

ANNUAL RESULTS 2021—2022 FUTURE DIRECTIONS

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1 300 780 789

Contents

Agenda Annual General Meeting	1
Minutes of the 2021 Annual General Meeting	1
Chair Report.....	5
Managing Director Report	6
Acknowledgements	7
Our Values	7
Quality Management	8
National Standards for Disability Services.....	8
NDIS Practice Standards	8
Finance Report.....	9
Statement of Profit or Loss for Year Ended 30 June 2022	10
Statement of Financial Position as at 30 June 2022	10
Statement of Changes in Members' Funds for Year Ended 30 June 2022	11
Statement Of Cash Flows for Year Ended 30 June 2022.....	12
BIZLINK NDIS	13
Recognition Awards	14
Awarded 2021 - 2022	14
Tara Doyle Award	15
Tara Doyle Award Winner 2022	15
Tara Doyle Award Recipients	15
BIZLINK Service Awards.....	16
DEA Service Awards	16
Employer of the Year 2022.....	17
Employer of the Year 2022 Winner	17
Westral Winner BIZLINK Employer of Year Award 2022	18
Employer of the Year 2022 Finalists	19
Employer of the Year 2022.....	20
Nominees	20
BIZLINK Employer of The Year Award Past Recipients	21
Employer of the Decade 2012 to 2022.....	22
Serco Winner BIZLINK Employer of the Decade Award	23
South Metropolitan TAFE Finalist Employer of the Decade	24
Board of Directors	25
BIZLINK Team at October 2022	27

Agenda Annual General Meeting

Tompkins, Cnr Dunkley Ave and Canning Highway, Alfred Cove, 6154

Tuesday 18 October 2022 at 5.30 p.m.

1. Welcome
2. Present
3. Apologies
4. Proxies
5. Previous Minutes
6. Chairman's Report
7. Managing Director's Report
8. Finance Report
9. Election of Auditor
10. Retiring Directors
11. Election of Directors
12. Other Business
13. Next Meeting of the Board
14. Close of Meeting
15. Award Presentations
 - i. DEA Service Awards
 - ii. BIZLINK Service Awards
 - iii. Tara Doyle Award
 - iv. BIZLINK Employer of the Year Award 2022
 - v. BIZLINK Employer of the Decade Award

Minutes of the 2021 Annual General Meeting

BIZLINK Incorporated Minutes of the Annual General Meeting Held on Tuesday 12 October 2021 at 5.00 p.m.

1. Opening

In the absence of BIZLINK's Chair Mr Casamento, BIZLINK Director Mr Stutley opened the meeting at 5.10 p.m.

Mr Stutley welcomed attendees to the twenty eighth Annual General Meeting of BIZLINK Incorporated and acknowledged the traditional owners and custodians of the land. Mr Stutley requested attendees sign the attendance book.

2. Present

Brian Park, Marco Cicchinè, Susan Campbell, Michael Stutley, Tara Doyle, Lisa Campbell, Trevor Paterson, Lee Holland, Jay Cross, Damian Knowles, Steph Fielding, Les Lowe, Tina Zemzars, Adam Fitzgerald, James Hamilton, Kadjann Veloo, Khalif Omar, Pravin Guanasagaran, Wayne Mercer, David Smith, Veena Singh, Sean Deasy, Ro Bloomfield, Carol Porter, Luc Lenferna, Lisa Fuentes, Luis Galaz, Janay Johnson, Bronwen Macham, Rosemarie Horsley, Eryn Smeed, Debbie Finn, Charlie Lenzo, Liz Zidich, Troy Sabetta, Julie Needham, Michelle Tsouris, Sarah Allison, Luke Palmer, Abhi Choubey, Matthew Nicholson, Layna Bartlett, Shar Roxburgh, Pauline Donnelly, Steven Turner, Suresh Dayalan, Calvin Westbrook, Carmel Lubbe, Cory Liddle, Leesa Hydes, Jenny Liew, Paris Matthews, Ellen Hill, Janet Sein Win, Candy Duncan, Thomas Boschman, Jack Lucas, Tanya Croft, Luc Lenferna, Sean Deasy, Sean Rahimbhai, Tim Scherer, Phil Corcoran, Su Mustahar, Lindsey Rutherford, Richard Stickland, L Stickland, James Norel, Christian Wagener, Alan Bartley, Craig Kallenberg, Sharna Williams, Brendan O'Reilly

3. Members of the Association

Mr Stutley proposed the motion:

Motion: "That the applicants, as detailed in the membership register, be accepted as members of BIZLINK Incorporated. Financial members will be eligible to vote in general meetings."

Moved: Trevor Paterson Seconded: Tara Doyle Carried

It was resolved to accept the members of BIZLINK Incorporated.

4. Apologies

Mr Stutley advised apologies have been received from:

Rob Casamento, Glen Clarke, Michelle Jenkins, John Ripepi, Char Savage, Ellie Faskel, Penny McGuire, Yvonne Duffield, Kerry Pattenden, Andy Perks

Mr Stutley proposed the motion:

Motion: "That the apologies be accepted."

Moved: Charlie Lenzo Seconded: Susan Campbell Carried

It was resolved to approve the apologies for the 2020—2021 Annual General Meeting.

5. Proxies

Mr Stutley advised proxies have been received from John Ripepi and Michelle Jenkins.

6. Approval of Previous Minutes

Mr Stutley proposed the motion:

Motion: "That the Minutes of the Annual General Meeting held at Tompkins, Alfred Cove on 13 October 2020 be adopted."

Moved: Trevor Paterson Seconded: Marco Cicchine Carried

It was resolved to adopt the minutes of the previous Annual General Meeting and Mr Stutley signed the minutes.

7. Chairman's Report

Mr Stutley presented the Chairman's Report as detailed in the Annual Report.

Mr Stutley advised BIZLINK's team is dedicated to working with people with a disability to achieve their individual employment goals and with employers to provide a high standard of job matching and job support. The effort of our team has resulted in excellent employment tenure, competitive wages and employer partnerships that create repeat business.

Mr Stutley advised despite the continuing challenges of 2021, BIZLINK has continued to grow and achieved another surplus this year. We have managed this unprecedented global COVID-19 pandemic with the help of BIZLINK's revised Strategic Plan, recently introduced Investment Plan and Business Continuity Plan.

Mr Stutley advised competition between providers means Star Ratings are important to attract clients, however we have not had star ratings for performance after September 2020. COVID has been part of the issue, impacting some data sets and the Department have been trialling different methodologies to ensure a fair performance framework. Despite the lack of available data, BIZLINK has remained focused on achieving strong performance through employment outcomes.

Mr Stutley advised Star Ratings have been affected by the unintended consequence of including Education Outcomes on an equal standing as an Employment Outcome. The Department rectified this from August 2020 in recognition of the main purpose of DES to be employment and the effect of this is expected to be seen for performance from January 2021. BIZLINK should benefit because our focus has always been quality employment.

Mr Stutley congratulated Brian Park, BIZLINK's Managing Director and the BIZLINK team, on being incredibly resourceful, responsive and above all maintaining our values within this new era of competition and uncertainty. BIZLINK has expanded the business and achieved strong performance results.

Mr Stutley thanked his fellow Directors, who provide BIZLINK with leadership and governance. The Board has dedicated time to respond to the impact of COVID-19 and build our strategic vision.

Mr Stutley thanked BIZLINK's employers for providing opportunities for quality employment; and acknowledge our clients and their families who entrust BIZLINK with their career goals and aspirations.

Mr Stutley proposed the motion:

Motion: "That the Chairman's Report be accepted."

Moved: Susan Campbell Seconded: Charlie Lenzo Carried

It was resolved to approve the Chairman's Report.

