



QUALITY EMPLOYMENT

# DES CLIENT MANUAL



Disability™  
Employment  
Services

AN AUSTRALIAN GOVERNMENT INITIATIVE

Job-matching | Training | Support | Careers

[www.bizlink.asn.au](http://www.bizlink.asn.au)

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## Welcome to BIZLINK

This manual is about how BIZLINK works with you to find and keep a job, your rights, and your responsibilities. We work together to achieve your employment goals. You can discuss any questions you have with your Coordinator or Site Manager.

### About BIZLINK

BIZLINK is a West Australian not-for-profit Disability Employment Service (DES) that specialises in Employment Support Services (ESS) and is a Registered NDIS Provider. We assist people with disability to find and keep jobs. BIZLINK is an Incorporated Association established in 1992. The Australian Government **Department of Social Services (DSS)** funds BIZLINK, which makes our service free for employers and clients. For NDIS Clients we are paid by the NDIA.

### Charter and Values

BIZLINK aims to provide quality employment assistance and support. We work together to achieve your employment goals. To meet your individual needs, we have a Charter and Values:

**Charter:** Quality employment for people with disability

**Values:** BIZLINK employees believe people:

- have a right to work in open employment
- have a central role in planning their own careers, with their families and significant others (where involved)
- have a right to individualized support to become competent and valued employees
- have a right to a fair day's pay for a fair day's work
- need only the desire to work, support from significant others, realistic career choice and access to support to succeed in open employment
- have a right to privacy, confidentiality and respect

### Quality Management / National Standards for Disability Services

BIZLINK services come under the **Disability Services and Inclusion Act 2023 (DSI Act)**. BIZLINK must meet the National Standards for Disability Services (NSDS or National Standards). SAI Global audits BIZLINK each year and invites clients to voluntarily participate.

### National Standards for Disability Services

**Standard 1: Rights** You have the right to be treated fairly when you use disability services.

**Standard 2: Participation and Inclusion** You can take part in the community and feel included when you use disability services.

**Standard 3: Individual Outcomes** Your service supports you to make choices about what you want to do. You can work toward your goals.

**Standard 4: Feedback and Complaints** You can tell people what you think about the services you receive.

**Standard 5: Service Access** Finding and using services is fair. You can access the services you need.

**Standard 6: Service Management** Disability services should be managed well.



## DISABILITY EMPLOYMENT SERVICES CODE OF PRACTICE

Organisations contracted to deliver Australian Government funded Disability Employment Services (DES) have agreed, and are committed, to observe the DES Code of Practice. This Code of Practice sets out the principles and standards that underpin the delivery of DES and other services, to increase employment outcomes and participation in economic activities in Australia especially for disadvantaged client groups.

**We commit to working with our clients, employees, sub-contractors, and other providers to deliver quality employment services by:**

- Ensuring staff have the skills and experience they need to provide quality and culturally sensitive services to job seekers<sup>1</sup>, employers and local communities
- Working in collaborative partnerships with stakeholders and communities to identify needs and how they can be met
- Behaving ethically and acting with honesty, due care and diligence
- Being open and accountable
- Avoiding any practice or activity, which a provider could reasonably foresee, that might bring Disability Employment Services into disrepute
- Sensitively managing any information collected

**We commit to helping each job seeker find their pathway into employment by:**

- Meeting the Service Guarantees
- Tailoring assistance to the job seekers' personal circumstances, skills, abilities and aspirations
- Using available Government funding appropriately to support job seekers
- Treating every job seeker fairly and with respect
- Providing a fair and accessible feedback process

**We commit to assisting employers meet their skill and labour shortage needs by:**

- Working with employers to identify job and industry specific training needs and how they can be met
- Referring the most appropriately qualified and experienced job seekers available
- Providing a timely response to employer inquiries

**The Australian Government will support Disability Employment Services providers in achieving these standards by:**

- Evaluating and sharing best practice to enable continuous improvement in the delivery of DES
- Providing a customer service line, free call 1800 805 260, for job seekers to raise any concerns or problems they have with their provider
- Also providing a Complaints Resolution and Referral Service, free call 1800 880 052, an independent complaints resolution services for people using Australian Government funded disability employment and advocacy services.

