



ANNUAL CLIENT SURVEY REPORT 2022

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Classification: Public, personal information deidentified

Job-matching | Training | Support | Careers

www.bizlink.asn.au

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PURPOSE

This survey is for DES commenced clients who have an email (although those without can still do using the link). We do not include people who have a tag of either: Not for QA as per CATSARI, No Bizzybodies (clients tagged with this, do not want to be on mailing lists), Survey No.

At 01/02/2023, 1036 emails were sent, and the survey closed 13/02/2023. We had 107 clients with no email entered (last survey 86). Only 30 were tagged "email none" some with this tag have an email, but don't like us using it. Staff need to ensure email contact is entered, or add the Tag "email none". The survey was promoted via Socials (Facebook / Instagram). There were posters in the offices with a QR Code for easy access. 86 (8%) of surveys sent were returned. The square root of 1036 (number of surveys sent) is 32, so the sample of 86 is a good return rate. However, 11 had to be removed as they were incomplete, i.e. started but did not do the questions. The completed returned surveys, 75, 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 86 respondents, 1 completed the survey online (via the weblink promoted on Socials, office poster and via Coordinators), 85 used the email link.

CONFIDENTIALITY

Comments have been deidentified to maintain confidentiality. Comments are copied as written, i.e. they are not edited. This is to ensure the intention of what was being said is not changed.

