



IS BIZLINK WORKING FOR YOU?

Complaints Process | Getting Information | Key Rights and Responsibilities

Complaints Process

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

- Talk to your Coordinator or another BIZLINK employee that you are comfortable with.
- If the concern is not solved, or you do not wish to speak to a Coordinator, speak to the Site Manager.
- If the concern cannot be solved by the Site Manager, speak with the Managing Director.
- If the concern has not been solved, or you do not wish to speak to anyone at BIZLINK, contact:
 - Complaints Resolution & Referral Service **1800 880 052**
 - Disability Services Abuse and Neglect Hotline **1800 880 052**
 - Department of Social Services **1800 634 035**
 - Disability Advocacy Group e.g. PwDWA **1800 193 331**
 - Community Legal WA **9221 9322**
 - 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)**

BIZLINK has other service information in our receptions and on our website. BIZLINK staff can help you contact these or other services as needed. BIZLINK has a Policy on Feedback and Complaints. Policy manuals are on our website www.bizlink.asn.au/standards-and-policies.php or you can ask for a copy.

You have a Right to

- Become a member of BIZLINK to have your say.
- Be involved in decisions and make choices about your employment, such as which jobs and career development.
- Have your human rights upheld and be treated with respect and dignity and protected from abuse.
- Have freedom of expression and feel comfortable to share your opinions.
- Privacy and confidentiality.
- Information, support and assistance to secure and maintain employment.
- A fair day's pay for a fair day's work and working conditions like everyone else.
- Change services to meet your needs as per Department of Social Services Guidelines.
- Complain and give feedback about our service.

You have a Responsibility to

- Meet the requirements of the Policy on Service Access.
- Provide information to assist BIZLINK to find and keep a suitable job.
- Work with BIZLINK to achieve the goals developed with you on your Job Plan.

- Treat BIZLINK employees and others with respect and dignity and not place BIZLINK employees or others in 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 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 needs 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.

Getting Information How You Need It

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.



Disability™
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AN AUSTRALIAN GOVERNMENT INITIATIVE

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

East Perth Melville Cockburn Central Rockingham Joondalup Innaloo Midland
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