



ANNUAL CLIENT SURVEY REPORT 2019

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1 300 780 789

PURPOSE

At 21 January 2020, there were 1074 active clients on the books and 817 emails were sent with a closing date of 10 February 2020. Of 1074 commenced clients at the time of the survey, 70 were noted as 'Not for QA' and 187 did not have an email address. The survey was promoted via Facebook and in the Bizzybodies with a link to the survey made available. 182 (22%) surveys were returned. The square root of 817 (number of surveys sent) is 28, so the sample of 182 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 182 respondents, 13 completed the survey online (via the weblink promoted on Facebook and via Coordinators), 169 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.

QUESTION RESPONSES

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

Answer Choices	Responses	
Your Name	100%	168
Preferred Contact Details (mob/email)	99%	166

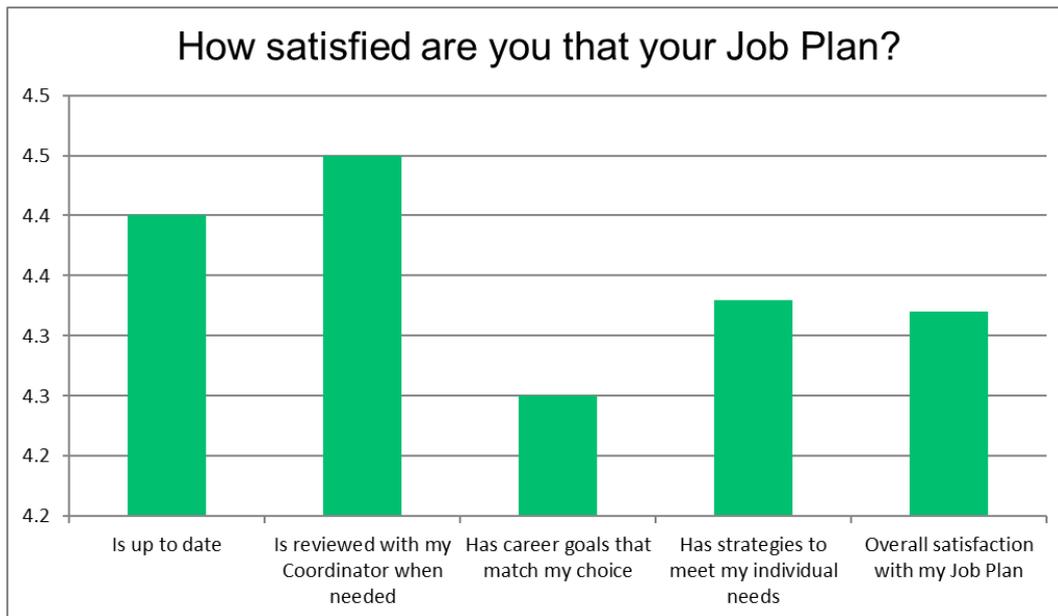
Q2. Can BIZLINK contact you to follow-up the contents of your survey?

Answer Choices	Responses	
Yes	81%	143
No	19%	34

Q3. How long have you been registered with BIZLINK?

Answer Choices	Responses	
Less than one year	39%	69
More than one year	58%	104
Not sure	3%	6

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:



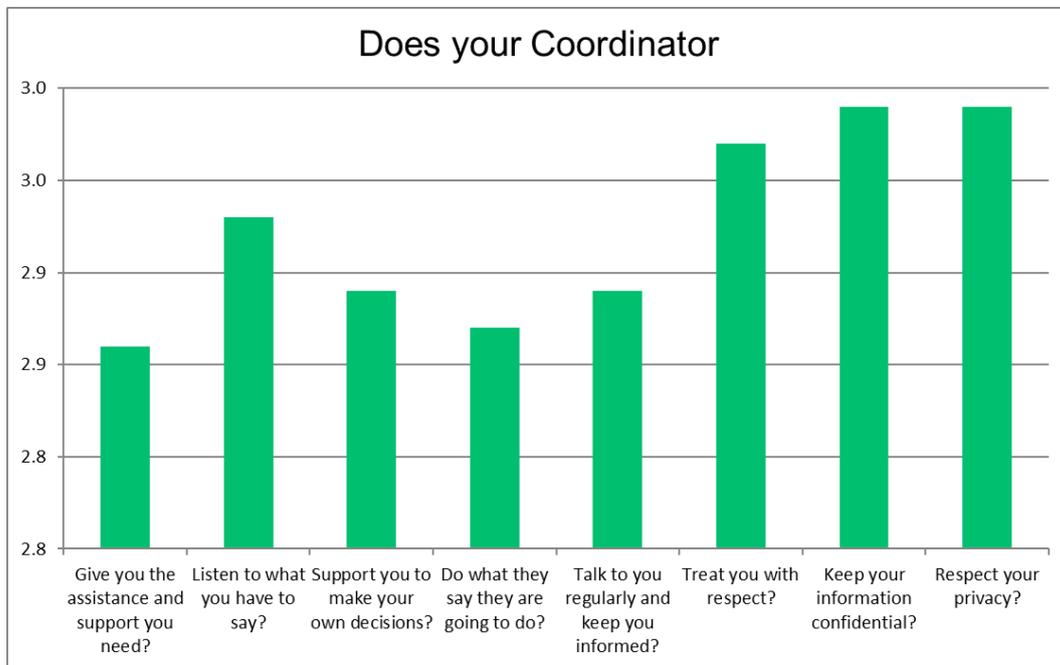
Weighted Average with 5 being the highest score possible

Comments (edited to preserve confidentiality):

