

QUALITY EMPLOYMENT

ANNUAL CLIENT SURVEY REPORT 2018

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1300 780 789

PURPOSE

At 18 March 2019, there were 954 active clients on the books and 685 emails were sent with a closing date of 15 April 2019. Of 954 commenced clients at the time of the survey, 39 were noted as 'Not for QA' and 230 did not have an email address. The survey was promoted via Facebook and in the Bizzybodies with a link to the survey made available. 131 (14%) surveys were returned. The square root of 685 (number of surveys sent) is 26, so the sample of 131 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 131 respondents, 1 completed the survey online (via the weblink promoted on Facebook and Bizzybodies), 130 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%	131
Preferred Contact Details (mob/email)	98%	129

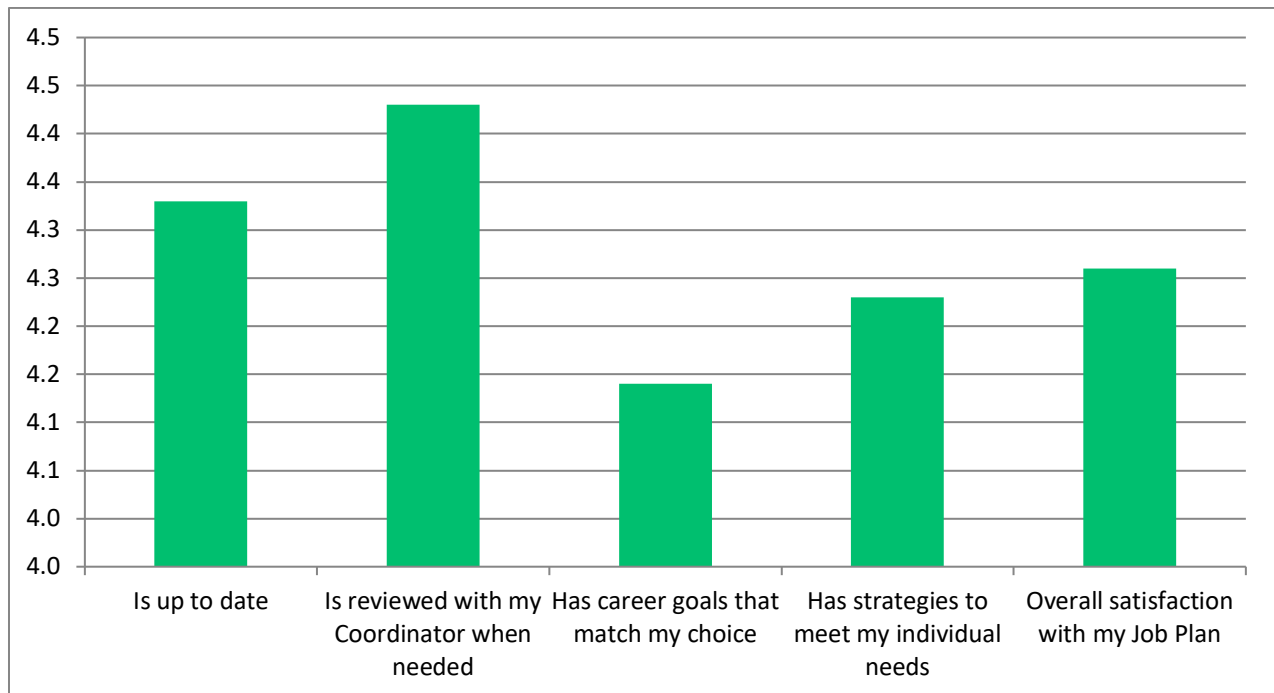
Q2. Can BIZLINK contact you to follow-up the contents of your survey?

Answer Choices	Responses	
Yes	82%	106
No	18%	24

Q3. How long have you been registered with BIZLINK?

Answer Choices	Responses	
Less than one year	48%	63
More than one year	46%	61
Not sure	6%	8

Q4. How Satisfied are you with your 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:



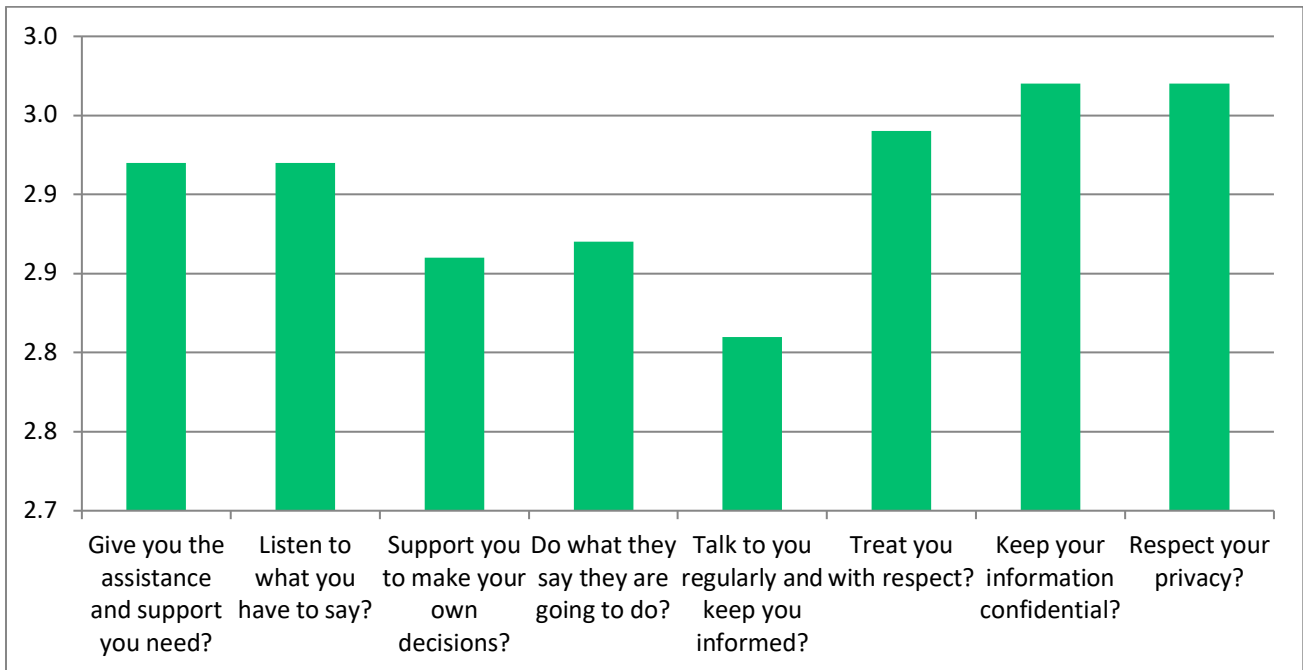
Weighted Average with 5 being the highest score possible