8. Managing Director's Report

Mr Park presented the Managing Director's Report as detailed in the Annual Report.

Mr Park advised, despite the challenges of COVID-19, BIZLINK has this year emerged stronger than ever before delivering a record-breaking year.

The key events and activities of 2020—2021 were:

- As of 30 June 2021, 1121 clients actively engaged in capacity building, job search or employment support, up 7% on the previous year
- A strong job start achievement with 456 commencements, a record for BIZLINK
- Increased our team from 60 on 30 June 2020 to 74 on 30 June 2021, a 12% increase

- Developed a series of webinars aimed at schools and community groups. These webinars help explain how to register with our DES or NDIS programs
- Further developed our NDIS program and increased the number of participants we provide services to across all seven sites
- Completed the Department's Right Fit for Risk questionnaire and are on track to implement ISO 27001 Security Management System in 2022. Thank you to Tara Doyle, Quality Manager, for working tirelessly on this complex system

Mr Park advised as of June 2021, all seven sites attained their highest score in the Department's star ratings contract to date and BIZLINK is the top performing DES ESS generalist provider in both the North and Central & West Employment Service Areas, a truly fantastic result! However, we must not get complacent and continue to deliver our high level of performance as we turn our attention to the 2023 contract that will be up for tender in mid-2022.

Mr Park advised he is proud of the team's achievements, particularly in these times of a global pandemic and the unparalleled impact it has had on the labour market. The team have continued to secure and maintain quality open employment and they do this with a focus on individual needs and maintaining the values that BIZLINK was founded upon back in 1992. Our talented, experienced and dedicated team is what makes BIZLINK an amazing organisation, 'Our strength is our people'.

Mr Park thanked BIZLINK's employers for their commitment to providing opportunities for people with disabilities.

Mr Park thanked the Board of Directors for their financial and management guidance and support and acknowledged how fortunate we are to have such a committed, professional and knowledgeable Board. Mr Park acknowledged Mr Clarke, who after serving BIZLINK for 20 years will be standing down as a Director in December.

Mr Park introduced two clients who are supported by BIZLINK in their jobs, to share their story about how open employment has changed their lives. James Norel works at Feaver Tools, where he commenced as a Trades Assistant in May 2020. Six-months ago, due to his positive attitude and performance, Feaver Tools trained James and he is now employed as a Machinist. Craig Kallenberg has been working at Backbone Steel for just over a year and is an integral part of the team.

Mr Park proposed the motion:

Motion: "That the Managing Director's Report be accepted."

Moved: Trevor Paterson Seconded: Charlie Lenzo Carried

It was resolved to approve the Managing Director's Report.

9. Finance Report

Mr Park presented the Finance Report as detailed in the Annual Report.

Mr Park advised that Financial Auditors, Dry Kirkness Chartered Accountants, reported that, in their opinion, the financial report of BIZLINK Incorporated was in accordance with the Australian Charities and Not-for-profits Commission Act 2012. The report provided a true and fair view of BIZLINK Incorporated's financial position as at 30 June 2021 and of its performance for the year ended on that date.

Mr Park advised BIZLINK made an operating surplus of \$1,584,908 for the 2020-2021 financial year. This was due to the continued growth of the organisation and the fact Western Australia has largely been unaffected by COVID-19. Had we experienced the lockdowns such as those seen on the East coast, we could have been looking at a deficit of \$1,500,000.

Mr Park thanked the Board for their exceptional support and advice to management and Lisa Fuentes, Finance Manager, who prepares financial statements and offers support and guidance.

Mr Park acknowledged Dry Kirkness, BIZLINK's financial auditors and the Department of Social Services for the Australian Government funding which enables BIZLINK to provide our service.

Mr Park advised a full copy of the auditor's report is available for BIZLINK members on request.

Mr Park proposed the motion:

Motion: "That the Financial Statements audited by Dry Kirkness Chartered Accountants for the year ended 30 June 2021 be accepted."

Moved: Marco Cicchine Seconded: Carol Porter Carried

It was resolved to approve the Finance Report.

10. Election of Auditor

Mr Park proposed the motion:

Motion: "That the Board of Directors appoint Dry Kirkness Chartered Accountants to conduct an audit for BIZLINK Incorporated for the year ended 30 June 2022."

Moved: Susan Campbell Seconded: Carol Porter Carried

It was resolved to approve the appointment of Dry Kirkness Chartered Accountants auditors.

11. Retiring of Directors

As Mr Stutley is a retiring Director, the chair was handed over to Mr Park.

Mr Park advised during the 2020-2021 financial year, Mr Breffni Doyle retired from the Board. BIZLINK's Constitution states one fifth of Directors must retire each year. The Directors who have been longest in office since their last election are Susan Campbell and Michael Stutley.

Mr Park reported Susan Campbell and Michael Stutley now stand for re-election as Directors.

12. Election of Directors

Mr Park advised nominations have been received from Susan Campbell and Michael Stutley.

As there were no other nominations, Susan Campbell and Michael Stutley were appointed to the Board of Directors of BIZLINK Incorporated unopposed.

Mr Park handed the chair back to Mr Stutley.

13. Other Business

Mr Stutley called for any items of other business. There was no other business.

14. Next Meeting

The next meeting to be held by the BIZLINK Board of Directors is scheduled for Tuesday 14 December 2021 at 5.00 p.m.

15. Closure

Mr Stutley declared the meeting closed at 5.35 p.m.

Mr Stutley thanked those present for their attendance and invited them to stay for the presentation of BIZLINK's Service Awards to Brian Park, Julie Needham and Debbie Finn, the Tara Doyle Award to Jenny Liew and the BIZLINK Employer of the Year Award to Feaver Tools and to join the BIZLINK staff and Board for light refreshments.

Recorder: Lisa Campbell

Chair

Date

Chair Report



Michael Stutley
Board of Directors, Chair

On behalf of the Board of Directors and BIZLINK team, I am pleased to present the 2021–2022 Annual Report. BIZLINK is a not-for-profit Disability Employment Service (DES) that specialises in Employment Support Services (ESS). The Australian Government Department of Social Services (DSS) fund DES. BIZLINK is also a Registered NDIS Provider with a focus on Finding and Keeping a Job Supports.

Since 1992, BIZLINK has been dedicated to assisting people with disability who benefit from support to secure and maintain employment in their local community. BIZLINK assists innovative employers to include people with disability as part of their recruitment strategy. We assist employers to create opportunities or job-match existing vacancies. Employers who engage BIZLINK as a recruitment partner do so because it is a sound business decision.

Our team is dedicated to achieving every individual's employment goals. They understand the importance of the opportunities our employers provide and so have a high standard of job matching and job support. The effort of our team results in excellent employment tenure, competitive wages and employer partnerships that create repeat business.

The achievement of surpluses has been part of our strategy for many years. The purpose of which has been to prepare for unexpected interruptions to business. Pandemic preparedness has been part of our Business Continuity Plan since 2009 when we were alerted to the Swine Flu. This laid the foundation for this unprecedented global COVID pandemic.

Whilst 2022 continued to present many challenges, with more registrants we gained economies and achieved a surplus this year. The Board is maintaining a conservative approach in respect to ensuring our financial stability during these uncertain times. It is vital that BIZLINK has cash reserves to ensure we can

continue to provide services and maintain financial viability.

Providers must promote themselves to encourage people to register. The star ratings aim to provide a means to aid choice and BIZLINK has consistently been one of the top providers in both the North and Central & West ESAs, our contracted service areas.

Star ratings can impact tender outcomes and can attract clients. BIZLINK remains focused on achieving strong performance through employment outcomes.