- Coordinator is an excellent communicator therefore is a good listener.
- I have only started with BIZLINK at the end of last year but was pleased with the support I got. I have injured myself so unable to work on my job plan until I get a clearance from my doctor
- The people at Bizlink have always gone out of their way to help me
- The high requirements of my previous arrangement were a great source of anxiety for me and without even a second's hesitation Bizlink lowered them for me and I was so relieved I nearly cried
- Lack of more information and resources for my recovery needs of mental health disorders, chronic pain to get back to work finding jobs employment opportunities!
- Very personal service finally got a job after 11 years of unemployment
- I think you do a great job for the needs of my son
- Need business advice more than a job plan.
- All input and effort appreciated.
- Haven't been with BizLink for long
- due the 'supposed' questionable economy.....I am very impressed with the integrity and 'follow-up' from BIZLINK client management.....in particular - Coordinator and Coordinator.....with out these fellows - vocationally my future would be rather bleak!!!
- Everyone has been very attentive
- Very very Happy
- Coordinator helps me with my job plan, explains it clear to me,
- Very happy with my coordinators
- They are the best!!!
- very happy with their help
- they help me a lot
- Well done explain by supervisor all clear
- I like when I can talk to Bizlink about my job and there help me when there can
- Coordinator always talks to me about my job plan, explains everything to me if I am not sure
- Coordinator talks everything through with so I understand each question
- It is what it is, a document for audits.
- Only just getting started
- Kindly took into consideration my reasons for being on DSP.

- The job plan feels like a bureaucratic 'bit of paper' that's needed to achieve Bizlinks bureaucratic commitments. Doesn't feel like a 'working and Living ' document that is reviewed or acted upon in any meaningful way
- Always has my interests in the forefront
- I am happy that I'm employed and I have my independence

Q5. Does your Coordinator:



Weighted Average with 3 being the highest score possible

Comments (edited to preserve confidentiality):

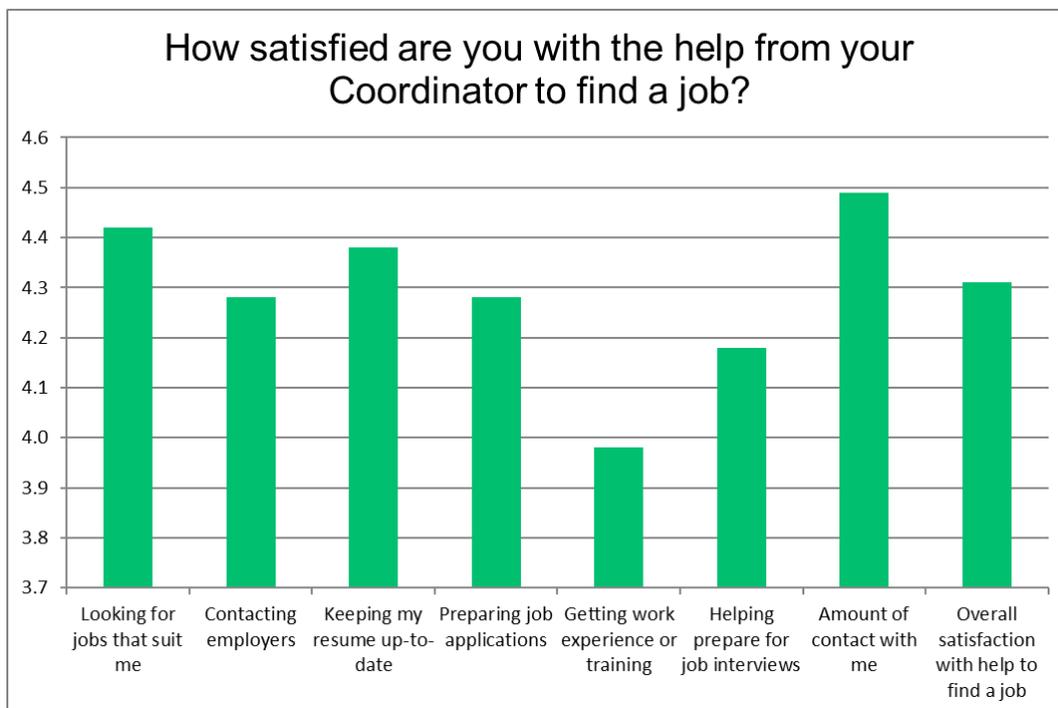
- I find Bizlink very good they Do their Best to get jobs
- Again I have only just joined Bizlink
- Bizlink Coordinator provides an excellent service and rapport with handling my visits. I thoroughly look forward to meet weekly to discuss how I can be the best I can be and deal with some challenging work situations. I always get support, feel listened to and respect some advice that is timely and very helpful.
- Coordinator is worth her weight in gold :)
- I really feel like a person being helped, not a burden on society or problem Centerlink has to solve.
- Coordinator is a hyperactive pain but brilliant at his job
- Need a business advisor more than I need a coordinator.
- I'm 'assuming' staff have meetings to discuss with each others client's.. I presume with respect and private.
- My support Coordinator is amazing always there if I need anything and has helped me deal with some things recently that have affected my mental health greatly. I couldn't have asked for better support.
- Coordinator and Coordinator are always on my vocational case!!.....they want to see me employed big time!!
- I am honored to be allocated to Coordinator and Coordinator.
- Coordinator listens to what I have to say
- She illustrates with examples from other peoples lifes
- related to my issues"
- All of the coordinators I have had contact with have been extremely nice and friendly
- Coordinator is the best
- Coordinator is top shelf
- They the best in the world 🌍
- Coordinator is a champ. Very supportive, good listener, with great advice.

