



ANNUAL CLIENT SURVEY REPORT 2024

Prepared by Tara Doyle, Quality Manager

March 2025

Classification: Public, personal information deidentified

PURPOSE

This survey is for current DES clients, emails were sent providing clients with the Snapforms survey link. Clients could also use a QR Code available in the offices or complete the form in writing as per individual need. 1166 emails were sent during the week of 17/02/2025 and the survey closed 04/03/2025.

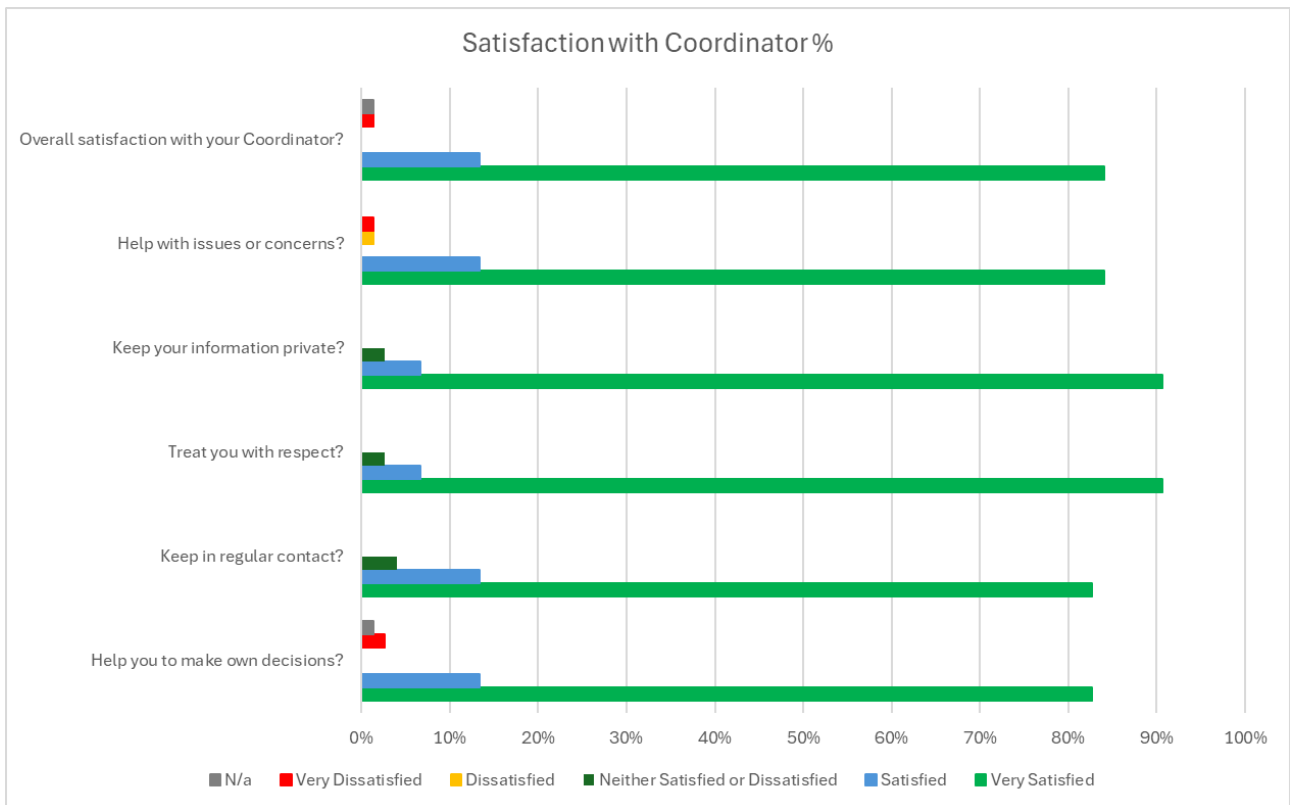
The survey was promoted via Socials (Facebook / Instagram) and posters in the offices with a QR Code. 75 (6%) of surveys sent were returned compared to last year 93 (9%). The square root of 1166 (number of surveys sent) is 34, so the sample of 75 is an acceptable return rate.

CONFIDENTIALITY

Comments have been deidentified to maintain confidentiality of clients, employers and staff. Comments are not edited except for obvious typos to ensure the intention of comment is not changed. Where a comment could identify a client or their specific situation these have been removed to maintain confidentiality.

