



November 2022 Volume 105

# BIZZYBODIES

**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, 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.



*William, Ellen, Ryan, Adam, Dylan, David*



*Roland, Service Director Westral, and Michael, BIZLINK Chair*



*Ryan*



## Employer of the Decade 2012 to 2022

# serco

Partner since April 2018  
Total BIZLINK Employees 30

Serco signed a Memorandum of Understanding in April 2014 and shared our objective to “Increase the Recruitment, Retention and Equity of People with a Disability”. They have employed 30 people with a variety of abilities. Serco 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.

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 operators and have other areas that we can job-match clients with. They have been open to high and low support and have proven retention of existing clients. Serco view recruitment via BIZLINK as a long-term partnership. We look forward to supporting more people with disabilities into quality careers with Serco.



Emily, Janay, Zoe



Kilee and Amanda, Serco Asia Pacific Talent Business Partners  
with Michael BIZLINK Chair



Jodi, Melissa, Daniel, Janay



Daniel speaking at the AGM about his work at Fiona Stanley Hospital / Serco



## Employer of the Year 2022 Finalists



Carmen, People and Culture Manager ISS, with Michael



Joondalup



John, Facility Manager, Australia Post and Michael



Kristen and CJ Australia Post



Daryl and Jane, owners I.R.S with Michael



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



## 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.*



Luke, Julie, Mark, Charlie



BIZLINK AGM 18 October 2022, at Tompkins on Swan



Adam and Roland



Ryan speaking at AGM about his work at Westral

## Employer of the Year 2022 Nominees



*Robert and Phil*



*Agnes, Scott, Durand, Sarah, Joshua, Nick, Luke*



*Jayden, Murray, Dempsey, Craig, Liam, Sharna, Troy, Luke*



## Annual General Meeting

The BIZLINK AGM on 18 October 2022 was a celebration of significant achievements. Westral won the 2022 BIZLINK Employer of the Year; Serco the Employer of the Decade 2012-2022, this is only the third time this award has been presented in the 30 years since BIZLINK started.

**Copies of the 2021-2022 Annual Report** are available at the "News & Info" page on our website [www.bizlink.asn.au](http://www.bizlink.asn.au) or call 1300 780 789 to have posted or pick one up from a BIZLINK office.



*Charlie, Brian, Yvonne, David (10-year BIZLINK Service Award)*

## BIZLINK Service Awards

The BIZLINK Service Award was introduced in 2020 to acknowledge each decade of tenure (10 year / 20 year). The following staff have attained important milestones, we thank them for their years of dedicated service:

### All Recipients (inducted this year):

#### 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**

## 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**



*Brian, Julie, Debbie, Veena, Janet, Charlie, David, Yvonne, Ro (10-year DEA Service Award)*

## Trevor Paterson Tara Doyle Award Winner 2022

Tara Doyle, Quality Manager, presented Trevor Paterson, Operations Manager, with the 13th Award. The following recipients remain dedicated to BIZLINK, and we continue to benefit from their contribution: Sean Deasy inaugural winner, Troy Sabetta, Debbie Finn, Liz Zidich, Charlie Lenzo, Lindsey Rutherford, Lisa Campbell, Julie Needham, and Jenny Liew.

The Board initiated this award to provide an opportunity to recognise an exceptional employee who represents everything that BIZLINK stands for. Trevor is viewed by the industry as a leader. His values, how he works, his passion and program knowledge are renowned. He joined us in August 2010, and has worked in the disability sector since 1989, including the management of several Disability Employment Services. 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.



*Trevor and Tara*



*Brian and Tina  
(15-year DEA Service Award)*



*Brian, Leslie, Liz, Sean, Pauline  
(20-year DEA Service Award)*



*Lisa  
(25-Year Lifetime Achievement DEA Service Award)*



## Daniel's AGM Speech

For those who don't know me, my name is Daniel and I have been a client of BIZLINK for over 4 years now. My BIZLINK journey started in early 2018, with an email and I'm very thankful that I sent it because that email really did change my life.