- Coordinator, is an excellent consultant and an asset to your team. Big on engaging with clients in order to work out the best way to help them.
- Coordinator is very nice to talk to and she help me with everything
- Coordinator is an extremely helpful coordinator. Puts in the extra effort!
- If it wasn't for Coordinator I would have left my current job as some days my anxiety hits the roof
- She always knows how to calm me done
- I'm so lucky to have a coordinator that listens and doesn't not label me with a disability treats us all like humans
- "I put not ""sure for"" As am hoping will have good work contacts and can get me into work"
- Communication with family (which is imperative) is only to say what day they're coming if there's a change of day
In answer to the below question 6– we are stuck in a bureaucratic 'silo'.. already have a job but could do with a change.. our 'funding' says we have a job already so no further work can be given to our other goals unless we give up the very part time job that's in place. A survey 'tick' box approach doesn't give your company a realistic view of what's happening Yet again its a minimal and simplistic approach. No communication querying or offers to help with services that we may be requesting on our upcoming NDIS meeting where a main goal will be 'Finding and keeping a job'
- I now have a new coordinator so this was for my previous coordinator.
- Very friendly and understanding of circumstances.
- My coordinator always treats me with respect and gives me the support I require

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	73%	118
No - I have worked for last 12 months - go to next section	27%	43

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

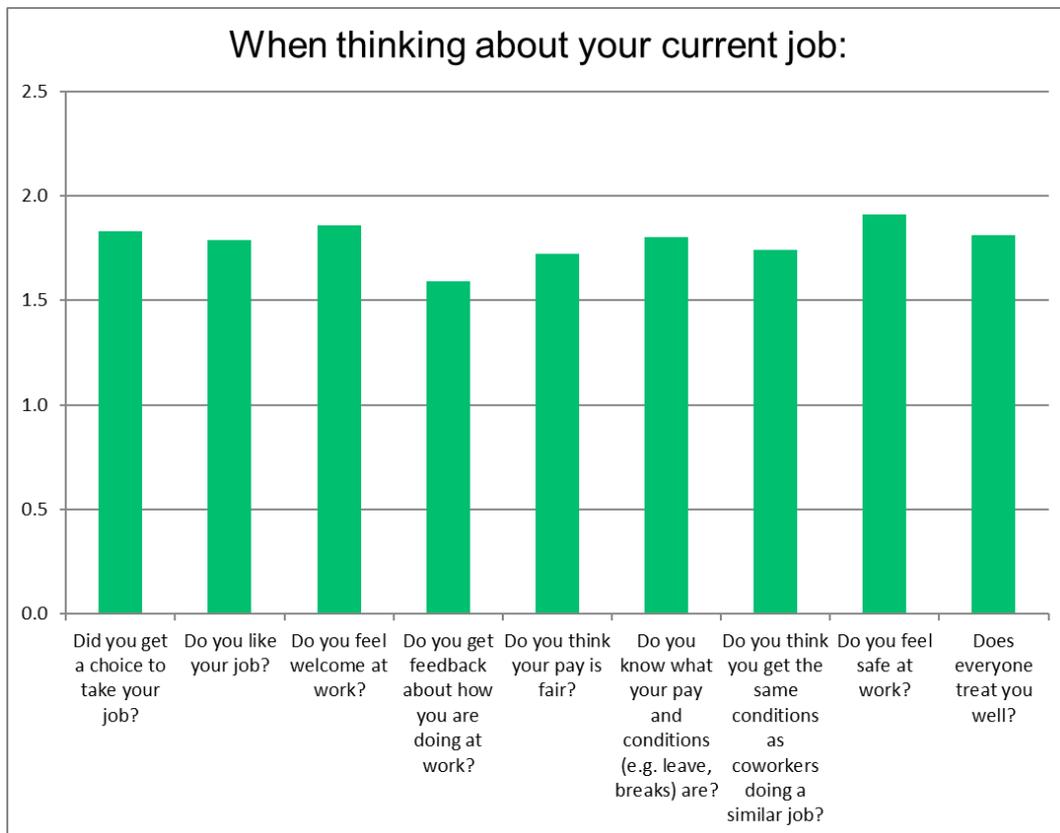
Comments (edited to preserve confidentiality):

- As already explained above in the Job plan section and have been unable to seek support in the neither satisfied or dissatisfied section
- Coordinator is absolutely incredible, made me feel very comfortable and hopeful in finding a job!
- We have had a period of time of having 2 different coordinators due to leave but also we have been away, so it's been difficult to find a job
- Support in all way is amazing, thankyou.
- My coordinator from Cockburn has helped me have hope for life.
- Goes well beyond what is asked of
- could have done more to get a variety of work experience
- my Coordinator is assisting me with work experience and training with the possibility of doing training courses to help further my education and assist me getting back into the workforce.
- Coordinator updates my resume with any new tasks or Certs
- Very satisfied with help doing mt resume and assistance loading onto Seek app.
- I have been employed for over 2 years, because I was found a job

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	42%	50
No - but I have worked at some time over past 12 months and want to answer the work-related questions	10%	12
No - skip to next section	48%	58

Q9. When thinking about your current job:

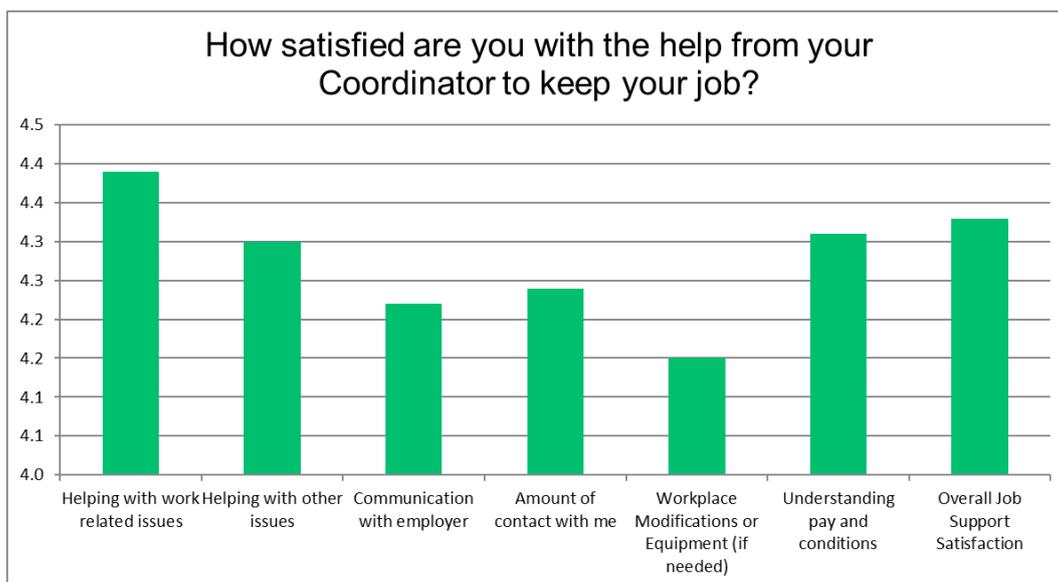


Weighted Average with 2 being the highest score possible

Comments (edited to preserve confidentiality):

