



ANNUAL EMPLOYER SURVEY REPORT 2019

Job-matching | Training | Support | Careers

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PURPOSE

On the 3rd February 2020, 248 emails were sent to employers regarding the 2019 Annual Employer Survey. Employers were emailed the link to Survey Monkey to complete the survey online. Surveys are not sent to employers if the client was not disclosing that they are registered with BIZLINK. Of 359 current employers with 499 jobs - 70 employers / 77 jobs – no employer contact, 31 employers / 32 jobs – no email provided, 258 emails sent and 20 responses.

The square root of 198 (number of emails sent) is 16. Employers were conveniently emailed using a well-known survey format (Survey Monkey) and given the chance to win a draw prize of a \$100 gift voucher. The survey was also promoted on our Facebook page and in the Bizzybodies newsletter. The sample of 20 employers is a valid return rate (with reference to procedure 18, sample size, JAS-ANZ). The returned surveys supply the information used in this report.

The “employer” may be a manager, supervisor or co-worker. To maintain confidentiality, BIZLINK staff names changed to SC/JC, client names changed ‘client’, employer names changed to ‘employer’.

Q1. Your details (these questions are optional but are needed for prize draw entry)

Answer Choices	Responses	
Employer/Business Name	100%	20
BIZLINK Employee Name	95%	19
Your Name	100%	20
Your Position	100%	20
Preferred Contact Details (mob/email)	100%	20

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

Answer Choices	Responses	
Yes	100%	20
No	0%	0

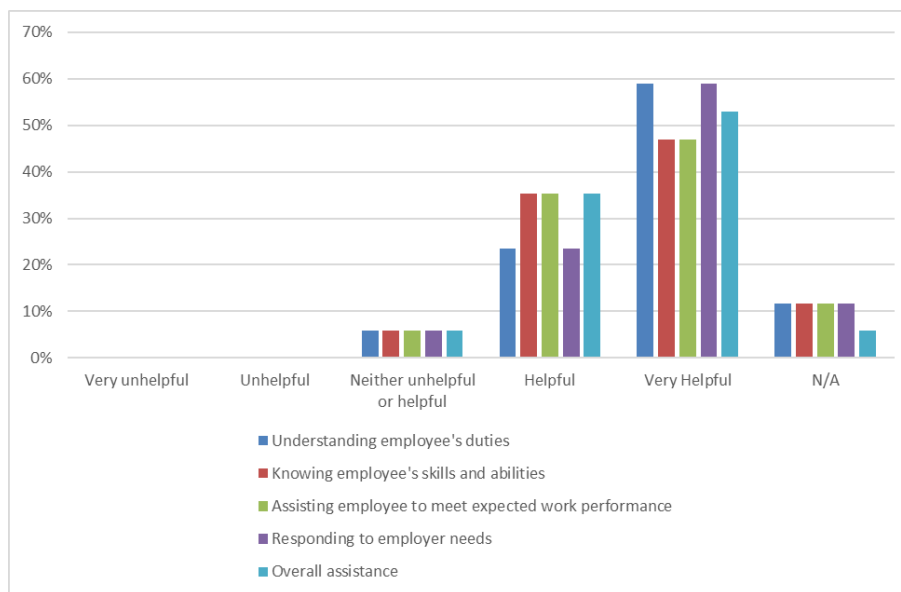
Q3. Has a Support Coordinator provided on-site support?

Answer Choices	Responses	
Yes	85%	17
No - and that's fine	10%	2
No - but I think the employee and / or coworkers would benefit	5%	1

Comments:

- Not recently.
- ALL GOOD
- SC and JC have been really helpful and supportive!
- Had great support from JC
- JC has provided excellent on-site support and helped me work through situations that have been challenging for me. His positive, caring attitude has been outstanding and always offered to assist.
- SC has been excellent with his consistency and support for both client and employer.
- The support from SC has been excellent. He has a good rapport with myself and client and is attentive to her needs.
- I understand SC has to do reports but as she is only here with our employee for one hour I feel the time spent here should not be spent doing reports on her phone

