



QUALITY EMPLOYMENT

JOB START EMPLOYER SURVEY REPORT 2020

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Classification: Public, personal information deidentified

Job-matching | Training | Support | Careers

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PURPOSE

BIZLINK sends the Job Start Employer Survey to employers four weeks after the employee starts employment. From 1 January 2020 to 31 December 2020, of 422 jobs starts, 173 job start employer surveys were sent to employers. Employers returned 28 (16%) surveys. The square root of 173 (number of surveys sent) is 13, so the sample of 29 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 are emailed using Survey Monkey and given the chance to win draw prize of a \$100 gift voucher.

CONFIDENTIALITY

Comments have been deidentified to maintain confidentiality. For instance, staff names changed to "Coordinator" or "Manager", client names changed to "Client", employers names changed to "Employer", co-workers names changed to "Co-worker" and so on.

QUESTION RESPONSES

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

Answer Choices	Responses	
Employer Name	100.00%	28
Employee Name	100.00%	28
Your Name	100.00%	28
Your Position	100.00%	28
Preferred Contact Details (mob/email)	100.00%	28

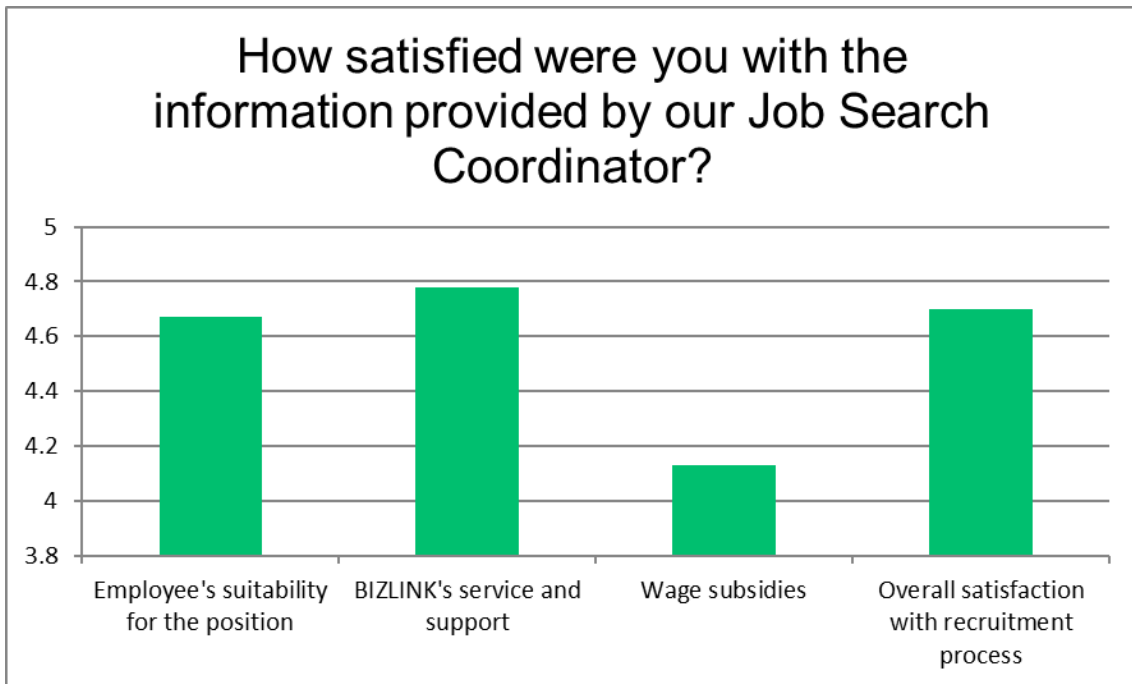
Q2. Can BIZLINK contact you to follow-up the contents of your survey

Answer Choices	Responses	
Yes	93%	26
No	7%	2

Comments:

- Client has been become an integral part of the Employer family. He is liked by everyone, and is a major contributor in our Production Room.
- Coordinator is amazing!!