QUESTION RESPONSES

Q1. Thinking about your Coordinator, how satisfied are you that they:



	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	N/a
Help you to make own decisions?	83%	13%	0%	0%	3%	1%
Keep in regular contact?	83%	13%	4%	0%	0%	0%
Treat you with respect?	91%	7%	3%	0%	0%	0%
Keep your information private?	91%	7%	3%	0%	0%	0%
Help with issues or concerns?	84%	13%	0%	1%	1%	0%
Overall satisfaction with your Coordinator?	84%	13%	0%	0%	1%	1%

Comments

A very good support worker. Who is always pushing me to keep on feeling better and doing better at work. Available to me weekly, very flexible and demonstrative in his approach.

Coordinator is great. He is always there to help or chat with me when needed. Nothing is a problem for him. Explains everything so I can understand it. A very nice person there should be more like him.

Clients xx is his biggest hurdle in finding a job but could be his biggest asset in keeping it, as long as it is in a cool environment (his xx is intolerant of high temperatures). Night fill, whilst not a job with prospects of advancement suits him well. Coordinator tries all avenues in this area but they seem elusive.

All at Bizlink Rockingham are approachable. Friendly. Respectful.

Always professional and goes above and beyond expectations

Always ready to help

Caring and helpful

Clarify more if I have transferred to another co-ordinator and get me better help to obtain more suitable employment

Coordinator is always available when I need assistance with anything and reaches out in between our monthly appointments.

Coordinator is nice and kind

Coordinator is amazing, she is very supportive, efficient, encouraging and very professional. I feel extremely lucky to be matched with her.

Coordinator is just amazing, a little bundle of sunshine that is always available when you need help.

Explained everything

Extremely helpful. I really appreciate the kindness and respect.

Friendly and helpful

Coordinator is above and beyond. A super great guy I would recommend him to anyone!

Has helped me in ways that Centrelink and other job providers could not.

He makes it hard to feel sorry for myself

I find Coordinator is always there to help me with any problems I have and he's onto it very quickly

Coordinator is amazing, week after week, no matter the issue Coordinator has been there to support me.

Coordinator is very considerate and has compassion for my life's ups and downs

Coordinator is professional, efficient and kind. Her significant experience means she is able to achieve quick and effective solutions to any potential problems in navigating the system and does so with apparent ease.

Love her she is fantastic and always is there when I need her

Coordinator has sometimes has the tendency to keep appointments as promised or is late

Coordinator is excellent. He has helped me so much and is so easy to talk with. He didn't stop until he found me the right job for me

Coordinator does an excellent job

Coordinator is a absolutely amazing what she does and + more

Mine is very very happy n good at his job

Coordinator helps me feel less stressed when it comes to adult decision-making regarding my employment future. As someone who struggles with being out of the house, I find I am not so anxious when meeting for an appointment. :)

My coordinator needs to go out to other companies and look for jobs rather than sending me seek jobs

No I am happy with Coordinator I don't have no problem at all.

Outstanding, very attentive , approachable...

Coordinator is a great and understanding person who points things out that can help me. I will miss him when he retires.

Coordinator is helpful in keeping and doing my job well.

Coordinator is very professional, friendly and gives great advice

Coordinator is amazing despite what others might say. I wouldn't be in my job or be the person I am today without her wonderful help

Coordinator is Very helpful and understanding and keeps everything confidential.

Very friendly and helpful

Very good, very helpful

Very happy and helpful with my coordinator for this year in 2025.

