



ANNUAL CLIENT SURVEY REPORT 2020

Prepared by Tara Doyle, Quality Manager
April 2021
Classification: Public, personal information deidentified

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1 300 780 789

PURPOSE

At 23 March 2021, there were 1104 active clients, i.e. working or looking for work. 932 emails were sent with a date of 1/04/2021 to be in the prize draw, although it was officially closed 18/04/2021. 167 did not have an email address. The survey was promoted via Facebook and in the Bizzybodies newsletter with a link to the survey made available. There were also posters in the offices with a QR Code for easy access. 164 (18%) surveys were returned. The square root of 932 (number of surveys sent) is 31, so the sample of 164 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 164 respondents, 4 completed the survey online (via the weblink promoted on Facebook, office poster and via Coordinators), 160 used the email link.

CONFIDENTIALITY

Comments have been deidentified to maintain confidentiality. For instance, staff names changed to "Coordinator" or "Manager", client names changed to "Client", employers names changed to "Employer", co-workers names changed to "Co-worker" 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%	159
Preferred Contact Details (mob/email)	99%	158

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

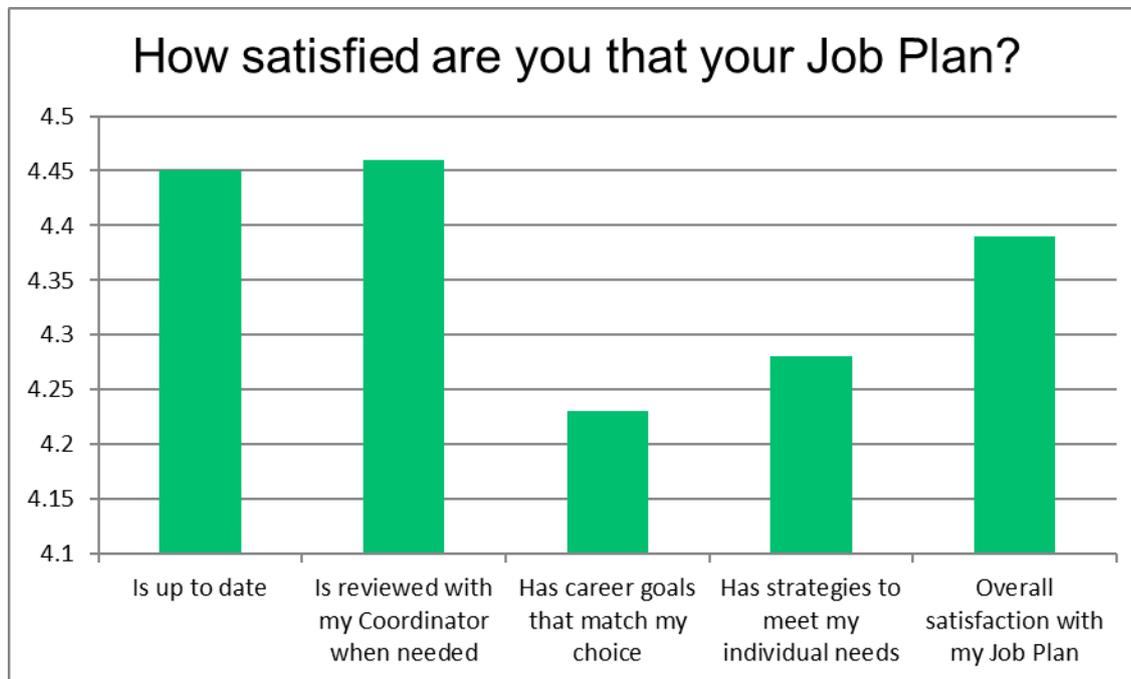
Answer Choices	Responses	
Yes	82%	133
No	18%	29

Q3. How long have you been registered with BIZLINK?

Answer Choices	Responses	
Less than one year	28%	46
More than one year	62%	101
Not sure	9%	15

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:



