



BIZLINK

QUALITY EMPLOYMENT

IS BIZLINK WORKING FOR YOU?

- ◆ Getting Information
- ◆ Key Rights and Responsibilities
- ◆ Complaints Process

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1300 780 789

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GETTING INFORMATION

BIZLINK supports people with a range of abilities.

- ◆ Your Coordinator can go through information with you as needed.
- ◆ BIZLINK can provide information in ways to suit your individual needs on request, such as; large print, in another language or electronically.

The following are key rights and responsibilities. More detailed information is in the BIZLINK policies and the Client Manual.

YOU HAVE A RIGHT TO

- ◆ Become a member of BIZLINK to have your say about the service.
- ◆ Be involved in decisions about your service including making informed choices about your employment, such as job choice and career development.
- ◆ Be treated with respect and dignity and protected from abuse or human rights infringements.
- ◆ Have your freedom of expression supported and promoted, and feel comfortable to share information and your opinions.
- ◆ Privacy and confidentiality in all your dealings with BIZLINK.
- ◆ Appropriate types and levels of information, support and assistance to secure and maintain your job.
- ◆ Receive a fair day's pay for a fair day's work and working conditions comparable to the general workforce.
- ◆ Change services to better meet your individual needs as per Department of Social Services Guidelines.
- ◆ Complain about our service and have this complaint listened to.

YOU HAVE A RESPONSIBILITY TO

- ◆ Meet the requirements of the BIZLINK Policy on Service Access.
- ◆ Provide information that may assist BIZLINK to find and keep you a suitable job.
- ◆ Work cooperatively with BIZLINK to achieve the goals jointly developed between you and BIZLINK.
- ◆ Treat BIZLINK employees and others with respect and dignity and behave in a way that does not place BIZLINK employees or others in personal danger or to feel unsafe or fearful.
- ◆ Be aware that violence or abusive language will not be tolerated and may lead to service suspension or exit.

BIZLINK HAS A RESPONSIBILITY TO

- ◆ Uphold your basic human rights, including; respect, dignity, privacy, equality and freedom from abuse or neglect.
- ◆ Uphold the National Standards for Disability Services.
- ◆ Respect your privacy, for example, by asking your permission before providing information about you to other people and giving you access to your personal information when you ask.
- ◆ Respect your individual needs and right to make decisions.
- ◆ Promote connection and involvement of your support network including family, friends and chosen community in ways that meet your needs and choices.
- ◆ Be responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status and other factors.
- ◆ Respond to your complaints or concerns and do so with the aim of resolving the complaint and continually improving our service.

COMPLAINTS PROCESS

If you have a concern or complaint you can talk directly to the following people and/or you may ask a family member or friend to help you.

- ◆ Talk to your Coordinator or another BIZLINK employee that you feel comfortable with.
- ◆ If the concern is not solved, or you do not wish to speak to a Coordinator, speak to the Managing Director.
- ◆ If the concern cannot be solved by the Managing Director, speak with a BIZLINK Director.
- ◆ If the concern has not been solved, or you do not wish to speak to anyone at BIZLINK, you may wish to speak to:
 - Complaints Resolution & Referral Service **1800 880 052**
 - Disability Services Abuse and Neglect Hotline **1800 880 052**
 - Department of Social Services **1800 634 035**
 - Your Local Disability Advocacy Group e.g. PWD
 - Your Local Community Legal Service e.g. Sussex Street
 - The Ethnic Disability Advocacy Centre (EDAC) **1800 659 921**
 - Australian Human Rights Commission **1300 656 419**
 - Equal Opportunity Commission **9216 3900**
 - Police **131 444 (000 for Emergency only)**

Information on other services is provided by BIZLINK in its reception area and on our website. A BIZLINK employee can help you to contact these or any other service that may assist you. BIZLINK has a Policy on Feedback and Complaints, a summary version of this policy is provided to you and you can ask for the full version at any time.



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