions I have wanted to go down with my employment
9	Not applicable
10	Coordinator has been amazing in sourcing courses and careers
11	they are extremely good at their work
12	I do not know what goals or jobs I want
13	I'm really not sure about the last two, I become forgetful.

Q5. How satisfied are you with the help of your Coordinator to meet your individual needs? (any item not required please tick N/A)

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A I have not needed this help in past 12 months	Total
Dealing with Centrelink	1	1	5	18	37	23	85
Transport Training	2	0	5	8	17	52	84
Accessing other services if needed e.g. recreation, social, community, housing, financial	2	2	4	13	16	48	85
Involving my support network (family, friend, advocate) when I want them to	2	1	4	14	26	38	85
Overall satisfaction with meeting my needs	2	5	1	18	56	2	84
Any comments							16
						Answered	85
						Skipped	5

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	Go out canvassing a bit more on nearing for the client
2	I felt that the person didn't really listening, forgot what I had asked for the next time I saw them and applied for jobs for me without telling the employer about my disability. My resume was rewritten incorrectly which gave false info to the employer.
3	I am very happy with the way Bizlink go over and beyond the call of duty (so to speak)
4	"Client" employers, have for about 2 years been giving her a hard time, changing her shifts, telling her not to come in unless she is required and telling to phone to see if she is needed. She needs stability!

5	the communication is good and regular meetings with my coordinator is weekly to discuss how I'm traveling very pleased with that.
6	We are crushing not listening to me at all keep putting me Jobs I Will fail at
7	CentreLink was a nightmare with or without the help of my coordinator.
8	No problems..ever.
9	No
10	Coordinators all been great supports for me while at Bizlink.
11	"Client" support workers are always helpful, approachable and completely fantastic!
12	Very professional and insightful.
13	I wasn't aware that I was able to receive support in regards to accessing financial or housing assistance.
14	dealing with another team member for a job as it was under their name was not coordinated properly or efficiently. Considering the team deals with people with disabilities, swapping quickly to another team member can be distressing and confronting
15	My coordinator goes above and beyond and I have always felt supported at every step of my employment journey. No matter whether it's looking for work, going to interviews, or job support, I always feel 100% supported and they reassure me with every query and possible scenario.
16	NDIS was contacted because I was waiting for a response for too long, it was the first time I got a response at all. I haven't had any idea of what needs I need met.

Q6. Does your Coordinator

	Never	Sometimes	Always	Not Sure	Total
Give you the assistance and support you need?	1	8	72	4	85
Listen to what you have to say?	1	7	76	1	85
Support you to make your own decisions?	2	7	73	3	85
Do what they say they are going to do?	2	7	74	2	85
Talk to you regularly and keep you informed?	1	7	75	1	84
Treat you with respect?	0	4	78	3	85
Keep your information confidential?	1	3	77	4	85
Respect your privacy?	0	3	79	3	85
Any comments					11
				Answered	85
				Skipped	5

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	I felt the person listened but then totally forgot and they applied for jobs for me which didn't suit me
2	They look at like you are dumb when I talking to you in the office your opinion does not count employment especially when you're trying to tell them there is problems and employment area I tell you to be quiet knuckle down just ignore good advice Bizlink not !
3	I have developed a very good friendship with my coordinator.
4	Commendments to the staff and their training staff.
5	No
6	Coordinators all been great supports for me while at Bizlink.
7	I can not fault my coordinator she helps me with anything I ask and never says no
8	my coordinator has been a great support to me.
9	N.B
10	all of the above, and then some!
11	I do not know what I need at the moment, other than not being job ready, she has respected that.

Q7. Has a Coordinator provided any help 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 Choices	Responses	
Yes - answer the job search questions	66%	56
No - I have worked for last 12 months - go to next section	34%	29
	Answered	85
	Skipped	5

Q8. How satisfied are you with the help from your Coordinator to find a job? (any item not required please tick N/A)

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A I have not needed this help in past 12 months	Total
Looking for jobs that suit me	0	3	3	15	29	3	53
Contacting employers	0	3	3	16	24	7	53
Keeping my resume up-to-date	0	2	1	12	31	7	53
Preparing job applications	1	2	2	16	22	10	53
Getting work experience or training	3	1	3	8	18	20	53
Helping prepare for job interviews	1	1	3	9	23	16	53
Amount of contact with me	0	0	3	15	35	0	53
Overall satisfaction with help to find a job	1	2	1	12	31	5	52
Any comments							8
						Answered	53
						Skipped	37