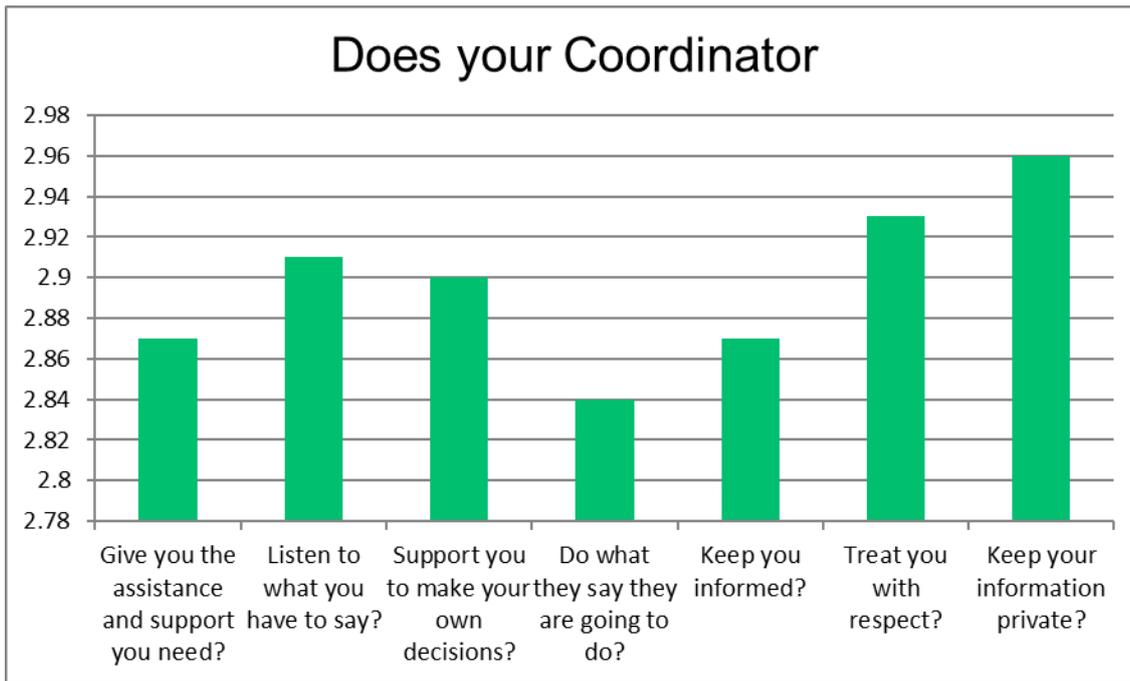
Weighted Average with 5 being the highest score possible

Comments:

- Kept messing me around and no help with resume or cover letter lack of knowledge of mental health and lack of contact with trying to find work.
- strategies hindered by lack of government funding that limits access to courses for upskilling.
- The job plan is perfect to me.
- Brilliant support and always there when I need them
- Keep it up with your good job
- No. I happy with what they do. They're awesome.
- ALWAYS GRATEFUL
- Employer is undergoing internal restructure that coincides with contract renewal. Unsure of what role I will have in three months.
- My Coordinator is continuously committed to guarantee the support I need.
- Coordinator is the best.!
- Coordinator and Coordinator have both been instrumental in me devising a suitable Job Plan and have certainly been essential in my achieving my professional goals.
- Bizlink have been outstanding helping me
- Rockingham Bizlink have some amazing staff that really prove they care about what they do.
- I just need some time to figure out what kind of job is for me.
- Always looks after my son and his goals to his possible standard which is good
- Everyone that I've encountered at Bizlink Cockburn has been absolutely wonderful and I recommend them to everyone
- So far so good.
- My coordinator is very understanding and helpful with Tafe.
- My Coordinator at Joondalup is very very good she is friendly, warm and understanding and knows her job
- I'm happy that I've been put with a different person, who helps

- All staff are very helpful and accommodating to my needs. I have enjoyed being a part of their company. Thank you
- Coordinator is a great mentor
- Coordinator and Coordinator of Bizlink have been proactive, caring and supportive of me to be the best I can be. Given my mental issues, both offer guidance, suggestions and ways to help me operate with self care, one day at a time.
- This is with my previous Coordinator, I've only met with my newest once, and only very briefly.
- They're a great team at Bizlink, friendly, approachable, understanding and always there when I need them
- I would not be where I am with all the help I have received from my providers
- I love the staff at Bizlink, they all make me feel welcome. They've made a great effort in helping me with my needs.

Q5. Does your Coordinator:



Weighted Average with 3 being the highest score possible

Comments:

- Well what the point in going to Tafe if they can't find you a job in your qualifications. Just cleaning.
- My Coordinator is a Star
- I can't speak highly enough of Coordinator She is absolutely amazing
- I am always asked before info is shared
- No.
- Grateful and very happy
- Coordinator has been incredible throughout my Bizlink journey and continues to be! She has always gone above and beyond to know who I am and to assist me any way she can to achieve my employment goals! Thank you Coordinator :))
- My Coordinators have always been so supportive.
- Once set up in a position, my need/requirements for follow ups/supervision requirements are fairly minimal.
- Coordinators have both proved time and again that they are avid listeners and give me all the support I need. And then some.
- My support worker is amazing
- Coordinator has always gone above and beyond in my opinion, by letting me know of any potential jobs she finds that suit my needs/abilities
- Lovely to deal With very caring

- I have a new Coordinator. She helped provide new insight and has offered the kind of help that may lead to opportunities for myself to be self sufficient.
- Personal and understanding assistance at its best. Thank you
- Coordinators respect my privacy as well as being 100% supportive of what I need to do to keep mentally balanced
- Very happy with the assistance and support I receive
- There is only one coordinator I see in midland and that's Coordinator refuse to even see anyone else cause they don't understand me like he does
- My coordinator has performed exceptionally well, especially regarding interactions to do with my mental health.
- This is based on my previous coordinator, he showed zero empathy for my disability, told me outright lies and yelled at me during our last talk.
- As mentioned before, they look after me.