Comments (copied as written only edited to preserve confidentiality):

- Great support, encouragement & understanding of individual & personal circumstances.
- Happy with the follow up you guys do.
- Completely happy with the service provided.
- I don't think I should be made to look for work when I study full time with mental illness.
- Doesn't account for the fact I am studying full time. Centrelinks definition of full time is different to my university's.
- My Coordinator is awesome.
- I am very impressed with the required help that I receive from Bizlink and find my coordinator is very helpful and supportive.
- All good. :-)
- Everyone at Bizlink Cockburn are fantastic and supportive.
- I want eventually leave employer cause had of it there I just treated like a bit of dirt sometimes and it is not fare
- SC explains fully to me and she always having a look at retail work for me
- no comments
- I am not well enough for the workforce i was not sure how to answer some questions.
- Bizlink is very good to me if I need someone to talk to I no bizlink is there
- We are still working in my job plan but so happy so far
- I am very happy with bizlink on how they are helping client at employer . As some people at employer don't seem to care thanking you for keeping his kid safe and in order.
- Great people
- Ever thing is good everyone dose fatic job
- With trying to manage my life, sometimes I lose track of what my goals/plans are.
- I love bizlink your very helpful :)
- SC, SM and JC have gone above and beyond to help me get a job
- They need more time with clients
- Coordinator's are knowledgeable at their job's whilst juggling to accommodate their client abilities and responsibilities to their own employer's.

- Haven't found me a job Yet.
- Staff are always contacting me with info ,reminders and updates.
- With my goals, we plan ahead and try to aim for the goals that I choose. I'm not sure regarding the satisfaction.
- Was recently reviewed last Wednesday and am very satisfied with the process and how it was explained to me.

Q5. Does your Coordinator:



Weighted Average with 3 being the highest score possible

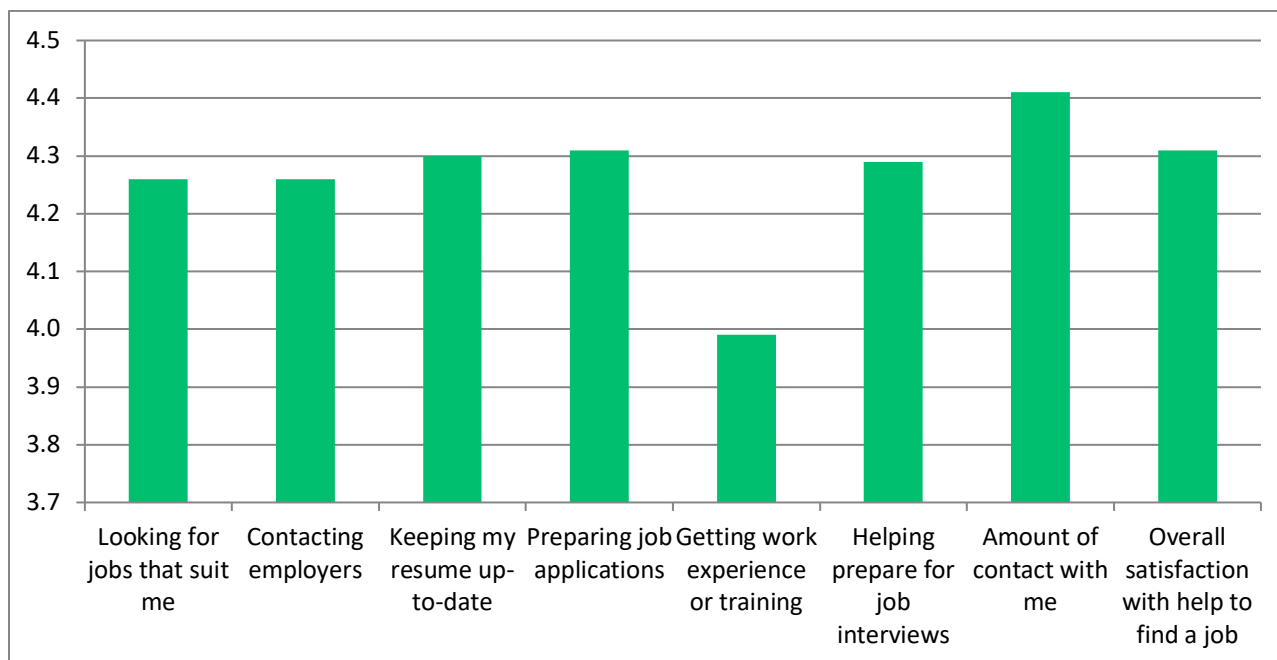
Comments (copied as written only edited to preserve confidentiality):

