

ANNUAL RESULTS 2022—2023 FUTURE DIRECTIONS

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Agenda Annual General Meeting

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

Tuesday 17 October 2023 at 5.00 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 2023

Minutes of the 2022 Annual General Meeting

BIZLINK Incorporated
Minutes of the Annual General Meeting
Held on Tuesday 18 October 2022 at 5.00 p.m.

1. Opening

BIZLINK's Chair, Michael Stutley, opened the meeting at 5.00 p.m.

Mr Stutley welcomed attendees to the twenty ninth 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, Michael Stutley, Susan Campbell, Marco Cicchine, John Ripepi, Michelle Jenkins, Mark Nailer, Trevor Paterson, Lee Holland, Tina Zemzars, Kadj Veloo, Abhi Choubey, Charlie Lenzo, Leesa Hydes, Steph Fielding, Sharleis Roxburgh, Lindsey Rutherford, Lisa Fuentes, David Smith, Yvonne Duffield, Wayne Mercer, Leslie Lowe, Calvin Westbrook, Tanya Croft, Kristy Groves, Sarah Adjudra, Jay Cross, Adam Fitzgerald, Kerry Pattenden, Sean Deasy, Tara Doyle, Donna Bartolome, Nicole Tilbrook, Phil Corcoran, Debbie Finn, Bronwen Macham, Khalif Omar, Suresh Dayalan, Nadiyah Kamarudin, Su Mustahar, Kilee Giles, Amanda Moukter, Sarah Allison, Liz Zidich, Dempsey O'Callaghan, Craig Erin, Luc Lenferna, Candy Duncan, Thomas Boschman, Janet Sein Win, Brendan O'Reilly, Harry Pendergast, Pauline Donnelly, Matthew Nicholson, Eryn Smeed, Paris Matthews, Ro Bloomfield, Anne MacLeod, Bryan Burns, Laz Hulugalle

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: Tara Doyle Seconded: Trevor Paterson Carried

It was resolved to accept the members of BIZLINK Incorporated.

4. Apologies

Mr Stutley advised apologies have been received from:

Lisa Campbell, Carol Porter, Rob Casamento, Kevin Rodrigues, Ellie Faskel, Tim Scherer, Rosemarie Horsley

Mr Stutley proposed the motion:

Motion: “That the apologies be accepted.”

Moved: Trevor Paterson Seconded: Susan Campbell Carried

It was resolved to approve the apologies for the 2021—2022 Annual General Meeting.

5. Proxies

Mr Stutley advised nil proxies have been received.

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 12 October 2021 be adopted.”

Moved: Tara Doyle Seconded: Trevor Paterson Carried

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

7. Chairman's Report

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

Mr Stutley advised since 1992 BIZLINK's team has been dedicated to assisting 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 2022, BIZLINK has continued to grow and achieved another surplus this year. The Board is maintaining a conservative approach in respect to ensuring our financial stability during these uncertain times.

Mr Stutley advised the star ratings can impact tender outcomes and can attract clients and BIZLINK remains focused on achieving strong performance through employment outcomes. BIZLINK has consistently been one of the top providers in both the North and Central & West ESAs, our contracted service areas.

Mr Stutley advised that this year the team achieved ISO 27001, Information Security Management Systems (ISMS) and NDIS Certification. We are also 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.

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: Tara Doyle

Seconded: Susan Campbell

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 as we approach the end of the DES ESS contract, which is due to finish 30th June 2023, we still await the government's decision on what the future holds for disability employment. At this moment in time we had anticipated that we would be in tender mode, preparing for the 2023-28 contract, however due to a number of reforms the Department of Social Services are looking to make, and a change in the federal government back in May this process has been delayed, we now conclude that there will not be a tender before June 30 2023 but more likely an extension to the current contract and we expect more information in the coming weeks perhaps following the federal budget next week. Mr Park advised that BIZLINK needs to be prepared to tender and be in a position of strength when we do so.

