



QUALITY EMPLOYMENT

# JOB START EMPLOYER SURVEY REPORT 2019

Job-matching | Training | Support | Careers

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

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## PURPOSE

BIZLINK sends the Job Start Employer Survey to employers four weeks after the employee starts employment. From 1 January 2019 to 31 December 2019, of 406 jobs starts, 149 job start employer surveys were sent to employers. Employers returned 33 (22%) surveys. The square root of 149 (number of surveys sent) is 12, so the sample of 33 is a valid return rate. The returned surveys supply the information used in this report.

Surveys were not sent for various valid reasons, e.g. 'no employer contact' and 'job separation' as detailed in [G:\Audit Jobs Related.xlsx](#). The "employer" may be a manager, supervisor or co-worker.

The Job Start Employer Survey has 12 or 13 questions depending on whether job support is provided. Employers were conveniently emailed using a well-known survey format (Survey Monkey) and given the chance to win a quarterly draw prize of a \$100 gift voucher.

The comments are as written by the survey respondent, except to preserve privacy where appropriate. The "employer" may be a manager, supervisor or co-worker. To maintain confidentiality, BIZLINK staff names changed to SC/JC, client names changed 'client', employer names changed to 'employer'.

### Q1. Your details (these questions are optional but are needed to be entered in the prize draw)

Answer Choices	Responses	
Employer Name	100%	33
Employee Name	97%	32
Your Name	100%	33
Your Position	100%	33
Preferred Contact Details (mob/email)	100%	33

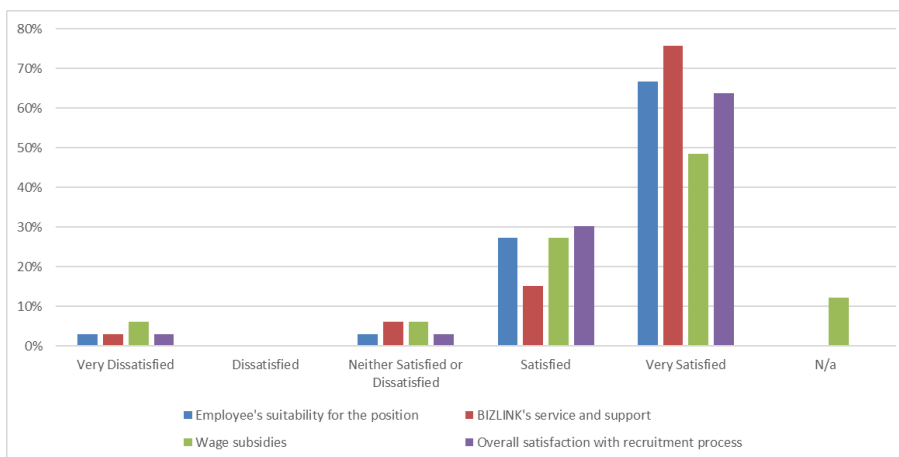
### Q2. Can BIZLINK contact you to follow-up the contents of your survey

Answer Choices	Responses	
Yes	94%	31
No	6%	2

#### Comments:

- It was great to see Bizlink provide support to our employee throughout the whole process from hiring to continuous workplace relations.
- Please email as I'll be busy with my patients.

**Q3. How satisfied were you with the information provided by our Job Search Coordinator?**



**Comments:**

- Client has qualities beyond what we asked for (customer service/sales person) which are extremely beneficial, however, hasn't felt comfortable in assisting with tasks that we require e.g. making phone calls.
- Client came with experience and was very suited to the job we had available.
- JC was very encouraging and patient in helping to find a suitable person for the job, I have no faults with Bizlink and hope many other businesses follow-suit. Client is capable of her position and with any job requires encouragement and time to grow and become excellent in what she does.
- I feel I have wasted money on getting workers comp insurance and paying client without any subsidy
- Strong communication throughout with the ability to listen and understand as well as work towards processes we have in place also. Very polite, courteous and informative with information.
- They went beyond their role responsibilities
- The team at BIZLINK made the recruitment process smooth and simple.

**Q4. Did the Job Search Coordinator discuss the employee's wages and conditions with you?**

Answer Choices	Responses	
Yes	97%	32
No	3%	1
N/a I was not involved in that process	0%	0

**Comments:**

- However, they omitted to tell us that, despite it being Christmas time and our office would be closed, that technically the employee cannot take a week off in the first four weeks. This caused huge issues for us.
- It was clear and concise and he answered all my questions and doubts without any hesitation.