Ref: [DES Code of Practice | Department of Social Services, Australian Government \(dss.gov.au\)](#)



## DISABILITY EMPLOYMENT SERVICES - SERVICE GUARANTEE

### Disability Employment Services – Your Service Guarantee

As your Disability Employment Services Provider:

- We will clearly explain to you what services you can receive, what we will do for you, and what you have to do, including how often we will meet.
- We will provide help for you to find and keep a job including contacting employers directly on your behalf about suitable jobs. This includes giving you ongoing support once you get a job, if you need it.
- We will treat you fairly and with respect, in line with the National Standards for Disability Services.
- We will be sensitive to your individual needs when helping you, including any impact that your disability, injury or health condition might have on your ability to find and keep a job. This could also include any parenting or caring responsibilities you might have.
- We will deliver services that are culturally appropriate.

### What help can I expect?

We will work with you to agree on a plan with assistance and activities to help you find and keep a job. This is called your Job Plan. We will work with you to help you deal with any issues that might be making it hard for you to look for work. Some of the ways we might do this include:

- looking at what work you have done before, and what work is available in your area
- looking at what skills and education you have and what skills and education might help you get work
- working with prospective employers to match your skills to their needs
- providing you with help which may include training, work experience or services to help you overcome any issues that are making it difficult for you to find and keep a job
- helping you to be ready for a job
- helping you to access other support services you may need
- helping you to write a résumé

- providing you with advice on the best ways to look for work
- providing you with information about computer and internet facilities relevant to helping you to find and keep a job, including access to the employment services [Workforce Australia](#) and [JobAccess](#) websites
- providing you with access to an interpreter if you need one
- checking that work is suitable for your condition or injury.

Once you have a job, we will continue to support you and will develop a plan with you to help you keep your job. This may include:

- support to help you settle into your job
- on-the-job training
- information, support and training for your employer and/or co-workers
- help to resolve any problems you may have at work
- ongoing support appropriate to your needs, which may include meeting with you regularly, or giving you more intensive support when you need it.

Depending on your circumstances, we can also help you and your employer access a range of other support services which may include:

- modifications for your work area
- help to purchase specialised technology
- financial help for other services, available through a fund called the Employment Assistance Fund
- access to extra help if you are at risk of losing your job.

### For Aboriginal and Torres Strait Islander Peoples

We will deliver services and engage with Aboriginal and Torres Strait Islander participants in a way that acknowledges and respects these cultures.

We will ensure that staff are appropriately trained and that this organisation is committed to getting the best

employment opportunities for Aboriginal and Torres Strait Islander participants.

### **What are my responsibilities?**

If you can't do an activity listed in your Job Plan, or can't attend an appointment that has been arranged for you, contact us as soon as possible. If you do so we may make another time for you to attend your activity or appointment. If you don't contact us beforehand when you are able to do so, your income support payment may be suspended even if you have a good reason for not being able to attend. Your payments may also be reduced or cancelled if you do not attend several appointments or activities without a good reason.

To make sure you get the right support, you should let us know if something in your life changes, like your health, your parenting responsibilities, whether you're doing voluntary or paid work or undertaking education, or if you experience a personal crisis.

### **What if I receive JobSeeker Payment, Youth Allowance or Parenting Payment (with participation requirements)?**

If you are receiving support from Services Australia through JobSeeker Payment, Youth Allowance or Parenting Payment (with participation requirements), there are some extra things that you will have to do. If you want to keep receiving income support, you need to:

- make every effort to get a job, and accept any suitable job you are offered
- do your best at every job interview
- do everything that you have agreed to do in your Job Plan. This includes going to all appointments.

### **What happens to the information I tell you?**

We will collect information about you for the purpose of providing disability employment related services to you. We will keep all information about you in accordance with the *Privacy Act 1988* (Cth).

If you ask, we will usually be able to show you the information we hold about you. If you have any concerns about the way in which information about you is being managed, you can discuss your concerns with us. Complaints about acts or practices in relation to the use and disclosure of your personal information can also be investigated by the Information Commissioner.