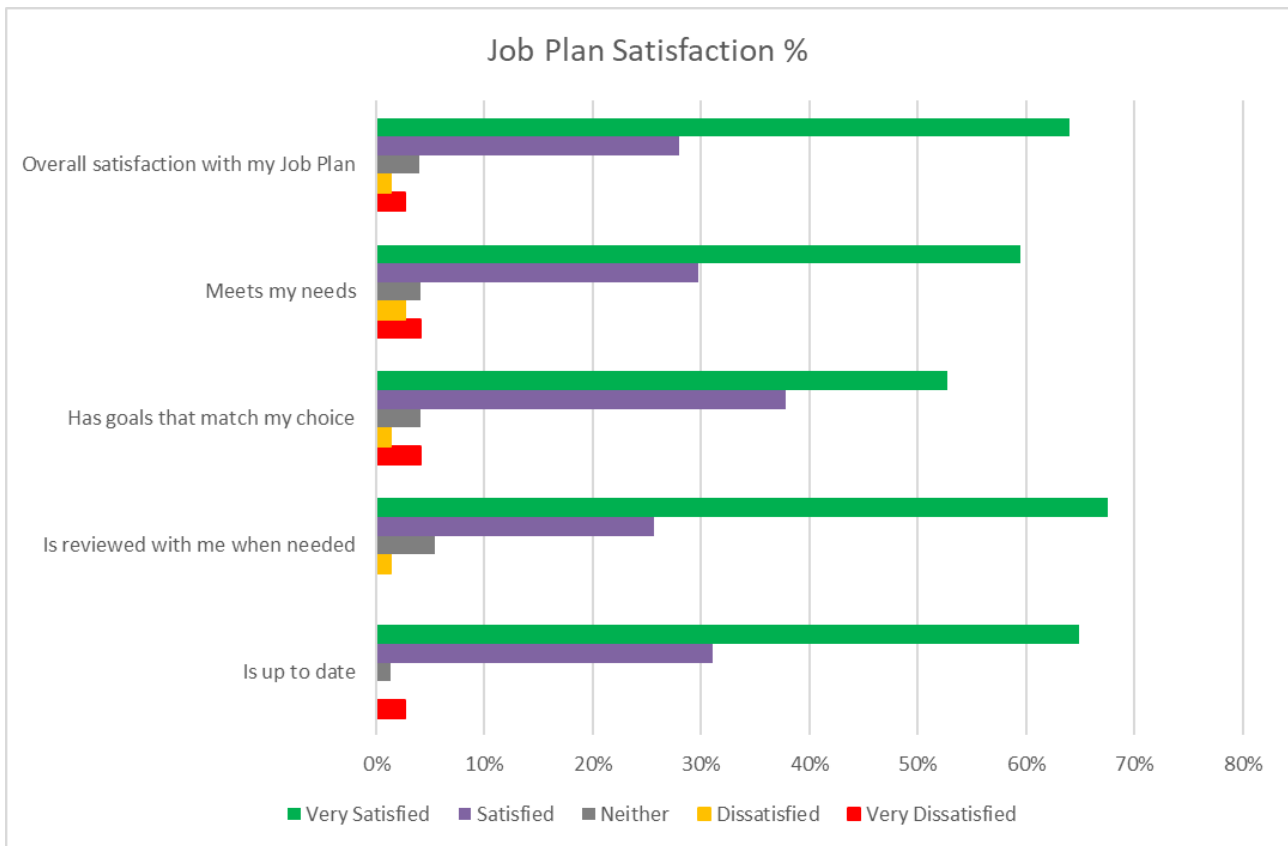
QUESTION RESPONSES

Q1. Your details (this question is optional but is needed for any follow up)

Answer Choices	Responses	
Your Name	84%	63
How long have you been with BIZLINK?	9%	7
Preferred Contact Details (mob/email)	0%	0
Can BIZLINK contact you to discuss your survey? (yes/no)	3%	2
	Answered	75

Q2. 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:



Comments:

- SC does a great job in supporting me and is always in contact with me for catching up at work.
- Very happy
- No
- Thank you so so much I'm couldn't be more grateful to be able to have gotten help from your company and workers I wouldn't have been able to it without the amazing help I've received and it has made the biggest difference for my mental health
- No
- I'm very happy with my bizlink lady. She's helpful and very understanding when it comes to my limitations in the workforce. The only thing that needs to change is the availability for over 50s with or without health issues to be employed or retrained for employment. The government needs to be providing more assistance/finances to enable this to happen. I believe if this happened small businesses and other struggling businesses would be able to stay afloat.
- Please write job plans much more simpler and stop having being so complicated.
- I still would learn how to make cold so I hope can learn it cause bored dining room Attendant
- My Job Search Coordinator has been really helpful and caring. She is a real asset to BIZLINK.
- Keep up the good work SC.
- SC is the best she has helped me so much over this past 1 year and 3 months with my Job and I am truly grateful
- They are great people to go to!!
- Well presented and easy to understand.
- Does my plan always have to be printed and given to me? Do I have the option of selecting a pdf copy instead?
- Now that computers have fully taken over it's time for a universal basic income, then I wouldn't need a job plan. I'm self employed, just needing a little help to get through the slow periods. A UBI would save me a lot of time with the anxiety of answering to the government and always feeling like I have to placate them.
- I love Bizlink Midland everyone is always so helpful and go out of their way to help me!
- All ok
- Hopefully I find work