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	Could apply for more jobs for me as well as me looking
2	They found a job for me but didn't really look into what was involved and it was not suitable for my disability, so i left and then the person 'told me off' i felt like a school child being reprimanded. I was not supported at all
3	No
4	I am totally satisfied with my support.
5	Coordinators all been great supports for me while at Bizlink.
6	I have appreciated all of the efforts both of my coordinators have made in relation to finding employment for me. Despite the availability of work in the Western Australian job market being so minimal, they have tried really hard to search for suitable roles.
7	Do a better job at getting me employed and think of long term solutions instead of short term solutions and jobs I can actually do.
8	Having not being job ready, not knowing what I need and not receiving any assistance from needed support structures, this has not been delved into.

Q9. Thinking of any work experience or training that was arranged by your Coordinator in the last 12 months (any item not required please tick N/A):

	No	Yes	N/A	Total
Was it useful in deciding the type of job you want to do?	1	23	28	52
Do you think it will help you get a job?	2	26	25	53
Did a Coordinator give you the support or assistance you needed to do the work experience or training?	3	21	29	53
Any comments				6
			Answered	53
			Skipped	37

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	I kept asking for work experience and she said she would ask someone but they never did
2	I have been in my job for over 6 months. My coordinator is still helping me find better and bigger opportunities to move to.
3	Anything and everything where, when necessary.
4	No
5	None of these applied to my situation.
6	Actually get and talk to me about getting training/work experience.

Q10. Are you currently working? (this is a navigation question i.e. directs respondent to appropriate section of survey dependent on response)

Answer Choices	Responses	
Yes - answer work-related questions	51%	27
No - but I have worked over past 12 months and want to answer the work-related questions	6%	3
No - skip to next section	43%	23
	Answered	53
	Skipped	37

Q11. When thinking about your current job:

	No	Sometimes	Yes	Not sure	Total
Did you get a choice to take your job?	3	1	47	5	56
Do you like your job?	6	11	37	2	56
Do you feel welcome at work?	5	5	43	2	55
Do you get feedback about how you are doing at work?	3	13	37	3	56
Do you think your pay is fair?	7	5	39	5	56
Do you know what your pay and conditions (e.g. leave, breaks) are?	4	7	42	3	56
Do you think you get the same conditions as coworkers doing a similar job?	7	2	42	5	56
Do you feel safe at work?	2	0	47	6	55
Does everyone treat you well?	4	3	46	3	56
Any comments					12
					Answered
					56
					Skipped
					34

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	I was there for 2 days. I have arthritis in my spine and osteo in my knees so i required a sitting down job, however the job they got me was standing and running around by day 3 my back was killing and my knee was paining. I did not go back and i thought the person that got me the job would let the work place know but they didn't.
2	I don't think the Managers like me or want me to work there. I try very hard to do my job well and work hard. I have worked at "employer" for 12/13 years and once was given a "good service award" - now I feel unwanted.
3	My boss says working really well and the staff are quite happy with you then you have bizlink Telling you you're not doing a good job .you don't know what to think any more
4	Bizlink, and employer treat me with respect. Everybody is great to work with and I enjoy my job.
5	This whole page is not applicable as I am studying, not working
6	My coworkers have all been amazing in my section, despite being very busy always have time to make sure that any new tasks I'm given I fully understand or they go to the trouble to give me an example of what the work should look like.
7	I enjoy my job
8	N/a
9	My job is physically hard but I absolutely love going there.
10	I have a good relationship with the company
11	I am not presently working
12	I feel misunderstood at work, although my employer does attempt to.

Q12. Has your Coordinator provided on-site support?