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%	107
No - I have worked for last 12 months - go to next section	27%	40

Q7. How satisfied are you with the help from your Coordinator to find a job?



Weighted Average with 5 being the highest score possible

Comments:

- The Coordinators are wonderful worker bees.
- Yes my Coordinator helps solve all problems out with me
- All good

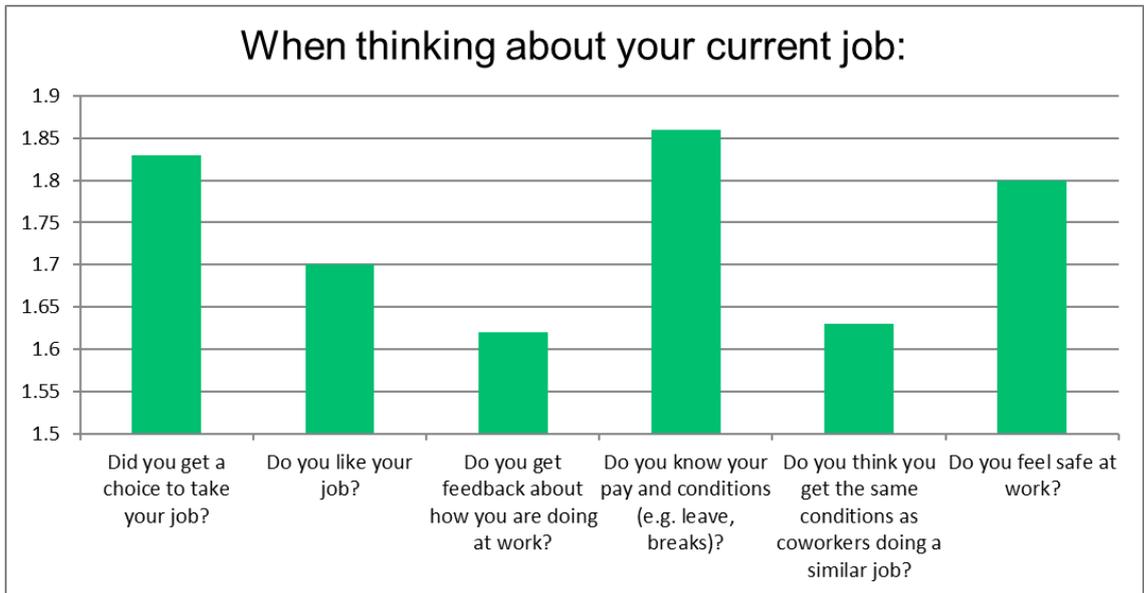
- Again, Coordinator has been EXTREMELY motivating and encouraging throughout my journey towards joining the workforce once again, and has always been my biggest champion which makes all the difference!
- Coordinator has been responsible for finding both my positions since I have been signed up to Bizlink. My first position working for employer was the perfect reintroduction to the workforce since a long sabbatical from paid employment and very low esteem. Thanks to Coordinator that has been improved enormously, along with my confidence and I achieved promotion quite quickly in that role. Coordinator also kindly provided the contact for my progression into my new position which afforded me a pay rise AND a full time, secure and incredible role within the employer. Since being there I can't believe how lucky I am to be working there, it is AMAZING. And all thanks to Coordinators fabulous contacts once again! First class service from Bizlink.
- Found the perfect job for me and work experience I needed to prepare for it
- Coordinator is amazing at finding jobs.
- My Coordinator is the best
- The support is first class caring and facilitating a job plan that helps me to be the best I can be.
- They're very supportive of my needs
- Based on previous coordinator, as I've only met with my new one once.

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	52%	58
No - but I have worked at some time over past 12 months and want to answer the work-related questions	11%	12
No - skip to next section	37%	41

Q9. When thinking about your current job:



Weighted Average with 2 being the highest score possible

Comments:

- They never find people work in your qualifications lack of knowledge with tafe certificates. And no training to find a job just it easy to send them to some charity. Not Find them work.
- I was disappointed with my work placement it was not a good environment charity. It was dirty and lots of bad people with mental health and drugs and alcoholic.
- And why should you send someone doing workplace when this doesn't fit what certificates they have.
- poor management. unsafe and unfair work conditions/situations
- It's a good job, so far. As I just got the job.
- I'm studying for 9weeks and don't have a job.
- I am self employed doing private house cleaning, I did not get this job through bizlink.
- Coworkers in AP 9.5/10
- questions are kind of irrelevant as I work for myself
- I'm now in my second week at the employer and they are the most supportive and progressive employer I have ever experienced. Coordinator gets 11/10 for his help in providing me with this contact.
- Bizlink Coordinator matched a work place to me
- I had a temp job at an early voting centre the job was found by me and discussed with Coordinator, I had stated in original Seek application that I had certain needs that needed to be met and I was assured it wouldn't be a problem, had video interview via Zoom followed by phone interview at all times my disabilities were brought up and I was told that I'd be placed in a certain position to accommodate this. However, they called on a Wednesday and asked me to start next day and all details would be passed on regarding my need to work a certain position, I was told by site manager that due to no training for that position I was unable to do that position although two other people who also had no previous training in that position were trained. Employer was difficult to get a hold of but I ended up with a reference out of it and Coordinator just advised me through the whole temp job. In any future jobs I have told Coordinator whether it's one I find like this position or one Coordinator /Bizlink finds for me I might have those written into the contract the reasoning why I need suitable positions due to my disability.
- Love my job
- N/A not yet working.
- My current role is a temporary contract