- Im very appreciative of all the support.
- Thankyou
- Very happy with SC. Looks after my needs with utmost respect.
- Thanks JC.
- I have found Bizlink is always supportive of all my requirements everytime I have needed help even when I need paperwork filled out that sometimes is very personal. Always helpful with any queries I might have also.
- My Coordinator is a wonderfully supportive person.
- I have get well with my Co-ordinator and gets on well me. If have with One my Jobs she always help resolve the issue out or try to resolve it.
- SC goes above and beyond with work and out of work issues
- Very happy with my coordinator.
- Yes
- I am so lucky to have JC as my coordinator! It truly makes such a positive difference to moving towards sustainable and gainful employment once again
- Very good coordinator.
- Always does right thing by me SC is very helpfull she will go outer her way to help where she can
- I don't mind one to one, reason for concentration on getting the job done.
- Also, if a group interview is needed I would be happy to do this too.
- Very nice People
- Great coordinators at this Branch Rockingham
- Bizlink Office has been really great to me, since I joind.
- Always friendly and treat everyone the same you would a friend.
- SC is very good at getting things done promptly.

Q6. 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	80%	99
No - I have worked for last 12 months - go to next section	20%	25

Q7. How satisfied are you with the help from your Coordinator to find a job? (any item not required please tick N/A)?



Weighted Average with 5 being the highest score possible

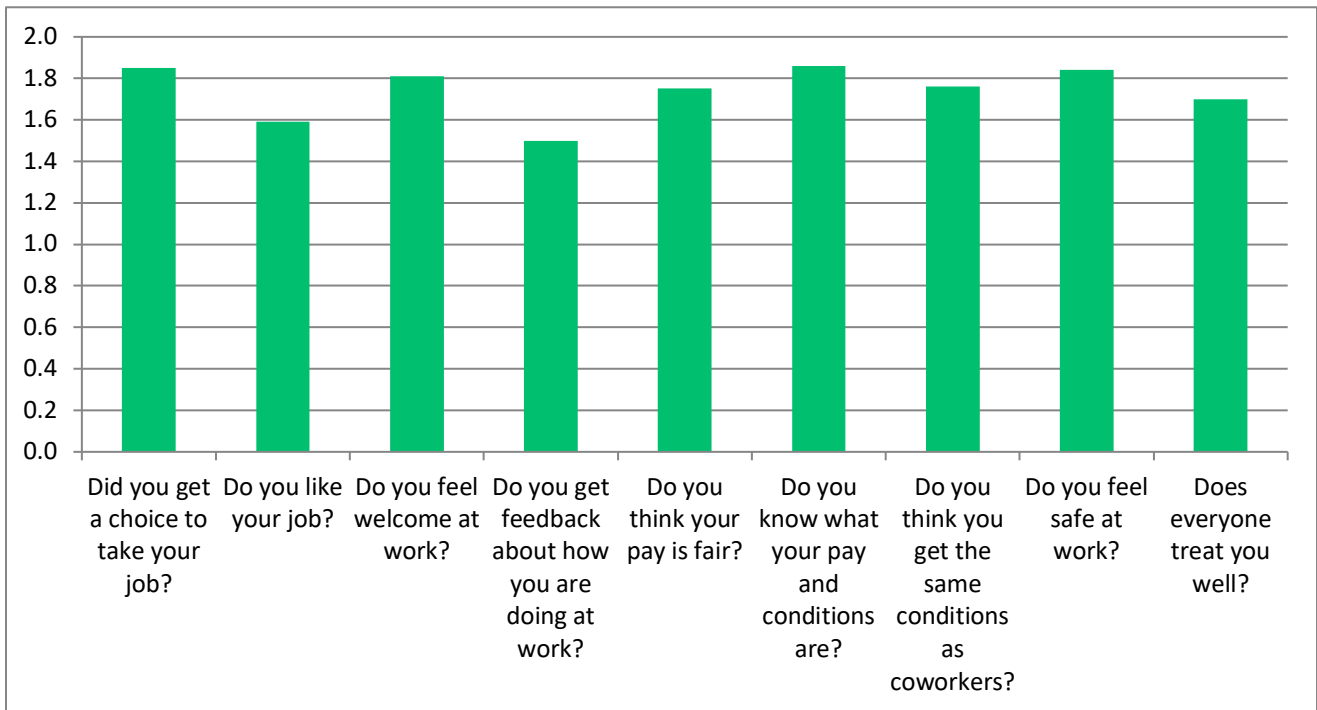
Comments (copied as written only edited to preserve confidentiality):

- Got me an interview and I've been working since
- My coordinator helped with Tafe study courses that I wanted to pursue. However I now have many restrictions due to my health issues so presently Tafe studies have been put on hold.
- SC knows I would like to work in retail but its very hard to get employment where everyone is trying as Im in a job I feel I dont get a chance for a interview
- support has been provided but for a job not found by Bizlink
- I'm currently still working on my mental health and not ready for work yet.
- My coordinator seems to be on top of all aspects needed.
- I feel confident under their auspicious care and their professional abilities.
- It is a very long time savings are going

Q8. 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	37%	34
No - but I have worked at some time over past 12 months and want to answer the work-related questions	13%	12
No - skip to next section	49%	45

Q9. When thinking about your current job:

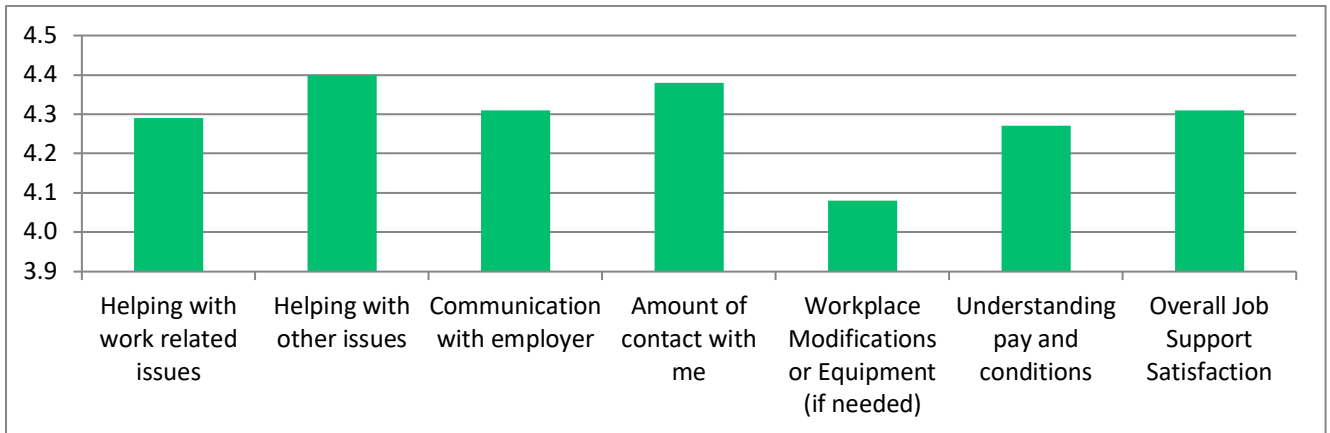


Weighted Average with 2 being the highest score possible

Comments (copied as written only edited to preserve confidentiality):

- Work mates are good but boss is a bit all over the place.
- Good jobs are hard to come by.
- this is not current for me to answer
- The two questions above do not apply for volunteer work.
- I sometimes issues with One the girls at work but Boss said if ever have with come and one managers and sort it out for you.
- My SC celebrates birthdays, Christmas in July and Christmas and always makes us involved in morning teas and any other training etc
- no comments
- I dont have a current job.
- Yes I feel very happy at work nice team to work with
- I have been struggling with poor management who has cut my hours by almost half.
- N/a first question as got job by self with family help
- Work experience. Payment was to be set up, business closed.

Q10. How satisfied are you with the help from your Coordinator to keep your job? (any item not required please tick N/A)

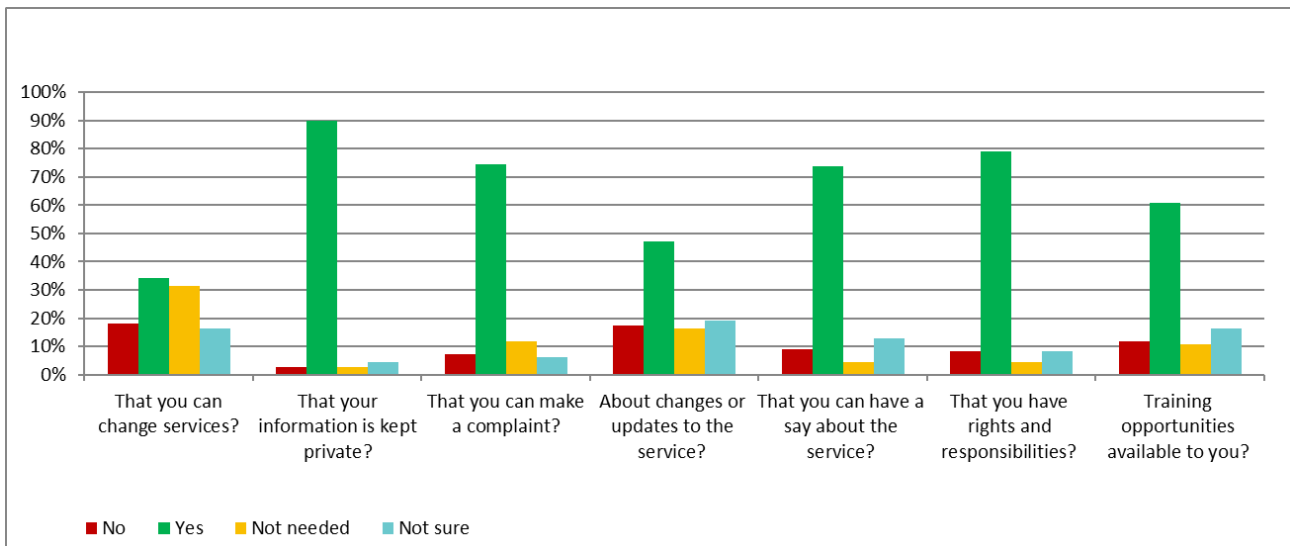


Weighted Average with 5 being the highest score possible

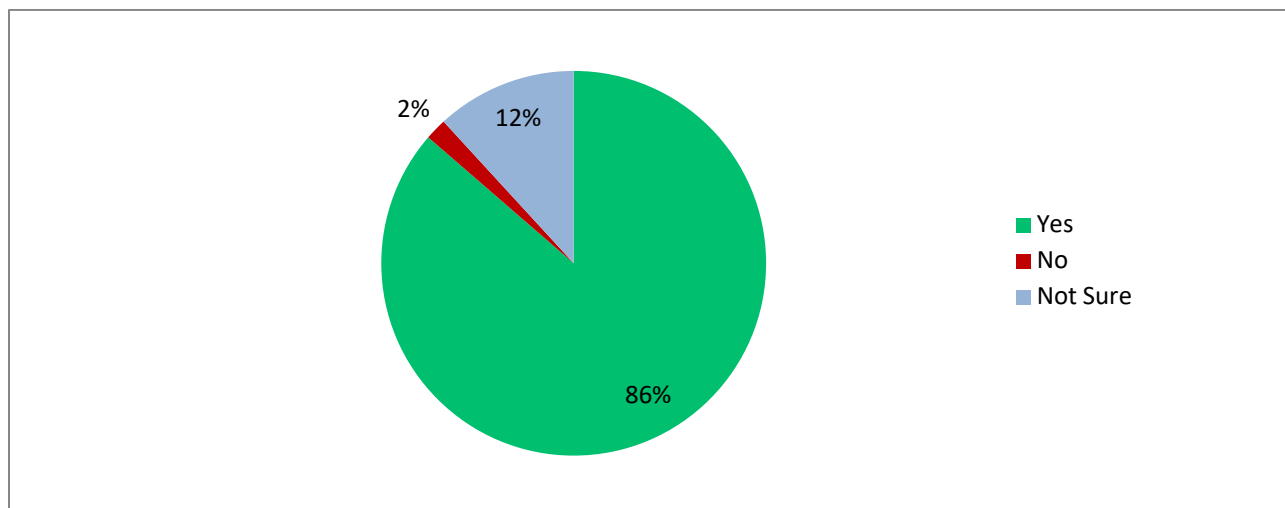
Comments (copied as written only edited to preserve confidentiality):