This year the team achieved ISO 27001, Information Security Management Systems (ISMS) and NDIS Certification. We are working towards our Right Fit for Risk (RFFR) accreditation by the Department of Employment and Workplace Relations. The RFFR is the Department's risk-based approach to gain comfort about the state of cyber security for contracted Providers. BIZLINK has been developing our IT infrastructure, policies and procedures to ensure our information is secure and meets these strict requirements. Going forward, providers will have to be RFFR accredited to have a contract. Investment in this area is essential.

The BIZLINK team has been incredibly resourceful, responsive and above all has maintained our values within this era of competition and uncertainty. I congratulate Brian Park, our Managing Director and the BIZLINK team. BIZLINK has expanded the business and achieved strong performance results.

I would like to thank my fellow Directors. Our Board provides BIZLINK with leadership and governance. The Board has dedicated time to respond to the impact of COVID and build our strategic vision. I thank our employers for providing opportunities for quality employment and I acknowledge our clients and their families who entrust BIZLINK with their career goals and aspirations. Many clients choose BIZLINK and that is the truest reflection of our service quality.



Emily, Janay, Zoe at Fiona Stanley Hospital

Managing Director Report



Brian Park
Managing Director

I am pleased to present the twenty ninth BIZLINK Annual Report. Despite the challenges of COVID, we have emerged stronger than ever and had a record-breaking year. Our register grew despite the tightening of the eligibility criteria and we had strong performance securing 557 jobs.

I am proud of my team's achievements, particularly in these challenging times, they have strived to secure and maintain quality employment. They do this with a focus on each client's individual needs whilst managing contractual compliance and quality assurance.

BIZLINK operates across seven sites, the management team are mindful to instil our culture and values so clients can expect the same level of service regardless of which site supports them. We have experienced Site Managers and systems and policies in place to assure our quality.

Key Events 2021—2022

- Nearing the end of the current Disability Employment Services – Employment Support Service contract that commenced July 2018. We had anticipated a tender this year, as the contract ends 30 June 2023. However, with a new Government and the DES framework again looking to be overhauled to better meet client and employer needs, we remain unsure of the Department's intentions about a tender.
- Strong performance across seven sites – Joondalup, Innaloo, Midland, Rockingham, East Perth, Melville, and Cockburn.
- Slight increase in staff, going from 74 at 30 June 2021 to 75 at 30 June 2022.
- Retention of National Standards for Disability Services (NSDS), our DES quality certification and ISO 9001 Quality Management System. Achievement of ISO 27001 Information Security Management Systems and NDIS certification.

- Completion of the Department's 'Right Fit for Risk' milestone two, which details our plan for Information Security Management and worked towards milestone three, the final requirement to attain accreditation by December 2022 by the Department of Employment and Workplace Relations.
- At 30 June 2021, we had 1121 clients actively engaged in capacity building, job search or employment support. At 30 June 2022, we had 1137 clients.
- A strong job start achievement with 557 jobs. A record year in the history of BIZLINK.
- **Webinars:** Developed a series of webinars aimed at schools and community groups. These help to explain DES and NDIS supports available and how to register.
- **TSEP:** The TAFE Specialist Employment Partnership was established as an initial pilot as a disability specialist recruitment-style support service to improve transitions and linkages for graduating students with disability into employment. BIZLINK continues to be the preferred partner for TSEP South Metropolitan TAFE and North Metropolitan TAFE. TSEP is a model that bases a specialist consultant, from BIZLINK, one day per week on the TAFE campus and aims to meet the specific needs of graduating or graduated students with disability seeking employment.

BIZLINK Project Officers act as the 'specialist consultant'. Whilst there is no funding attached to TSEP, being a preferred partner and the future potential to expand to other TAFE campuses, is a huge win for BIZLINK in terms of referrals of job ready clients and potential jobs on campus.

- **NDIS:** BIZLINK continues to develop its NDIS program. We are registered by the NDIA to provide support to NDIS participants, under the funding category of Finding and Keeping a Job. This year we also achieved NDIS Quality Certification. The model which is governed by NDIA encompasses: Employment Support which is aimed at participants between 14–65 years old and School Leaver Employment Supports aimed at participants 17–22 years old. The BIZLINK Projects Team has a holistic approach to engage our participants. There are currently two Project Officers, each allocated to the North and South of the River, overseen by our Project Manager.

Acknowledgements

BIZLINK celebrates employer excellence through our BIZLINK Employer of the Year Award. I would like to acknowledge all our employers for providing inclusive and supportive work. Whilst most employers have found that providing opportunities for people with disability is a sound business decision, it is also important to note that quality employment provides many social benefits.

Increasing self-esteem, building social networks, developing communication and life skills, and enabling individuals to participate more fully in their community can improve health and well-being. The broader flow-on effect can be reduced costs in pension and unemployment payments, health-care costs and other Government assistance.

I thank our clients, many people choose BIZLINK whilst others are required to register because of their compliance obligations. In any case, our clients are our focus and our purpose. Our client's needs and choice direct our service and I appreciate their input through our various feedback mechanisms.

I would like to thank my team for their ongoing commitment and dedication to the objectives of BIZLINK and keeping our focus on "Quality Employment for People with Disability". My team manages the compliance regime of the Department whilst maintaining our quality commitments under the constant pressure of the star ratings performance framework and the demands of ISO 9001 and National Standards for Disability Services for DES Quality Certification and the addition of NDIS and ISO 27001 certification and Right Fit for Risk accreditation.

I would like to acknowledge the support of my fellow directors in providing guidance and advice throughout the year. I recognise the Department of Social Services (DSS) for the funding that allows BIZLINK to operate and serve our DES clients. BIZLINK benefits from a strong board, experienced managers and an amazing team.

Our enduring focus on values and having our clients' needs and choices as the centrepiece for our service has been key to our success. These hallmarks have not changed since we started back in 1992. Contemporary disability policy is person-centred and provides choice and control. BIZLINK has been delivering on those ideals for 30 years.

We strive for a positive work culture and a team that supports each other. The past year has been difficult with the ongoing impact of COVID on our own team and on our clients achieving their goals. We remain focused on performance, particularly job matching and analysis of job separations to look at ways to improve. We have worked

hard to ensure all sites are independently viable. This is achieved by building our register of clients at each site. We will continue to aim for growth across our sites as this provides us with economies of scale and more opportunities for our staff to move into different and/or promotional roles.

We have many challenges ahead, but I take great comfort in the quality of my team and our combined efforts to make a difference to the lives of our clients. Whilst sometimes we feel the demands of the contract and compliance regimes takes us away from achieving our purpose of "Quality Employment", we remain true to our values. We are a strong, resilient service because of this resolve.

Our Values

BIZLINK directors and employees believe that people with a disability:

- Have a right to work in open employment regardless of the extent or severity of their disability
- Must play a central role in planning their own careers, in conjunction with their families and significant others (where involved)
- Have a right to receive individualised support to become competent and valued employees
- Have a right to a fair day's pay as have employers a right to a fair day's work
- Need only the desire to work, support from significant others, realistic career choice and access to training and support to succeed in open employment
- Have a right to privacy, confidentiality and respect in all their dealings with BIZLINK



James at Feaver Tools Employer of the Year 2021

Quality Management

Disability Employment Services must demonstrate to an independent Quality Assurance Auditor they meet the National Standards for Disability Services (NSDS).

The history of quality at BIZLINK has developed a team that values and understands the importance of quality assurance and the impact on the lives of the people who use our service.