From the very first meeting, awesome people like Tracey, Charlie and Les, helped me in not only acquiring interviews and pre-interview visits to potential employers, but they also helped me adjust my mindset from negative to positive. They helped me to believe that I could get a great job after I had suffered a lot of setbacks and disappointments.

In January 2023, I will have been at Fiona Stanley Serco for 3 years and I have loved every minute of it. Although it has been challenging at times, learning to work full time, doing multiple 10 or 12 hour shifts a week and working night shifts have all been lessons for me. Perhaps the most important part of my job is dealing with the emergency calls when they come in and I feel like if I can handle that then I can handle anything.

I am extremely fortunate that I work with quite honestly the best group of people. Everyone is super helpful and being a part of that team is a privilege. I'm also lucky because I have the best Team Leaders and it's comforting to know I can go to any one of them if I have any issues. I also want to give a quick shoutout to our new manager Melissa who I already feel very comfortable with.

I really cannot overstate how liberating it is to have a full time job, to have your own money, your own savings and your own freedom. But for me what is more important than these things is having confidence and having a good opinion of yourself. BIZLINK and Serco have given me all of these things.

Back in September I was fortunate enough to go on a 10 day trip to LA on my own over my birthday and I had the best time of my life but it wasn't until I returned home that I realised what a big achievement it was. Lots of people kept telling me how impressive it was that I went alone, and I started to realise that I was surprised I actually did it. I think this is because I've grown as a man so much in my time with BIZLINK and Serco, my confidence is the highest it's ever been, and that manifested itself in taking a trip by myself. I

realised that before BIZLINK and Serco, I would never have been able to do it.

Back in 2020 when I last spoke to you all, I told you that BIZLINK and Serco had changed my life, I think now 2 years later it's even more evident just how big that change has become. I'll be forever grateful for BIZLINK and Serco in the opportunities they have given me. Being surrounded by people who see past my physical looks and treat me like a man is truly invaluable to someone who constantly feels different.

Once again, I thank BIZLINK wholeheartedly. Thank you for helping me when no one else would, thank you for guiding me and giving me the opportunity to show what I can do professionally. Thank you for giving me the opportunity to do all the awesome things that I've dreamed of doing. You really did change my life.



*Daniel giving his speech at the BIZLINK AGM*

## Staff Out and About Promoting BIZLINK

Thanks to staff that are out and about promoting BIZLINK at community events. Upcoming events are promoted on our Socials [!\[\]\(95b425611cbd2b8716a140cf67c81822\_img.jpg\)](#) [!\[\]\(98475352b625a273242ad989dd0cabc3\_img.jpg\)](#)

### John Tonkin College Education Support Centre

Pauline, Wayne, Jay, Tenille, and Carmel, from the BIZLINK Rockingham office, were at the John Tonkin College Education Support Centre Disability Expo at Mandurah Forum 4 November 2022.





Pauline

## Light The World CommUnity Expo

Candy and Tanya held a stall at the Kingsway Markets 5 November 2022. Light the World promote CommUnity by combining and amplifying the efforts of local service providers and charities.



Naomi (Light the World) and Candy Project Manager NDIS BIZLINK

## Pride WA Fair Day

Trevor, Tanya, and Sarah hosted the stall for BIZLINK at the Fair Day 13 November 2022. Pride WA has been an integral part of the Western Australian community since 1989. They grew out of a community movement protesting laws that actively discriminated against members of our community and evolved to incorporate a festival and events calendar. The Pride Community includes lesbian, gay, bisexual, transgender, intersex, queer (LGBTQIA+), other people of diverse sexuality and gender, and their supporters.



Sarah, Trevor, Tanya

## BIZLINK Website Useful Links

Our website has been updated with some additional useful links [Useful Links - BIZLINK Quality Employment](#) including:

[Ask Izzy](#) this website connects people in need with housing, a meal, money help, family violence support, counselling and much more.

**Mental Health Emergency Response Line** - call 1300 555 788 this is for anyone involved in a mental health emergency in the community – including individuals, families/carers, member of the public, or health professionals, provided by the East Metropolitan Health Service.

[Lifeline](#) 24-hour crisis support and suicide prevention services. You can call Lifeline's 24-hour crisis line 13 11 14 about: Suicidal thoughts or attempts, Personal crisis, Anxiety, Depression, Loneliness, Abuse and trauma, Stresses from work, family or society, Self-help information for friends and family.