Answer Choices	Responses	
Yes	64%	36
No - and that's fine	34%	19
No - but I think I and / or coworkers would benefit	2%	1
Any comments		9
	Answered	56
	Skipped	34

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	my co-ordinator, has been trying hard to firm up my work routine with Management but they keep cancelling appointments. I don't think that "employer" care about people with disabilities. I get very depressed about my job security. I used to enjoy feeling wanted and needed at work, but in the past 2 years I have been bullied, given dirty jobs I could not do and told by phone not to come into work until I am asked to. Also because my work days are constantly changed by "employer" my parents have to regularly visit Centre Link to report the changes as it affects my Disability Pension and even the rent I pay because they are linked.
2	I have an understanding with my supervisor and work college's as to my physical abilities to under take my tasks at work and that's discussed through my coordinator for which works for me .
3	Yes he need to stop showing up think that's what got me fired unexpected visit
4	Coordinator has been giving me great support at "employer". Especially in the beginning when I needed it most.
5	N/a
6	Not for my last position as I saw I didn't need any, but I believe in the future I may do
7	I'm sure if I needed it they would be there, but it's not something that I require.
8	she has direct contact with the company I work for, and mobile number of the manager.
9	Comments as previous

Q13. How satisfied are you with the help from your Coordinator to keep your job? (any item not required please tick N/A)?

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A this type of support not required	Total
Helping with work related issues	1	4	3	11	31	6	56
Helping with other issues	2	2	3	14	28	7	56
Communication with employer	0	3	4	14	27	8	56
Amount of contact with me	2	2	3	12	34	3	56
Workplace Modifications or Equipment (if needed)	0	1	5	11	15	24	56
Understanding pay and conditions	1	2	3	19	25	6	56
Overall Job Support Satisfaction	1	4	3	15	27	5	55
Any comments							8
						Answered	56
						Skipped	34

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	When I started, the job there was no clear presentation of the hours and days that i would be working. i was told 20 hours but didn't know when and for how long each day.
2	Coordinator is doing an excellent job but “employer” are being evasive. It's a pity that there is not a Union to support Disabled People and help them to stay in the workforce and feel independent!
3	I think if Bizlink stop showing up expectedly at employment and talking to management like the best friends not listening to their Person that supposed to helping By Bizlink instead taking the word of the Manager you are Supposed to help people with disability . Not socialise with the manager that how people lose their job . Manager blame the disability person not doing there job properly when they have .Bizlink will go Along with it . they need keep Doors open for someone else to have a chance knowingly they won't have a chance if Bizlink keep I went up unexpectedly is checking up on you if you're working yes I agree that after six weeks there's no need for them to show up at all
4	Bizlink and “employer” have been a great support network for me especially in the beginning when my Anxiety was at it's highest. They have communicated well with me and with each other.
5	Coordinator has been a great support to me and knows how to help me when I need it.
6	Don't just ignore your job seeker when they are employed as if they are just some paper work to be thrown in the bin after they are employed and continue to do things that would help your client keep the job so they don't get fired easier due to any problems that may come up for the client.
7	Comments as previous
8	I feel that the dynamic has changed since a new management regime has come into effect, and I am struggling with this

Q14. Have you got any information on the following?:

	No	Yes	Not needed	Not sure	Total
That you can change services?	10	36	22	7	75
That your information is kept private?	1	65	5	3	74
That you can make a complaint?	6	50	14	4	74
About changes or updates to the service? (like Bizzybodies / Facebook)	9	45	13	8	75
That you can have a say about the service? (like this survey)	5	55	9	6	75
That you have rights and responsibilities? (like Is BIZLINK working for You? brochure)	4	55	9	7	75
Training opportunities available to you? (like work experience, courses)	11	37	16	11	75
				Answered	75
				Skipped	15

Q15. Has anyone at BIZLINK ever treated you badly or upset you or made you do anything you don't want to?

Answer Choices	Responses	
Yes	12%	9
No	87%	65
Not Sure	1%	1
any comments		11
	Answered	75
	Skipped	15

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	I was told off and not given emotional support
2	No
3	he never gives me appointment times knowing my memory bad and had me out in sun once and I got heat stroke he never turned up
4	Never. Again, I commend all the staff and their trainers for their wonderful support, respect, time and patience. Thanking you all.
5	All Bizlink employees have treated me with kindness and respect.
6	Both of my co-ordinators have been completely respectful, supportive and genuinely considerate of myself and my current situation. I have appreciated their support tremendously.
7	putting me through jobs that I don't last in that I have tried and kept failing at in the past that are also short term solutions not long term solutions that don't really help me and that I have trouble doing due to my life experiences and my disability.
8	Being pressured into to working huge amount of hours. Doing back to back shifts so Bizlink could meet their hour requirements. Despite having meetings to discuss lack of consistent hours. Now. Don't have any hours and am always ringing up to find out when I can get more hours
9	I have never had a single negative experience with anyone at Bizlink
10	I feel like Bizlink don't really care it's just a job to them and as long as they get paid doesn't matter about those who don't have a job.
11	Sometimes when I have contacted Bizlink regarding the employee being so mean they haven't got me back whether it is sorted and had no meeting with them regarding that person.