Q10. How satisfied are you with the help from your Coordinator to keep your job?

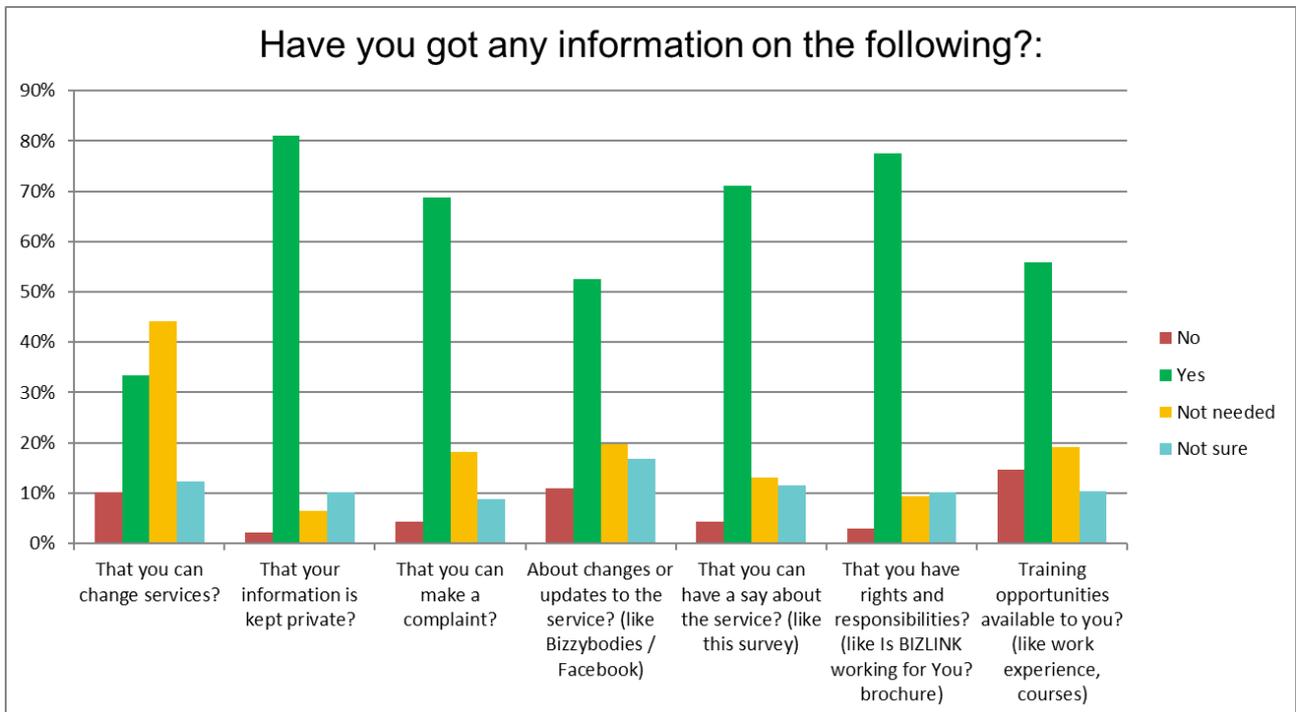


Weighted Average with 5 being the highest score possible

Comments:

- I have been there for 8 months can't find me work in my qualifications. Only cleaners.
- Well what the point of messing people around. I did online interview because I got short listed admin. But then I was unsuccessful. No help writing a resume or cover letter.
- needed to get out because changes were not going to happen. being told to "just hang in there" for over 9 months is wrong!
- Support is great for me.
- Again I don't have a job. I'm studying.
- I've ticked N/A as I'm currently off on workers comp. Honestly I do think about my future as I get older & the job is quite physically demanding
- Since gaining employment Coordinator has continued to provide me with as much support as she can to ensure I am feeling happy and comfortable and confident and that logistically I am able to manage getting to and from work
- I am self employed doing private house cleaning, I did not get this job through bizlink.
- Working at employer has been smooth and better than expected.
- Coordinator has always been on hand whenever I've needed support and is always happy to offer his help whenever I have asked for it.
- My coordinator is very supportive
- I was a little dissatisfied with employer as an employer as they were told up front on multi occasions that I needed to have a job mostly sitting but with the ability to stand and stretch if required. This didn't happen as they didn't pass the info on to the site manager and although I explained why neither myself or the site manager could get in contact with employer to clarify the situation. Not connected to Bizlink, job secured by myself and it was a temporary contract.
- Coordinator is a great support worker. Keeps me updated and helps
- currently doing bizlink approved business course.