[QLife](#) provides counselling (webchat and phone) every day from 3pm to midnight on 1800 184 527. QLife is a free and anonymous service run by LGBTQIA+ peers for those wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

[Safe and supportive counselling for LGBTQIA+ young people | WAAC](#) WAAC is a non-profit organisation with a vision for a world of positive healthy people in inclusive, connected communities. They offer counselling options for LGBTQIA+ young people aged 16 to 26 years.

## Matthew 100% with Woolworths Waikiki



*Matthew working at Woolworths*

Matthew has worked for Woolworths since 2003. He originally worked as a Team Member for Woolworths in Tasmania, and then moved with his family to WA in 2021. Since 30 March 2021, Matthew has been working as a Trolley Collector with Woolworths Waikiki. Matthew used the Supported Wage System (SWS) [Supported Wage System \(SWS\) | Job Access](#) With SWS, workplace arrangements are set up so employers can pay wages based on productivity. BIZLINK support aims to work towards 100% productivity and full award wages over time.

SWS is reassessed every year, and Matthew had been assessed as working at 60% of full productivity. Following an SWS assessment in July 2022, Matthew no longer needs to use SWS. He was consistently timed as working at a faster rate than the benchmark. Woolworths Waikiki have been very supportive and positive.

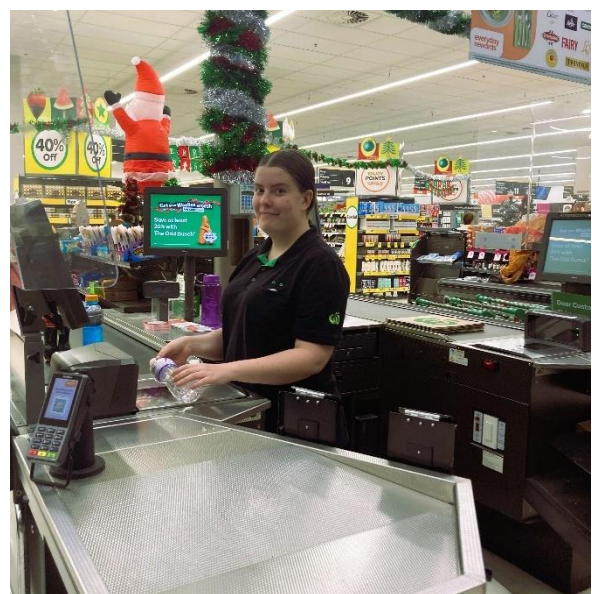
## My Story by Sharni

"I joined BIZLINK in March 2020. When I first joined BIZLINK I was unable to leave my house due to severe social anxiety and PTSD. I would go into the office every week and everyone was so nice and welcoming and eager to help find me a job. I was offered a job at Spudshed with my older sister and I was extremely nervous to start, but once I started I gained so much confidence by working in customer service being able to talk to so many new people was something I had never done before. Working at Spudshed I gained so

many skills I never thought I would have, being able to work checkout, do online orders and also go to other departments and gain experience to lead me to a career.

After one and half years at Spudshed I was very comfortable and knew it would be stressful for me to start somewhere new, I wanted to start somewhere new part-time instead of casual, to build even more experience and have more regular hours. I told Rosemarie from BIZLINK that I would like to start somewhere new and she offered to take me in to Woolworths straight away. I went with Rosemarie and spoke with the store manager and I walked out with a job offer. Rosemarie was so happy for me, I was so excited but very nervous. BIZLINK helped me through the whole process of getting me started and even doing my training in the office.

On my first day someone from BIZLINK came with me and stayed with me until I felt comfortable to be on my own. Everyone was so welcoming at Woolworths. I now have regular shifts and am able to have leave and train in different departments if I want to. It's a very relaxed environment and I am so glad I am working here now and to see how far I have come in two years and the time I have been with BIZLINK is amazing. I now have a career that I can build up with Woolworths. I am so happy working and having independence. I would like to thank BIZLINK for all the help they have given me they have been absolutely amazing and especially Rosemarie."