- Great place to work and good people
- They have never found a job for me so far?!
- Communication on feedback in regards to job performance is a little slow sometimes.
- Coordinator helped me to try to raise my pay, She was inquiring at paymaster level, She was sending emails to management, She gave her counsel to me regarding the issue"
- There a few that don't treat well but just ignore them
- i like this job but it is not really the sort of long term work I want
- Employer has been the ideal company to be placed at after a long period out of work. They are fair, supportive, non-judgemental, positive and a great bunch of people. Can't have been found a better role given my circumstances with physical and mental health. Their office environment position has been a godsend.
- Very happy
- "I haven't discussed with my boss regarding the fine details of how much sick leave etc....
- The team and Coordinator do treat me well but sometimes I feel the staff around me don't like me but Coordinator puts that right for me
- Found job myself but only lasted 6 weeks
- We got the job ourselves
- I do not have a job

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



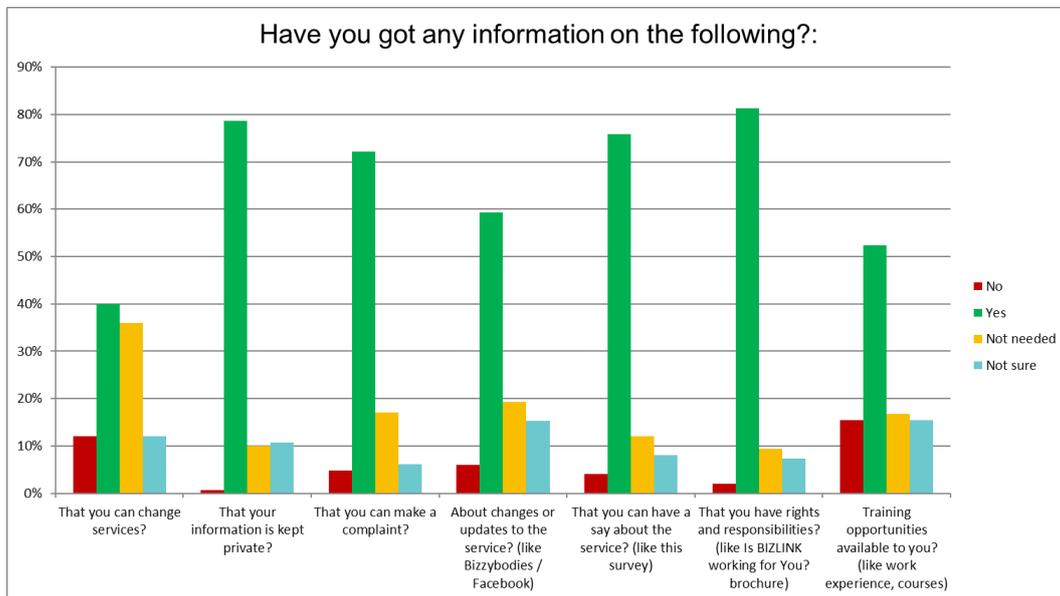
Weighted Average with 5 being the highest score possible

Comments (edited to preserve confidentiality):

- All good
- I mostly make my own ways n effort for my obligations i signed up for employments, mentally frustrating, feeling more depressed and stressed!
- Contacts me more often than needed, taking away from my limited working time.
- As I stated previously my Coordinator is incredible in his support of my job
- Coordinator is gently encouraging me to look for a job in line with my aspirations I can do better
- My employer leaves everything for Coordinator to do and she does it with excellently above and beyond

- No one seems to 'click' with co ordinator. No relationship. Started off badly, requested a change of co ordinator, said no, all a bit 'wishy washy' and feel its all a bit of a 'tick the boxes' , do a visit .. there we ve done our job and can claim our money. Dont know why we are registered with Bizlink really but the reality is most organisations are the same
- He comes a bit too often. I get busy at work and don't always have time to chat.

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



Comments (edited to preserve confidentiality):

- All good
- Would like to go back and finish my PhD so that I can get higher paid work.
- I understand we are in mutual relationships I enjoy rights bestowed on me by law But I also have obligations towards Coordinator and Bizlink I can exercise the right when needed but also fulfill obligation wherever case may be It is also good to note that me and Coordinator and Bizlink all serve greater common good of all. "
- Would like to do a course never offered and i have asked
- Bizlink has always kept me up to date with my obligations and responsibilities, their staff are professional, courteous and take their roles serious unlike many other job search providers.
- Privacy info was probably given to me, I just forget a lot of the info when there is a lot to take in.
- If and when there are is training at employer Coordinator Assists me whether it's relevant to do and talks it through so I make up my own mind whether to do or not
- Have been offered a computer skills course.
- I am currently studying

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)?

Answer Choices	Responses	
Yes	81%	120
No	5%	7
Not Sure	14%	21

Comments (edited to preserve confidentiality):

- Always trust them to do the right thing
- If they have i do not remember
- Hope so!
- yes I have completely the form