As part of our commitment to continuous improvement, BIZLINK policies and procedures are reviewed every three years or updated as needed. Policy summaries are provided to all clients on registration and are reissued as they are updated. The Policy Manual and the Policy Summary Manual are available on our website www.bizlink.asn.au

BIZLINK would like to thank clients and employers who choose to participate in our feedback surveys. Your feedback is vital to our continuous improvement and we appreciate your feedback given either formally through such surveys or informally as required.



NSDS

National Standards for Disability Services (NSDS) Certification all sites, since 2002. BIZLINK were one of the first services in Australia to achieve certification.



Quality
ISO 9001

ISO 9001 Quality Management System (QMS) Certification Head Office (Joondalup) since 1998. QMS provides a framework for improving quality across our service in a consistent and reliable manner.



Information
Security
ISO 27001
SAI GLOBAL

ISO 27001 Information Security Management Systems (ISMS) Certification Head Office (Joondalup), since June 2022. ISMS enables organisations to align with global best-practice for information security management. It focuses on keeping information confidential.



NDIS

NDIS Employment Supports Certification all sites since June 2022. Registered NDIS services must have certification to operate.

National Standards for Disability Services

1. **Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
3. **Individual Outcomes:** Services and supports are assessed, planned, delivered, and reviewed to build on individual strengths and enable individuals to reach their goals.
4. **Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
5. **Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
6. **Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals

Ref: [National Standards for Disability Services | Department of Social Services, Australian Government \(dss.gov.au\)](https://www.dss.gov.au)

NDIS Practice Standards

BIZLINK is a registered NDIS provider for employment supports and is required to apply the core module.

Core Module 1 Rights and Responsibilities rights of participants and the responsibilities of providers.

Core Module 2 Provider Governance and Operational Management governance and operational management responsibilities.

Core Module 3 Provision of Supports responsibilities for providing supports.

Core Module 4 Provision of Supports Environment environment where supports are to be provided.

Ref: [NDIS Practice Standards | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au)

Finance Report

The Special Purpose Financial Report for the year ended 30 June 2022, audited by Dry Kirkness Chartered Accountants, are prepared as a 'Special Purpose Financial Report' to comply with the reporting requirements of the Department of Social Services (DSS) and the Australian Charities and Not-for-profits Commission Act 2012. Dry Kirkness reported that, in their opinion, the financial report of BIZLINK Incorporated was in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and provided a true and fair view of BIZLINK Incorporated financial position and performance for the year ended 30 June 2022.

Over 2021-2022, BIZLINK provided services in the North and Central & West Employment Service Areas (ESAs). At 30 June 2022, we employed 75 people, at 30 June 2021, we employed 74 people. Our otherwise stable staffing provided economies of scale and supported the planned achievement of a surplus.

As shown on the Income Statement, BIZLINK made a surplus of \$1,049,618. We have costs associated with leasing accommodation at East Perth, Melville, Cockburn Central, Innaloo, Joondalup and Midland. BIZLINK continues to budget conservatively as much of the income is reliant on performance, primarily employment outcomes. Importantly, the Board provides advice on our Investment Plan which directs the use of any surplus and ensures BIZLINK has the reserves needed to maintain viability in these uncertain times. Many businesses continue to experience the impact of COVID-19 and the effects of variants on the health of staff and clients. The Board took a position to build contingencies and reserves in our planning to ensure we can continue to pay our staff and meet our other liabilities when income may be impacted at any time.

The Board's exceptional support and advice to management has enabled us to achieve these results. The Board works with management to ensure BIZLINK has a clear strategic direction that drives performance and responds to challenges. Outcomes and growth of our caseload improves our financial status and provides the necessary economies of scale to achieve an operating surplus. As a not-for-profit incorporated association, our surpluses go back into the organisation - not to shareholders or owners. This provides more services for

people with disability and ensures we remain solvent and able to operate in an ever changing and competitive funding environment that continues to be overshadowed by a global pandemic, looming recessions in parts of the world and increasing cost of living impacts.

I congratulate our team on their achievements. Securing a surplus and building the business was the goal and we have done this under extraordinary circumstances with our values and performance as strong as ever. Finance Manager, Lisa Fuentes, prepares financial statements and I present these to the Board at least six times per year. I would like to thank the Board who have worked with myself and Tara Doyle, Quality Manager, to review our Strategic Plan, analyse our financial direction and ensure that management decisions have been strategic and rational whilst grounded in our not-for-profit status and strong values base.

I would like to thank my management team. BIZLINK has the great fortune of an experienced and dedicated management group. We all have strong values and appreciate that our team is our greatest asset. I would like to thank our auditors, Dry Kirkness, for their assistance with our audit and acknowledge the Department of Social Services for the Australian Government funding which enables BIZLINK to provide our Disability Employment Service. I commend the BIZLINK team for their efforts to grow the business whilst securing and maintaining quality employment. The development of our NDIS program, sourcing of direct referrals, the registering of Centrelink referrals, the maintenance of jobs, the strong performance in job placements and outcomes. We proudly achieve our results with individually placed jobs and with quality employers.

BIZLINK has had the benefit of being able to draw upon our strong financial position built up over the preceding contract. We have been able to utilise the capital from the sale of assets enabling us to grow and perform whilst retaining as many staff as possible. BIZLINK has shown it can meet the most challenging of circumstances with optimism, dedication and results. As we move into 2023, we will build on our strong foundation and sound starting position to achieve a positive financial outcome to continue providing quality employment for people with disability.

Brian Park, Managing Director

Statement of Profit or Loss for Year Ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue	3	8,643,186	8,256,077
Employee benefits expense		(6,065,644)	(5,378,675)
Depreciation and amortisation expense		(497,316)	(453,914)
Short-term lease expense and outgoings		(103,524)	(77,885)
Motor vehicle expenses		(240,274)	(174,607)
Computer expenses		(181,572)	(159,187)
Insurance		(104,092)	(80,274)
Other expenses		(401,146)	(346,627)
Operating surplus before income tax		1,049,618	1,584,908
Income tax expense	4	-	-
Operating surplus for the year		1,049,618	1,584,908
Other comprehensive income			
Items that will not be reclassified subsequently to profit or loss			
Surplus on revaluation of land and buildings		10,883	-
Total comprehensive income for the year		1,060,501	1,584,908

Statement of Financial Position as at 30 June 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	6,178,193	4,995,091
Other current assets	8	426,515	405,095
TOTAL CURRENT ASSETS		6,604,708	5,400,186
NON-CURRENT ASSETS			
Property, plant and equipment	9	1,950,192	1,822,854
Right of use asset	10	281,248	479,750
TOTAL NON-CURRENT ASSETS		2,431,440	2,302,604
TOTAL ASSETS		8,836,148	7,702,790
LIABILITIES			
CURRENT LIABILITIES			
Trade payables	11	151,065	118,574
Provisions	12	780,798	636,858
Sundry payables and accrued expenses	11	843,860	780,501
Lease liabilities	10	198,181	194,907

	Note	2022 \$	2021 \$
TOTAL CURRENT LIABILITIES		1,973,904	1,730,840
NON-CURRENT LIABILITIES			
Provisions	12	90,064	63,010
Lease liabilities	10	107,111	304,372
TOTAL NON-CURRENT LIABILITIES		197,175	367,382
TOTAL LIABILITIES		2,171,079	2,098,222
NET ASSETS		6,665,069	5,604,568
MEMBERS' FUNDS			
Reserves	13	1,072,137	1,061,254
Accumulated funds surplus		5,592,932	4,543,314
TOTAL MEMBERS' FUNDS		6,665,069	5,604,568