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



Comments:

- Training opportunities aren't available. I felt that I was doing it myself. Because there aren't any training. I feel their not seeing what people are capable off. Lack of awareness with tafe certificates. Struggling to find work experience.

- The point I am trying to make is you can have qualifications. they can only offer cleaner jobs.
- I would like this
- My work experience that Bizlink found for me made all the difference helping me with my job they found for me
- I have all the information needed.
- Could have funding to help put people through courses to help gain employment
- Always kept my details private.

Q12. Do BIZLINK employees get your permission before they share your personal information with other people or services?

For example, ask you to sign a 'Client Authority to Seek or Release Information' form)?

Answer Choices	Responses	
Yes	84%	116
No	2%	3
Not Sure	14%	19

Comments (edited to preserve confidentiality):

- my Coordinator always ask me that first cause they don't just say that ok client just give information out cause I like it happened to me once before, so now they ask me before going ahead with it.
- Coordinator has always checked with me before releasing any info to third parties including when a job comes through another consultant based at another Bizlink office.
- Always
- Always :)

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	9%	12
No	89%	122
Not Sure	2%	3

Comments:

- I got upset because they told me that I am incapable.
- I felt upset because I got told I don't do the right thing. By going to tafe and getting qualifications. I was told I was incapable.
- Coordinator if you want to know more then ask me about it.
- Yes, the other lady I was working with at business made me feel like I had to get the job that she said , she wouldn't stop calling me everyday and she made me feel extremely pressured and stressed , but my new lady is extremely nice and respectful and is working with me to get the job I want
- Thinks I'm going to yell at them when I wasn't going to and the manager didn't do anything about it
- Small problem at the beginning but has been dealt with satisfactorily.
- Hence y I only see Coordinator at midland office
- Pressured into applying for a job he knew I couldn't do, yelled at me for asking if monthly appointments were possible and has lied about several things, including my rights during the pandemic (saying I had to do face to face before the 9th of March and that it wasn't possible to sign my job plan online). He would also call me and tell me I had to go into the office the day he called (he rarely booked appointments via letter or through the job active portal) and threatened to cut off my payments if I said I couldn't attend with zero notice.

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

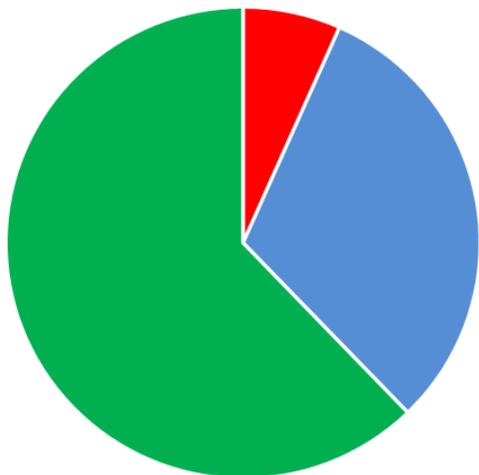
	Yes	No	Not sure	Total
Would you feel comfortable talking to a BIZLINK employee if you felt unhappy with something they had done?	81%	9%	10%	138
Do you know how to make a complaint or give feedback?	74%	9%	17%	137

Comments:

- I'm sure I could figure it out if I had to.
- All that info is in your welcome pack
- All mine go directly through Coordinator
- Would prefer talking to someone outside the company.