Q16. Do BIZLINK employees get your permission before they share your personal information with other people or services? (e.g. ask you to sign a 'Client Authority to Seek or Release Information' form)

Answer Choices	Responses	
Yes	77%	57
No	12%	9
Not Sure	11%	8
any comments		3
	Answered	74
	Skipped	16

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	No
2	At all times, I am both informed and my permission sought.
3	They have it on file to contact my boss if needed

Q17. Thinking about if you had a problem, concern or complaint:

	Yes	No	Not sure	Total
Would you feel comfortable talking to a BIZLINK employee if you felt unhappy with something they had done?	56	12	7	75
Would you feel comfortable talking with another BIZLINK employee e.g. a manager?	56	10	9	75
Do you know how to make a complaint or give feedback?	50	13	12	75
Do you know who you can talk to?	61	5	8	74
Any comments				6
	Answered			75
	Skipped			15

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	My son has been with bizlink for 4 years and the people who found him his job and his support worker were and are fantastic. I spoke to my sons support worker about going back to bizlink but seeing a different person, but i feel that the others would talk about me as office people do sometimes.
2	No
3	Availability would not be a problem at my Bizlink office. Great team ,approachable ,friendly etc
4	My Employment Co-ordinators have both been extremely approachable and have actively listened to me at all times. I have every confidence that they would always act in my best interest and this would include seeking answers and/or further intervention by a Manager should the need ever arise.
5	Actually change things to make me feel more comfortable instead of just giving me assurance and either not doing it or just taking a very long time to do it hoping that I would've forgotten about it and then feel insulted when I bring it up and then use some stupid excuse why it hasn't been done already.
6	I have not felt it necessary to make a complaint

Q18. How do you think your service would be affected if you made a complaint?

	Negatively affected	Not affected	Improved	Total
My service would be	9	19	42	70
Answered				70
Skipped				20

Q19. Who would you talk to if you felt unhappy about your BIZLINK service? (You can tick more than one)

Answer Choices	Responses	
My BIZLINK Coordinator	78%	56
A BIZLINK Manager	54%	39
A BIZLINK Board Director	7%	5
Family member or friend	38%	27
An advocate	18%	13
Complaints Resolution & Referral Service (CRRS)	11%	8
Government Department	7%	5
Other service	7%	5
Any comments		8
	Answered	72
	Skipped	18

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	I spoke to my son's support worker
2	No
3	ruah worker
4	I don't believe that my complaint or concern would need to go any further than the two I have nominated here as I am confident that anything I said would be addressed appropriately and not need further intervention.
5	I would usually either just look for a new recruiting agency or go into Centrelink and get them to change my agency.
6	Depends on the complaint. I personally would be to speak with my coordinator first, if still unsatisfied I would go to the Manager, CRRS, etc.. if need be!
7	Other than my mum or sending an email, I am not comfortable making complaints. The above question needs to be revised and have a "not sure" option.
8	It depends on the scale of the complaint.

Q20. 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 Choices	Responses	
Yes - complete Formal Complaint questions	4%	3
No - go to next section	96%	70
	Answered	73
	Skipped	17

Q21. Thinking about the problem, concern or complaint:

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Very Satisfied	Total
The right people were involved to address the issue	0	0	1	2	2	5
The time it took to get a solution	0	1	0	2	2	5
The problem or concern was solved	1	0	0	2	2	5
Overall satisfaction with the complaints process	0	0	1	1	3	5
Other (please specify)						1
					Answered	5
					Skipped	85