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



Weighted Average with 5 being the highest score possible

Comments:

- Wage subsidies are not why we employee personnel. We look for the right people for the job. The subsidy is just a bonus that we contribute to training.
- It took Client a long time to gain her Taxi Drivers Licence PTD in order to start. Not sure what the hold up was but it delayed her start date by approx 8 weeks or more.
- I feel the \$1500 is very low V other employee's
- A number of options of staff were presented until a suitable candidate was found.
- "Tegan was employed by the factory next door so we got to know her and our capabilities through them.
- With our first BizLink employee we were provided Employee Information forms, including Superannuation, bank details and other personal information required to set Client up on our books. This information was not provided this time so I am not sure whether the first time was an extra support provided.
- This is not our first employee through Bizlink and we have always been very happy.
- Coordinator communicated efficiently and due to his professionalism, has made the experience seamless and enjoyable.

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

Answer Choices	Responses	
Yes	67%	18
No	11%	3
N/a I was not involved in that process	22%	6

Comments:

- Discussed this directly with Client
- I was not involved however what was told to us was that the we had the first week was a trial however it worked out it was on a 2 hour trial

- I was not involved in this process , but was informed
- As we knew Client through next door we had these discussions with her ourselves.
- Coordinator was proactive and helpful with determining the correct wages and conditions for Client.

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

Answer Choices	Responses	
Yes	89%	24
No	0%	0
N/a no on-site support	4%	1
N/a was not involved in that process	7%	2

Comments:

- Coordinator has demonstrated commitment to assisting both Client and employer with the integration process. Coordinator ensures that he is available as required.
- Coordinator did make an attempt to meet me but due to my workload, this didn't occur.

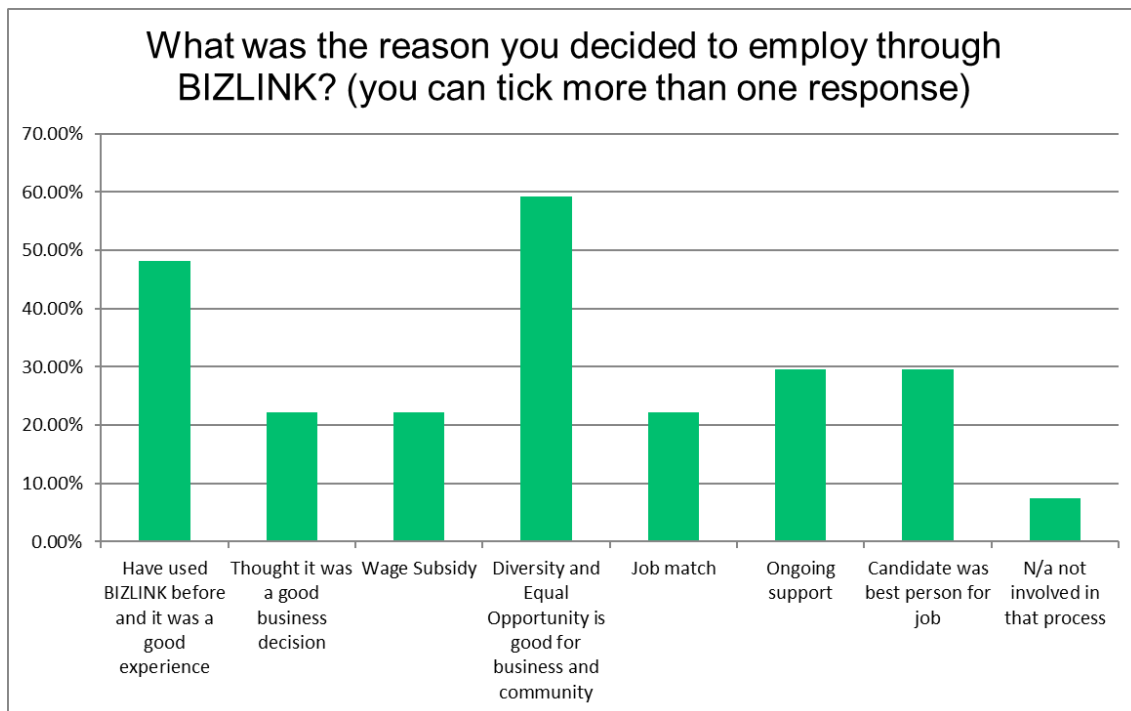
Q6. If you required another employee, would you employ through BIZLINK? (please note this puts you under no obligation)