Statement of Changes in Members' Funds for Year Ended 30 June 2022

	Accumulated Funds Surplus \$	Asset Revaluation Reserve \$	Asset Realisation Reserve \$	Total \$
Balance at 1 July 2020	2,958,406	81,253	980,001	4,019,660
Comprehensive Income				
Surplus for the year	1,584,908	-	-	1,584,908
Total comprehensive income for the year attributable to members of the entity	1,584,908	-	-	1,584,908
Balance at 30 June 2021	4,543,314	81,253	980,001	5,604,568
Comprehensive Income				
Surplus for the year	1,049,618	-	-	1,049,618
Surplus on revaluation of land and buildings	-	10,883	-	10,883
Total comprehensive income for the year attributable to members of the entity	1,049,618	10,883	-	1,060,501
Balance at 30 June 2022	5,592,932	92,136	980,001	6,665,069

Statement Of Cash Flows for Year Ended 30 June 2022

	Note	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Department of Social Services		9,407,467	8,769,307
Receipts from wage subsidy assistance		288,390	315,467
Other receipts		41,696	145
Payments to suppliers		(951,123)	(499,027)
Payments to employees		(5,894,650)	(5,280,462)
Short-term, low value and variable lease payments		(113,818)	(85,802)
Interest expenses on lease liabilities		(21,907)	(31,601)
Goods & Services Tax paid		(678,704)	(699,219)
Other payments		(316,772)	(337,391)
Interest received		13,777	21,550
Net cash provided by operating activities	16	1,774,356	2,172,967
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		751,406	460,000
Purchase of property, plant and equipment		(1,151,476)	(765,525)
Net cash used in investing activities		(400,070)	(305,525)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of lease liabilities-principal		(191,184)	(193,650)
Net cash used in investing activities		(191,184)	(193,650)
Net increase in cash held		1,183,102	1,673,792
Cash and cash equivalents at beginning of financial year		4,995,091	3,321,299
Cash and cash equivalents at end of financial year	7	6,178,193	4,995,091

The accompanying notes form part of these financial statements which are provided in the Special Purpose Financial Report. The Special Purpose Financial Report is available for members upon request.

BIZLINK NDIS



EMPLOYMENT SERVICES

Find **your** passion and learn employability skills
through our fun and inclusive activities!

ONE-ON-ONE AND GROUP OPTIONS



Discover
Interests



SMART
Goals



Mental Health +
Wellbeing



Workplace
Motivation



Interview
Training



Workplace
Communication



Work
Experience



Resume
Writing

Contact BIZLINK at projects@bizlink.asn.au

www.bizlink.asn.au | 1300 780 789

We look forward to supporting **you!**



Disability™
Employment
Services
AN AUSTRALIAN GOVERNMENT INITIATIVE



Registered NDIS Provider

Recognition Awards

BIZLINK staff can acknowledge exceptionable efforts of their colleagues with a recognition award. These awards recognise BIZLINK employees that demonstrate service excellence in their efforts to secure, support and maintain quality employment or more generally, making a difference in the life of a person.

The awards reflect our Team Values:

Innovation - Looking for better ways to get the job done. Challenging assumptions to find new ways that are more effective and efficient. Finding practical solutions and being solutions orientated.

Initiative - Showing initiative in your role by taking up opportunities to act and to take the lead on tasks.

Employer Service - Providing a superb service to employers, to build a mutually beneficial partnership. Serving our employers creates opportunities for people with disability.

Team Work - Working together we achieve the BIZLINK charter "Quality Employment for People with Disability". Supportive teamwork that harnesses diverse personalities, talents, skills and experience helps everyone achieve their best.

Client Focused - Going above and beyond to assist BIZLINK clients by providing individualised support to achieve their goals.

Strive for Excellence - Exceeding goals and throwing everything into achieving them. Contributing to the success of BIZLINK so we can share in the client-centred achievements we create through Quality Employment.

Integrity - Displaying integrity by exemplifying honesty and high values and by taking on responsibility.

Awarded 2021 - 2022

Kadj Veloo, Site Manager, Cockburn Central, 26/10/2021, for Initiative - Kadj has consistently taken the initiative to broaden BIZLINK scope in the community.

The following staff were all recognised for assisting with case studies for the Transition to Work Tender in September 2021. These case studies exemplified existing outstanding supports and service, providing demonstrated evidence of outcomes and results from our service delivery model of one-to-one individualised support and job-matching.

Sean Deasy, Job Search Coordinator

Sharleis Roxburgh, Employment Coordinator

Debbie Finn, Support Coordinator

Paris Matthews, Job Search Coordinator

Kadj Veloo, Site Manager, Cockburn Central

Leslie Lowe, Job Search Coordinator

Trevor Paterson, Operations Manager

Stephenie Fielding, Team Coordinator, Rockingham

Charlie Lenzo, Site Manager, Midland



Paris, Adam, Kadj



Debbie, Michael, Julie

Tara Doyle Award

In 2010, the Board introduced the perpetual "Tara Doyle Award". This award recognises the BIZLINK team member that has made a significant contribution to BIZLINK and in doing so achieved results that make a real difference to the lives of our clients through quality employment. I served as Managing Director of BIZLINK for 12 years until moving to Busselton and continued as Quality Manager. This award was an acknowledgment of my contribution to the development, culture and values that define BIZLINK. This year marks the 13th year that I have presented this award. Many winners continue to loyally serve our clients and BIZLINK. The importance of this recognition is reflected by the past recipients. For over a decade an employee who represents BIZLINK values has been awarded.

Trevor has been a mentor to me since I joined BIZLINK in 1995. In the 90s and early 2000s, we served together on the ACEWA Committee; Trevor was a manager of another service. The Association for Competitive Employment (ACEWA) was instrumental in lobbying government and supporting WA services. Back then we collaborated to create an industry that assisted people with disability into employment. Over the years this environment has been made increasingly competitive and these days we hardly interact with other services. Trevor is viewed by the industry as a leader. His values, how he works, his passion and program knowledge are renowned. Tara and Brian head hunted Trevor whilst over east for a conference, we wanted to build and expand BIZLINK and knew he would be a fantastic addition to the management team. He joined us in August 2010.

Trevor has worked in the disability sector since 1989, including the management of several Disability Employment Services around Perth. Trevor has been a council member of ACE and NDS at a national and local level and has represented both these peak bodies on many state and national committees and working parties. Trevor was an important council member and served as Chair three times for ACEWA from its inception in the early 90s until it wound up in 2016. In 2019, Disability Employment Australia (DEA) recognised DES staff who make a difference in the program and in the sector, Trevor received a special commemorative medal for lifetime achievement of 25+ years working in DES.

I am very pleased to award Trevor the Tara Doyle Award.

Tara Doyle, **Quality Manager**

Tara Doyle Award Winner 2022

Trevor Paterson, Operations Manager



Tara, Trevor, Brian ACEWA AGM 2006

Tara Doyle Award Recipients

2022	Trevor Paterson
2021	Jenny Liew
2020	Julie Needham
2019	Tony Wrobluskie*
2018	Lisa Campbell
2017	Lindsey Rutherford
2016	Lianne Harvey*
2015	Charlie Lenzo
2014	Liz Zidich
2013	Debbie Finn
2012	Troy Sabetta
2011	Giorgio Pontarelli*
2010	Sean Deasy

*past employee

BIZLINK Service Awards

The BIZLINK Service Award was introduced in 2020 to acknowledge each decade of tenure.