More information about the *Privacy Act 1988* (Cth) and the powers of the Information Commissioner can be found on the Office of the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au)

### **National Standards for Disability Services**

The National Standards for Disability Services set out the quality of services we will deliver to you. We will let you know about these standards, and they can also be found online on the [DSS website](#)

All Disability Employment Services Program Providers have been assessed by independent auditors as meeting the National Standards for Disability Services.

### **Connections for Quality**

Choosing a provider to help you find work is an important decision.

To assist you, information about providers in your local area can be found through Connections for Quality on the [Workforce Australia](#) or the [JobAccess](#) websites. When you are looking for a provider, Connections for Quality information about the services they provide is available on each Provider Site Detail page. This information will answer your questions about who will work with you and how they will help you find employment.

### **What can I do if I'm not happy with the service I receive?**

If you think you aren't receiving the right help, you should first try to talk to us. We will provide a feedback process which is fair and we will try to resolve your concerns.

If you feel you can't talk to us about your concerns, or you are still not happy, you can access the National Customer Service Line on 1800 805 260 (free call from land lines).

If you think that a provider is not complying with the National Standards for Disability Services, you can call the Complaints Resolution and Referral Service on 1800 880 052 (free call from land lines), or on the:

- TTY number: 1800 301 130 (free call from land lines)
- The National Relay Service: 1800 555 677 (free call from land lines)
- Fax: 02 9318 1372

Ref: [DES Service Guarantee | Department of Social Services, Australian Government \(dss.gov.au\)](#)

## BIZLINK Services and Programs

### Supported Wage System

The Supported Wage System (SWS) allows employers to employ people who are unable to work at full wage rates due to their disability. An independent assessment works out a fair rate of pay.

### Ongoing Support Assessments

Ongoing Support to assist you to keep your job will be available for as long as an independent Ongoing Support Assessments (OSA) assessor determines it is required. We advise you when an OSA is needed.

### Wage Subsidy Scheme

The Wage Subsidy Scheme provides a payment for employers to employ workers with disability. BIZLINK can organise a wage subsidy if the position is eligible and it will assist you to secure a job.

### Employment Assistance Fund

BIZLINK can use the Employment Assistance Fund (EAF) for workplace modifications, equipment and Auslan interpreting services. Job Access manages the Employment Assistance Fund [Job Access](#).

## Suggestions and Feedback

We want you to feel comfortable to approach any BIZLINK employee to discuss any issue. We occasionally ask you to participate in satisfaction surveys. If you have given us your email, we will send you the link to the survey. Surveys are voluntary and your feedback is appreciated.

### Contacting Management

If you do not feel comfortable talking with someone, you can leave comments in the suggestion box at the office reception. You can email management [bizlink@bizlink.asn.au](mailto:bizlink@bizlink.asn.au). Our website has a feedback section and we have an anytime feedback survey on this page too [Feedback - BIZLINK Quality Employment](#).

### Information Your Way

BIZLINK works with people with all types of abilities. We can read and explain this information, provide information in different ways, like large print, another language or electronically, as needed. We give updates on our Facebook [www.facebook.com/bizlinkqualityemployment](http://www.facebook.com/bizlinkqualityemployment) and Instagram [www.instagram.com/bizlinkqualityemployment](http://www.instagram.com/bizlinkqualityemployment) pages, in our Bizzybodies newsletter and through emails. Please keep your email address current. Our Policies are on the BIZLINK website [Standards & Policies - BIZLINK Quality Employment](#)

### Complaint Process

The Policy on Feedback and Complaints explains your right to make a complaint and tell BIZLINK about any concerns you have. The complaint process is progressed depending on the issue and who you feel comfortable talking with. The Is BIZLINK Working for You brochure has information on your rights and responsibilities.

## Your Privacy and Sharing Personal Information

Your privacy is important, our Policy on Privacy aims to keep your information safe. It includes how we collect and handle your personal information, who we share information with, how you can access and correct your information, and how you can complain about a breach. BIZLINK aims to keep your personal information accurate, complete and up to date. Please tell us of any changes.

## Disclosure of Criminal Offences

An employer may ask if you have any convictions or a criminal record. If you are asked questions by an employer and answer them dishonestly you can be dismissed if the truth is later found out. As BIZLINK will be assisting you to find suitable jobs it is very important we are honest with employers. If you are concerned about issues or offences that could affect your job searching, please discuss them with your Coordinator.