Mr Park advised despite the challenges of COVID, BIZLINK has this year emerged stronger than ever, delivering a record-breaking year as we mark our 30-year anniversary.

- As at 30 June 2022, 1137 clients actively engaged in capacity building, job search or employment support
- A strong job start achievement with 557 new jobs secured, an all-time record for BIZLINK
- 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 with 33 participants now receiving a NDIS funded service
- Successfully retained certification against the National Standards for Disability and ISO 9001 Quality Management System, passed our financial management audit and for the first time achieved certification of ISO 27001 Information Security Management System

Mr Park advised we are nearing completion of the department's Right Fit for Risk (RFFR), which is a risk-based accreditation, allowing the department to have comfort on the safety of providers cyber security systems. The RFFR is non-negotiable, and after the recent events affecting data breaches at Optus and Medibank you can perhaps appreciate why. Not having accreditation by 31 December 2022 may result in either a suspension of referrals and payments, suspended access to the department IT systems, or termination of our contract with the department. It is thought RFFR will become a "must have" accreditation to allow providers to tender for future government contracts and I must give thanks to Tara Doyle for working tirelessly on this complex system over the past couple of years.

Mr Park advised our strong performance has enabled all sites to continue to grow and he is pleased to advise that at the June 2022 star ratings, BIZLINK remained the only generalist provider to attain 4 Stars in both the North and the Central & West ESAs, a truly fantastic result.

Mr Park advised he is proud of the team's achievements with the team continuing to secure and maintain quality open employment whilst maintaining a focus on individual needs and the values that BIZLINK was founded upon back in 1992. Our talented, experienced and dedicated team is what makes BIZLINK an amazing organisation.

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 welcomed our newly appointed chair, Michael Stutley. He also acknowledged Rob Casamento who stood down as Chair and BIZLINK director after 17 years of selfless service on 30 June 2022 and Glen Clarke who stepped down after serving BIZLINK for 20 years in December 2021.

Mr Park suggested that although it's been a busy year, we must not get complacent, and continue to deliver our high level of service as we turn our attention to the next contract and tender whenever that may be.

Mr Park introduced two clients who are supported by BIZLINK in their jobs, to show first-hand how open paid employment with quality employers can change the lives of people with a disability.

Dan joined BIZLINK in 2018 and after showing his can-do attitude was introduced to Fiona Stanley Hospital and hired by SERCO as a Customer Service Officer on the Help Desk in January 2019 where he remains today.

Ryan first registered with BIZLINK 2012 whilst still at school. In early March 2022, Ryan started with Westral and has now held several positions within the organisation. Ryan is said to be a valued employee who always has a smile on his face.

Mr Park proposed the motion:

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

Moved: Trevor Paterson

Seconded: John Ripepi

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 of 30 June 2022 and of its performance for the year ended on that date.

Mr Park advised BIZLINK made an operating surplus of \$1,049,618 for the 2021-2022 financial year. This was due to the continued growth of the organisation and a record number of jobs secured which led to increased outcomes.

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 2022 be accepted."

Moved: Marco Cicchine Seconded: Michelle Jenkins 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 2023."

Moved: Michelle Jenkins Seconded: John Ripepi Carried

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

11. Retiring of Directors

Mr Stutley advised during the 2020-2022 financial year, Robert Casamento (Chair) and Glen Clarke 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 John Ripepi and Michelle Jenkins. Mark Nailer filled a vacancy during the year and now stands for election as Director.

Mr Stutley reported John Ripepi and Michelle Jenkins now stand for re-election as Directors and Mark Nailer stands for election.

12. Election of Directors

Mr Stutley advised nominations have been received from John Ripepi, Michelle Jenkins and Mark Nailer.

As there were no other nominations, John Ripepi, Michelle Jenkins and Mark Nailer were appointed to the Board of Directors of BIZLINK Incorporated unopposed.

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 13 December 2022 at 5.00 p.m.