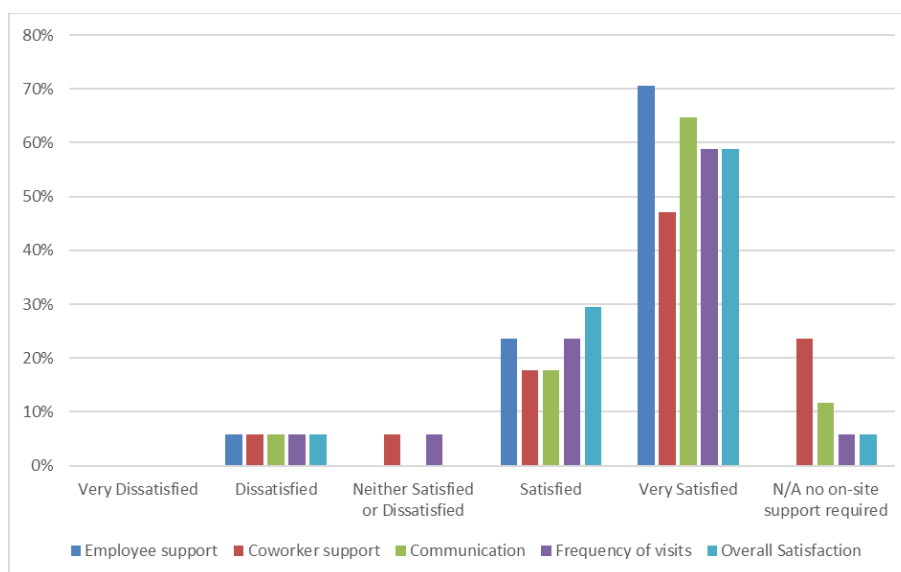
Q4. How helpful is the assistance provided by our Support Coordinator?



Comments:

- ALL GOOD
- Can't complain.
- JC was amazing
- My guidelines of my expected working hours per week has been made clear and I am aware of what I am required to do, this has been greatly assisted by the Support Coordinator.
- Although client has not required copious amounts of support, SC has been extremely supportive and professional.
- Difficult to enter a catering environment if you have had no previous experience. Staff and support have coped well.

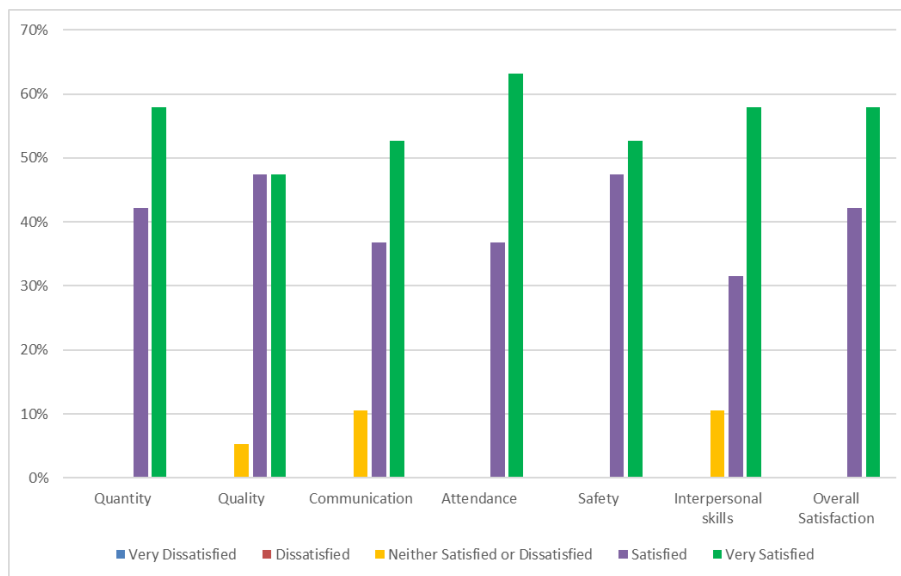
Q 5. How satisfied are you with the assistance the BIZLINK Support Coordinator is currently providing



Comments:

- ALL GOOD
- Frequency of visits for me was slightly too much for my practice but overall they were good.
- Wish more great applications but always heaps to look through and JC always send ones she feels would suit
- Always enjoy going into Bizlink for my weekly review and reporting. I am able to discuss any concerns I have from the last weeks work or the up and coming weeks work.
- At present, I think that the visit rate is spot on.
- I feel our employee needs more support from Bizlink as she loses focus very easy and it then becomes a job for the other members of staff to keep the employee on track

Q6 How satisfied are you with your employee's work performance?