**Q5. Were you introduced to the employee's Support Coordinator?**

Answer Choices	Responses	
Yes	88%	29
No	6%	2
N/a no on-site support	0%	0
N/a was not involved in that process	6%	2

**Comments:**

- JC/SC do an outstanding job and should be commended for the way they conduct themselves and represent your business, try assets.
- A patient who has met JC introduced me to him.
- Handover was provided via email, then Support Coordinator facilitated introduction on site with client. We did not require this involvement.
- I wasn't personally introduced to the Support Coordinator, but I believe our studio manager has met her. However, Bizlink Rockingham is in contact with me on a regular basis.
- Introduced on client's first day and they have since popped in to check that everything is going well. Great support for both client and employer.

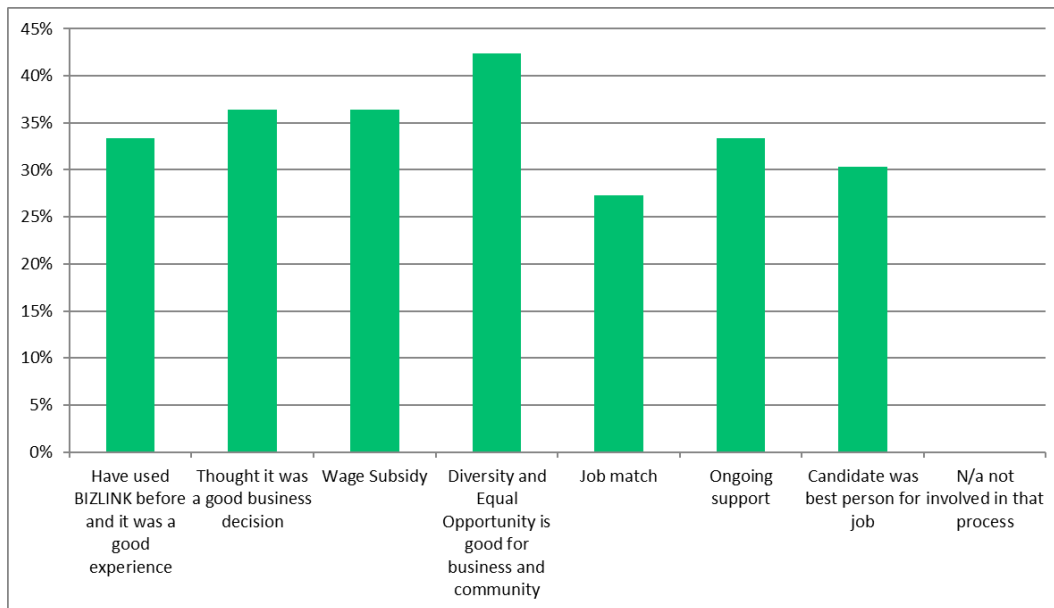
**Q6. If you required another employee, would you employ through BIZLINK? (please note this puts you under no obligation)**

Answer Choices	Responses	
Yes	94%	30
No	6%	2

**Comments:**

- I know disability types were mentioned however perhaps more information required on what to expect from the employee and having their low days.
- It would depend on the qualifications and experience
- I would. However as of this time, I would require room to grow in order to have another.
- Potential admin role however not confirmed as of yet.
- If suitably qualified we would look at the candidate. BIZLINK has supplied possibly suitable candidate resume's for future reference.
- Client is a fantastic asset to the team!
- We currently have four employees through BIZLINK and have referred other business owners to BIZLINK.

**Q 7. What was the reason you decided to employ through BIZLINK? (you can tick more than one response)**



**Comments:**

- A way to contribute to the community.
- Candidate match, professionalism, ability to listen and understand. First company to email and call me following EOI's I sent to other providers.
- Originally JC made a 'cold call' at a time we just happened to need some people on board.
- The business owner was initially approached at a charity event, information was easily obtained from BIZLINK afterwards and the process to hire client was simple and efficient. We initially looked at this for the wage subsidy and now client's work with us is just fantastic!
- Chris filled a gap in our work schedule tasks in preparing for the next production season
- They randomly popped in
- Client had submitted her resume to our website so was selected through an internal candidate search, it was later we learnt that she was with Bizlink who have offered ongoing support for client.