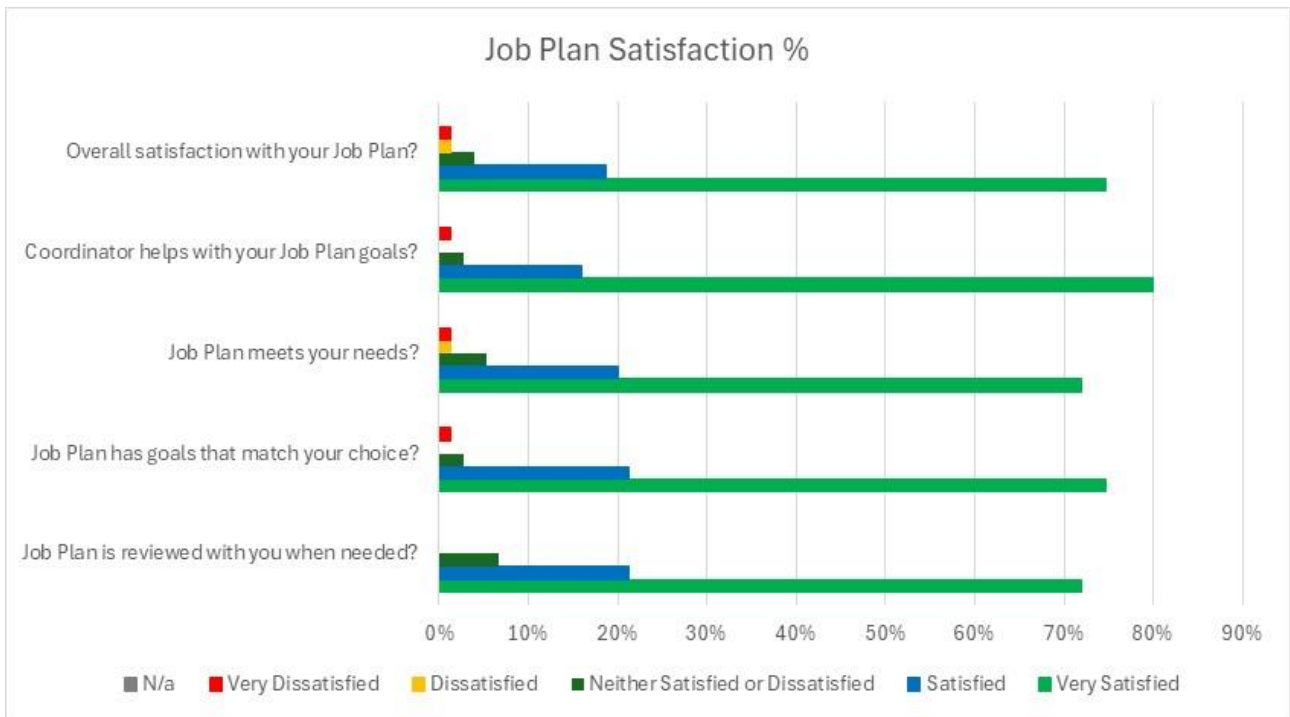
Very helpful, tries to get client to expand his job scope.

Client has xx but is still quite capable, It's his xx which blinkers his approach to work roles. And its true that he is suited to certain types of mainly repetitive work, struggles with elevated temperatures and heavy weights due to ""clumsy"" coordination. he's not thorough enough for cleaning roles "

Coordinator is a asset too your business unit deserves a pay rise

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.



	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	N/a
Job Plan is reviewed with you when needed?	72%	21%	7%	0%	0%	0%
Job Plan has goals that match your choice?	75%	21%	3%	0%	1%	0%
Job Plan meets your needs?	72%	20%	5%	1%	1%	0%
Coordinator helps with your Job Plan goals?	80%	16%	3%	0%	1%	0%
Overall satisfaction with your Job Plan?	75%	19%	4%	1%	1%	0%

Comments:

- All is good and it is always an easy process
- Happy with it all can't complain been helpful is all a good plan.
- I treated with respect and Coordinator understands my needs.
- It is being kept up to date and relevant to my needs
- It just feels like I'm not making any progress at all
- Just ticking those boxes
- Michelle keeps my job plan up to date
- Needs reviewing/signing too often. I have a permanent job.
- No everything is fine thank you.

Only get it renewed if something has changed and simplify the language used

Reviews are too frequent maybe 3 weeks or 4

The coordinator have been very active in regards to helping me figure out what needs to be done and what would be a good place to start.

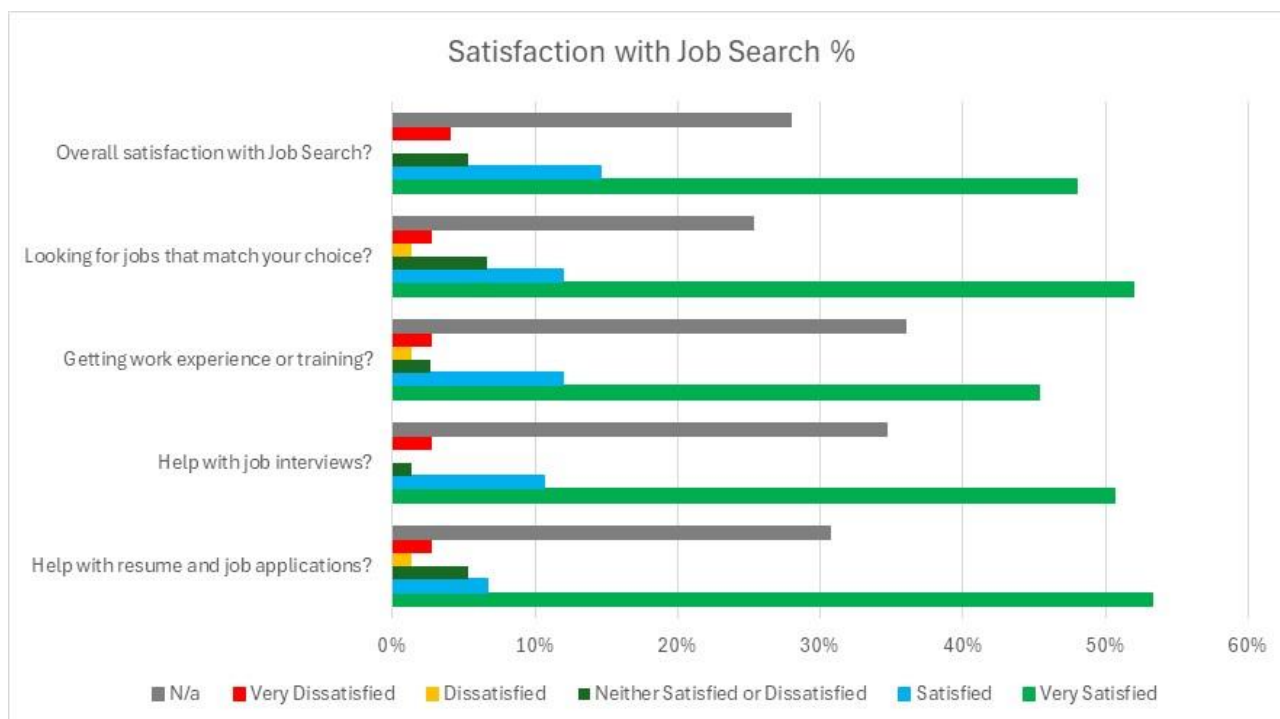
The job plan is very well detailed, fair and straightforward.