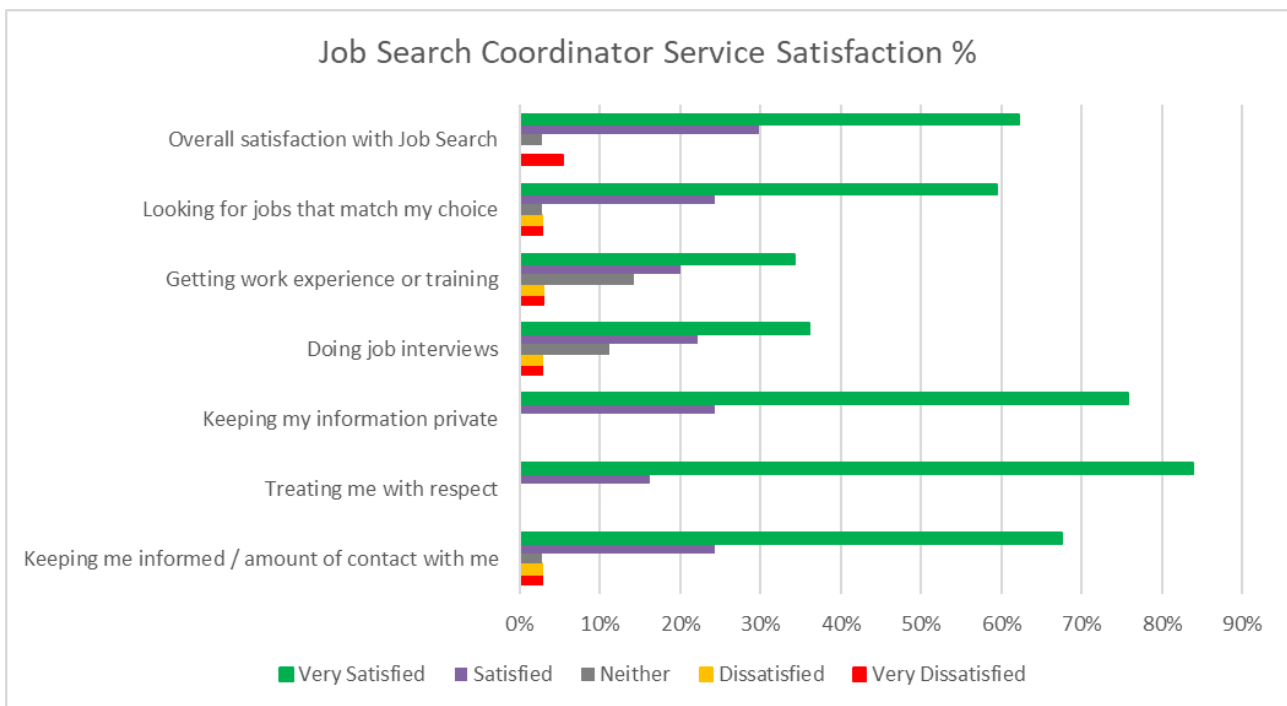
- Very good ongoing communication and reviews by/with Bizlink regarding my employment.
- It is too early to tell however the staff seem to be doing the right thing. This time of year it is difficult to proceed as many businesses are closed.
- My Job Plan is always up to date with Bizlink. I am very satisfied with them.
- Bizlink staff are very helpful with they way the help find and keep a job
- I am in permanent employment. It's silly having a plan that needs updating every 6 months when nothing changes
- Very happy
- Bizlink do a great job supporting my son with his job.

Q3. Has a Job Search Coordinator provided 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	46%	32
No - I have worked for last 12 months - go to next section	54%	37
	Answered	69

Q4. How satisfied are you with the help from your Coordinator to find a job?



Comments:

- Very thankful that my worker listens and follows through with amazing results her hard work is always inspiring and greatly appreciated as I feel she really trust her best to meet my needs
- I feel as though I've been given up on and that I'm basically at the bottom of the priority list.
- Just want to work a bit
- I have not Been able to find a Job yet as I don't have car license and prefer working within walking distance to my home.
- Happy.

Q5. 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	53%	19
No - but I have worked over the past 12 months and want to answer the work-related questions	8%	3
No - skip to next section	39%	14
Any comments		0
	Answered	36

Q6. When thinking about your current job:

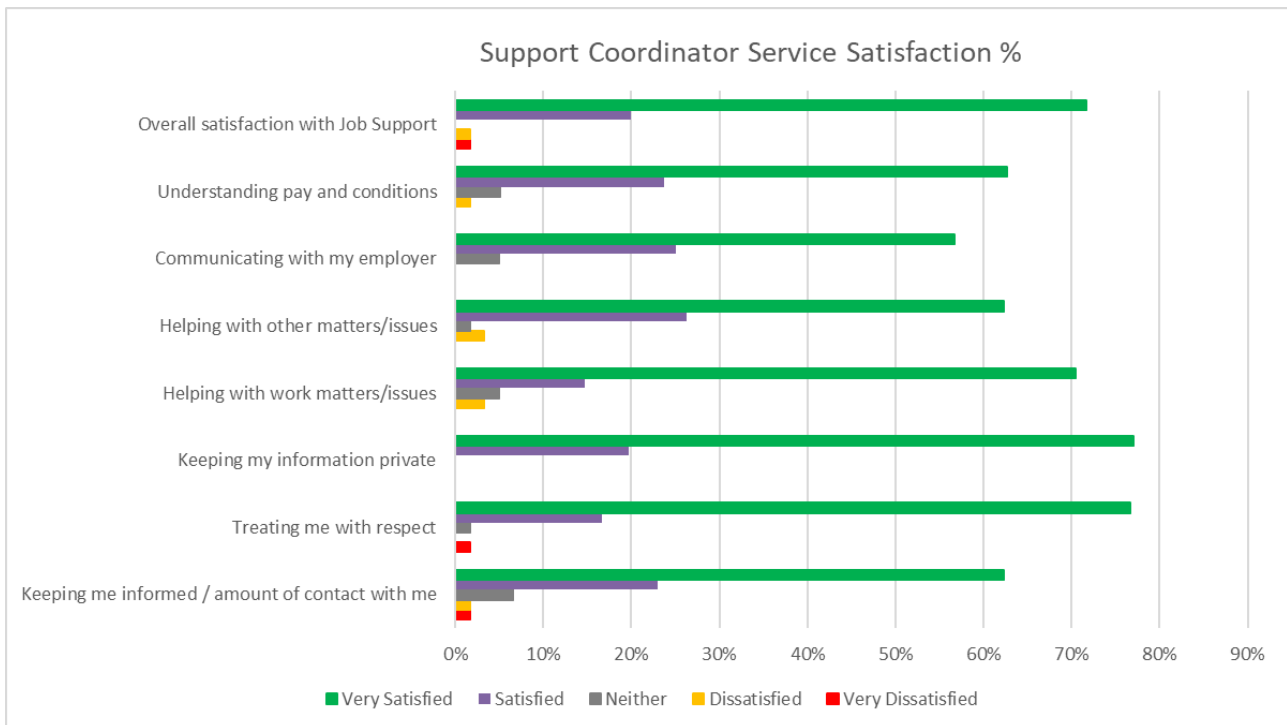


Comments:

- "I like TO know the rate for Team Leader for Carwash attend"
- No
- I am no longer working but while I was in the past 12 months these answers would be correct
- Weary of DCP clients
- N/A
- My work has been amazing and my manager has been the best with helping me with anything I need help with and helping to adjust surroundings and creating job list to make my day run smoothly and has been most understanding with my disability and mental health conditions
- "I love my job, I meet amazing people"
- There's nothing that can change how safe I feel at work as it is affected by things outside of work such as past teachers that are transphobic and unaccepting family members of my gender identity (nonbinary) but I feel as safe as I can be at work considering all of this
- Again I'm self employed so these questions are not exactly relevant
- ALL OK
- Not comment at all

- My last job was self-employed in the insurance industry, as such I controlled all factors regarding my surroundings. All I had to do was obtain set targets!
- I did not used to feel safe at work and I did not understand my pay and what conditions I should expect but working with my Bizlink person and my employer has made it possible to understand my work requirements, communicate with my work and therefore make me feel safe.