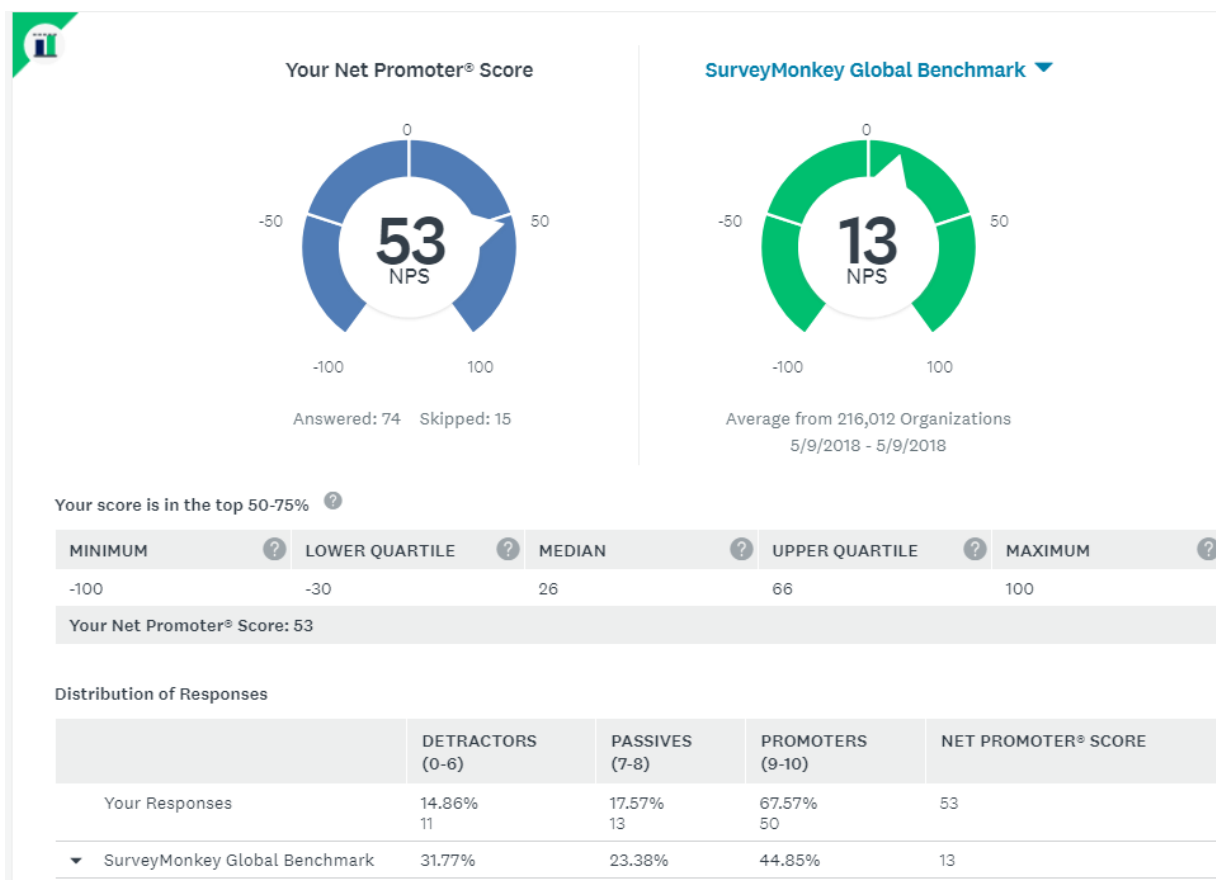
Number	any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	Honestly, I have never had the occasion for needing to complain. I have every confidence that if I ever had an issue it would be dealt in a most favourable manner, e.g. By a team member or group discussion as the team seem to be supportive to each other. They all are so professionally pleasant.

Q22. To get information and keep up-to-date I (choose all that you use):

Answer Choices	Responses	
Go to the BIZLINK Facebook page	19%	14
Go to the BIZLINK Website	27%	20
Read the Bizzybodies newsletter	40%	29
Ask my Coordinator	85%	62
Any comments		4
	Answered	73
	Skipped	17

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	No
2	I don't like, nor 'do' FaceBook so I would never use this as a source for information. There are better ways of finding out information such as the other three listed above.
3	N/a
4	I do not know what the above is for.

Q23. How likely is it that you would recommend BIZLINK to a friend or colleague?



Q24. What do you like most about BIZLINK?