Answer Choices	Responses	
Yes	92%	23
No	8%	2

Comments:

- Maybe
- this would depend on what we would be looking for
- I wouldn't employ in the creche but I am sure that the employer would employ again through Bizlink
- If there is a position available at the time and it is operationally viable.
- We have employed 3 additional Team Members through Bizlink after originally employing Client
- Unsure.
- My experience with Coordinator from Bizlink was excellent. She was very helpful and honest about the right match for the job.
- If the right fit comes up

Q7. What was the reason you decided to employ through BIZLINK? (you can tick more than one response)



Comments:

- also the person was already a volunteer
- Fantastic support from Coordinator
- She was in for a Bookkeeping position - she is much more
- Bizlink have provided excellent service now and in previous employment arrangements.
- We loved that we could support someone who has experienced difficult circumstances and hopefully provide or guide them to a career path they enjoy and can succeed in.
- Employer identified a position within our business that would create a fulfilling and valuable working environment for the most suitable individual.

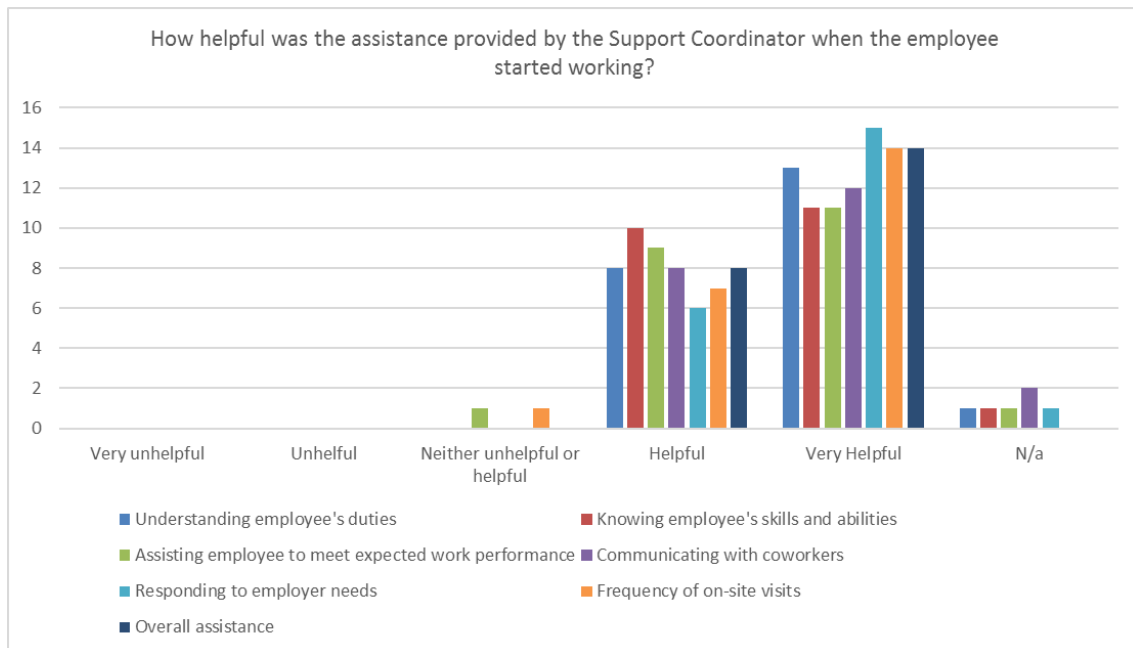
Q8. Has BIZLINK provided on-site support?

Answer Choices	Responses	
Yes	85%	23
No - and that's fine	15%	4
No - but I think the employee and / or coworkers would benefit	0%	0

Comments:

- Client is very suitable and comfortable in position. Checking in has been enough
- Always readily available to assist.
- I feel that I would like more of an outline of what support is available for myself and the creche team and for Client.
- Coordinator has been fantastic and understands Client.
- Coordinators have both been extremely proactive for both Client and Employer.

