



IS BIZLINK WORKING FOR YOU?

Complaints Process | Code of Conduct | 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 or Operations Manager.
- If the concern is not solved by the Site Manager or Operations Manager, or you do not wish to speak to these Managers, speak to 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
 - Department of Social Services **1800 634 035**
complaints@dss.gov.au
 - Disability Services Abuse and Neglect Hotline
1800 880 052
 - Police **131 444 (000 for Emergency only)**

Other service and advocacy information is available in our receptions and on our website [BIZLINK Useful Links](#). BIZLINK staff can help you contact these or other services as needed. The BIZLINK Policy on Feedback and Complaints, Policy and Client manuals are on our website at [BIZLINK Policies](#) or you can ask for a copy.

Code of Conduct

The Disability Services and Inclusion Act 2023 includes a Code of Conduct. The Code of Conduct (or the Code) sets a standard for services and workers by setting out how they should act. The Code applies to all providers and workers delivering disability services that are funded by the Australian Government. You can expect that BIZLINK employees will:

1. respect your right to freedom of expression, self-determination and decision-making
2. respect your privacy
3. provide services and supports in a safe and capable manner, with care and skill
4. act with integrity, honesty and transparency
5. raise issues and act quickly if there are concerns that may affect the quality and safety of the supports provided to you
6. take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect and abuse of people with disability, and
7. take all reasonable steps to prevent and respond to sexual misconduct.

These requirements are set out in the Code of Conduct. Workers must always follow the Code.

You can make a complaint if the services at BIZLINK do not meet the Code of Conduct.

For more information, please talk to your BIZLINK Coordinator or visit the Department of Social Services website [Disability Services and Inclusion | Dept of Social Services](#)

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 and the Disability Services and Inclusion Act 2023 Code of Conduct.
- 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.

Give Feedback

BIZLINK encourages you to let us know what we are doing well and what you think we could do better. Our website has a feedback section with an anytime survey for employers and clients [BIZLINK Feedback](#).



Tel: 1300 780 789 | Email: bizlink@bizlink.asn.au

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