- Pay is only award wage.
- not current for me to answer
- No job, just volunteer work. So all of Question 10 do not apply.
- recently SC assisted with my long service leave and just had my OAS assessment and very happy to stay at 90%. We normally have the same person out but this time had an new lady and Tracey is aware I get very nervous and stressful they both were very good with me
- Currently have no paid job.
- I think we should get help with purchasing of business shirts

Q11. Have you got any information on the following?:



Q12. 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)?



Comments (copied as written only edited to preserve confidentiality):

- Happy with everyone there
- But if needed, SC would get my permission.
- always, treated as a person not a commodity of funding
- I will ask about this but I do feel my privacy is paramount and would only discuss with colleagues or overseeing bodies.

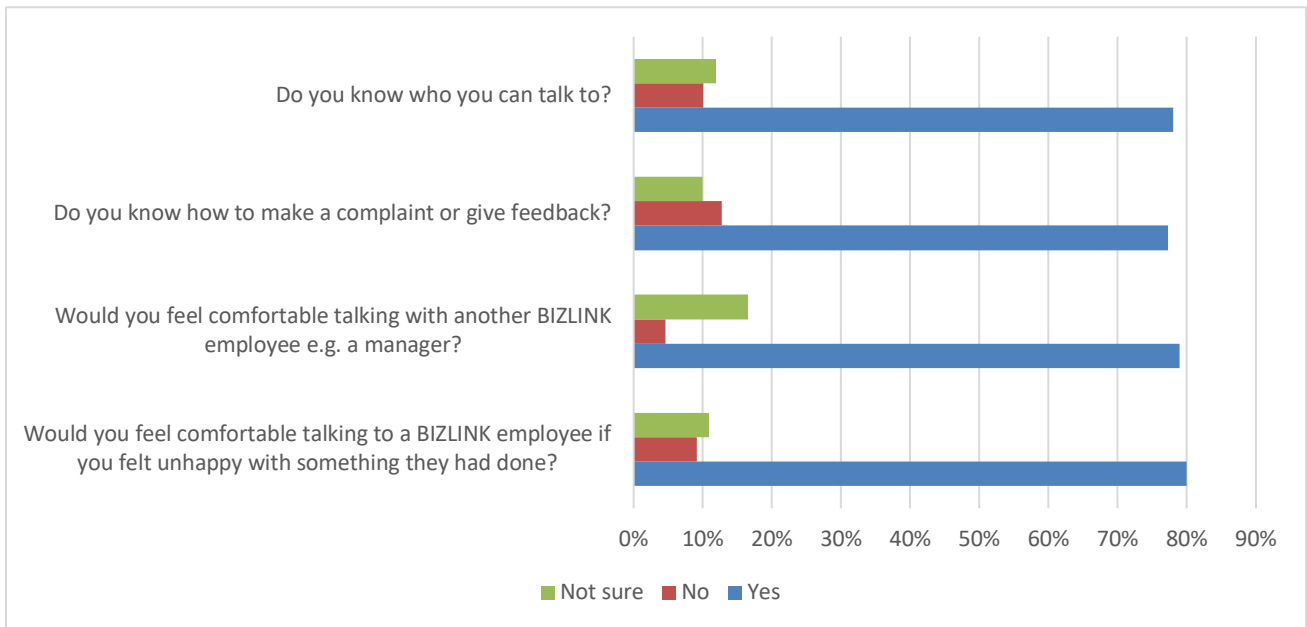
Q13. Has anyone at BIZLINK ever treated you badly or upset you or made you do anything you don't want to?

Answer Choices	Responses	
Yes	6%	6
No	93%	101
Not Sure	2%	2

Comments (copied as written only edited to preserve confidentiality):

- All good
- Everyone has been very nice, thanks to all.
- There treat me nice to talk too
- Signing before mother reads the information that I'm Signing
- Yes, I also made sure to forward a complaint when my patience had worn thin and request a new case worker.
- Got employee with intellectual disability to sign a job plan without communicating with family (who have guardianship) and the employee
- I'm totally satisfied under Bizlink professional care.
- Was sorted very quickly and my complaint was listened to and was given a new person
- In the past but not recently - during smp to bizlink transition