15. Closure

Mr Stutley declared the meeting closed at 6.00 p.m.

Mr Stutley thanked those present for their attendance and invited them to stay for the presentation of the BIZLINK's Service Awards, the DEA service medals, the Tara Doyle Award and the BIZLINK Employer of the Year and Employer of the Decade awards and to join the BIZLINK staff and board for light refreshments.

Recorder: Kerry Pattenden (in absence of Lisa Campbell)

Chairman

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 2022–2023 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 and 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 each individual's employment goal. 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.

In October 2022, the Department of Social Services announced the DES contract would be extended to 30 June 2025, a two-year extension and we now assume that we will go to tender late 2024. Minister for Social Services, the Hon Amanda Rishworth MP, announced the two-year extension of the DES program as part of the 2022-2023 Federal Budget. During the extension period, the Minister has committed to improving quality and performance of the DES program for both participants and providers.

The announcement of the contract extension and our achievement of surpluses which has been part of our strategy for many years enabled the BIZLINK board to review our strategic position and in April 2023 the Board

of Directors, with input from BIZLINK senior management, agreed to consider the strategic position and organic growth of the organisation. The Board approved the opening of two new sites in the North ESA, Clarkson and Morley, to provide better access and choice for people with a disability. The additional sites provide broader ESA coverage and potential to increase our referral streams prior to the 2025 tender. Secondly, the opening a new site in the East ESA, Cannington, to deliver our NDIS program and promote our brand in anticipation of tendering for a DES contract to commence in 2025.

BIZLINK has positioned itself into a strong position leading into the 2025 tender. We maintain strong financial viability, have maintained certification against the National Standards for Disability Services and achieved Right Fit for Risk (RFFR) accreditation by the Department of Employment and Workplace Relations. 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, three non-negotiables for providers to tender will be, RFFR accreditation, financial viability and NSDS certification, investment in these areas is essential.

Whilst 2022-2023 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 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.

The BIZLINK team has been incredibly resourceful, responsive and above all maintained our values within this era of competition and uncertainty. I congratulate 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 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.

Managing Director Report



Brian Park
Managing Director

I am pleased to present the thirtieth BIZLINK Annual Report. Despite the challenges of the past few years with COVID, we have emerged stronger than ever and have had another outstanding year. Our register grew despite the tightening of the eligibility criteria and a fall in the national numbers, and we had strong performance securing 450 jobs.

I am proud of my team's achievements; 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 operated 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 2022—2023

- In October 2022, the Department of Social Services advised the current Disability Employment Services – Employment Support Service contract due to end 30 June 2023 would be extended for a further two years. The contract will now end 30 June 2025. Minister for Social Services, the Hon Amanda Rishworth MP, announced that as part of the extension the Department were committed to improving quality and performance of DES for participants and providers.
- 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.
- Accreditation against the department's 'Right Fit for Risk' which details our plan for Information Security Management and will almost certainly be a non-negotiable requirement to allow providers to tender in the future.

- Review of our strategic plan concentrating on our strategic position and organic growth. The Board agreed the opening of two new sites in the North ESA to provide better access and choice for people with a disability, and the opening of a new site in the East ESA and in the Dale ESA to deliver our NDIS programs and promote our DES brand in anticipation of tendering for a DES contract in 2025.
- Strong performance across seven sites – Joondalup, Innaloo, Midland, Rockingham, East Perth, Melville, and Cockburn.
- Slight increase in staff, going from 75 on 30 June 2022 to 79 on 30 June 2023.
- On 30 June 2022, we had 1137 DES clients actively engaged in capacity building, job search or employment support. On 30 June 2023, we had 1167 DES clients. That is a 3% increase whilst the National trend was a 6% decline in active participants.
- A strong job start achievement with 450 jobs.
- **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 North Metropolitan TAFE. TSEP is a model that bases a specialist consultant (NDIS Coordinator), from BIZLINK, one day per week at the TAFE campus and aims to meet the specific needs of graduating or graduated students with disability seeking employment. Whilst there is no funding attached to TSEP, referrals of job ready clients and potential jobs on campus is a benefit of the partnership.
- **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. We achieved NDIS Quality Certification in June 2022.