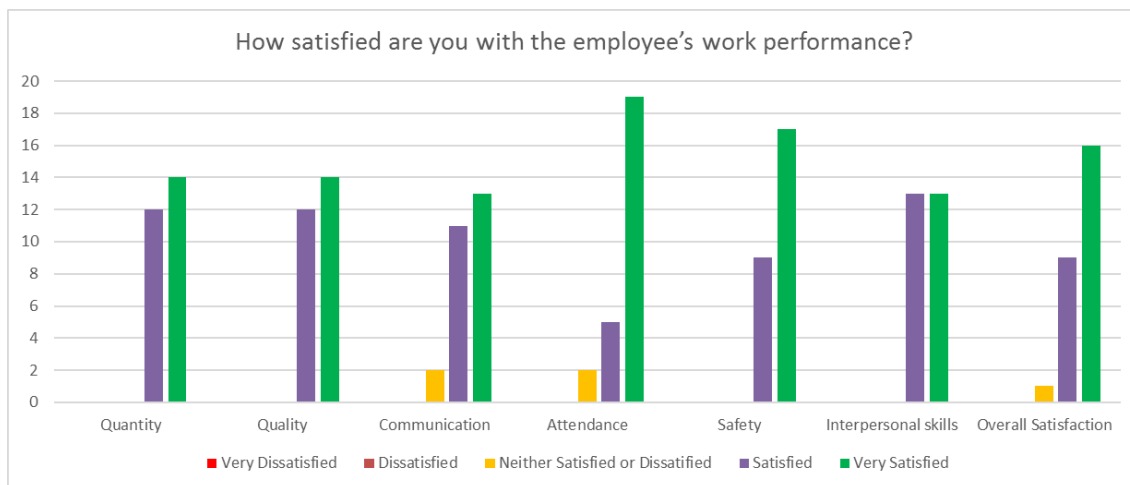
Q9. How helpful was the assistance provided by the Support Coordinator when the employee started working?



Comments:

- Coordinator has been absolutely amazing and has gone above and beyond for us as employers and for Client as well
- Unable to answer this question. Coordinator contacts the employees direct supervisor to discuss these questions
- A pre-meeting with the Support coordinator was readily agreed to. This was to meet with the team and discuss any considerations we needed to be aware of to ensure a smooth transition for our new staff member. This helped us feel better about what to expect.
- Would like to know what is the outline of assistance that is available for the creche team and for Client. I would like to know what is expected of me as Client's supervisor .
- Coordinators have been absolutely fantastic and amazing. They make the whole employment process smooth and informative. They are absolute assets to your organisation.
- If we have any issues or questions they are right there!
- Coordinator spent an appropriate amount of time with both Client and employer, to assist with awareness.
- On-site support person did not know our employee prior to us employing her.

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



Comments

- Took a long time for Client to gain licence and then she had prior work commitments with previous employer so we had to be flexible with days/hours.
- "Client IS AMAZING!!!!"
- only main comment, we interviewed her for a bookkeeping role... she ended up being ama EPIC educator
- Unable to rate, though feedback from Coworker direct supervisor indicated that she is going very well in the role.
- Client does a wonderful job in the creche and she is becoming more open to new tasks.
- Client requires supervision when writing emails or social media posts (often needs a grammar check and tidy up of the language), however the content and her ability to articulate design is fantastic
- Client is still finding his feet with the job
- Client has performed all duties with enthusiasm, safely, diligently and proactively.