Answered	59
Skipped	31

Number	Any comments (comments are pasted from the survey so presented as written, changes made for privacy purposes)
1	I love that BIZLINK employee's listen and genuinely care for their clients. They took me in when I had a job that was damaging my mental health and I wasn't a centrelink recipient. They always help me out when I need them, I wouldn't have gone far without their help.
2	agreeable and flexible, doing what needs to be done, help me extra by coming to me for appt's while im not allowed to drive and cant make it to their office!
3	The support
4	Everyone at the East Perth office is always supportive and approachable.
5	They come to the house
6	The way they care for me
7	Some of the people and they are supposed to help find a suitable job for me
8	Communicating
9	My coordinators from Rockingham Bizlink.
10	Far more pro-active and reliable than the previous agency.
11	Friendly staff
12	job search coordinator is understanding

13	Friendly staff and the professional approach by the staff
14	its close by
15	They understand my mental and physical illness and are kind to me. I know they wont force me into a situation that would be bad for my health, which I have suffered at other job networks
16	That they are very responsive and respectable and respect the fact i have a disability and it may be a little harder for me to comprehend things as well as other people
17	They help me at work
18	There action. I have been with a number of Employment agencies and BizLink are the only ones that got me training and experience in a field I could do. The others made lots of promises and delivered zero. My coordinator is my main interaction with BizLink. He does his job extremely well.
19	The auspicious care.
20	How kind and respectful they are with me and other clients. They always look out for my best interests and are a great support network.
21	The staff are so friendly Supportive in our you talking about
22	Support is always there when I need it
23	I am thankful for the support I have received since transitioning to BIZLINK from an under performing provider. The team at Cockburn are always warm and welcoming. I feel like part of a family.
24	They are helping me with everything I need :)
25	Service and coordinator
26	My Coordinator
27	Supportive atmosphere. Knowledgeable staff
28	they listen to all my concerns. they help with anything I need help with. they provide amazing support.
29	friendly and there help
30	The amazing support and understanding that they provide to me and of course helping me get my job.
31	This guy goes above and beyond. I cant thank him enough for everything he has done for me. Not only did he help find me work but he has also helped me with so much more. My confidence is greater than when I first joined BIZLINK. I see Coordinator and the team at Cockburn as mates. Thank you!!
32	That each coordinator I have had has taken a genuine interest in how I am, how I am coping without work and has made every attempt they can to assist me in finding suitable employment. I am always treated respectfully by them.
33	The hospitality of the staff.
34	My first coordinator she awesome and know how to treat disability
35	They have friendly easy to talk to staff that go above and beyond to help there client
36	They liaise with my manager and give me feedback.
37	N/A
38	Very friendly and supportive staff
39	Professional manner
40	Some of the coordinators
41	When I had my first appointment with Bizlink I knew I was the right place. They assisted me into work within weeks, and the support has been awesome. Also, when you go into the Melville office it feels like you've just walked into their living room!
42	The personal feel that their services provide.
43	Quick action and friendly staff.
44	Everyone is friendly and helpful
45	the staff are very friendly and helpful
46	Very professional staff and very friendly
47	Getting yourself a job
48	Coordinator
49	They are helpful
50	That they go above and beyond and are with me 100% of the time. I never feel abandoned or left to my own devices like I have with previous disability support providers. I know they genuinely want what's best for me and will do everything they can to help me get there. And that when they say they'll help me, they mean it and will back up that statement.

51	Close by
52	Bizlink will help you find a job that you want and will also try and get you an interview with the business.
53	They are awesome. They help me find a job.
54	Job search help
55	The staff are friendly and genuinely helpful.
56	Friendly and understanding approachable
57	They are real-world - that is, they provide a valuable service to connect me face-to-face in a form that is so important in managing my worklife.
58	Site Manager has been most helpful and friendly on every occasion that I have had with her. Her knowledge and expertise is invaluable.
59	Everything

Q25. Do you have any suggestions on how BIZLINK can improve our service or any other comments, questions or concerns?

Answered	44
Skipped	46

Number	Response Text
1	I don't have any suggestions at all, everything is pretty great!
2	My Support Coordinator is brilliant, I doubt I would have stayed in my job for this long if it wasn't for her support and advice. All of the staff at East Perth are helpful and I'm comfortable to talk to them when she is unavailable.
3	Go out canvassing on their own for the clients
4	I think the coordinator I have now is the best she is very understanding and caring. I would be disappointed if I lost her.
5	I really want to go back to them to help me find a job but am worried about what they will think of me
6	No
7	I don't know if this is for Bizlink to conduct but I do think that Management in large companies need to be better educated on the treatment of People with Disabilities. It's well known that "employer" boasts about helping and employing people with disabilities but they should in turn treat those people with respect. Bullying people who are less likely to answer back is cowardly! This is probably going to be perceived as counter productive for Bizlink but it's a shame that no one has set up an entity to tackle ruthless and heartless management staff that care only about the bottom line and not the feelings of people less capable than others.
8	No
9	I am happy with current service
10	look more into mental health and health issues and be more understanding
11	all good
12	No
13	no
14	Keep doing what they are doing.
15	None as you all seem to have it covered very well, which is much appreciated.
16	how The answer the phone
17	n/a
18	Keep up the great work!!
19	No
20	no
21	No
22	no