The model which is governed by the 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 NDIS team has a holistic approach to engage our participants. NDIS Coordinators provide services from our offices across the Perth Metropolitan.

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 mutual 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 over 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



Ryan at Westral - Employer of the Year 2022

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 \(dss.gov.au\)](http://NationalStandardsforDisabilityServices|DepartmentofSocialServices,AustralianGovernment(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 \(ndiscommission.gov.au\)](http://NDISPracticeStandards|NDISQualityandSafeguardsCommission(ndiscommission.gov.au))

Finance Report

The Special Purpose Financial Report for the year ended 30 June 2023, 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 2023.

Over 2022-2023, BIZLINK provided services in the North and Central & West Employment Service Areas (ESAs). On 30 June 2023, we employed 79 people, on 30 June 2022, we employed 75 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 \$590,133. 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.

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 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 difficult 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, and 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 Star Rating 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 2023

	Note	2023 \$	2022 \$
Revenue	3	8,657,284	8,643,186
Employee benefits expense		(6,503,764)	(6,065,644)
Depreciation and amortisation expense		(510,697)	(497,316)
Short-term lease expense and outgoings		(126,835)	(103,524)
Motor vehicle expenses		(258,538)	(240,274)
Computer expenses		(198,139)	(181,572)
Insurance		(128,542)	(104,092)
Other expenses		(340,636)	(401,146)
Operating surplus before income tax		590,133	1,049,618
Income tax expense	4	-	-
Operating surplus for the year		590,133	1,049,618
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		590,133	1,060,501

Statement of Financial Position as of 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	6,907,044	6,178,193
Other current assets	7	196,149	426,515
TOTAL CURRENT ASSETS		7,103,193	6,604,708
NON-CURRENT ASSETS			
Property, plant and equipment	8	1,928,989	1,950,192
Right of use asset	9	324,711	281,248
TOTAL NON-CURRENT ASSETS		2,253,700	2,431,440
TOTAL ASSETS		9,356,893	8,836,148
LIABILITIES			
CURRENT LIABILITIES			
Trade payables	10	46,427	151,065
Provisions	11	767,919	780,798
Sundry payables and accrued expenses	10	812,198	843,860
Lease liabilities	9	181,609	198,181

	Note	2023 \$	2022 \$
TOTAL CURRENT LIABILITIES		1,808,153	1,973,904
NON-CURRENT LIABILITIES			
Provisions	11	115,590	90,064
Lease liabilities	9	177,948	107,111
TOTAL NON-CURRENT LIABILITIES		293,538	197,175
TOTAL LIABILITIES		2,101,691	2,171,079
NET ASSETS		7,255,202	6,665,069
MEMBERS' FUNDS			
Reserves	12	1,072,137	1,072,137
Accumulated funds surplus		6,183,065	5,592,932
TOTAL MEMBERS' FUNDS		7,255,202	6,665,069

Statement of Changes in Members' Funds for Year Ended 30 June 2023

	Accumulated Funds Surplus \$	Asset Revaluation Reserve \$	Asset Realisation Reserve \$	Total \$
Balance at 1 July 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
Comprehensive Income				
Surplus for the year	590,133	-	-	590,133
Total comprehensive income for the year attributable to members of the entity	590,133	-	-	590,133
Balance at 30 June 2023	6,183,065	92,136	980,001	7,255,202

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.

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 of Innovation, Initiative, Employer service, Teamwork, Client Focus, Striving for Excellence, Integrity



Abhi and Les

Les Lowe, Job Search Coordinator, Melville 20/03/2023, recognised by an employer for a great job promoting BIZLINK and job matching clients to roles. Les has built a positive partnership with the Backbone Steel management team, and often comes in to check in and see how current staff are going, and if there are any new opportunities.