Coordinator let's me know about my job plan and Coordinator also shows me my job plan.

Very happy as I've had a couple of health issues Coordinator has been very helpful in alternatives for me for my future goals

What can you say. Either you can work or not work. Being listened too. Treated as a person. Not in out. The ppl at Bizlink Rockingham are understanding. Caring.

Q3. How satisfied (happy) are you with help to find a job?



	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	N/a
Help with resume and job applications?	53%	7%	5%	1%	3%	31%
Help with job interviews?	51%	11%	1%	0%	3%	35%
Getting work experience or training?	45%	12%	3%	1%	3%	36%
Looking for jobs that match your choice?	52%	12%	7%	1%	3%	25%
Overall satisfaction with Job Search?	48%	15%	5%	0%	4%	28%

Comments

After years of not being able to work, Bizlink found me a job working from home that has made an incredible difference to how I feel about myself.

All the problems have nothing to do with Bizlink and the people who have been helping me out so it's outside their control.

Am employed now was satisfied before starting work

Companies have rewards. Not for the clients...for who placed ppl in jobs . You got 15 ppl jobs. here is a reward. Thanks for making my PTS. Worse. Bizlink is not like that

Currently applying for DSP & TPD

Extremely happy with the job search, and the support I receive from Coordinator.

Happy with my job

Helping with getting skills and counselling

I am happy in my current role

I have a job

I haven't had to use Job Search for 4 years

I tried several times communicating with the Eastern States HR departments and had limited success years ago, more recently I get referred to their AI group. Not much joy there. Night fill jobs seem to come and go frequently but Coordinator may get the rare interview but I don't think the respective managers look forward to the prospect of someone with a disability working in their store. They have enough "problems" as it is. Coordinator still presses on, Good on her.

I'm Working

It's all been good helpful and can't complain.

Coordinator was really the best. He never gives up on me

My cleaning job really suits my needs and ability

No nothing cause I don't need search cause I have a Job already at the moment.

Not applicable at this point in time but when the time comes to apply for work I trust that Bizlink and Site Manager will be ready to support me.