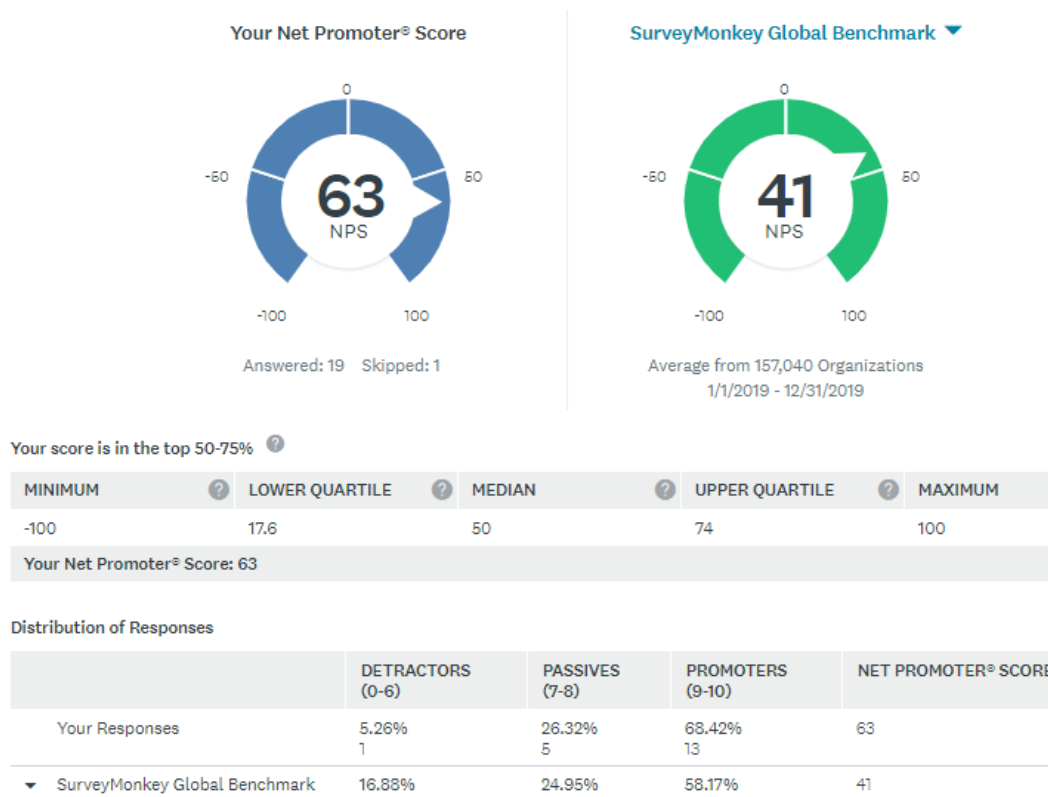


Comments:

- ALL GOOD
- Client is a hardworking individual that has tried to better herself in the job, if given the time to help her, I believe she is a good worker for anyone.
- Wish she could do more hours
- Client has fitted in extremely well and is a definite asset.
- There has been a marked improvement with our employees' (Bizlink clients) general performance over the last 12 months
- Client has been reliable and extremely diligent with all assigned tasks.
- I am respected and provided with exceptional staff at Bizlink. I have a great rapport with the staff and appreciate their ongoing efforts.
- Client is maintaining her standard of work even though I think her physical capabilities are deteriorating a little. She maintains good communication with all staff and really enjoys coming to work.
- Our employee sometimes works very well but once she has had her tea break she loses focus and finds it very hard to get back on task. Needs constant reminding of time and quality of work
- Client like any employee has good days and bad days, just finding out the right combination for his full potential to be realized.

Q7. How likely is it that you would recommend BIZLINK to a friend or colleague?

94% scored 7 to 10, with 10 being extremely likely.



Q8. If you required another employee, would you employ through BIZLINK? (please note this puts you under no obligation)

Answer Choices	Responses	
Yes	84%	16
No	16%	3

Comments:

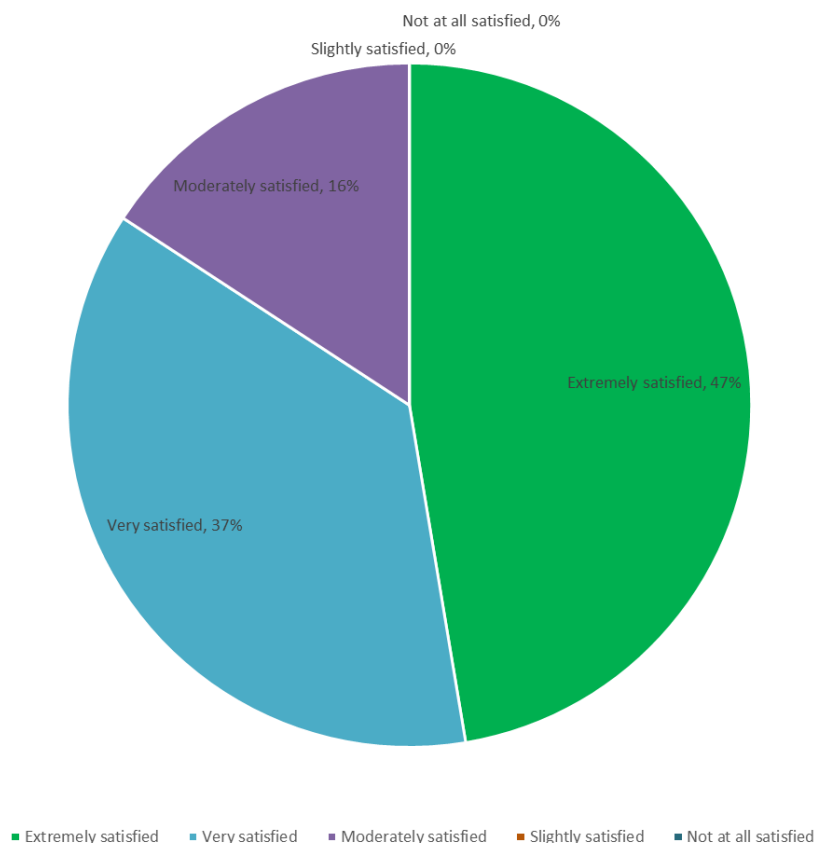
- I am not in a position to employ others
- Our delivery jobs are very limited as when it comes to delivering mail on different modes of transport it is a specialised job.
- Not at this time, but maybe in the future. I will contact you guys as I wouldn't want me to reminded about employing someone.
- JC always send through cvs
- Am currently in the process of securing another employee.
- Maybe not as our industry is very fast pace and confidentiality is of the utmost importance.
- As long as employee met the criteria.

Q9. Do you have any suggestions on how BIZLINK can improve our service to you or the employee?

Comments:

- Overall comments - working with Bizlink is now an essential component of our business. The staff we employ through Bizlink are now an integral part of our team and the ongoing support we as a business as well as our employees get from Bizlink are exceptional. Highly professional, capable, proactive and responsible and with a perfect understanding of my needs as an employer and our staff's needs in the workplace. I recommend Bizlink to all of the other employers I come into contact with.
- ALL GOOD
- Nil, I believe they are doing a fantastic job. I just wish they had more advertising rather than word of mouth.
- Not really, you been amazing
- Think you are doing very well as it is and cannot think of anything that would make any significant difference.
- Keep doing what you guys already do, small, caring and compassionate at assisting people with disabilities. Thank you
- No - I'm happy with the service
- We would appreciate it is we could have another hour support each session and that they could actually work with the employee to find better ways to do things and procedures to keep the employee on track.

Q10. Overall, how satisfied are you with BIZLINK?



100% satisfaction overall.

CONCLUSIONS

The aim of the annual employer survey is to provide employers with the opportunity to provide feedback and for us to ascertain what we are doing well and where employers suggest we could improve. With any such survey, it is important to take all opinions from the perspective of our employers and use their constructive feedback to improve our service. Where employers have disclosed contact details, and have raised concerns, these have been addressed individually. Where general concerns have been raised, BIZLINK will review procedures to improve service across the organisation.

The results from the Employer Survey show that the employers who responded to the survey have a positive view on their experience with BIZLINK:

- 94% (2018 - 100%) find Support Coordinator assistance helpful (Q.4)
- 94% (2018 - 90%) were satisfied with the assistance BIZLINK is currently providing (Q.5)
- 100% (2018 - 80%) were satisfied with the clients work performance (Q.6)
- 94% (2018 - 85%) would recommend BIZLINK to a colleague i.e. a score of 7 to 10, with 10 being extremely likely (Q7)
- 84% (2018 - 85%) were willing to employ another BIZLINK client (Q.8)
- 100% (2018 - 100%) were satisfied overall with BIZLINK – with 47% extremely satisfied and 37% very satisfied (Q.10)

Overall, the survey indicates that the BIZLINK team of Support Coordinators are doing an effective job. A strong indicator of satisfaction is highlighted by 84% of employers who responded to this question being willing to employ another BIZLINK client.

Results from surveys such as these provide encouragement and suggest opportunities for improvement. BIZLINK endeavours to provide an excellent service. The Quality Review Committee will review this report to discuss strategies for service improvement.

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