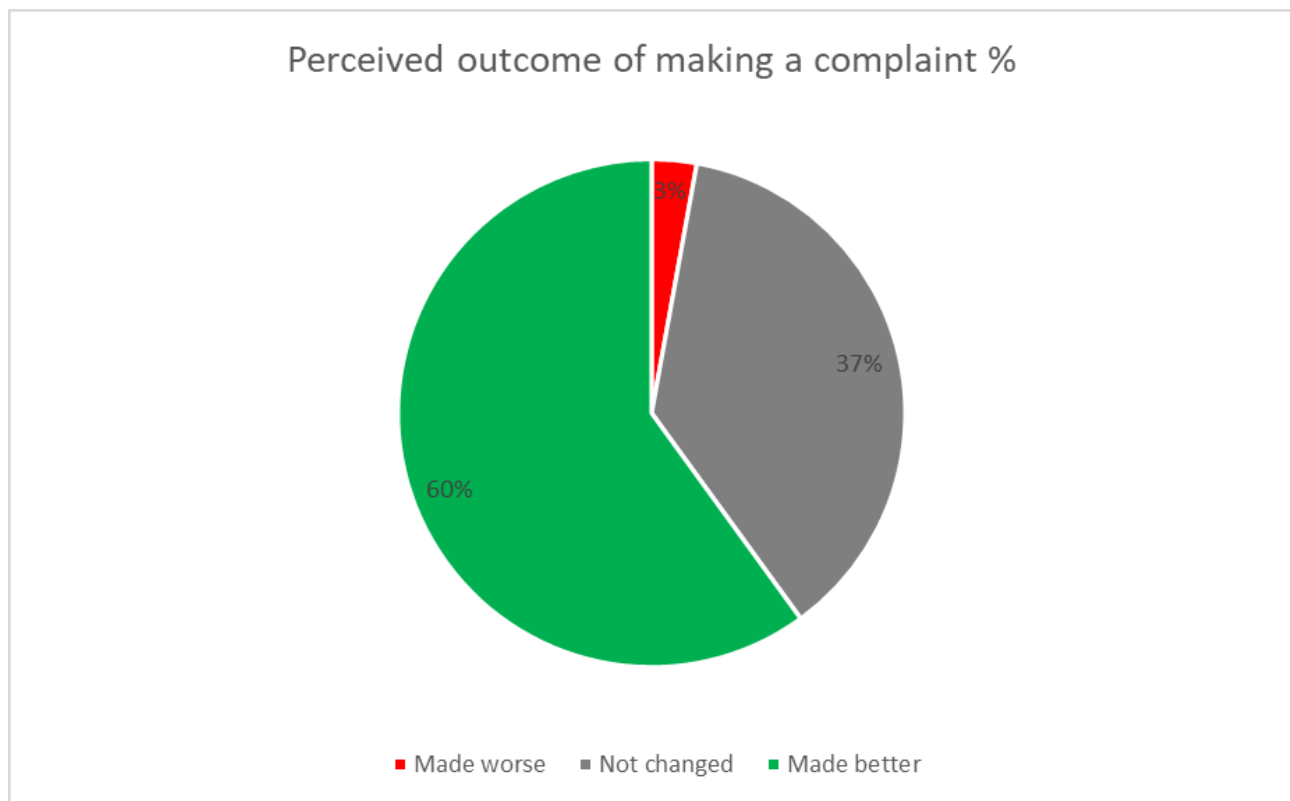
Q7. How satisfied are you with the help from your Coordinator to keep your job?



Comments:

- I would like to no more
- Nothing everything is ok at work at the moment
- N/A
- The lady who took me on as a client at bizlink cockburn ,wasn't very nice and she would talk to me like I'm a child and she made me feel small/beneath her.I feel that if you want to work with people in a job provider facility for people either disabilitys you should have a more understanding tone and approach when working with clients that have certain disabilities instead of making them think you think they are making excuses not to work.it's hurtful and un-motivating.
- Previously I had good a support person from BIZLINK. My current person is not good.
- I am grateful for SC as she is always there when I need a chat about work and there to give me advice on what to do it makes me feel a little less scared about feeling alone managing and maintaining my job
- My coordinator keeps me and my employer informed with issues that arise.
- SC is a great and knowledgeable support to me for any work issues or my personal issues that could affect my work performance.
- On the third question, how can I possibly know the answer to that? (Keeping my information private)
- All ok
- At employer SC has been fantastic it is a shame he is moving to different client's
- Very happy with our support coordinators.
- I really have not had the opportunity to judge yet. First impressions are encouraging.
- Without support coordination I would not have stayed at my job because it was too stressful until I had their help to communicate my concerns. He even got me a pay rise

Q8. What do you think would happen to your service if you made a complaint?



Comments:

- Depending on the complaint and whether it is relevant I think it helps.
- Not easy
- Have made complaints and come forward with concerns but nothing changes except that the persons complained about now ignore me when I go in to the office.
- Everyone there always tries to make you comfortable, is incredibly sweet and never push me out of my comfortable zone.
- I don't see anything changing and I'm considering switching to another provider.
- I have made a small complaint in the past and it was fixed.
- I'm not sure I haven't made a complaint while being there
- I don't know, but I don't think I need to find out as I have no complaint 😊
- I can't see when I situation would arise that a complaint would be required
- I'd like to think it's the answer I checked, but how could I possibly know?
- All ok
- This question is very strange and the actual answer is: "I have no idea".
- If I made a complaint that was legitimate and explained completely then I would expect any comment to be taken on board.
- I have no complaints
- I am unsure about this question, but I have never made any complaints at all.