Not happy with what I am with at the moment

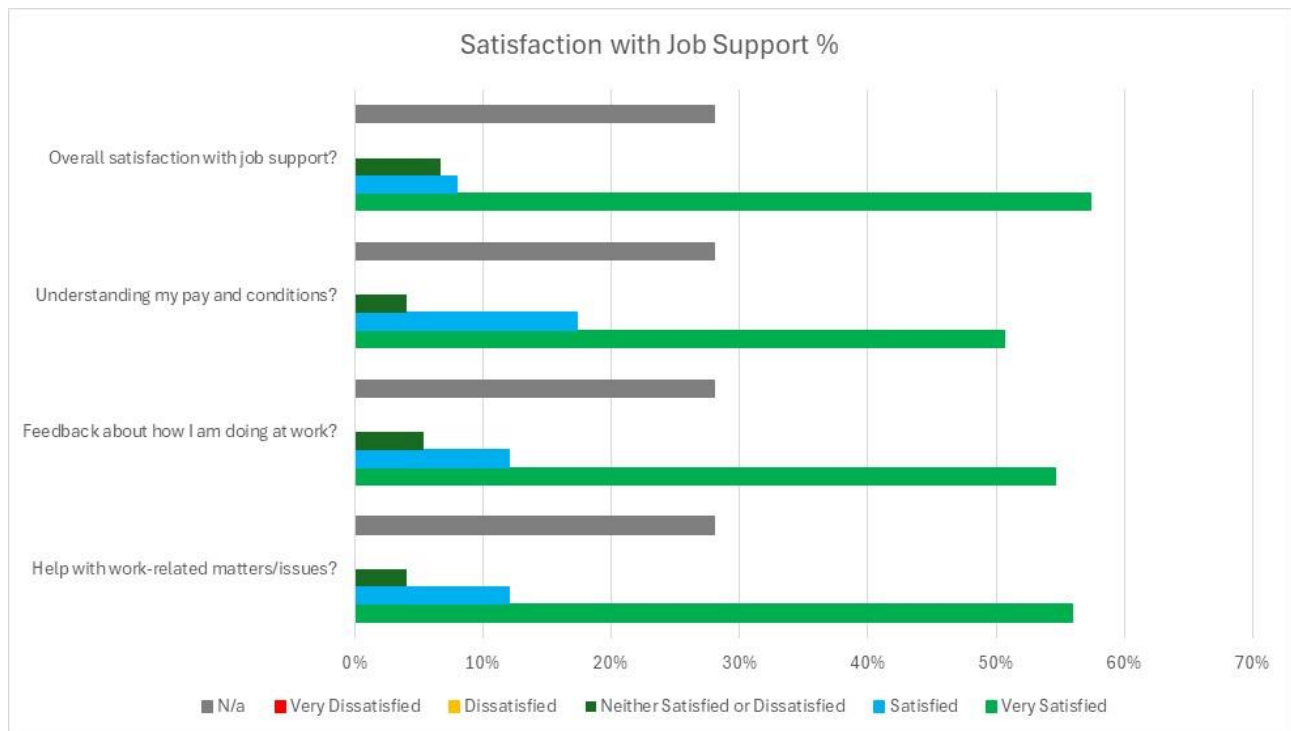
Revolutionise the entire Australian job market

She doesn't know how to move me forward...

Coordinator got me my job which I am in coming up to 10 years in August

Very satisfied

Q4. When thinking about your job (if you have not had a job in the past 12 months please tick N/A). How satisfied (happy) are you with help to keep your job?



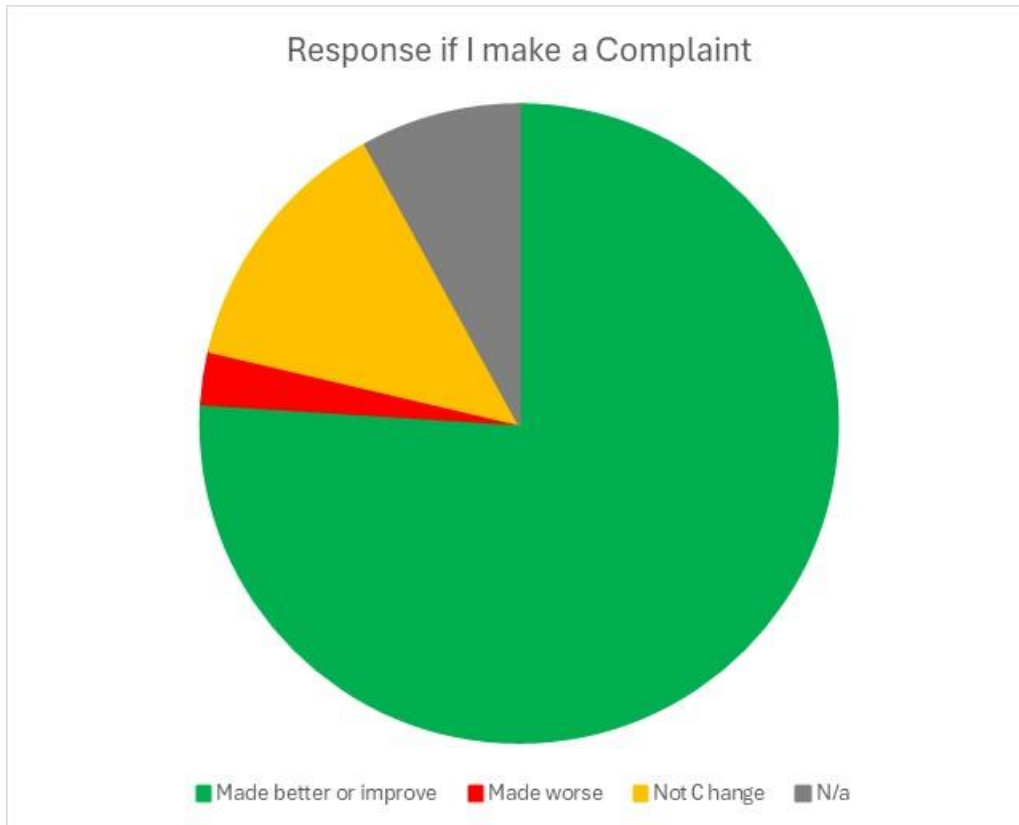
	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	N/a
Help with work-related matters/issues?	56%	12%	4%	0%	0%	28%
Feedback about how I am doing at work?	55%	12%	5%	0%	0%	28%
Understanding my pay and conditions?	51%	17%	4%	0%	0%	28%
Overall satisfaction with job support?	57%	8%	7%	0%	0%	28%