Nominees Tara Doyle Award

Sharleis (Shar) Roxburgh, Employment Coordinator, Rockingham nominated by Kadj Veloo, Site Manager Cockburn.

Pauline Donnelly, Employment Coordinator, Rockingham Nominated by Tina Zemzars, Site Manager and Stephenie Fielding, Team Coordinator, Rockingham.

Rosemarie Horsley, Support Coordinator, Cockburn, nominated by Kadj Veloo, Site Manager, Cockburn.

Paris Matthews, Job Search Coordinator, Cockburn, nominated by Kadj Veloo, Site Manager, Cockburn.

Sean Deasy, Job Search Coordinator, Joondalup, nominated by Lee Holland, Site Manager, Clarkson & Joondalup.



Lee Sean Trevor



Kadj and Rosemarie



Paris and Kadj



Shar

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 is the 14th year of the award. The importance of this recognition is reflected by the past recipients, many who continue to loyally serve our clients and BIZLINK. For over a decade an employee who represents BIZLINK values has been awarded.

Tina, Site Manager and Stephenie, Team Coordinator Rockingham, nominated Pauline for her dedication and efforts to help people with disabilities secure quality employment and to register with BIZLINK. Pauline joined BIZLINK in August 2015, with many years of disability experience. In 2018 Pauline achieved a 100 Club Award, which recognises job search excellence. In 2019 Disability Employment Australia (DEA) recognised DES staff who make a difference in the program and in the sector, Pauline was awarded with a 15-year award and the 20-year in 2022. Pauline changed to Employment Coordinator in November 2021. She understands the challenges faced by individuals with disabilities seeking meaningful employment opportunities.

Pauline has developed partnerships between local schools, mental health services, businesses, government agencies, and disability services. She brings stakeholders together and this has increased direct registrations for BIZLINK Rockingham. Throughout her employment with BIZLINK, she has always gone over and above to educate employers and the general public about the benefits of hiring individuals with disabilities, dispelling myths and prejudices along the way. Pauline is known for her innovative approaches to matching job seekers with disabilities to suitable employers. Even as an Employment Coordinator she continues to secure employment opportunities.

Pauline's instinct to help others and her ability to empower individuals with disabilities to achieve independence through quality employment has been part of BIZLINK Rockingham's success. Her personalised approach to each client and her ability to identify their unique skills and strengths have resulted in countless success stories. Pauline is a remarkable individual who embodies the values of inclusion, integrity, and dedication. Her efforts have transformed the lives of

countless individuals with disabilities, providing them with opportunities for personal and career growth.

Pauline is an inspiration to others to create an inclusive and diverse workforce. Pauline's impact is a testament to the difference one person can make when they are driven by a genuine desire to improve the lives of others. I am very pleased to award Pauline the 2023 Award.

Tara Doyle, **Quality Manager**

Tara Doyle Award Winner 2023

Pauline Donnelly



Tina, Pauline, Stephenie

Tara Doyle Award Recipients

2023	Pauline Donnelly
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. The BIZLINK Service Award acknowledges each decade of tenure. We thank the following staff who have attained these significant milestones and acknowledge their years of dedicated service.

BIZLINK Service Awards - All Recipients

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 Tracey Moxham



Charlie, Brian, Yvonne, Dave 10 Year Service Awards AGM 2022

DEA Service Awards

This year we nominated two employees for the Disability Employment Australia (DEA) Commemorative Medal. Lindsey Rutherford and Tracey Moxham. These awards recognise and acknowledge the many DES staff who make a difference in the program and in the sector.



Brian, Les, Liz, Sean, Pauline, DES Service Awards AGM 2022

DEA honours 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 lifetime award of 25+ years working in Disability Employment Services was awarded to Trevor Paterson, Tara Doyle, Luis Galaz and Troy Sabetta in 2019 and Lisa Campbell in 2022.