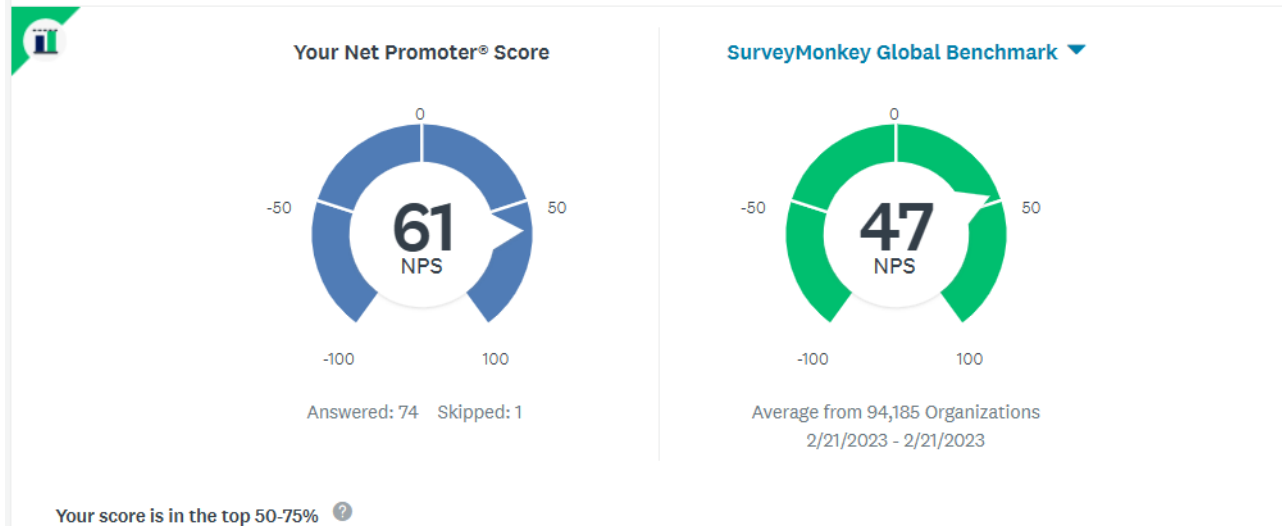
Q9. How likely is it that you would recommend BIZLINK to a friend or colleague?

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

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)
11% / 8	18% / 13	72% / 53

Our score is in the top 50-75% of all organizations in this benchmark:

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



Q10. What do you like most about BIZLINK?

Comments:

- The support offered by all the staff. The staff are always cheerful with me and my wife.
- GOOD service
- Lovely people to help me to find my goal
- They are very helpful and provide great support
- They truly care and want to help make a difference
- I have was found employment and feel respected and can ask for help if needed.
- People are nice, just found been successful with a job
- The staff are all wonderful people, especially SM, JSC, EC and SC
- They are very helpful at midland they are like one big family xoxox
- Have good relationship with my coordinator.
- Industry that supports sometimes disadvantaged people
- How considerate my support worker is, she always makes me comfortable and always has my best interests in mind. She is an angel on earth.
- The staff are really friendly and respectful.
- Good coordinators and close to work place
- Friendly and professional job provider support
- What's not to like?
- Helpful and friendly
- "Always available with any support and there for me anytime Knowing that I have friendly and positive outcome prior to leaving BIZLINK Joondalup"
- They are friendly helpful and very understanding and at 55 with health issues I get treated very well
- Cause if I ever a problem my Coordinator always says to give her a if ever need her she will do her best help but depends on what is