Comments:

- Appreciate Bizlink’s capacity to support me in the workplace.
- Coordinator is helpful
- Happy with the support I get
- Having Coordinator has helped me keep my job
- I feel well supported.
- I like my job and would like to change to a photography job
- It’s all good and I’m happy with everything with Bizlink.
- Make sure the client will easily fit into the work environment.
- Needs to speak to someone in my Payroll branch to understand my payslips
- No everything is just fine nothing else to say
- Coordinator is always keeping me informed and up to date with anything that I need to know she also explains it in easy terms that I can understand
- Coordinator helps me to inquiry about current updates of award and my rights and obligations as a employee
- Coordinator has been extremely helpful in assisting me to navigate complex workplace politics.

- Coordinator supports me when I have any problems with anything and she also helps me out if I'm not sure about something.
- Very good in the past with Coordinator
- Very support
- Would like fortnightly support soon.

Q5. What do you think would happen to your service if you made a complaint?



	Count	%
Made better or improve	57	76%
Made worse	2	3%
Not Change	10	13%
N/a	6	8%
Total	75	

Comments:

I don't feel the need to make a complaint, because the service and support I receive is impeccable.

A person who is supporting disabled people should be able to move them forward without going into unnecessary details.

Am confident I will be listened to if I have a complaint

Coordinator tries her best to find Client work and is accommodating as she is understanding, I feel she would re-assess as best she can. In reality there's few job opportunities that suit Client...

Couldn't be better

I don't have any negative feedback.

I don't have any complaints but I feel if there were complaints from anyone, Coordinator and Bizlink would just use it to make their service better than it currently is although not sure how as no complaints on my side.

I have no complaints at all. The staff at Bizlink Midland have always been helpful.

I will always be honest and say what I don't want to do or unsure about etc.

I would hope that I would never need to make a complaint but if I did I hope that there would be no issues and that the problem would be solved

In my experience in working with Bizlink I have very comfortable

No complaint here.....

No I don't have issues

Nothing really to complain about

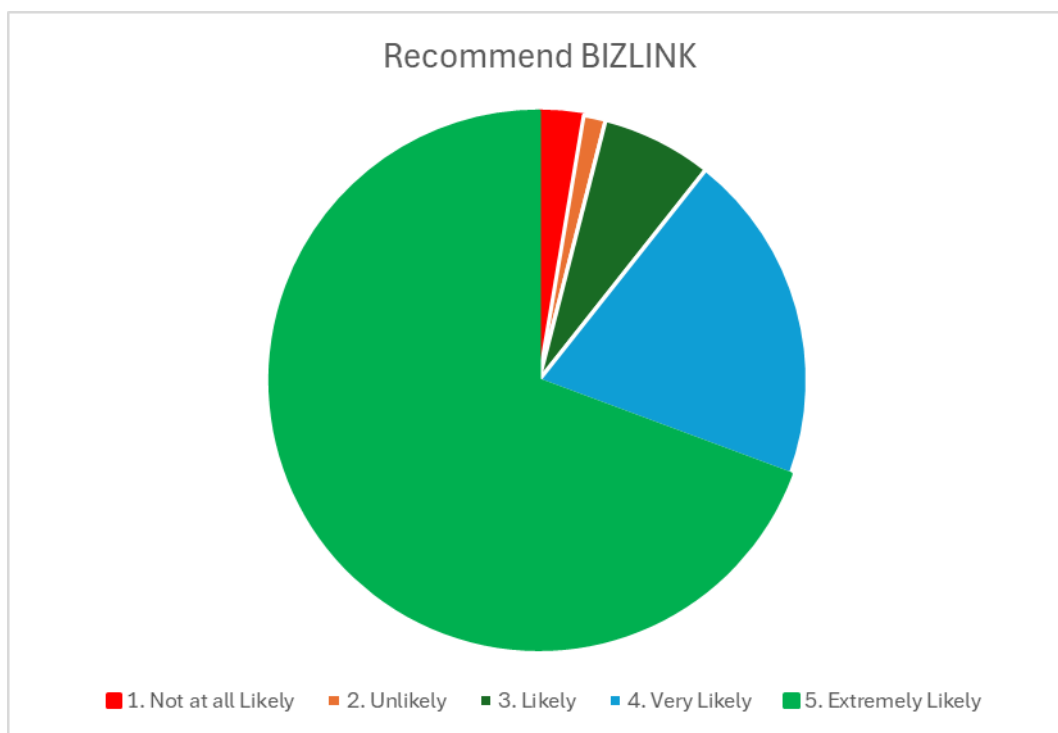
Coordinator is doing excellent job. We communicate honestly about issues arising. No need to complain