**Q8. Has BIZLINK provided on-site support?**

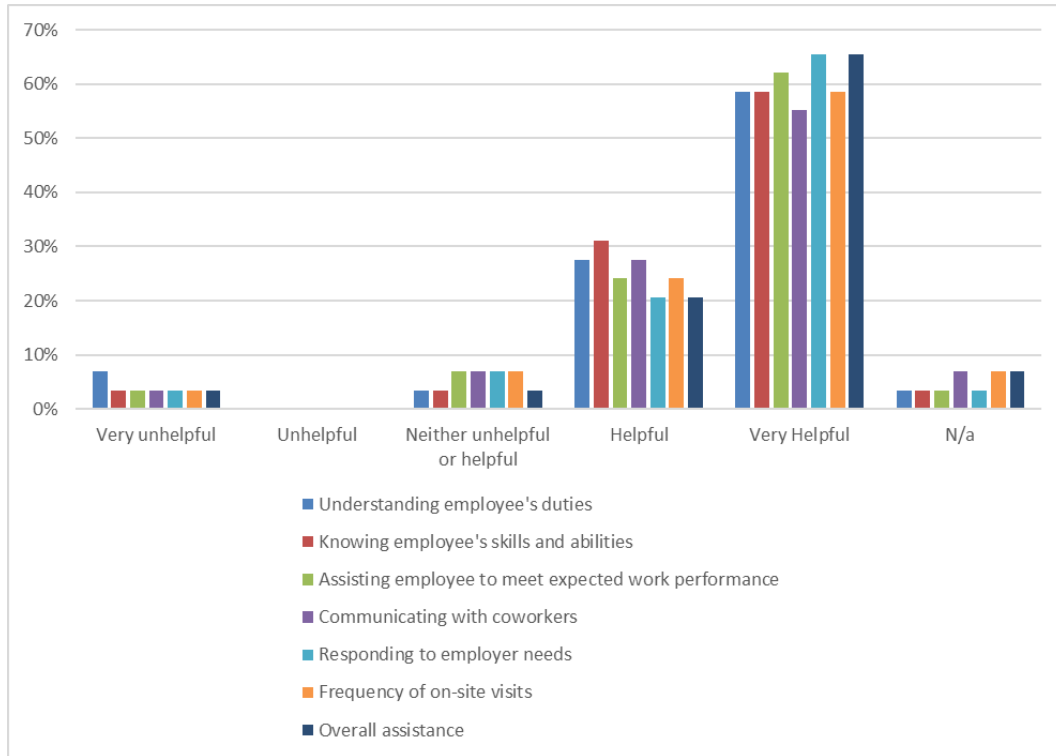
Answer Choices	Responses	
Yes	88%	29
No - and that's fine	12%	4
No - but I think the employee and / or coworkers would benefit	0%	0

**Comments:**

- The support is fantastic and professional at all times.
- We do need to discuss with BIZLINK a few things but I haven't approached that yet.
- JC and SC have been to the workplace almost once a fortnight to check up on us and give both client and I constant support.
- Excellent Support by SC
- SC has been a regular support person for all BIZLINK staff we have employed and continues to do so.
- Multiple visits prior to commencement and drop-in visits to check on client and see if we had any questions or feedback.
- The onsite support provided by BIZLINK is excellent and goes above and beyond any support we could ever wish for.

- Bizlink have regular contact with client to see how she is tracking and there have been no issues since employment.

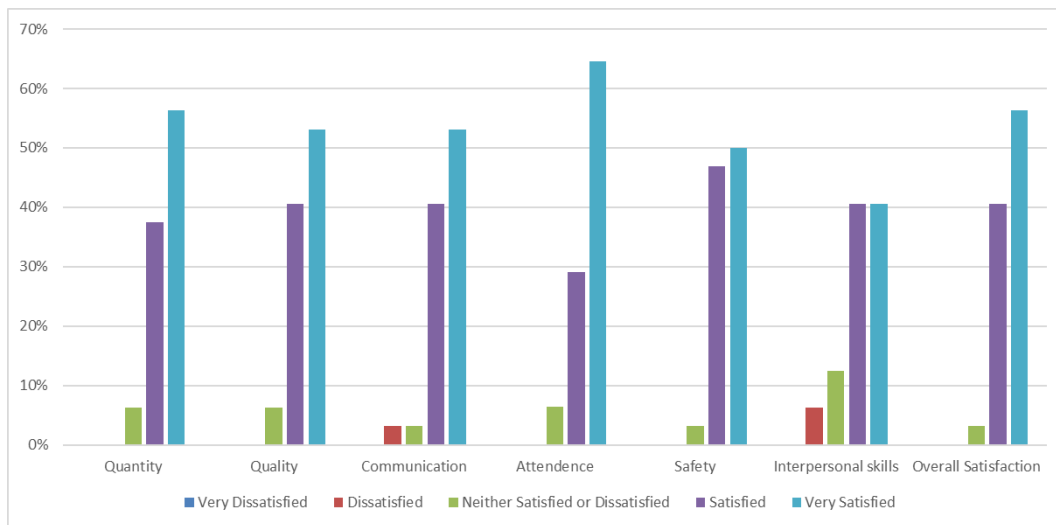
**Q9. How helpful was the assistance provided by the Support Coordinator when the employee started working?**