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

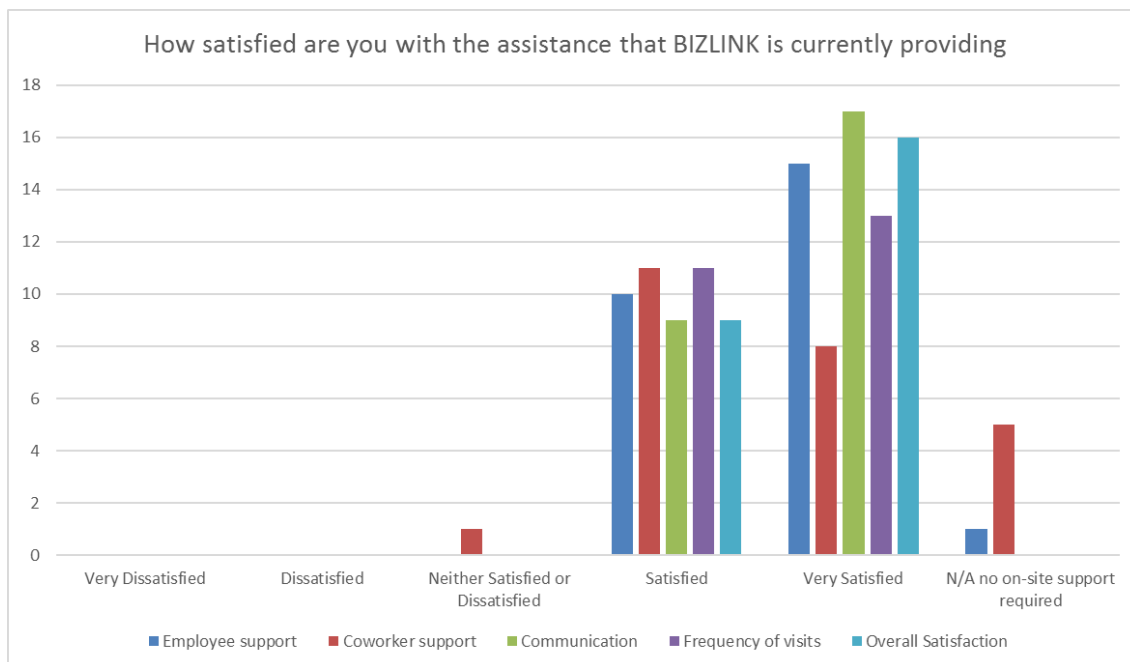
Comment:

- Coordinator brought along Coordinator one morning in case she wouldn't be able to make it and we felt Client and ourselves could use the support.
- It is safe to say that the impression he made was not great, he showed up in a sweatshirt and trackpants and to be honest we thought he might have been a client and not an employee of Bizlink. He came across slightly arrogant for someone who is coming to a new business and he did not seem overly interested in knowing anything about what we do, but was being a bit of a "know it all". We do not feel it would be beneficial for us to ask for his assistance.
- Maybe larger incentives, training funding
- Nothing. Very happy!
- Written outline of what is expected of me and the creche team as well as Client
- Written outline what I can expect from Bizlink as in support and assistance - Training for Client, and the creche team and resource.
- Just keep doing what you are doing. Sometimes things take a little longer.
- No suggestions, other than keep maintaining the current process as it is working.
- I would need to have more experience working together to understand and answer this well. Not related, Attendance is spelt incorrectly above!

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

100% 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 – 36% Satisfied | 64% Very Satisfied

Comments:

- Coordinator has been fantastic and very passionate about helping us and his clients. We hope to continue ongoing work with Coordinator and BizLink.
- We are extremely satisfied with the service we have received from team at Joondalup. They are so passionate and we couldn't be happier with them
- Bizlink have been outstanding in support our new worker and us as the employer..

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 job matching, support and communication. It is important to respect all opinions and use the constructive feedback to improve our service.

- 100% overall satisfaction with recruitment process - 30% Satisfied | 70% Very Satisfied this covers the information provided by the Job Search Coordinator about the client and our service.
- 100% would recommend BIZLINK (that's a score of 7 to 10)
- 92% would employ another employee through BIZLINK
- 100% are satisfied overall with BIZLINK - 36% Satisfied | 64% Very Satisfied

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 92% of employers who responded agreed they would use BIZLINK again - "If you required another employee, would you employ through BIZLINK?"

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 employers who responded finding on-the-job support was helpful (36%) or very helpful (64%).

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 97% of employers reporting satisfaction with the assistance BIZLINK is currently providing. Employers that responded stated that they were satisfied (35%) to very satisfied (62%) 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 92% 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.

Survey results provide encouragement for what we are doing well and suggest means of improvement for areas where employers have raised concerns. BIZLINK aims to provide an excellent service; this report will be reviewed by the Quality Review Committee to discuss strategies for service improvement.



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