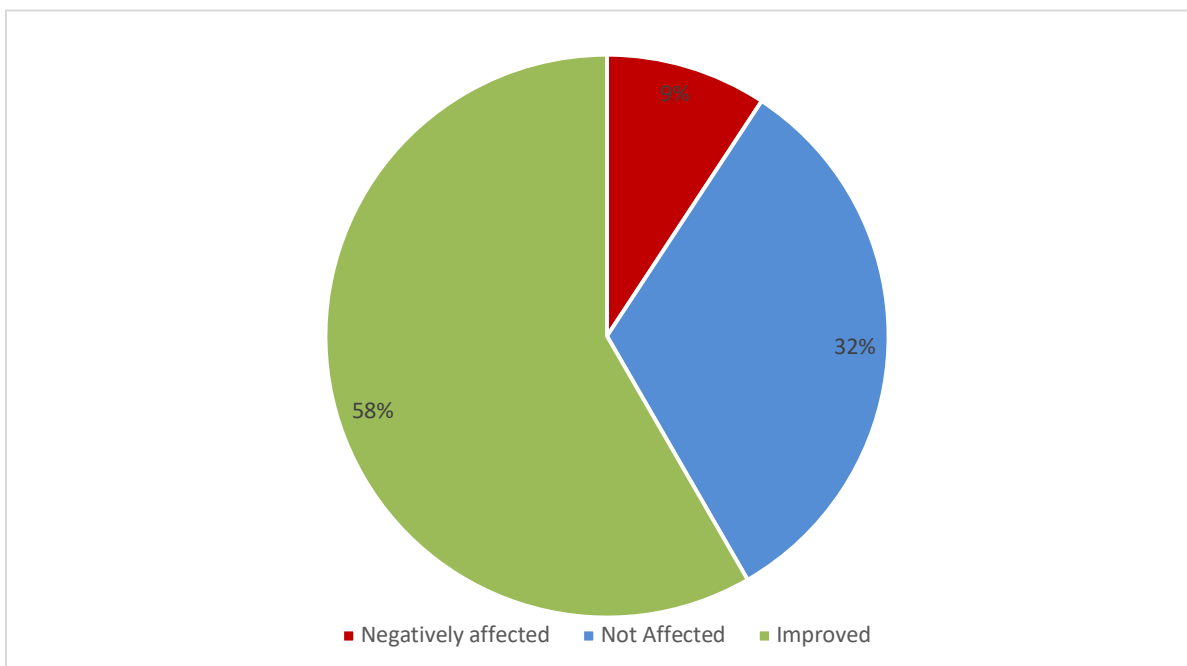
Q14. Thinking about if you had a problem, concern or complaint:



Comments (copied as written only edited to preserve confidentiality):

- I'm happy with SC
- SC is all I need.
- I feel very comfortable talking to SC and SM
- I assume i would call the manager regarding any concerns
- Have the opinion at the moment that my concerns/ complaints will be acted upon. About to make formal complaint
- From my experiences, Bizlink are better experienced to my needs (disabilities) and handle this in an professional manner, always.

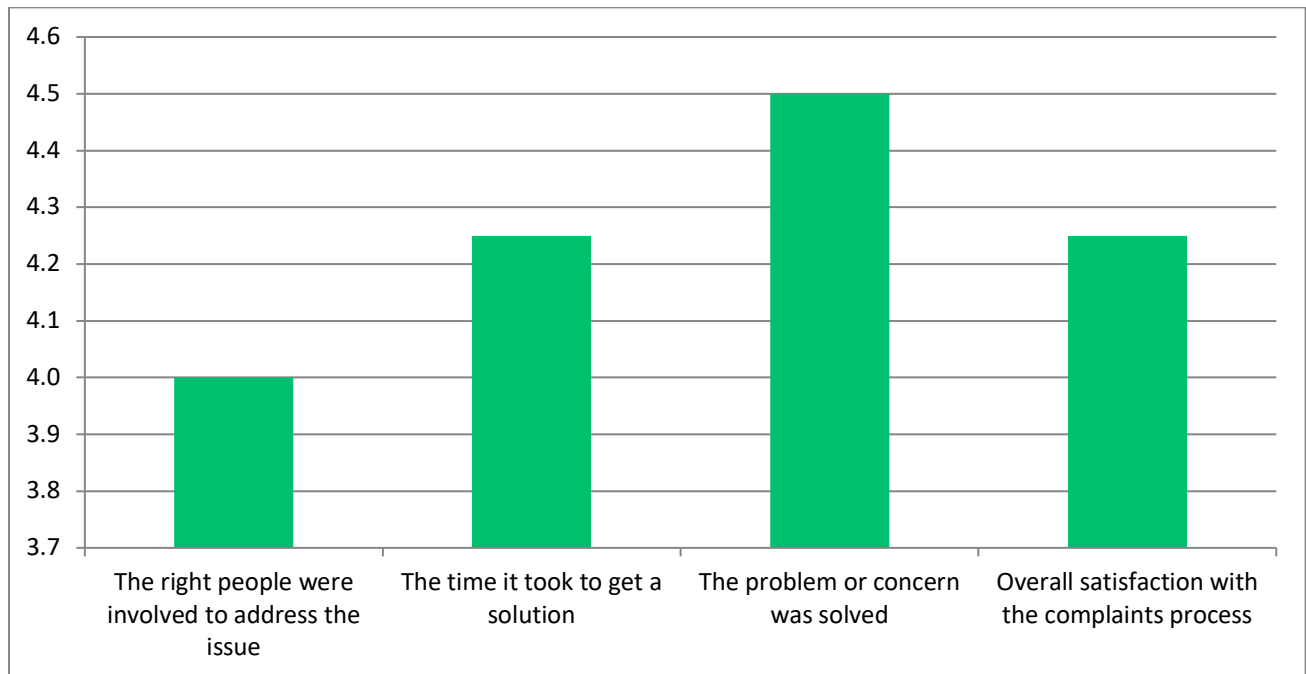
Q15. How do you think your service would be affected if you made a complaint?