23	No. I just can't thank everyone at BIZLINK enough who have helped me get my job and help me with any work or personal issues that I may have. Having the support makes the world of difference to my work and personal life.
24	Keep hold of good staff at all costs.
25	The main issue I have with this service concerns the lack of reception staff and, a clock. Signing in and out is a valuable tracking method but, having to seek the time, is somewhat absurd. The lack of someone attending reception is of greater importance. There needs to be someone present, and not just one of the staff trying to cover the space when they can. All office type places require someone to welcome, assist and help direct face to face clients and those making phone enquiries. It would be a valuable asset to this organisation to have someone in this role permanently.
26	Do a better job at job searching with your clients, think of long term solutions instead of short term solutions, stop being Centrelink defactoes, stop taking months to do things that would take your clients 15 - 30 minutes to do, actually give clients who need more support more support, think of long term solutions for your clients instead of short term solutions, get rid of all your stupid paper work and use that work effort to get your clients into steady, stable, secure positions, stop treating your clients as a client/Bizlink employee relationship, if a client keeps coming to appointments, shows there case manager that they are job searching and that they want to work then actually get them work, get rid of them having to do a specific number of job applications (it's quality NOT quantity), inform your clients that they don't have to use your services if they don't want to and that they can change recruiting agencies if they want to, treat them how you would want to be treated/how you treat your other staff members, care more about getting yours clients jobs (doing your job properly) instead of your image and stop trying to be a superior to your clients, stop hiring people like the staff in Bizlink, get your staff members to be very unique and stop acting like know-it-alls because you don't know everything.
27	?
28	no.. very happy with there staff
29	N/A
30	More support and commitment and communication
31	No suggestions ...but would like to say. I am so happy with the amount of support you give because to me it feels like someone is finally on your side & understands!
32	No
33	No, just keep doing what you are doing :)
34	keep up the good work
35	No comments
36	no
37	None.
38	N/A
39	Tailor the job to the person. Don't get a person to do any job.
40	Training for employment and a caring empathetic heart.
41	No comments
42	I understand that resources are thin, however it seems to me that Bizlink provide such an important resource that they seem they could use more government support for things like dry cleaning and new shirts for work or interviews.
43	no
44	They have to provide a form to their clients regarding how there employees are going with their clients.

Q26. Overall, how satisfied or dissatisfied are you with BIZLINK?

Answer Choices	Responses	
Very satisfied	84%	62
Somewhat satisfied	8%	6
Neither satisfied nor dissatisfied	4%	3
Somewhat dissatisfied	3%	2
Very dissatisfied	1%	1
	Answered	74
	Skipped	16

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 have been addressed individually (provided permission given to contact). Where general concerns have been raised management 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:

- 92% found that the Job Plan was up-to-date and reviewed when needed
- 91% are satisfied with the assistance of their Job Search Coordinator
- 84% are satisfied with the assistance of their Support Coordinator
- 87% felt service would not be affected or would improve if a complaint was made
- 78% felt comfortable talking to their Coordinator if unhappy with their service
- 86% would recommend BIZLINK (that's a score of 7 to 10)
- 92% are satisfied overall with BIZLINK

BIZLINK had a net promoter score of 53 compared to the global not-for-profit benchmark of 13 (Q.23). A score of 0 to 6 is a detractor, 7 or 8 is considered passive and 9 or 10 is a promoter. 68% gave a score of 9 or 10.

In terms of improving participation in the survey, efforts will be made to reduce the number of questions and number of comments boxes. There will be opportunity for comments, however, there are currently too many comment boxes and sometimes the comments are not relevant to the question, that is, were used for a general observation or remark. Next year we will aim to send the survey out in late January / early February, as some clients may have found the reference to 2017 a bit odd when getting survey in April.

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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