DEA Service Awards - All Recipients

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, Lindsey Rutherford, Tracey Moxham

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

inducted this year | *past employee



Employer of the Year 2023

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.

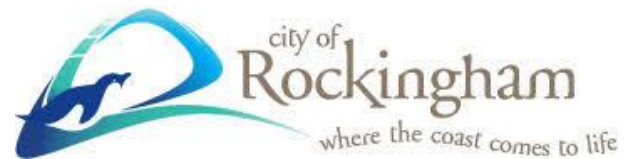
Good for Business build strong connections with customers. Boosting staff morale with a diverse workforce enhances teamwork and loyalty.

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 2023 Winner



City of Rockingham

Partner since 2010

Total BIZLINK Employees 13

The City of Rockingham was nominated by Jay Cross, Site Manager East Perth / Innaloo. Jay was involved in recruitment with the City of Rockingham in his role as Job Search Coordinator. City of Rockingham have worked closely with BIZLINK to customise employment opportunities, and BIZLINK is their DES provider of choice. We work closely with their HR department to ensure everything runs smoothly. We currently have clients working across four different areas of the City from Libraries, HR, Community Support Services and Asset Management, working in technical area using CAD to make plans for the drains and other services. They are currently running a 3-year program taking on several Trainees each year, this is not only for candidates with disabilities, but BIZLINK has successfully matched some clients to these Traineeships.



Kieren

Employer of the Year 2023 Finalists



Joondalup



Kristen and CJ Australia Post



Marcus and Josh



Woolworths
the fresh food people

Port Coogee



Sharni, Rosemarie, Janaya, Jennifer



Leila and Mark

Employer of the Year 2023 Nominees

South Metropolitan
Health Service



South Metropolitan Health Service (FSH)

officeworks
make bigger things happen

Officeworks (Jandakot & O'Connor)



IRS Welshpool



Assisting Your Life to Achieve (AYLA)



Perth Motor Bodies (PMB)



JAD



Jason Windows



Ritz Party Hire, Rockingham

BIZLINK Employer of The Year Award Past Recipients

2022 Westral

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

2012 to 2022 Serco at Fiona Stanley Hospital



Board of Directors

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 38 years' experience working within the general insurance industry

having held several 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. John has also held senior positions with Insurance Australia Group, Gallagher Insurance Brokers and STAR IMS a provider of workplace injury management and rehabilitation services. John has previous NFP board experience having been a Director of Crop Insurance Services Association Ltd from 1998 to 2010, serving 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 former 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
Elected 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.

Getting Information How You Need It

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, in large print, another language or electronically; e.g. emailed to you as a word document, as needed. Discuss with your Coordinator or contact BIZLINK.

Social Media



BIZLINK has a Facebook and Instagram page. We use these as an extension of our Bizzybodies newsletter and to provide another avenue for clients to connect with us and stay informed. Our social media promotes our service, shares good news stories, provides relevant Department updates and shares information about BIZLINK services.

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. We have a feedback page, where you can complete a survey anytime.

www.bizlink.asn.au



BIZLINK acknowledges the support of the Australian Government Department of Social Services, which provides BIZLINK with Employment Support Services funding.

Need an Employment Service?

BIZLINK is a West Australian, not-for-profit, disability employment service and registered NDIS provider for Employment Supports. BIZLINK is dedicated to securing and supporting inclusive employment in the Perth suburbs and has done so since 1992. BIZLINK has the experience and results to provide the best employment support.

Choose BIZLINK for:

- A Free Disability Employment Service
- Convenience of 10 Offices across Perth
- Personalised job-matching
- Pre-employment skills development
- Individual one-to-one assistance
- On-site training support and advice
- Apprenticeship and Traineeship support

1300 780 789

To discuss how BIZLINK could be the
BEST provider for you



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

Job-matching | Training | Support | Careers | www.bizlink.asn.au