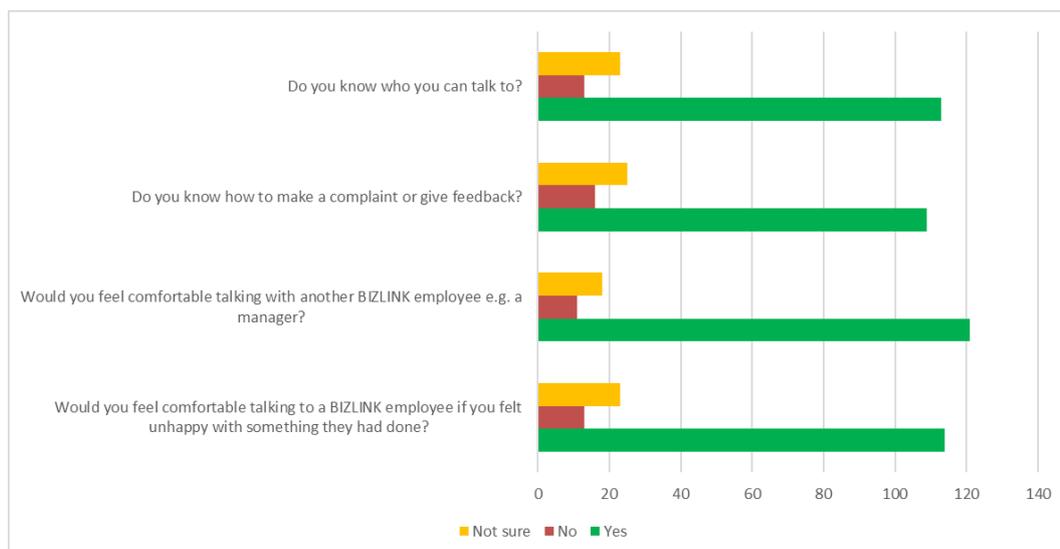
Q13. Has anyone at BIZLINK ever treated you badly or upset you or made you do anything you don't want to?

Answer Choices	Responses	
Yes	13%	19
No	82%	123
Not Sure	5%	8

Comments (edited to preserve confidentiality):

- No problems here
- they didn't intend to but have triggered panic attacks on multiple occasions which causes severe distress
- Staff are friendly, helpful, and make time for me when needed.
- I have never had any negative experiences with Bizlink, every single staff member has always been wonderful and helpful, whether they were assigned to me or not.
- A small problem at the beginning but has been dealt with.
- Pressing me to Do More Hours than Required by Centrelink and my job plan agreement
- I have felt that my coordinator talks over me and does not really listen to me
- all the staff at Midland are so friendly
- Complaint made to manager
- When they ask talked me don't like they shut the door go straight to my faces like have some space still talk form apart look at eyes when bring taking using eyes contacts
- everyone I have had contact with is very kind and friendly
- Previous support person
- Coordinator was useless when it came to finding me actual work and only concentrated on volunteer work and I feel that you need to have a three prong approach, work, volunteer work and study to stay abreast of things. She also refused to give me any help with funding for courses and also never told me about Wage subsidies or supported wage that new Coordinator has. She put me forward for a job in Canberra which I almost got and didn't look locally. I was not willing to relocate and I didn't want full time work. She never assisted with printing out resumes as new Coordinator has offered to do so that I can canvass and flatly refused to post canvassing letters for me. I have taken new Coordinator to interviews or Coordinator but I'd never feel comfortable taking her as she was pushy, arrogant and rude.
- Not the Bizlink coordinator but the women who took me into a Employer interview was harsh .

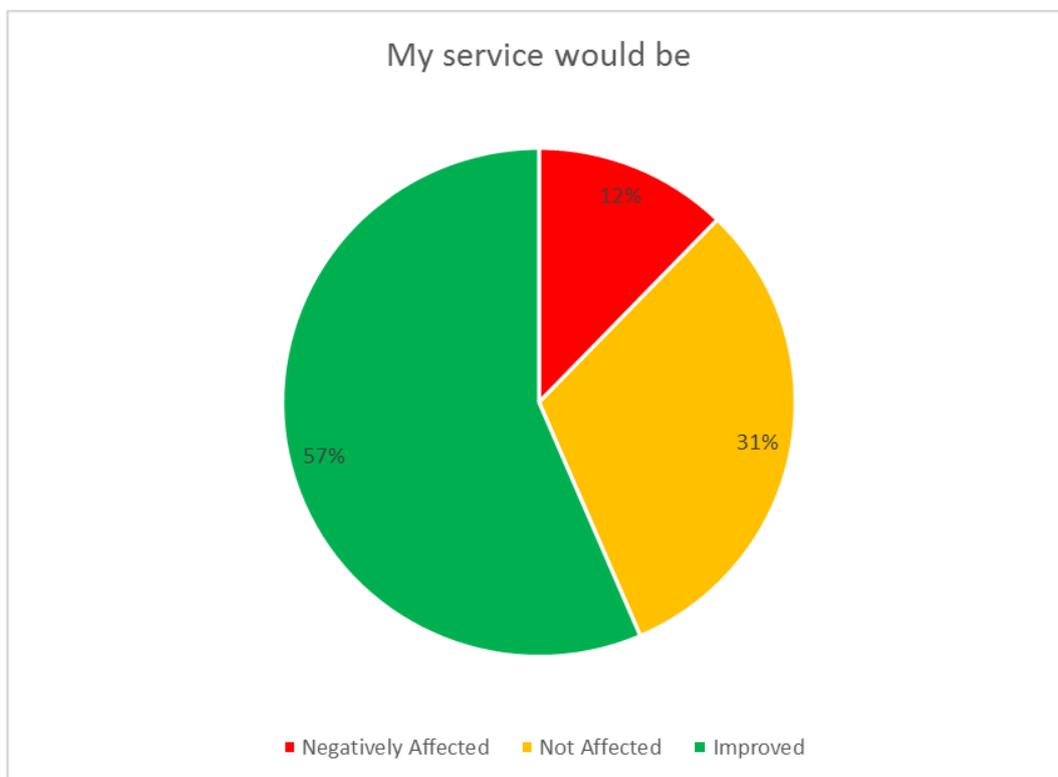
Q14. Thinking about if you had a problem, concern or complaint:



Comments (edited to preserve confidentiality):

- All good
- The issue is within me It is not without The other person is just mirroring/reflecting of what is not resolved in me That responsibility is mine alone
- Manager is down to earth and very willing to help
- Manager??
- I really who to ring if have a problem.
- Sometime like Ladies they actually explain things to me clear and eye contact the ladies front desks sometime my supervisor if work related
- All staff, from reception to the General Manager are friendly and welcoming and if I ever needed to give feedback or make a complaint I would feel comfortable talking to any of the staff at Bizlink and no that it would be treated with the utmost amount of privacy.
- It depends on the circumstance, but I would try talk to the boss. Otherwise, I would talk to Bizlink directly.
- First talk to the person you have a problem with and then someone else in Bizlink if you felt uncomfortable
- My mum is filling this in for me.