Q16. 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)

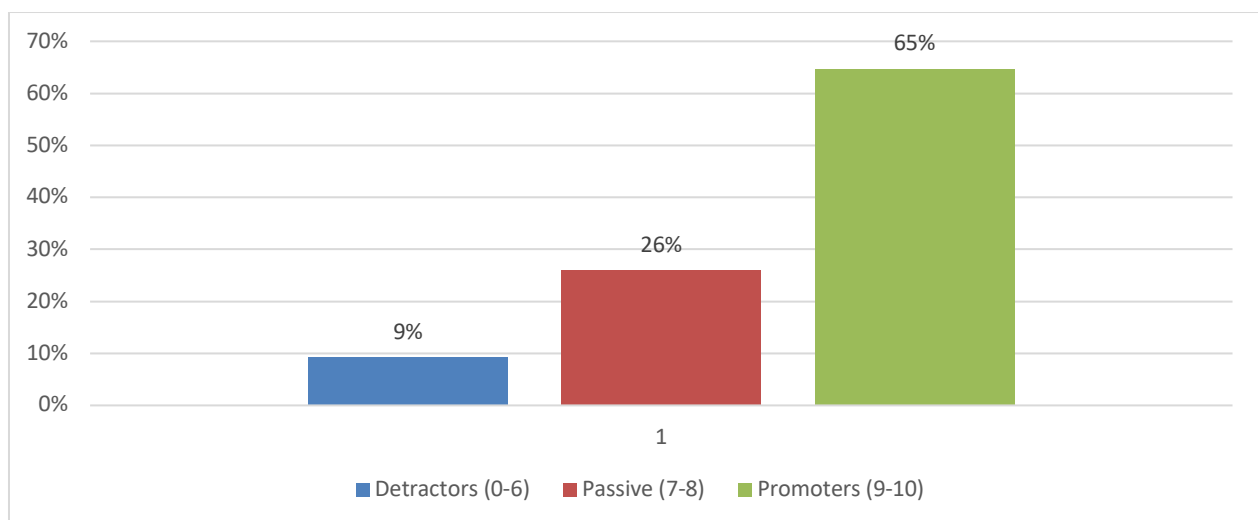
Answer Choices	Responses	
Yes - complete Formal Complaint questions	2%	2
No - go to next section	98%	105

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



Weighted Average with 5 being the highest score possible

Q18. How likely is it that you would recommend BIZLINK to a friend or colleague?



91% of respondents were highly likely to recommend BIZLINK.

Q19. What do you like most about BIZLINK?

Comments (copied as written only edited to preserve confidentiality):

- Compassion, respect, understanding and motivation.
- No messing around. Straight up
- The support that they make over weekly meetings
- That SC came to see me
- It is a personalised service.
- Helpful
- There is always someone to talk to for advice instead of an answering machine like previous providers.
- Friendly helpful facilitators.
- Friendly staff
- One on one service
- focus on work that I will enjoy, take long term illness into account
- close to home
- The help that's available
- I have found the staff verry profesional and verry relaxed im verry happy
- The staff & what they do for clients.
- Uses are helpful and give good service
- They support me well and listen to me. They are available to chat whenever I need to call them.
- Responsive to what direction of career I wish to pursue
- Good people is/are working with you and helping you to find a job that suits you. Thank you. :-)
- Professional staff
- I thouroughly appreciate that all the staff that I have met so far are extremely compitent and attentive to my individual needs.
- The service is professional. And no pressure to take a particular job if you feel it is not suited to you.
- Respectful and hardworking coordinators
- Great staff
- friendly , human to human, not making any one subservient
- The calm atmosphere. And the friendly people working there.
- I like Bizlink cause always let me know what going on
- Kind staff, quick results, always available to contact.
- The only contact I really have is SC or SM They both are very approachable
- Service and staff members.
- Les1 n Les2
- SC our coordinator
- The support they offer and kind staff.
- they keep in contract with you if any new jobs is open postion.
- Very caring, empathetic. Treat me as an individual and cater to my personal needs. Not pushy.
- Helping me find work and talking to all your team workers
- The friendly understanding and supportive staff
- I like the respect and attention and genuine care pfnthevstaff and the support they offer and provide.
- To be honest my mind has gone blank at this question.....I have the rolling eye emoji next the the name of my case worker, because I just roll my eyes when ever he calls 😏
- They do what is necessary to make everything works smoothly and properly .
- Nothing
- It doesn't try to force positions you have no interest or training for.
- Very understanding and helping people,and they also treat you with great respect.
- regular contact
- their understanding of the problem.
- How friendly the stuff are. And been able. To speake to them