All Recipients (inducted this year):

The BIZLINK Service Award acknowledges each decade of tenure. The following staff have attained these significant milestones and we thank them for the years of dedicated service:

20 Years	Tara Doyle Lisa Campbell Lee Holland Sean Deasy Brian Park
10 Years	Lisa Fuentes Tina Zemzars Troy Sabetta Lindsey Rutherford Liz Zidich Trevor Paterson Luis Galaz Debbie Finn Julie Needham Charlie Lenzo Yvonne Duffield David Smith Carol Porter



Charlie

DEA Service Awards

This year we nominated 16 employees for the Disability Employment Australia (DEA) Commemorative Medal. These awards recognise and acknowledge the many DES staff who make a difference in the program and in the sector. DEA has honoured employees with a medal of service acknowledging service of 10, 15 and 20 years,

and a special commemorative medal for lifetime achievement of 25+ years working in DES. The award was introduced in 2019, and due to COVID, 2020 and 2021 ceremonies were cancelled. The 2019 ceremony was in Perth and BIZLINK had four employees awarded the lifetime achievement award of 25+ years working in Disability Employment Services: Trevor Paterson, Tara Doyle, Luis Galaz and Troy Sabetta.

All Recipients (inducted this year):

25 Years

Trevor Paterson, Tara Doyle, Luis Galaz, Troy Sabetta, Lisa Campbell

20 Years

Lee Holland, Les Lowe, Sean Deasy, Liz Zidich, Brian Park, Pauline Donnelly

15 Years

Rosemarie Horsley, Lisa Fuentes, Tina Zemzars

10 Years

Stephenie Fielding, Lindsey Rutherford, Tracey Moxham, Debbie Finn, Julie Needham, Rosemaree Bloomfield, Charlie Lenzo, Yvonne Duffield, David Smith, Janet Sein Win, Harveena Singh, Carol Porter



Lisa, Lindsey, Sean, Troy, Tina, Rosemarie, Tracey, Tara, Lee, Luis



Employer of the Year 2022

The BIZLINK Employer of the Year Award has been presented to the employer that has demonstrated outstanding support of inclusive employment since 2000. The Award acknowledges employers that recognise the proven benefits of employing a BIZLINK job seeker:

Reliability generally takes fewer days off and stay in jobs longer than other workers.

Productivity in a well-matched job, perform as well as other employees.

Affordability recruitment costs are lower, BIZLINK services are free with Australian Government funding.

Safety according to Australian and overseas studies workers with disability are no more likely to be injured at work than other employees.

Good for Business build strong connections with customers. Boosting staff morale with a diverse workforce enhances teamwork and loyalty.

Cost Savings through less turnover, recruitment, and retraining costs. Hiring a BIZLINK job seeker adds to the organisation's overall diversity. It builds a positive image amongst staff, community, and customers. By ensuring the workforce reflects the community it serves you are more likely to deliver services that are inclusive to all.

Award nomination requires high levels of achievement against four core categories:

1. Number and proportion of staff that are BIZLINK workers
2. Level and nature of interaction workers have with staff and customers
3. The level of support demonstrated to facilitate training and integration
4. Commitment to the notion of a fair day's pay for a fair day's work

Employer of the Year 2022 Winner



Westral Home Improvements Canningvale

Partner since May 2018

Total BIZLINK Employees 20

Westral was nominated by Adam Fitzgerald, Job Search Coordinator. Westral have been manufacturing blinds and security screens / doors for over 48 years. They have given 20 BIZLINK clients employment opportunities.

We have eight clients currently working at Westral, with clients from our Rockingham, Cockburn and Midland offices. Clients are employed in a variety of roles, some working part time and most full time, many have moved on to other roles with some progressing on to traineeships. Westral performed exceptionally across the four core areas:

1. 20 jobs, with eight current. Westral employ ~ 80 staff within the production area alone.
2. Work is done in teams alongside other staff members. Westral have a buddy system and other options for communication, e.g. Line Manager, Production Manager. BIZLINK Team Coordinator, Ellen Hill, is on site with Adam weekly. Many of our clients are now training new staff at Westral.
3. Amazing level of support. Adam does all interviews with the client and the Production Manager, BIZLINK support meet on the first day to help with the induction. BIZLINK has an open-door policy with Westral. We can attend site at any time to meet the client's and Westral's individual needs.
4. Westral give every employee a production bonus, this is shared evenly and rewards everyone for working as a team. Westral have a fair pay policy, e.g. if a client is 17 years old, they are paid the full adult award rate – this is done so that every employee gets a fair go. Westral believe if you do the same work, you should get the same pay. This has been fantastic for our school leavers who have enjoyed being paid a fair day's pay for a fair day's work.

Westral Winner BIZLINK Employer of Year Award 2022



William, Ellen, Ryan, Adam, Dylan, David



Employer of the Year 2022 Finalists



Joondalup



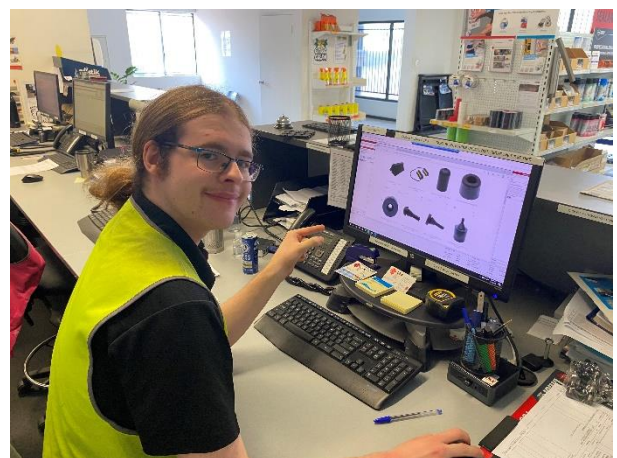
Kristen and CJ Australia Post



Alex I.R.S



I.R.S Team Matthew, Anthony, Dillon, Alex, Carla



Matthew I.R.S

Employer of the Year 2022
Nominees



BIZLINK Employer of The Year Award Past Recipients

2021 Feaver Tools

2020 Woolworths Booragoon

2019 City of Cockburn

2018 Woolworths Wellard

2017 South Metropolitan TAFE

2016 Woolworths Harvest Lakes

2015 Serco at Fiona Stanley Hospital

2014 Beaurepaires

2013 McDonald's Baldivis Restaurant

2012 Bunnings Warehouse Balcatta

2011 Adwest Group

2002 to 2012 Joondalup Health Campus

2010 Spinnakers Restaurant

2009 Dept of Environment and Conservation Woodvale

2008 Miracle Recreation Equipment

2007 Joondalup Health Campus

2006 Legal Aid WA

2005 Sir Charles Gairdner Hospital

2004 D'Orsogna

2003 Bakers Delight Beldon

2002 Target BSR

2001 Independent Plastics

2000 Bunnings Warehouse Balcatta, Inaugural Award

1992 to 2002 Dept Consumer & Employment Protection





QUALITY EMPLOYMENT

**Employer of the Decade
2012 to 2022**



Partner since April 2018

Total BIZLINK Employees 30

Serco have been in partnership with BIZLINK since April 2014 and over this time have employed 30 people with a variety of abilities. They are very supportive and flexible, working in partnership with our coordinators to match the person to the job and ensure appropriate supports are in place. They have encouraged workers to career develop into other roles to enhance their skills and long-term career prospects.

Serco won the BIZLINK Employer of the Year Award in 2015. Serco assisted BIZLINK with employment opportunities at Fiona Stanley Hospital and the Public Transport Authority. They employed our clients in a variety of roles including food, cleaning, internal logistics, porters, customer service operator and have other areas that we can job-match clients to. They have been open to high and low support and have proven retention of existing clients.

Serco signed a Memorandum of Understanding in April 2014 and have acted upon our shared objective to "Increase the Recruitment, Retention and Equity of People with a Disability".

It is evident that Serco view recruitment via BIZLINK as a long-term partnership. We look forward to supporting more people with disabilities to secure careers within the numerous roles that Serco provide.