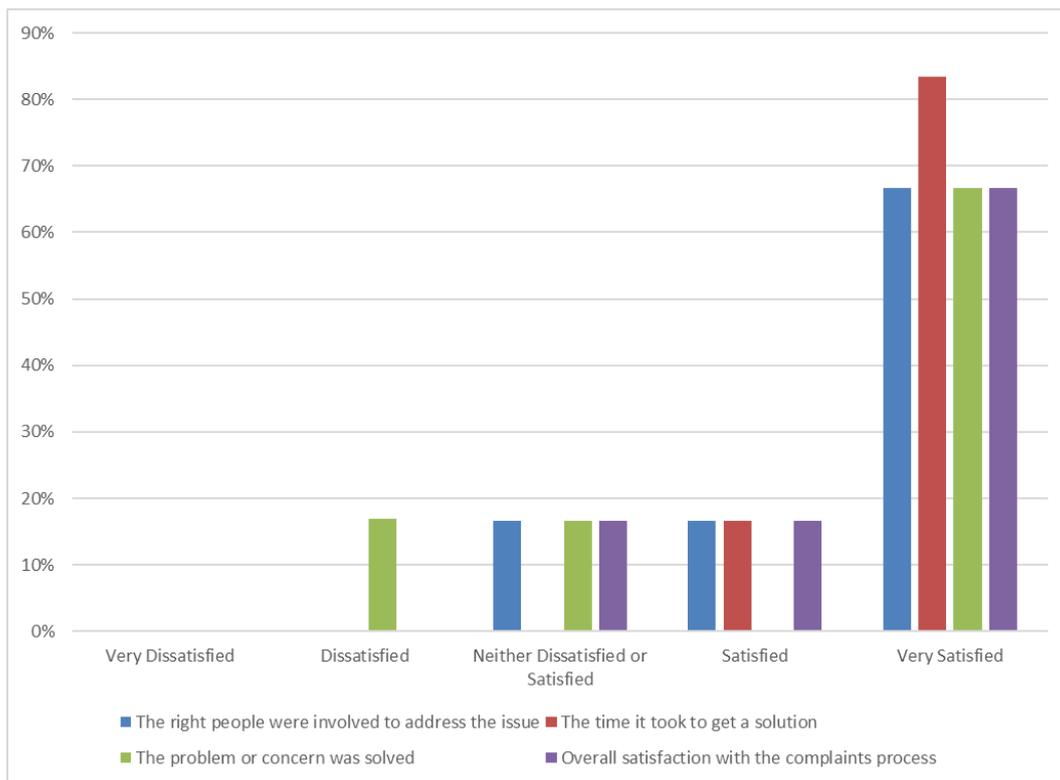
Q15. How do you think your service would be affected if you made a complaint?



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)

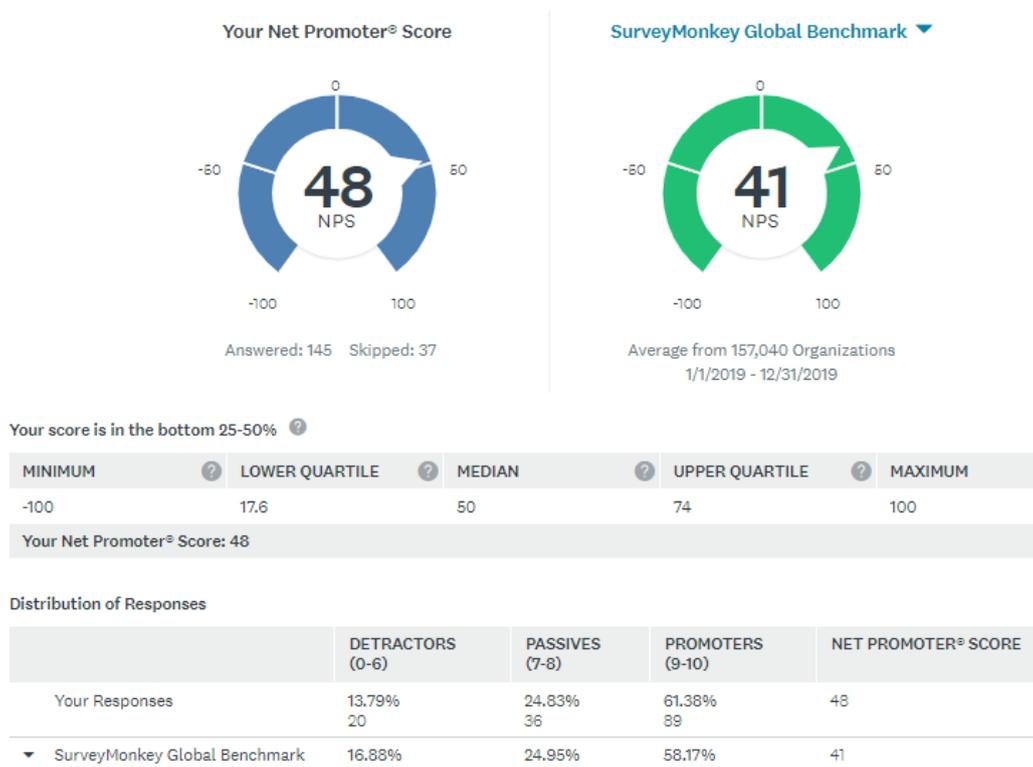
Answer Choices	Responses	
Yes - complete Formal Complaint questions	3%	5
No - go to next section	97%	144

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



No Comments

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



86% of respondents were highly likely to recommend BIZLINK (a score of 7+).

Q19. What do you like most about BIZLINK?