- They understand my needs and I feel more open to talk to them about my issues
- Caring and supportive atmosphere at the office because all staff are caring and supportive
- The people and the support
- Always there for me
- Certain people that work there are absolutely lovely and understand you
- Friendly and understanding
- Previously, they were interested in me but my current support person doesn't really know me and is not easy to relate to.
- Support
- Staff
- I feel less alone in maintaining and trying to cope alone in my job
- People always there to help me! 😊
- The staff and the treatment.
- Reliability, friendliness and professional.
- The kind, caring and supportive staff from the Midland office
- The financial support
- The genuine care from every staff member and how they always go that little bit further to help you
- Friendliness ... helpful
- Friendly helpful considerate and knowledgeable
- More chances of getting work
- Continuous job support
- They support and show respect to their client.
- I don't really know much about Bizlink, but I like the lady who looks after my interests.
- They were nice to talk them and finding a suitable job.
- People are always amazing with helping me
- Unconditional understanding and accommodation for my disability even when it's far from visible during our meetings.
- They are very helpful and found me a great job in over 2 months.
- They help you find good employment
- There real
- Assist with job search, friendly but efficient
- SC
- Approachable, diligent, compassionate and unlike other companies they do seem to care.
- I like how my support coordinator helps me when I needed help the most.
- Very good communication, flexibility with my sometimes stressed thought processes, not judgmental of my problems just really good at offering possible solutions. I also feel that if I have a problem then I can talk to them and if I am not sure then they reduce the barriers for me to finding out what needs doing. I feel safe, heard and supported.
- The friendly and attentive staff. Office is pleasant.
- How fast they can get me into a job
- Being able to discuss any problems that have arisen and getting great advice
- I like that the company supports me with my job.
- They are very good with me and trying to help me get a job that I prefer and close to my home, but have not found anything suitable yet, and have had to look after my husband after he had surgery on his foot and pretty much had to take care of him.
- There very help full and very hand on witch I like and there more helpful and friendly
- SC is lovely
- They got me a job that fitted my needs and circumstances.
- People who are InTouch with real life realities are easy to work with.
- Communication with coordinator
- Bizlink is very professional, friendly efficient and helpful.

- Friendly staff
- The friendly staff.

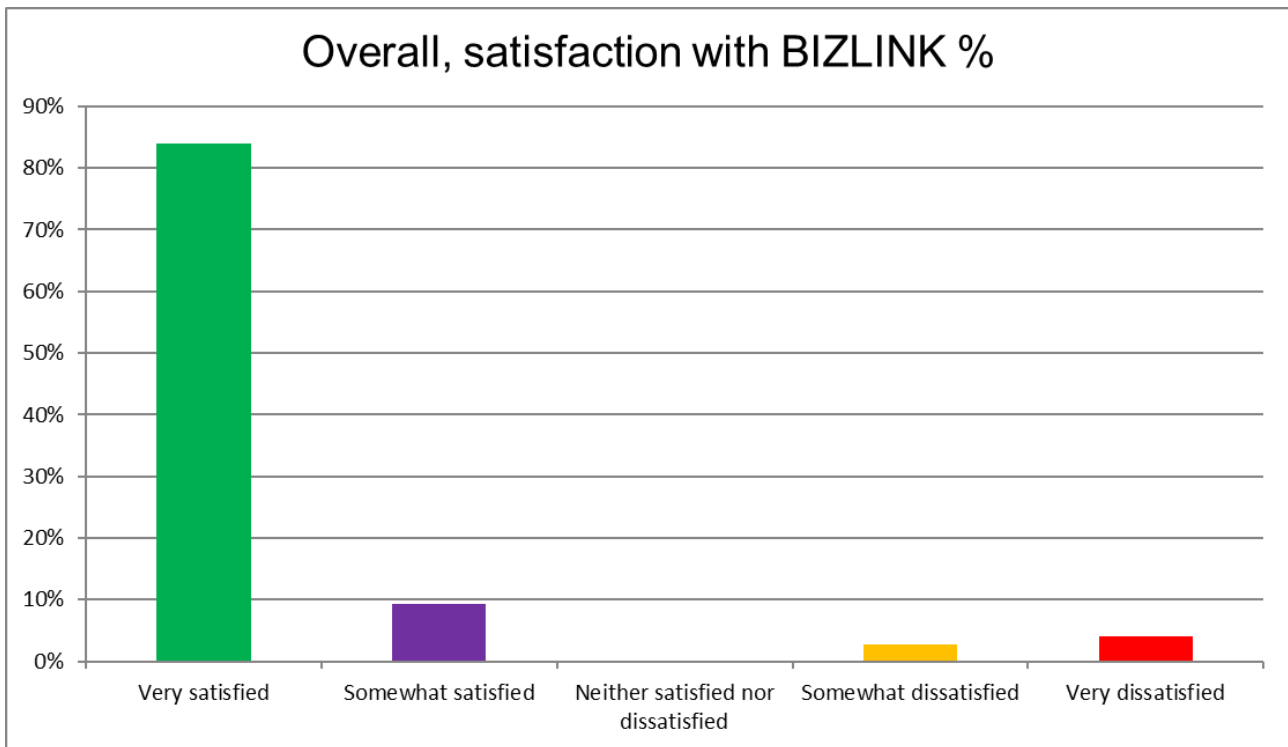
Q11. What could BIZLINK do better?