Zoe



Jodi, Melissa, Daniel, Janay



Emily

Serco Winner BIZLINK Employer of the Decade Award



4 • MARCH 2-3, 2019

LIFTOUT THE WEEKEND WEST

4

WA DISABILITY EMPLOYMENT GUIDE

Inclusiveness cultivated right from the start

A Western Australia-based employment company is bringing big business and people with disabilities together, creating new work opportunities and moving towards a more inclusive community.

BIZLINK is a disability employment service provider that assists people with a disability to prepare for, find and keep a job in open employment.

The Australian Bureau of Statistics' 2015

Survey of Disability, Ageing and Carers reported 20 per cent of Australians identified as having a disability. BIZLINK works with forward-thinking employers to better reflect the community around them.

A free government-funded service, BIZLINK has successfully worked with a number of WA companies since its inception in 1992. Serco at Fiona Stanley Hospital has partnered with BIZLINK since 2015, employing 27 people with a disability over that time.

"The relationship with BIZLINK is very important to us," Serco Senior Manager Patient Hospitality Services Breffni Doyle said. "They support their clients 110 per cent."

"It is important to us that BIZLINK comes into our business and understands what we do and how we do things and forward relevant applicants to us."

"Being a greenfield project, we could embed this into our culture from the start, so it is not treated as something different, it is treated as business as usual. A lot of the people we support are people who would have fallen through the net in the traditional employment space."

"It is about assisting people to function in the space and the system, setting a culture of diversity and educating our staff. It is not just a case of ticking a box."

Mr Doyle said monitoring, training and flexibility were

important factors.

"We monitor people's ability during training and make sure they are in a role that is suitable to them," he said.

"Apart from some training and care they are not treated differently from any other employee."

"They have a role with duties and schedules like everyone else in the organisation."

"While you need to acknowledge they may be different, it is also important to not treat people with disability differently."

For BIZLINK clients working at Serco, the journey from the time they first enter the organisation to when they begin working at the hospital is one of growth and opportunity, Mr Doyle said.

"At first they may be nervous or intimidated by the space, but over time they begin to grow in confidence," he said. "It has really changed their lives."

Mr Doyle said the big deal of this partnership was making it no big deal at all.

"Our staff are fully supportive of the initiative; the organisation lives the values and the culture which have been embedded from the start," he said, adding the staff were dedicated, hardworking and loyal.

"The BIZLINK clients' level of focus is high and they value and take pride in their work."



L-R: Sarah Wandle, Tanya Sanders, Benjamin Johnston, Emily Kossen and Ivica Osti are domestic assistants at SERCO.

For more information, call 1300 780 789 or visit www.bizlink.asn.au

South Metropolitan TAFE Finalist Employer of the Decade



Peter, Michelle, Jarrad, Mark, Sarah, Julie, Luke

"Employees sourced through BIZLINK are job ready and get appropriate support which contributes to the overall success of the program at SM TAFE" Mark Taylor, Director of Human Resources and Integrity.

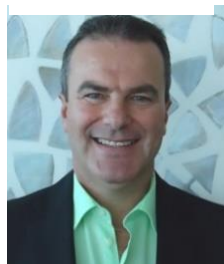
Board of Directors

End of an Era



Glen Clarke

After 20 years of service to BIZLINK, Glen Clarke, retired from the Board in December 2021. Glen joined the Board as Finance Director in 2001, a role he continued until 2008, when he was elected as Deputy Chair. BIZLINK has benefited from Glen's wealth of knowledge from his auditing experience, he is a retired Deputy Auditor General.



Robert Casamento

With 17 years of service, Rob Casamento, retired from the Board in June 2022. Rob provided high level business acumen as a founding Director of CBSW Pty Ltd, a boutique Tax & Business Advisory Chartered Accountancy practice in West Leederville and decades of experience with large International Chartered Accounting firms. A Fellow member of the Institute of Chartered Accountants and a Fellow member of the Taxation Institute of Australia, Rob provided intelligent and robust business advice to guide BIZLINK through multiple challenges over the 13 years in the role of BIZLINK Chair. Rob joined BIZLINK as a Director in 2005 and was elected Chair in 2009.

Rob and Glen have assisted BIZLINK through difficult times and, with the Board, guided us to a very strong position to take on new challenges and expand our business, whilst maintaining our employment focus and serving people with disability to secure quality employment. The team and Board thank Glen and Rob for their dedication to service.

A voluntary Board of Directors governs BIZLINK. The Board meets at least six times per year. Members of the Board include business people, community leaders, a client representative and the Managing Director. The Board monitors the operational and financial performance of BIZLINK, develops policy and ensures clients receive appropriate services.



Michael Stutley LLB
Chair

Elected 2018

Michael joined the Board in October 2018. In 2021 he was elected by the Board as Chair.

Michael is a partner of Kingston Reid, a specialist workplace relations and safety law firm. He concentrates his practice in the areas of migration law, employment law, industrial relations, major incidents and workplace safety. Michael represents national and international clients in all areas relating to employment and industrial related action, including equal opportunity and occupational safety and health.



John Ripepi
Deputy Chair

Elected 2019

John has some 37 years' experience working within the general insurance industry having held a number of senior leadership roles with Wesfarmers Insurance. John was a member of the executive leadership committee at Wesfarmers Insurance for over 20 years when in 2010 he was

appointed CEO of WFI Insurance Ltd, a position he held until 2014. Since then John has held senior positions with both Insurance Australia Group and Gallagher Insurance Brokers. John also has NFP board experience having been a Director of Crop Insurance Services Association Ltd from 1998 to 2010, having served one term as Deputy Chair. John is a Fellow of the Australian and New Zealand Institute of Insurance and Finance and holds a Graduate Diploma, Insurance from Deakin University. The Board elected John to the position of Deputy Chair in 2021.



Susan Campbell BA (Hons)
Director

Elected 1994

Susan became involved with BIZLINK in 1992 through the Post School Options program. Her son Christopher obtained his employment through the newly established BIZLINK in 1992 and has enjoyed a happy and rewarding working life ever since. Susan was approached in 1994 to become a representative for consumers. Susan now retired, has a background in the Accounting and Financial Services sector..



Marco Cicchinè BA
Director
Elected 2004

Marco was invited to be a Director in 2004 because of his marketing experience and background in the disability industry. Marco is Director of

Marcoting Pty Ltd; Principal of loans@home and a licensed finance broker. Marco was a Board member of The Italian Chamber of Commerce & Industry (Australia-Perth Inc) 2007 to 2016. He was elected to the Australian Marketing Institute as a Councillor in 1994, elected President of the WA branch in 1995 to 2004, elected National Vice President in 1997, elected Deputy National President in 2003 and a National Board Director, from 1995 to 2012, he held the position of National Vice President-Finance, was reappointed as a Director in 2015 to 2018 and was granted a Life Membership in 2012. Marco has a Bachelor of Arts (University of Western Australia) in Marketing and Industrial Relations. Certificate IV Financial Services (Finance/Mortgage Broking), Diploma of Finance and Mortgage Broking Management.



Michelle Jenkins
Director
Elected 2019

Michelle is the Chief Executive Officer of Community Vision, a not-for-profit community service.

Through her work, she is inspired to create a stronger and more connected community. Michelle has held a number Executive Leadership roles and was the former Head of Commercial Banking for Westpac, Regional Manager for BT Financial Planning, a Justice of the Peace and has a master's degree in business leadership, as well as Financial Planning qualifications in Australia and the UK and a Diploma in Management (Governance). She is a Fellow of the Australian Institute of Management and a Certified HeartMath™ practitioner and on the Board of Leading Aged Services LASA and Joondalup Business Association.