Comments (edited to preserve confidentiality):

- Nice people working there.
- they work hard to find the job when it is not easy
- support and encouragement to strive in my job
- Helpful easy to talk to and available
- The caring
- Coordinator is very helpful and accommodating.
- The support they give
- Always respected make welcome and able to talk about work issues that I find challenging and then receiving feedback on how to deal with the situations.
- They help to accommodate for my employment needs.
- Having a different person to talk to that is not from work.
- They back up their promises
- Always receive the help and support required.
- Friendly and respectful, and mostly understanding
- Their understanding of my situation and making me feel at ease
- Friendly, understanding, respective n lovely staff
- The people I've met with have understood how my disability affects my outlook and abilities, or at the very least accepted it without prodding or doubting.
- The staff are all so lovely and helpful! Really want the best for you.
- Professional, friendly service. Coordinator is very efficient, listens to my opinions and works with me to achieve suitable work goals.
- The friendly staff and professional information.
- Feel confident with the manager and the Coordinator
- How understanding the employees are about my situation.
- supportive of the work I want to do and acknowledge my limits
- The ongoing support after original employment has been so good making me feel like my job is secure
- feel comfortable
- They are more interested in finding you the right job so that you succeed instead of just placing you in any role.
- Very caring and thoughtful
- understand my needs, very friendly staff.
- They listen to needs and are very helpful
- very supportive and friendly
- it's very local and the staff have local job contacts
- Having my coordinator visit me at my home for appointments
- Support in every aspect of applying/getting a job
- Friendly employment agency helped me with job search.
- not pushy
- They offer a great service and a lot of help
- I like how the staff are dedicated to helping me find a job and everyone is friendly and puts effort into their work unlike some other job providers i have been to.
- The ongoing support from start to finish.
- Kind and considerate staff
- Friendly staff
- I feel safe and comfortable under Bizlink umbrella.
- Efficiency
- They know what they are doing
- The nice staff and they are always happy to help
- Treated with respect and good banter
- the continual support they offer

- It's close to my home
- My liaison is just wonderful
- They have be able to get me a job and they are very friendly and helpfully.
- Location and strategies.
- Close to home
- The individualized support that they give and the fact my coordinator will respond in a timely manner to any reasonable request I make.
- it got nice people to work with and they so nice and kind.
- How supportive and respectful they are, they listen to all I have to say and make me feel more confident and motivated to join the workplace.
- Approachability
- The people and support
- They are actively looking for a job for me
- They actually listen and treat me like a real person and not just government money
- I feel the entire team have taking the time to get to know me on a personal level
- People You do an amazing job given the funds from the government
- Willing to go the extra mile to help me find work and accomplish any other goals I set out to do
- Location, helpful staff
- Respect
- They think more long term solutions, adhere more to their clients' disabilities and are very friendly.
- their help in finding me work
- Friendly and helpful attitude towards clients.
- Employees at BIZLINK listen and respect me and my needs. Everyone I have met here has been extremely supportive, caring and understanding.
- The receptionist is really friendly and welcoming
- They help when help is needed, and otherwise they leave me to my own devices, which is very beneficial to my situation.
- They are so helpful and punch well above their weight meaning they go out of their way to help
- I like the way they are so determined to help you find the job that is right for you and so understanding about disability and how they help make sure your work ready .
- Action! And Assistance however i would like to do a course and hasn't been offered.
- friendly. knowledgeable
- Coordinator helps me when I am stuck with work and also listens to me if I have a problem at home.
- They to listen me and there is then try straight away for me that I like about BIZLINK
- The support is perfect
- the people that work for BIZLINK
- When treat be nicely using their approach nice comments on my work
- coordinator is not the on job support person
- the support of my worker
- The staff. They've been nothing short of brilliant.
- The staff are all very welcoming and proactive, and I genuinely feel listened to at every appointment.
- Their down to earth treat you as a person not a number
- supportive
- Coordinator works very hard for me and keeps me up to date, the private offices keeps everything private
- Bizlink doesn't make me feel anxious about finding a job.
- Friendly staff, Excellent service
- They are supportive people. The people are also really nice and easy to talk to.
- I like my coordinator and the in job support that you get
- Help when available and telling me when she is not
- I like it's accessibility and how friendly and understanding staff members are.
- their staff are the best I have encountered in terms of services and professional conduct.
- Friendly and helpful

- Respect and understanding I have received. In this confusing time, just having someone to bounce things off, has made a huge difference. Knowing I have support.
- Very good to people
- Their help, enthusiasm and determination to help
- Caring & enthusiastic staff. Hard working, too.
- Coordinator who has exceptional personal skills and understands when you are down, frustrated and dejected
- My coordinator
- My coordinator
- Easy to talk to professional in what they do?
- Approachability of all staff they truly care and give 100% of themselves to your circumstances
- They accept all people and disabilities. And they work well with employers on behalf of job applicant.
- How friendly and understanding everyone is, how the employees actually take their time to help and find out what would be best for their client. They never rush you to get a job or to do things you aren't comfortable doing. Overall, Bizlink is an amazing and compassionate company that is always ready to help.
- The helpful staff
- Very courteous and helpful, patient staff.
- Updated my Resume quickly and professionally.
- On the job support work
- Made welcome & understood. Advise of jobs available
- The respect and the kindness they give
- I see the same person every time
- The support at work
- They help find jobs even help go inside jobs and chat
- The staff
- Positive down to earth attitude
- The support to help what you want to do (study)
- Friendly and knowledgeable staff
- Location near me
- I feel valued, heard and respected
- The staff are friendly