Think ahead and try not to get clients to make complaints

Very comfortable

Coordinator impeccable

Q6. How likely is it that you would recommend BIZLINK to a friend? (score out of 5):



	Count	Percentage
1. Not at all Likely	2	3%
2. Unlikely	1	1%
3. Likely	5	7%
4. Very Likely	15	20%
5. Extremely Likely	52	69%

Q7. What do you like most about BIZLINK? (Comments only response)

Comments:

All the staff are friendly and helpful that I have interacted with

All the support and encouragement to gain my confidence in my abilities back

Approachability. Being heard and valued

Coordinator friendly, always contactable

Efficiency, professionalism and all Midland staff are polite, knowledgeable and kind.

Coordinator comes regularly

Everyone is nice and kind

For a government agency their services are pretty good so far

Friendly coordinators

Friendly staff

Help and support when needed

How helpful they've all been and how successful it's all been even starting off straight away to instantly get the ball rolling for a new job.

How they approach me and my needs

How they help you and support you in the jobs

I already have referred Bizlink to 2 people

I like all staff they good team and get on well with all of them.

I like that it isn't overstimulating, the space is quiet and well heated or cooled, keeping you comfortable and that staff will occasionally ask if you need anything, such as water.

I like that they help you get introduced into the workplace

Kind friendly supportive

Coordinator

Made one of the team. Not a client

Coordinator

Site Manager

Not Applicable

Office close by (Innaloo)

Ongoing job support. It provides two way communication channels and recourse in case of dissatisfaction

Outstanding support

Patience with regards to mental health and other obstacles in the way of employment.

Professional attitudes towards the client. Helpful. Really wanting to help and not sit back

Real work support and empathy

Serious help nothing

Staff and my current Coordinator

Team spirit

The constant contact and support. The feedback on my job performance resulting from discussions between my Bizlink co-ordinator and my work Supervisor.

The ongoing support, having someone to talk to about how to handle workplace issues.

The People

The staff are very helpful.

The staff! Every single person employed by Bizlink is caring, helpful and non judgemental.

The thing I like most is how flexible and caring my coordinator is, always able to offer advice in both good times and bad times

The thing that I most like about BIZLINK is that the people are very understanding and support me though things

The way all staff develop such a good rapport with clients.

The way I am greeted by everyone at the Office at Bizlink in Melville and I can't speak highly enough of Coordinator and I am very grateful to be matched with her. I have been in the DES system since 2007, and consequently I have attended many DES companies. The manager and the "experienced" professional team at Bizlink Melville, are in my opinion are the very best.

Their capacity and resources to support me.

They are always smiling, happy and there to help when needed

They are great I get along with my mentor really well she's really lovely and has kept me in a really good work place and has helped me to get where I am now

They help me with anything I need

They help people who need help and help find a job.

They listen understand mostly they are actually nice real people that have a level of compassion I've not really experienced at an employment agency

They make you feel comfortable and are happy to help concerning anything. Great bunch of people.

They're not up themselves ! Very genuine. There's no image of glamour be it from the waiting area & interviewing rooms...Everyone from Cockburn & Melville Bizlink very helpful Top down to the Cleaner

Understanding, experience and tenacity

Very helpful, active and respectful.

Coordinators dedication

Your staff, Coordinator and Coordinator, keep trying

Q8. What could BIZLINK do better? (Comments only response)

Comments:

? I give up.

BIZLINK could go out to companies and request them to come to you, specially with people with a disability. They need to go out and find more jobs rather than sending seek jobs to me.

Can't think of anything very happy with my treatment

Current model works well for me. Why fix it?

Find the strategies to find a job with having less hassles at work. They should study every individual medical file so that if their client is having difficulty to explain then they can come forward as in Coordinator.