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

My service would be



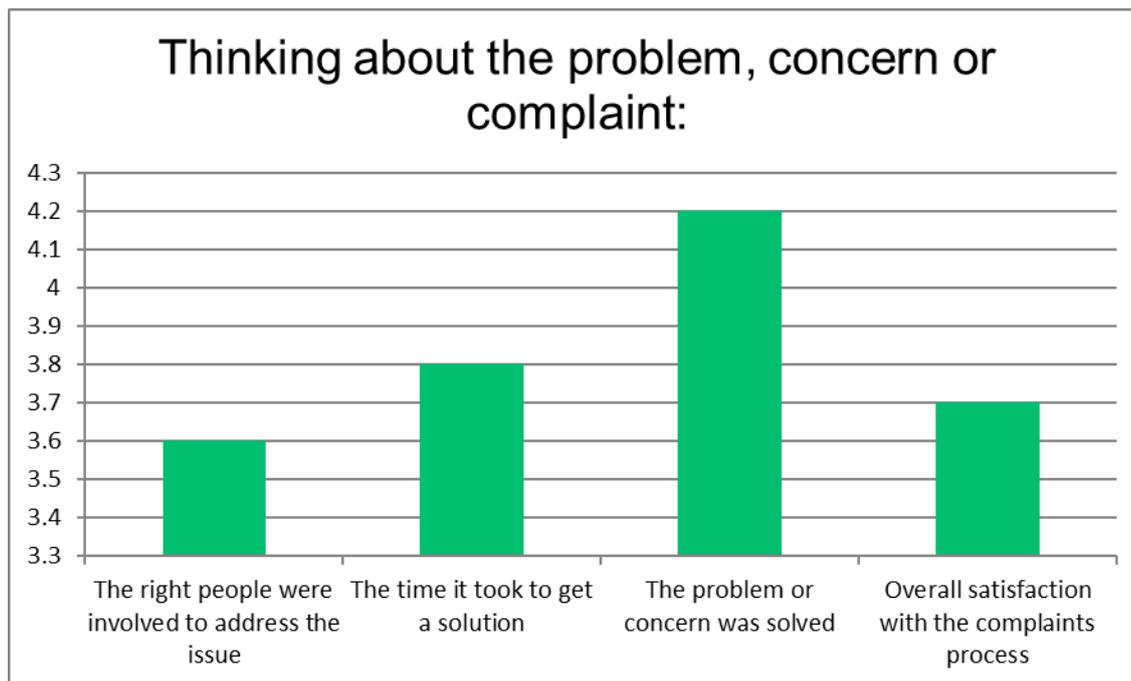
■ Negatively affected ■ Not affected ■ Improved

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	6%	8
No - go to next section	94%	127

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



Weighted Average with 5 being the highest score possible

Comments:

- I'm not sure what happened, I complained to someone about my interaction with the coordinator and I was simply transferred to another. I sent an email to nationalcustomerservice@dese.gov.au months ago after my coordinator blatantly lied and misled me only to be told I should email someone at bizlink instead, I wasn't comfortable doing so at the time so just let it be as my coordinator was going on leave for 6 weeks.

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

90% of respondents were highly likely to recommend BIZLINK (a score of 7+).

Q19. What do you like most about BIZLINK?

Comments:

- no help what so ever.
- Nothing because they don't listen or treat anyone with respect they make mental health worse.
- the understanding that most employees have. not all but most get how to deal with mental health. some need to learn how to speak and when to back off.
- Supportive and understanding of my current condition.
- friendly attitude
- The lady that is helping me, shes nice and is working with me towards my goals
- Friendly staff/coordinators
- My consultant & our appointment times
- caring and helpful
- Coordinator is caring and friendly approach to my needs she's surly is a Jem 🌸😊
- Coordinator helps me
- Always very welcoming from all staff

- Provides good advice and support always.
- The staff are approachable, wonderful people.
- They genuinely care
- The support is incredibly
- Help me find a job and understand my personality, Background as well
- The staff
- The non-judgemental way they approach you and the genuine care for disabilities, physical or not
- Cooperation and help
- Bizlink have always gone above and beyond to put my best interest regarding work and a career first, I have quite severe anxiety and depression barriers, and the crew at Bizlink have always been easy to talk with on regards to that. I don't know where I would have been without the assistance of them, they changed my life for the better and believed in me when I saw nothing of myself
- Great Customer service
- Caring and helpful staff.
- Friendly and polite.
- Friendly helpful service
- High level of service and approachable staff
- To be honest, the best part is Coordinator....her commitment as well as the respect and empathy she has shown me throughout has been second to none.
- She has been my mentor in a way.
- This is what has made the biggest impact in assisting me reach my employment goals
- Thank you!
- Down to earth approach and caring
- Treated with respect. I also like that it's not for profit.
- personal care.
- They are always available and helpful
- They are not governed by the same incentives that other service providers are which results in dehumanizing treatment & negative generalizations by poorly trained staff
- Good Formal Service
- That compared to other job provider services I have engaged with, I am treated with respect.
- Coordinator
- Very helpful in finding a job to suit my needs. My coordinator is always helpful. There overall service given to me is fantastic.
- Workers
- They are friendly, helpful and easy to talk to.
- Understanding
- Location close to me
- close by
- Job preference selections with places such as employer
- That they are very helpful and supportive
- The continuous commitment to support.
- The support worker goes above and beyond for my son
- Staff genuinely care about their clients
- catching up with my coordinator
- Everyone is super friendly
- Friendliness, competition, I couldn't be happier with the service!!!
- Very supportive
- Friendly, nice office
- I'm not sure
- My case manager and her genuine concern about my welfare and job related concerns
- There is zero judgement! Fabulous. It puts you so much at ease.