*Sharni working on checkout at Woolworths*



## BIZLINK Office Closure for Christmas and New Year

**All BIZLINK Offices will be closed from 5 pm Thursday 22 December 2022 and reopen 8.30am Tuesday 3 January 2023**

If you have support needs, your Coordinator will contact you as agreed. Appointments cannot be booked in the office as the Department of Social Services is officially closed. Appointments are booked through their system.

Please contact your Coordinator direct or call 1300 780 789 with any queries.

Everyone at BIZLINK wishes you a safe Christmas and Happy New Year. We look forward to working with you in 2023.



## Coronavirus Update

BIZLINK sites continue to have a COVID-19 Safety Plan, which is displayed in reception.

We no longer keep a Visitor Register at Reception as we are no longer required to keep a Contact Register.

Even though the restrictions have eased, case numbers remain high, and we want to keep our staff and visitors safe.

### If you are unwell stay home.



Staff will not let you in our offices if you have symptoms. Staff can assist with contacting Centrelink and your employer if needed.

**COVID-19 symptoms** include fever, coughing, sore throat, and shortness of breath. More info at <https://www.health.gov.au/>.

## Wearing a Mask is Recommended



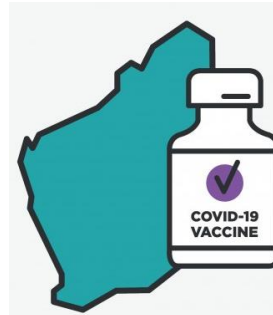
There is no longer a mask mandate. Wearing one is still recommended when indoors and in close contact. You must wear a mask when directed by the Health Department.

## Stay Informed

Your Coordinator will keep you up to date using your preferred method of contact. Stay up to date with BIZLINK Facebook and Instagram:



## Vaccinations



From June 2022, vaccine mandates only apply to workforces working with the most vulnerable to protect them from severe disease e.g., healthcare and health support

workers in hospitals and primary health care settings; workers in residential aged care facilities; and disability support accommodation workers. Our staff will assist clients to understand vaccination requirements for their job search. See this website for more information [COVID-19 coronavirus: Mandatory COVID-19 vaccination information \(www.wa.gov.au\)](https://www.wa.gov.au/government/COVID-19-coronavirus-mandatory-COVID-19-vaccination-information)

This State Government website assists with making an appointment for a COVID vaccine [Roll Up For WA](https://www.wa.gov.au/government/roll-up-for-wa) Discuss individual needs with your support network and Doctor. Consider getting the 4<sup>th</sup> booster dose if you are eligible.

COVID has created concern and worry for people, your BIZLINK Coordinator can talk with you. [www.ruok.org.au](https://www.ruok.org.au)



## BIZLINK NDIS



Registered NDIS Provider

If you have or add **Finding and Keeping a Job** funding in your NDIS plan, together we can:

- Support you to create a pathway that builds your skills
- Work with you to establish your employment goals
- Provide work experience opportunities
- Build work readiness skills

### To Find Out More

Call **1300 780 789**

Email [projects@bizlink.asn.au](mailto:projects@bizlink.asn.au)

## Getting Information Your Way

BIZLINK assists people with a range of abilities. Staff can read and explain this information, or we can provide the information in different ways, such as in large print, another language or electronically, as needed. Please discuss with your Coordinator.

## Choose BIZLINK

BIZLINK is a West Australian, not-for-profit, employment service. BIZLINK is dedicated to securing and supporting inclusive employment in the Perth suburbs and has done so since 1992.

Whether you already have a job or are looking for employment, **choose BIZLINK for:**

- A free service
- Convenience of 7 offices across Perth
- Personalised job-matching
- Individual one-to-one assistance
- On-site training support and advice
- Apprenticeship and Traineeship support

## CONTACT

# 1300 780 789

**To discuss how BIZLINK could be the BEST provider for you**



Registered NDIS Provider



Information Security  
ISO 27001



NDIS



QUALITY EMPLOYMENT



NSDS



Quality  
ISO 9001



Disability™  
Employment  
Services

AN AUSTRALIAN GOVERNMENT INITIATIVE

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

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