Get me a job please

Get more support

"Have a bigger office"

Have more job ready workshops.

Help with more courses, clothing allowance or shoe allowance for jobs.

Hire more amazing staff so other people can have their own branch

I can't think of anything as of current.

I honestly can't think of anything

I think they are doing okay

More Job Search Coordinators on the road looking for jobs and more variety of job roles

None - you are doing very well

Not engage with employers who won't contribute to both sides ie: like my case enough said (to be fair I don't know the whole both sides but if I have to comply why don't they?)

Nothing comes to mind.

Nothing I can think of off the top of my head

Nothing that I can think of.

Nothing that I know of.

Nothing they are awesome

Nothing they do a great job

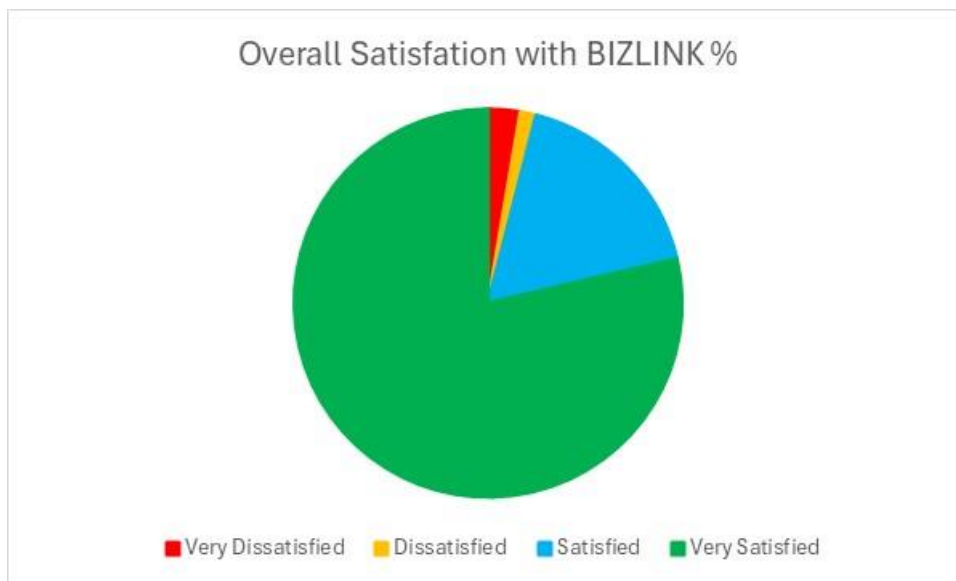
Revolutionise the entire Australian job market, lower the paperwork drastically, care more about getting clients into employment than their paperwork, have the entire system run insanely less complicated, hire more suitable staff to allow the business to run smoother, get more job co-ordinators, use more simplified English in their agreements, only renew the agreements if anything but the dates change.

Theres nothing I feel they need to.

They can be a bit annoying in too much contact sometimes. I didn't like my last support job person. It felt like he never believed me

They do well

Q9. Overall, how satisfied (happy) are you with BIZLINK?



	Count	Percentage
Very Dissatisfied	2	3%
Dissatisfied	1	1%
Satisfied	13	17%
Very Satisfied	59	79%

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.

For these calculations N/A responses were not counted and Satisfied, Very Satisfied, Extremely Satisfied was equated to being 'satisfied' overall.

- 99% (new) were satisfied with the support of their Coordinator overall
- 94% (2023 81%) were satisfied with their Job Plan overall
- 82% (2023 71%) are satisfied with their Job Search service overall
- 91% (2023 82%) are satisfied with the Job Support service overall
- 76% (2023 65%) felt service would improve if a complaint was made
- 96% (2023 76%) would recommend BIZLINK (that's a score of 3 to 5 out of 5)
- 96% (2023 83%) are satisfied overall with BIZLINK

It is important to note that this was a relatively small sample of people who chose to provide a response from an emailed survey. Clients can provide feedback to their Coordinator, the Site Manager and others as per the Policy on Feedback and Complaints. We provide a feedback and Anytime Survey on our website at [Feedback - BIZLINK Quality Employment](#)

Often people take the time to provide a response if they are particularly happy or particularly dissatisfied with a service. We encourage clients to continually provide feedback directly to their Coordinator or management at BIZLINK so we can meet your individual needs.

People were generally more positive and satisfied with BIZLINK this year, i.e. satisfaction generally a few percent higher than previous survey. 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.



Tel: 1300 780 789 Post: PO Box 284 Joondalup 6919 ABN: 28 473 809 505
Job-matching | Training | Support | Careers | www.bizlink.asn.au