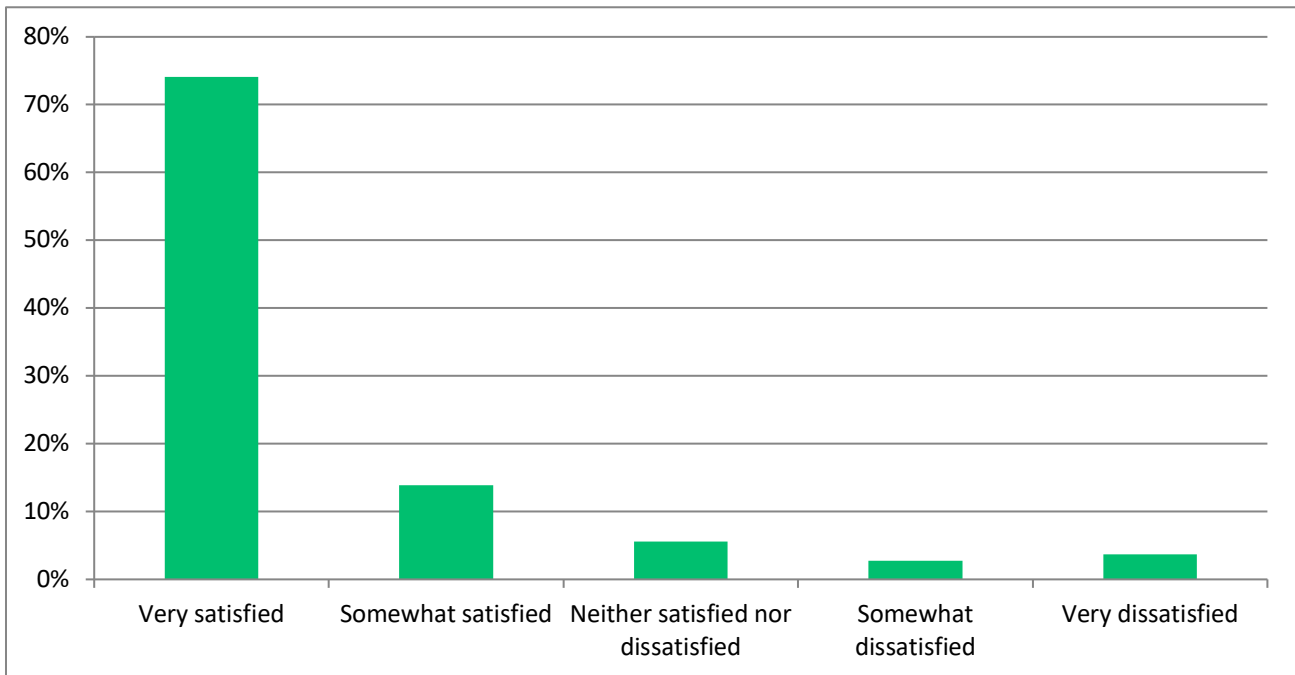
- I am impressed with their efficiency to take me on board as a client, provide ongoing job support in my current roll, and also provide me with assistance relating to further job opportunities.
- friendly staff that care and try to help
- I never feel pressured and I feel like I'm listened to and my feelings are taken very seriously. EC is very friendly and easy to talk to.
- Friendly and accessible
- Helpful and understanding
- The support they provide and what they do occasionally to get someone employed.
- They are very pro active and helpful, and got me a job within a month.
- Nothing is positive from the service we have recieved at all
- The personal service, only having one consultant to deal with instead of getting phone calls from heaps of different people
- The help I'm getting and the respect they give you
- The friendly people
- It's nice
- They are trying the best job that's fits on my resume
- Helpful
- Understanding atmosphere
- Staff understand my mental and physical issues and are happy to work around them
- The support
- Useless
- The staff is very friendly and helpful
- Everyone whom I've been in contact with at Bizlink have applied their work ethics in a professional, caring manner.
- The people there are kind and understanding
- It was a easy process conducted with professional friendly advice and helpful. With all forms clearly gone over and understood.
- understanding enviroment
- Easy going
- friendly staff
- Very helpful and always have time you answer a question or give help
- they nice
- That they are a great organisation helping special needs teens/adults
- Caring and understanding
- They understand the situation I'm in and don't push me to do more then I'm capable of doing.
- Everyone that works there has helped me thru a bad time and still on the go in helping me . I appreciate them all
- Everything
- There is no fear or panic when I enter the building and see the staff. I can be completely myself and know I'm in great hands, everything done I'm informed about and asked for any inputs. They actually care.
- They are all very friendly people who I can rely on to be there when I need help with anything from a job application to someone to talk to.
- They are friendly and helpful
- Very great and reliable
- The friendly staff and the encouragement,individual service treated as a person not a number.
- Friendly
- Informality and friendliness.
- SC is very supportive and gets things done promptly and in a professional manner
- The friendly and helpful staff.
- They not just applying for the sake of it

Q20. Do you have any suggestions on how BIZLINK can improve our service or any other comments, questions or concerns?

Comments (copied as written only edited to preserve confidentiality):

- Help clients with more more courses
- I have been informed that Bizlink has connections and Networks with Perth companies. I believe marketing and research is really important. Most of the time it is who you know as there are so many applicants for one position. I am really hoping Bizlink can help me find a permanent position with a reputable company.
- Improved industry knowledge eg qualifications needed
- more help with finding work, better communication with other offices, and employers.
- This is the first time with any type of organisation like this and I think there all doing really good.
- No - they do a fantastic job
- To me, everything is hunky-dory.
- No need for change.
- I have one issue that my Co-ordinator forgot to come out and see me one and did call so hanging around waiting for I wasn't too happy but she sms apologized so I forgave her but time please don't like happen again to me
- When other coordinators take over SC when she is away they need to keep to the plan and instructions that has been left and not to try and change or make up new re-sources as we are adults not children As this was making us feel uncomfortable and stressing us out and confusing us.
- I believe that bikini would massively benefit from computers to be used by us so we can look for jobs whilst there.
- Maybe the case workers work load is too much or maybe he just can't help me find a job!
- I am very happy the way they are.
- No ever thing run relly good
- Some options of things to do while in recovery stage, in my case working on mental health improvement. Such as volunteering to apply for or community service volunteering with people like myself who are recovering. Small achievements to help with confidence.
- Hire more staff and even out the work load to be more efficient.
- Listen to your clients and families and be more flexible and individualised in your support, giving your clients more choice and control
- Nope keep up the good work
- Staff a one time to many clients
- Find suitable jobs that are meaningful and do not aggravate my injury
- None, they are doing a great job.
- More communication about jobs and who's contacting you le; Name / position etc etc
- More training options to be put in free training courses that are available
- Make more say contact
- For me you guys have been perfect.
- The Rockingham branch is too small for the amount of staff, they need a much larger work area to do their jobs effectively.
- I am happy with my service

Q21. Overall, how satisfied or dissatisfied are you with BIZLINK?:



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:

- 84% were satisfied with their Job Plan overall i.e. up-to-date, reviewed when needed, individualised
- 86% are satisfied with the assistance of their Job Search Coordinator
- 89% are satisfied with the assistance of their Support Coordinator
- 91% felt service would not be affected or would improve if a complaint was made
- 80% felt comfortable talking to their Coordinator if unhappy with their service
- 91% would recommend BIZLINK (that's a score of 7 to 10)
- 88% 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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Date: 17 April 2019



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