## Disability Specific Information

Providing disability specific information is a choice you make about what to tell another person or organisation. Your Coordinator will work with you to look at your strengths and abilities, so we can explain the types of jobs you can do to employers. Your privacy is important, we only share information about you with your consent. Coordinators use Consent forms to share information to get a good job-match and provide the right supports.

## Consent Forms

**Consent General** form has a section where you can note what and how to share your information for our Quality Audits, with your Support Network and with Employers.

**Consent Specific** form is used to share information with a specific organisation or people e.g. Doctor, School, Psychologist and as required by external organisations.

**Consent Employer** is used to provide details of the type of information we may share with your employer and/or coworkers, with your consent for work, work experience and volunteering.

**Consent Media** is used when we ask you to use your photograph and/or information about your work or training for our publications like Bizzybodies, Facebook, Instagram, Flyers, Annual Report etc.

## How Coordinators Work with You

BIZLINK is a job-matching and support service. With your Coordinator you make a **Job Plan** of work-related activities based on your skills, choice and employment goals. Your **support needs** are worked out with you, your employer, Coordinator, and the Site Manager so you get the assistance you need. We involve your **Support Network** (family, carer, partner, or other service e.g. NDIS provider) if they are involved and you consent.

**Career Development** can include the use of work experience, work trials or other activities to improve job matching by exploring job choices while keeping your current job. If you have a job but want to get a different job your Coordinator will discuss if we can improve your current job. Sometimes wanting to change jobs is because of problems we can fix. It is important you discuss any concerns about your job with your Coordinator.

A Coordinator will work with you to job search and keep your job as needed by:

- Making a **Job Plan** with you to achieve your employment goals.
- Assisting with resumes, job applications and Employee Screening Checks to look for jobs that match your abilities and interests
- Assisting you to make appointments for suitable job interviews; Preparing for interviews and going to your interviews to help you to tell the employer about your abilities
- Organising work experience, job sampling, and work-related strategies in your Job Plan
- Organising work trials so employers get to know you and see your work skills
- Keeping in regular contact with you
- Using public transport
- Understanding your work conditions like employer expectations, wages, leave and becoming part of the team

- Contacting your employer and/or co-workers as agreed with you
- Giving feedback to your family or support network as agreed with you
- Providing off-the-job support like linking with other community services for assistance with specific issues or other needs in your Job Plan
- Assisting with information on how to meet your **Mutual Obligation** Requirements

## Job Plan

Your Job Plan is an agreement between you and BIZLINK. It is about your responsibilities, individual needs, job goals and how to achieve them. By doing the Job Plan activities you give yourself the best chance of getting and/or keeping a job. You must have a current signed and approved Job Plan to be registered with BIZLINK. Your Job Plan will be updated whenever your circumstances change, your goals are achieved, or you choose.

## Mutual Obligation Requirements

The Department of Human Services (Centrelink) can give more detail about your Mutual Obligations for your Income Support Payment. You may already have a Job Plan with Centrelink, usually done when your payment was granted. BIZLINK must update and regularly review your Job Plan to meet your Mutual Obligation Requirements. If you have Mutual Obligation Requirements, the Job Plan is a legal document. Your approved Job Plan with BIZLINK will replace any plan done before. You must be prepared to do a Job Plan for Income Support Payments. If you refuse to do a Job Plan or the activities on it, and you do not have a reasonable excuse, you will not meet the conditions of your Income Support Payment and your **payment may be stopped**.

Information about compliance is available at [Compliance, demerits and zones](#), which details the importance of keeping your appointment with your Employment Service Provider (BIZLINK). You need to know about the Compliance System if you have mutual obligation requirements. You will get **demerits** if you do not meet your requirements and you could lose some or all your payments. If you have any questions talk with your Coordinator.

## No Mutual Obligation

Clients who do not have Mutual Obligation Requirements still sign a Job Plan, but it will not be legally binding. Which means no compliance action can be taken if the client chooses not to complete the voluntary activities listed on the Job Plan.

## Appointments

If you get Income Support Payments from the Department of Human Services (Centrelink) that has Mutual Obligation Requirements, then you must attend your appointments or contact us to discuss any changes to your appointment. Your Coordinator can explain how these requirements may affect you.



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