- Professional outstanding staff
- All staff from reception to the few consultants I've worked with or met have been friendly and always professional and helpful, highly recommend the service.
- The staff are friendly and professional.
- They help me on the way
- Their understanding of my confusion about what job I want.
- The fact that I'm never rushed into anything reminds me I'm not just here to be dealt with and moved on from, my worker actually cares about finding something for ME and isn't just trying to check a box.
- Support and encouragement, stability and feeling useful.
- Everyone at Midland
- Good service
- understand their clients needs
- The staff
- Supported me in studies
- Constant contact
- People actually care about trying to help you find work, and look after you during this period.
- friendly and professional staff.
- They are very helpful to me and they always contact to see how I am going and they will support me through my work
- Friendly service
- that they understand your needs when looking for a job
- Love they do other super team
- When they look to eye to eye talking to and listen. They nice
- Everything.
- I like both the
- Helpful
- Happy and welcoming
- They listen more to their customer's needs and give good enough advice to the customer's needs.
- Help with finding jobs.
- Friendly down to earth and very helpful
- Being treated with respect and listened to. That's all I need.
- supportive and listens no judgement
- The kind and respect from the members there
- Friendly, compassionate care and professional
- Genuinely Individualized assistance not generic and the team are working to find me the most suitable position for me. They're not just trying to palm me off to the nearest opening regardless of suitability
- Commitment of the employees and their positive can do attitude "
- Unobtrusive and willing to do phone appointments when necessary.
- I love biz link and how nice they treat me and other people
- I like how Bizlink targets their support to the individual.
- Not too far away to drive to. Reception area is clean bright and Reception Staff are always concerned that I have been assisted.
- The help
- The contact and support I get from my coordinator. I feel very supported.
- I get assistance in getting a job and keeping the job
- Atmosphere.
- They helped me find a job and keep it. They make sure I get payed the right amount and keep me up to date with bizlink related stuff
- Very approachable, caring and genuine
- Respectful, supportive and informative

- The continuous support and motivation of the workers to get you work they never give up until you have a job that's why when my work experience that turned into a casual job and then not knowing if my job is secure ive referred myself back to bizlink to help me find another job.
- Friendly manner with all coordinators advice and guidance, at all times.
- Having a coordinator like Coordinator makes it a lot better for me than any other agency
- Not much. I seem to get less support than a regular employment provider which is bizarre since this is meant to be aimed at people with disabilities, people who need MORE support.
- They do their best to get u a job
- They are brilliant, the staff are nice and kind that they are our sponsors for our local All Abilities basketball team
- Staff
- Friendly give great personal support
- Their understanding towards my needs and always listen to me.
- The staff are nice and listen to my wants and needs
- The lovely support staff
- Kind staff
- Friendly open and honest behaviour
- The support given by the friendly staff with any issue I have.
- The staff that work there and there contact with me
- The positive staff
- Informal setting, easy communication
- Both Coordinator and Coordinator have done so much for me since I've started, they've found me a good job. Everyone is warm and welcoming. Definitely proactive with their marketing etc.
- Friendly and understanding
- The support received while working
- The friendly staff and the support they offer

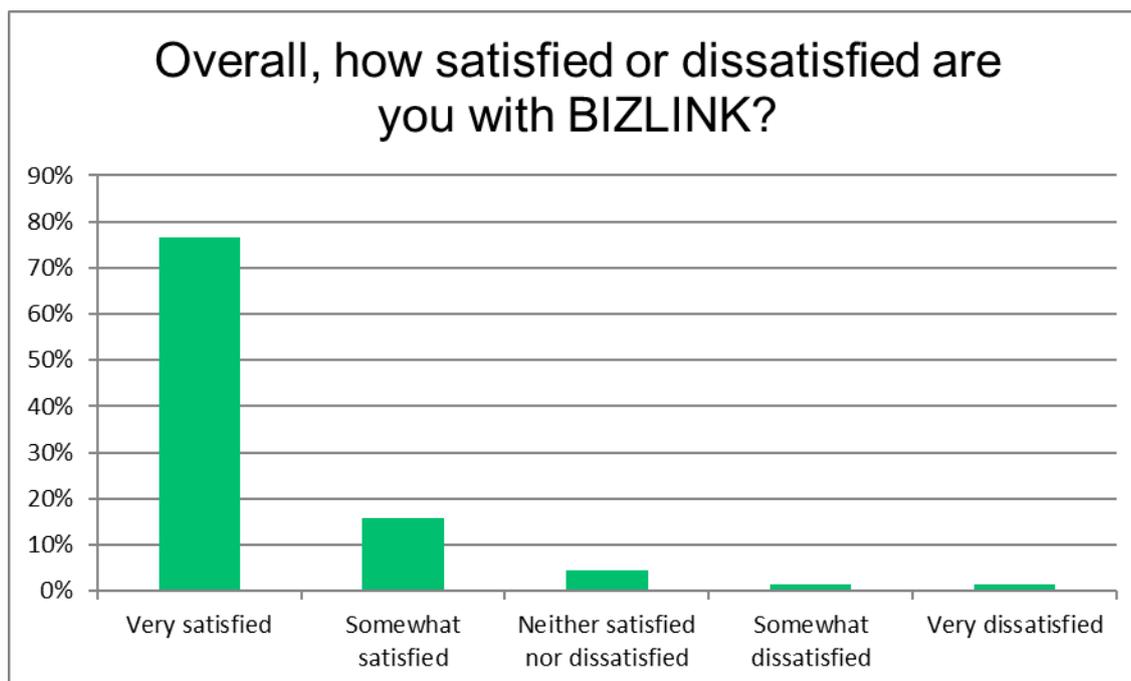
Q20. Do you have any suggestions on how BIZLINK can improve our service or any other comments, questions or concerns?