**Comments:**

- Quick phone call check in with regards to employee performance could be beneficial
- Not aware of what they did in regards to the employee
- Very impressed with the service.
- They were awesome! Although not much help was required, they still spent the time to try and discuss anything that we might require or help us to make things run smoother and easier.
- Majority of the information above was supported during interview process with the job search coordinator. Support Coordinator did not have involvement with selection and duties expectations. This was managed with myself and the job coordinators.
- Great, positive experience.

**Q 10. How satisfied are you with the employee's work performance?**



**Comments**

- Although client is deaf, he gets many customer compliments.
- In the interview client mentioned that she was happy to make phone calls. With guidance I have asked if she'd like to follow up freight (an easy scripted call) and client was not comfortable. I made the call over speaker so client could listen in. When asked again she mentioned she was not feeling in the mood to do it. This is a position requirement so am working to build client up to this, however if she does not feel comfortable doing this it makes the position difficult.
- Client is a great addition to the team - friendly, polite, reliable, hard working, keen to learn - thank you!
- WE are absolutely delighted with client work ethics. WE cannot fault her. My team of staff have all had input. That is why I have stated WE.
- Client does talk a lot and some of the things she says is not appropriate, we have spoken to her however it hasn't really improved much. I do have to be very observant when customers are in the building to make sure what she is asking or saying cannot be interrupted as rude.
- Client is hardworking, professional and is able to adapt to difference situations.
- Settling in extremely well, client is incredibly supportive and happy with the performance of the individual.
- Tends to stop work to listen in to management conversations. Lacks initiative in reading what is required with the task at hand.
- Client is still learning present but is keen to take on longer shifts.

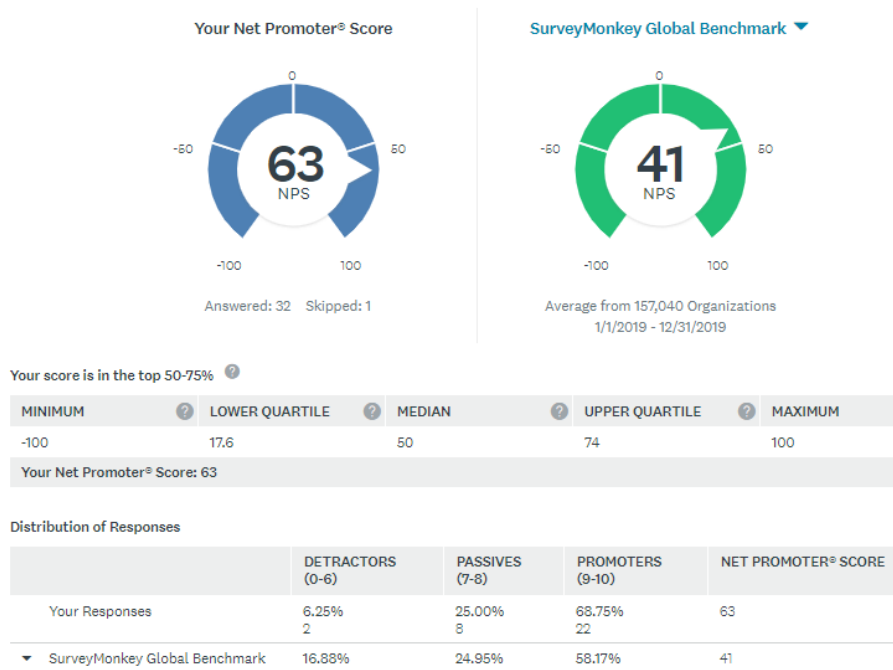
**Q 11. Do you have any suggestions on how BIZLINK can improve our service to you or the employee?**

**Comment:**

- No, continue doing what you are currently
- As mentioned.
- No.
- To not discuss money matters with the employee (ie. we won't get our funding if you don't show up). That's not fair to put that on them...
- I am very impressed with the staff I have been in contact at BIZLINK, so far I cannot fault their professionalism and knowledge.
- No
- I think they have done a great job!
- Keep communicating