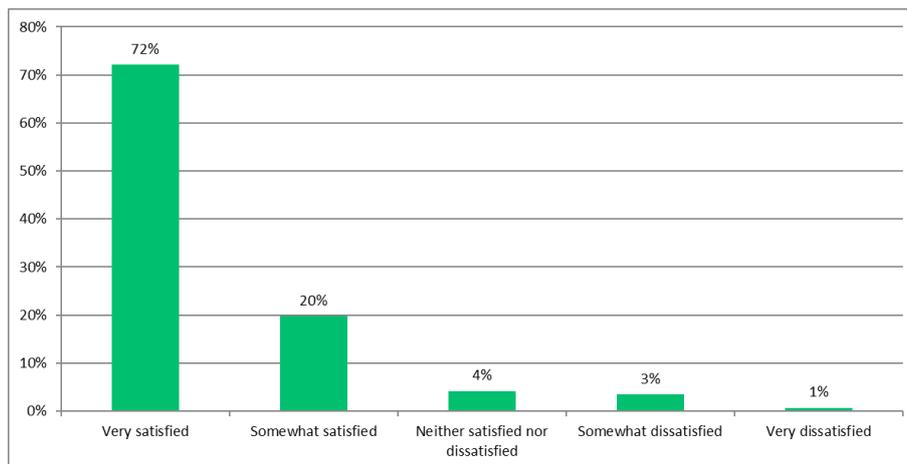
Q20. Do you have any suggestions on how BIZLINK can improve our service or any other comments, questions or concerns?

Comments (edited to preserve confidentiality):

- No, N/a, nil, none, no comment – 51 responses
- Like do my jobs by myself on level I work treat me nicely not walk with me when I deliver milk runs love helping coworkers with doing the mail need help
- Be in more contact with more jobs that want the older that 18s and have no limitation of ages or experience
- be less aggressive in making us do more work hours than we feel comfortable doing- show more concern for our welfare and NOT making a Buck and your commissions.
- Be supportive and understanding
- BIZLINK could include more opportunities for work experience/volunteering which could provide new skills and entrance to the workplace. Also creating a career plan would be helpful in doing jobs to get to the job you want in the future.
- Complete all paperwork in one long appointment rather than multiple short ones
- don't just listen to people but understand what we are saying.
- Don't employ people like Coordinator (resigned). Suggest to Centrelink that they should give some funding for courses. Wage subsidies are fair enough, but some more money in training, interview clothing and resources such as resume printing and posting would be good. I do however understand there are money restraints and us on benefits feel the pinch too.
- Embrace Indigenous Culture more

- From my personal experiences I don't believe BIZLINK has anything they need to improve on I've only been with them for anything around 7 months and they have been so helpful with helping me find work and more
- Get other recruiting agencies together and try to protest against the government to help get more jobs suited to everyone and fight against the government system to improve services and help get services more efficient.
- Help with training towards other jobs instead of letting you stagnate in a job just because you have it
- I am just hoping Bizlink has lots of Business contacts to help me get employment.
- I don't think I've been with Bizlink long enough to comment. I have so far felt all of these things. But just continued encouragement, support, willingness to listen, to not judge, and act on my behalf.
- I don't think that my coordinator know how to talk to a client with mental health difficulty. Some training might be a good idea. He talks really fast and it is hard to take it all in
- If someone says to like I leave my job but leave until that's where yes we help with that cause wasn't very happy
- I'm sure you have a program to familiarise employers on employing people with disabilities, but is the same with jobseekers who have chronic illness?
- Just to keep the client informed with appointments. Not just show up and expect you to be there.
- Keep up the amazing caring attitude and rapport that the staff of Bizlink have. It is very much appreciated. Thank you.
- Letting the person know they won't be pushed if they suffer extreme anxiety.
- More assurances, effort to make a positive encouragement to clients and themselves showing positive attitude determinations of Yes! together, they have jobs n send me successfully to be employed back to work!
- More communication between employers and BIZLINK, with negotiation with hours not left to client.. As this can be very difficult for the person with the disability. Also possibly the coordinator going to in the interview after the interview if they have the job and negotiation hours and days. This would help a lot and at clearer understanding of the position.
- More staff.
- more training to work with clients who have mental illness
- My support coordinator should get an award for his tireless efforts to making my working life balance with my home life and allowing me to vent so my anxiety levels don't go in to overdrive. He is as I said AMAZING.
- No complaints at all & all staff are friendly & welcoming.
- No everything has been great
- No they are doing a good job
- No, very happy with current situation
- no. perfect
- Offer me a course option, listen more closely to clients and find suitable employment for optimal success and happiness.
- Perhaps inform their clients of training opportunities they can undertake whilst working.
- Take a leaf out of Midlands book
- they need better funding.
- Very Happy with the service
- Water dispenser in the lobby! Needed
- We will see how my new coordinator goes ?
- Would like advice on how to run my business operations.
- Yes Liaise and have a good working relationship with family members and other 'supporters' of the person you are offering services to (obviously where relevant such as with a person who has an intellectual disability) Look at services you offer and talk and listen to people about what help they want and need and not just run with the same old same old 'silo' mentality. Listen to people who have NDIS goals around employment. People are starting to get funding around 'finding and keeping a job' that enables them to use their funds flexibly and individually Dont just expect that people will be happy being registered with a DES and accepting the same old same old with pretty poor outcomes (particularly for those who have an intellectual disability) But most DES providers are exactly the same so its all pretty sad and a colossal amount of govt funding is given to these 'programs' with pretty poor outcomes generally for people with intellectual disability Employment rates are pretty abysmal for people with ID in Australia Compared with other OECD countries Australia has one of the lowest employment participation rates for people with disability.
- You can't improve the best in Bizlink

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:

- 88% (2018 84%) were satisfied with their Job Plan overall i.e. up-to-date, reviewed when needed, individualised
- 83% (2018 86%) are satisfied with the assistance of their Job Search Coordinator
- 81% (2018 89%) are satisfied with the assistance of their Support Coordinator
- 88% (2018 91%) felt service would not be affected or would improve if a complaint was made
- 76% (2018 80%) felt comfortable talking to their Coordinator if unhappy with their service
- 86% (2018 91%) would recommend BIZLINK (that's a score of 7 to 10)
- 92% (2018 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.

Authors: Tara Doyle, Quality Manager Date: 19 February 2020



Tel: 1300 780 789 Post: PO Box 284 Joondalup 6919 ABN: 28 473 809 505

East Perth Melville Cockburn Central Rockingham Joondalup Innaloo Midland
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