Comments:

- As far with me nothing I think they do a great service to our Disadvantaged and Disabled people.
- Looking after me very well
- No comments
- N/A
- Allow for study options or further payment help with uniforms, working with childrens check, police clearance, forklift licence, white card, RSA, first aid ect...(money help for things you need for a job) especially the clients who don't have NDIS or other external support network like bizlink
- Nothing
- Find a suitable job and employer
- They do everything well
- Nothing
- help when they are supposed to, not sit in their car while I get fired, then tell BS story to the office. Nothing I asked for was forth coming and no help was given.
- I like how Bizlink does things, everyone and everything is great.
- Get me a job that I would be suited to. I'd like that alot.
- N/A
- No improvement needed.
- Stop making excuses for every so called opportunity not coming to fruition. Perhaps actually link me with a cleaning job, some of which were talked about with me, but never resulted in any actual employment despite by best efforts to express interest.
- "Nothing Can't thank SC and JSC enough Both amazing and friendly people who always there no matter what "
- "More training opportunities that don't impact hard financially."
- Not too sure I am Happy with them
- Do less paper work, help clients more on getting employed, demote the: 'who you know' scene in the workforce, promote: WORKING your way up positions in the workforce instead of gaining relationships to get promoted in the workforce and be more informative with other services they can provide and help with.
- Offer services or directions to outside disability services like access to ndis assistance, home and garden providers.
- i think bizlink are doing a great job as it is.
- Not a lot
- Choose who they assign to people with specific disabilities better or choose there staff better
- To do electronic sign the form instead of signing on paper.
- Match the support person to the client better.
- Support
- Nothing ,it's good
- Nothing
- Look at how X (other DES) treats their clients and do the opposite.
- Not much.
- Nothing! You are already providing an excellent service to people who need a bit of help and encouragement!
- I would like to receive my payment
- Open more branches 😊
- Don't know
- N/A
- To make sure they've got all the information before meeting the client.
- No idea

- Improve punctuality.
- Not sure
- Nothing
- Nil
- Dunno
- Employ me to help support clients on the job
- I wouldn't change anything. If it aint broke!
- n/a
- "They need a coffee machine. But seriously they do an excellent job, I've been to employment people in the past who did so much less."
- Too early to tell!
- No need to do better
- I am satisfied with Bizlink.
- Nothing that I can think of.
- Nothing
- Open up more branches
- Offer coursed to improve options for another career or upskilling
- ?
- I can't currently think of any thing that could be negative.

Q12. 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:

- 92% (2021 85%) were satisfied with their Job Plan overall i.e. up-to-date, reviewed when needed, individualized
- 92% (2021 72%) are satisfied with the assistance of their Job Search Coordinator
- 92% (2021 87%) are satisfied with the assistance of their Support Coordinator
- 60% (2021 55%) felt service would improve if a complaint was made
- 89% (2021 79%) would recommend BIZLINK (that's a score of 7 to 10)
- 93% (2021 85%) 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.



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