Comments:

- Nothing
- Well nothing. Because it is up to social services.
- worked with Coordinator who was great now working with Coordinator who is also.
- I think that some workers there shouldn't be so quick to judge and treat someone differently
- I have none
- Better communication
- Don't think so
- I did not have any problems with the staff at all when I was there.
- No I feel that they are the perfect organisation for anyone on a disability
- I don't know
- Everything is up to a high standard
- More surveys.
- No there all good.
- Again, I feel it is Coordinator who has been the most impactful.
- Bizlink's in-office resources could be better eg computers and self serve printing facilities instead of needing to go to the library.
- This simple resource could make all the difference. When people are rebuilding their lives and seeking employment, little extra steps like needing to go to the library to print or use computers can be enough to be too much on someone's plate and then the required tasks not get done.
- If these facilities were available for use anytime by Bizlink clients then it could be a one-stop shop during appointments where this kind of stuff could get done.

- Providing further up skilling & progression to increase employment beyond your allotted hours for those who want to progress & eventually return to full time employment or at least elevate their financial & vocational commitments
- None so far Great Job.
- No it is good compared to other experiences
- Staff could care a lot more about their clients
- Maybe to listen what participants is going through
- Make sure they listen to there clients
- I find it hard to think of anything. They've been a joy to deal with from Day One.
- Keep up the great work
- So far all is good.
- Nice
- I'm not sure.
- Gain access to more than just Alfie for studies. Not many options
- understand personal needs more Respecting their needs
- Let client do job working independently respectfully do job on their own
- If ask help let know / plus milk run o can do that without help / do the like staff
- Help to make available funds for more courses for ones looking for work
- Have less paper work and concentrate more on getting clients' work, keeping work and obtaining better work.
- more hands on support on job with management
- I love my team and I'm so grateful for all the hard work they put into trying to help me find a job
- Work shops to improve interview skills ect.
- Case managers could actually work to get clients job interviews?
- Keep your good Staff even if you have to reward them more with position promotions and remunerations.
- More communication
- Nope, I am satisfied most the time
- Email updates on training and info on jobs available that's not directly through job active
- Not really, it seems to be all good right now, at least for me anyways.
- As far as we are concerned we are very happy with all aspects of the service and have recommended them to client school for future and current students
- Would Bizlink provide support if I wanted in the future to take on a uni degree?
- Nope, I've been happy with my experience everybody knows at bizlink I can be a hard client to find work for but with negotiation on both parties we work together as a team I'm work driven and at 32yrs old I've always made it clear I need at least a more secure job and its challenged them but they are handling it well...
- The way they go about current issues now is perfect, nothing needs to be changed.
- Yes hire more people who are going to encourage like Coordinator doesn't less that make u feel worthless by telling u you should be more flexible when your coordinator has everything in detail on system and they refuse to read it and just degrade
- More support services such as counselling, more focus on individual needs.
- Go visit mangers at work place when something goes wrong
- Not really but I wish they could get more funding towards requirements needed to start a new job, ie. Funding towards First Aid Training, WWWC, clothing for interviews or work etc. Otherwise I'm very happy with Bizlink
- No suggestions
- no :) everything they do is great

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. It is important to take all opinions from the perspective of our clients and use their feedback to improve our service. The results show that that majority of clients who responded to the survey have a positive view on their experience with BIZLINK:

- 87% (2019 88%) were satisfied with their Job Plan overall i.e. up-to-date, reviewed when needed, individualized
- 84% (2019 83%) are satisfied with the assistance of their Job Search Coordinator
- 79% (2019 81%) are satisfied with the assistance of their Support Coordinator
- 93% (2019 88%) felt service would not be affected or would improve if a complaint was made
- 90% (2019 86%) would recommend BIZLINK (that's a score of 7 to 10)
- 92% (2019 92%) are satisfied overall with BIZLINK

Survey results provide encouragement for what we are doing well and suggest means of improvement for areas where clients have raised concerns. BIZLINK aims to provide an excellent service; this report will be reviewed by the Quality Review Committee to discuss strategies for service improvement.



Disability™
Employment
Services
AN AUSTRALIAN GOVERNMENT INITIATIVE

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

East Perth Melville Cockburn Central Rockingham Joondalup Innaloo Midland
Job-matching | Training | Support | Careers | www.bizlink.asn.au