Mark Nailer
Director
Nominated 2022

Originally from Perth, Mark started his career in a mid-tier accounting firm based in Sydney.

This eventually led him to return home, and he has been with CBSW since the firm was first established in 2010. Mark became a Director of CBSW in July 2016. He is a member of the Chartered Accountants Australia and New Zealand, a Chartered Tax Adviser, a Registered Tax Agent and a Family Business Australia Accredited Advisor. His key areas of expertise include Family Business, Engineering, Legal, Medical Practitioners, Property and Construction, Retail, Mining and Exploration. Mark is a proud dad of three young children, and he loves nothing more than spending time with his family. He has a passion for music, and enjoys playing the guitar whenever he gets a chance. During footy season Mark can often be found watching a game...or two!



Brian Park
Managing Director
Elected 2010 / Employed Aug 2001

Brian was appointed BIZLINK Managing Director in July 2010.

Originally employed as Support Manager before being promoted in 2005 to Operations Manager. Brian has qualifications in Higher National Certificate in Social Care, Certificate in Management Studies and training and Assessing. Brian has over 30 years' experience in the disability field including employment specific services both in Australia and the UK. He has a background as a Social Trainer and Manager of Disability Services. Brian has had an active role in the industry peak body of ACE, serving on the ACE WA Committee from 2003 to 2010, as Committee member and President from 2008 to 2010. Brian was awarded with a 15-year service award by DEA in 2019 and the 20-year service award in 2022. Brian was awarded the BIZLINK service award for 20 years service in 2021.

BIZLINK Team at October 2022



Quality Manager
Tara Doyle
Mar 1995



Operations Manager
Trevor Paterson
Aug 2010



Managing Director
Brian Park
Aug 2001



Compliance Manager
Lisa Campbell
Aug 1997



Finance Manager
Lisa Fuentes
Jun 2004



Site Manager Jo/EP/Inn
Lee Holland
Feb 2000



Site Manager Roc
Tina Zemzars
Mar 2006



Site Manager Mid
Charlie Lenzo
Feb 2012



Site Manager CC
Kadjann Veloo
Jun 2018



Site Manager Mel
Abhinav Choubey
Mar 2021



Project Officer
Harveena Singh
Jun 2018



Quality Officer
Lindsey Rutherford
May 2008



HR & Finance Officer
Yvonne Duffield
Feb 2012



Finance Assistant
Bronwen Macham
Nov 2019



Volunteer Admin Jo
Linda Forrester
Jul 1997



Compliance Assistant
Carol Porter
Aug 2012



Compliance Assistant
Kerry Pattenden
July 2018



Compliance Assistant
Victoria Vallis
Jun 2022



TC Mel
Luis Galaz
Sep 2010



TC Roc
Stephenie Fielding
Jun 2018



TC CC
Ellen Hill
May 2018



Project Officer
Thomas Boschman
Feb 2021



**Project Team NDIS
Project Manager**
Candy Duncan
Jun 2021



Project Officer
Emily O'Connell
Mar 2022



EC
Liz Zidich
Jan 2010



EC
Pauline Donnelly
Aug 2015



EC
Janet Sein Win
Aug 2015



EC
Sharleis Roxburgh
Mar 2018



EC
Tanya Croft
Sept 2021



JSC
Sean Deasy
Sep 2000



JSC
Leslie Lowe
Apr 2018



JSC
Wayne Mercer
May 2018



JSC
Jay Cross
Apr 2018



JSC
Khalif Omar
Oct 2018



JSC
Suresh Davalan
May 2019



JSC
Adam Fitzgerald
May 2019



JSC
Luc Lenfema
May 2021



JSC
Misbah Ismailjee
Feb 2022



JSC
Tenille Douglas
Aug 2022



JSC
Paris Matthews
Jun 2020



JSC
Tim Scherer
Nov 2020



JC
Damian Knowles
May 2021



JC
Donna Bartolome
Oct 2021



JC
Acushla Fearn
Mar 2022



JC
Harry Pendergast
Apr 2022



JC
Luke Palmer
Aug 2020



JC
Sarah Allison
Jul 2021



SC
Troy Sabetta
Sep 2003



SC
Debbie Finn
May 2011



SC
David Smith
Mar 2012



SC
Tracey Moxham
Mar 2013



SC
Julie Needham
May 2011



SC
Philip Corcoran
Nov 2016



SC
Carmel Lubbe
Jul 2018



SC
Jenny Liew
Aug 2018



SC
Ro Bloomfield
Jul 2017



SC
Rosemarie Horsley
Apr 2018



SC
Matthew Nicholson
Jun 2018



SC
Laz Hulugalle
Feb 2022



SC
Calvin Westbrook
May 2021



SC
Leesa Hydes
May 2021



SC
Bryan Burns
Dec 2021



SC
Anne Macleod
January 2022



SC
Janay Johnson
Nov 2020



SC
Pravin Guanasagaran
Dec 2020



SC
Eryn Smeed
Apr 2021



SC
Nadiyah Kamarudin
Apr 2022



SC
Su Mastahar
Oct 2021



SC
Nicole Tilbrook
Aug 2022



SC
Sarah Adjudra
Sep 2022



SC
Michelle Tsouris
May 2021



SC
Karen Hill
Jun 2022



SC
Kevin Rodrigues
Jun 2022



Cleaner
Wendy Spratt
Apr 2016



Cleaner
Janet McCall
Aug 2016



Cleaner
Adam Zeller
Aug 2018



Cleaner
Xavier Wallace-Gibb
Feb 2022



Cleaner
Daniel Lowe
Feb 2021

TC: Team Coordinator; EC: Employment Coordinator; JSC: Job Search Coordinator; SC: Support Coordinator

About BIZLINK

BIZLINK is a West Australian, not-for-profit, Disability Employment Service and is a Registered NDIS provider for School Leaver Employment Supports (SLES) and Employment Supports. BIZLINK is dedicated to securing and supporting inclusive employment in the Perth suburbs and has done so since 1992. We selectively match job seekers to fill the criteria of each vacancy and provide individualised on-site training, support and advice. Australian Government funding makes our Disability Employment Service FREE.

When making a choice, BIZLINK is:

- Not-for-profit our funding goes into our service, not to shareholders
- WA based and dedicated to securing and supporting inclusive employment across Perth suburbs
- Conveniently located at East Perth, Melville, Cockburn Central, Rockingham, Joondalup, Innaloo and Midland. We assist working age people with all types of disabilities, barriers and backgrounds
- Tailored to your individual needs. We work with you to achieve your employment goals and secure sustainable ongoing open employment
- Personal job-matching and individual assistance including on and off-site training and support
- Quality endorsed with NSDS, NDIS, ISO 9001 and ISO 27001 certification

Getting Information Your Way

BIZLINK assists people with a range of abilities. Staff can read and explain this information or BIZLINK can provide the information in different ways; such as, large print, another language or electronically; e.g. emailed to you as a word document, as needed. Discuss with your Coordinator or contact BIZLINK.

Like Us on Facebook and Follow us on Instagram



BIZLINK has Facebook and Instagram. We use social media as an extension of our Bizzybodies newsletter and to connect with the community and stay informed. We promote our service, share good news stories, provides relevant Department updates and share information about BIZLINK services and other items that may interest our followers.

www.facebook.com/bizlinkqualityemployment

www.instagram.com/bizlinkqualityemployment

Website

Our website provides information about BIZLINK for job seekers, employers, schools and community organisations. We post our policies, reports and newsletters to the website.

www.bizlink.asn.au

1300 780 789

To discuss how BIZLINK could be the
BEST provider for you



Registered NDIS Provider



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