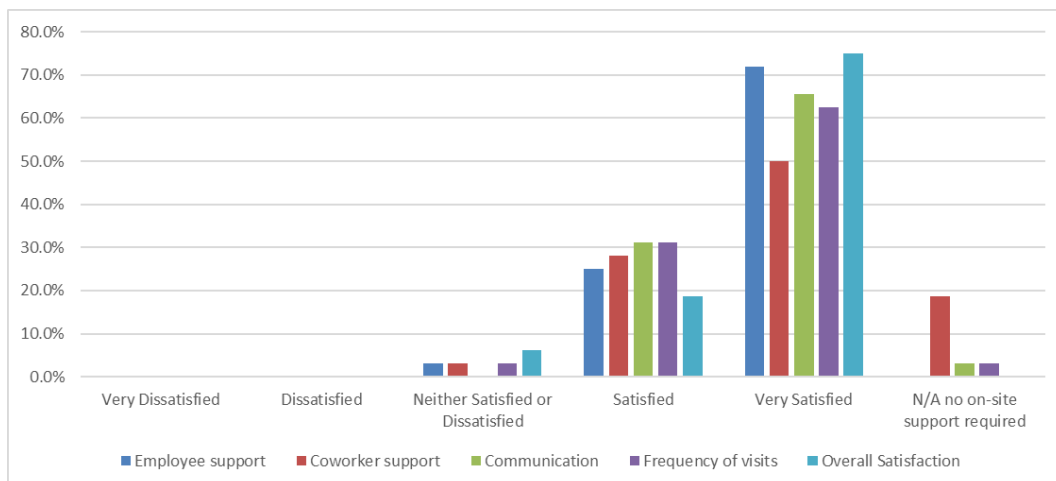
- Continue what you are doing, you have a point of difference with tailored and passionate service. I wasn't treated as another number of a business and thrown resumes without consultation.
- All is good
- In our case they weekly visit was not required, the employee found it was sometimes a hindrance, once a month or every 3 weeks would of been fine

**Q 12. How likely is it that you would recommend BIZLINK to a friend or colleague?**



94% scored 7 to 10 with 10 being extremely likely.

**Q 13. How satisfied are you with the assistance that BIZLINK is currently providing**



Overall Satisfaction – 19% Satisfied | 75% Very Satisfied – 94% satisfaction.

**Comments:**



- I am not sure where the communication broke down, but between my discussion with the onsite support person (where I understood everything was resolved) and their relaying things to the employee, a huge disconnect occurred. It also made me question whether we were going to get our contribution as the employee was told Bizlink would not be getting theirs...
- Very easy to work with JC and SC. In particular, devising plans to get any concerns across to the BIZLINK candidates when required.
- Keep up the great work Bizlink.

## CONCLUSIONS

The Job Start Employer Survey aims to determine whether BIZLINK is providing a quality service, particularly as regards the employers' perspective on the usefulness and satisfaction of our support and communication. With any such survey, it is important to respect all opinions and use the constructive feedback to improve our service. Where employers have disclosed contact details, and concerns have been raised, these are addressed individually. Where general concerns have been raised BIZLINK will review procedures to improve service across the organisation.

The results show that the Job Search Team is providing a suitable level of information to employers about the client and our services. This is highlighted by question 6, where 94% of employers who responded agreed they would use BIZLINK again - "If you required another employee, would you employ through BIZLINK?" At question 3, the overall satisfaction with the recruitment process was 94% satisfied, with 30% Satisfied and 64% very satisfied.

The results show that the Support Team is providing helpful support and useful information to the employer. This is emphasised by question 9 "How helpful was the assistance provided by the Support Coordinator when the employee started working?" with 87% of employers who responded finding on-the-job support was helpful (21%) or very helpful (66%).

The results show that job matching and the support being provided is effective. This is emphasised by question 10 with 97% of employers who responded being satisfied (41%) to very satisfied (56%) with the employee's work performance.

In addition, Q13 with 94% of employers reporting satisfaction. Employers that responded stated that they were satisfied (19%) to very satisfied (75%) with the support BIZLINK is currently providing.

Overall, the survey has indicated that the BIZLINK team are doing an effective job. This is highlighted by 94% of respondents being willing to employ another person from BIZLINK. The feedback indicates that employers are satisfied with BIZLINK staff and clients and if openings occurred in future, BIZLINK would be considered.

Results from surveys such as these provide encouragement and suggest means of improvement. BIZLINK will continue to strive to provide an excellent service; this report will be reviewed by the Quality Review Committee to discuss strategies for service improvement.

Report Compiled by: Tara Doyle, Quality Manager

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Using data collected from Survey Monkey for the 2019 Job Start Employer Survey.



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