



NDIS Participant Manual

BIZLINK Information and Policy Summaries



Registered NDIS Provider

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1300 780 789

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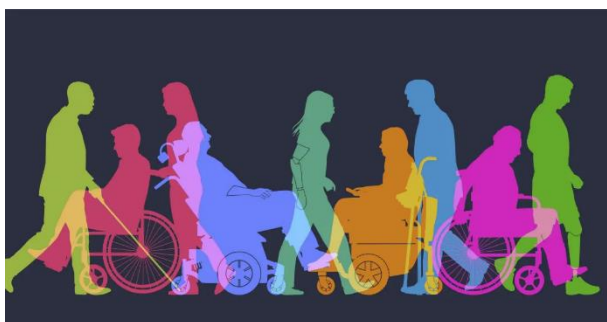
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Welcome to BIZLINK

This manual is about how BIZLINK works with you to find and keep a job, your rights, and your responsibilities. We work together to achieve your employment goals. You can discuss any questions you have with your BIZLINK employee or the Project Manager.

Information Your Way

BIZLINK works with people with all types of abilities.

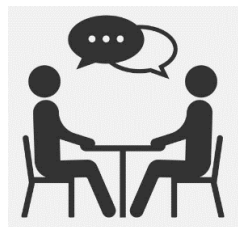


We can read and explain this information, provide information in different ways, like large print, another language or electronically, as needed.



About BIZLINK Policies

This manual provides summaries from our Policy Manual. Policies are explained at a meeting with a BIZLINK employee, and they will ask you to sign a "Policy Acknowledgement" form to say you have been told about our policies.



We give updates on our Facebook / Instagram pages, in our BIZZYBODIES newsletter and through emails.



Please keep your email address current.



Our Policies are on the BIZLINK website.



www.bizlink.asn.au

You can ask for our policies.



Tel: 1300 780 789

About BIZLINK

BIZLINK is a West Australian not-for-profit Disability Employment Service (DES) that specialises in Employment Support Services (ESS) and is a Registered NDIS Provider. We assist people with disability to find and keep jobs. BIZLINK is an Incorporated Association established in 1992. The Australian Government Department of Social Services (DSS) funds BIZLINK, which makes our service free for employers and participants. For NDIS Participants we are paid by the NDIA.



Registered NDIS Provider

With your BIZLINK Employee you sign a **Service Agreement** and make a **Goal Plan** of work-related activities based on your skills, choice and employment goals.



Your **support needs** are worked out with your BIZLINK employee, so you get the assistance you need to achieve your goals.

We involve your **Support Network** (family, carer, partner or other service) if they are involved and with your permission.

Charter and Values

BIZLINK aims to provide quality employment assistance and support. We work together to achieve your employment goals. To meet your needs, we have a Charter and Values:

Charter: Quality employment for people with disability

Values: BIZLINK employees believe people:

- have a right to work in open employment
- have a central role in planning their own careers, with their families and significant others (where involved)
- have a right to individualized support to become competent and valued employees
- have a right to a fair day's pay for a fair day's work
- need only the desire to work, support from significant others, realistic career choice and access to support to succeed in open employment
- have a right to privacy, confidentiality and respect

Quality Management

BIZLINK is committed to achieving quality outcomes for people that use our service. SAI Global audits BIZLINK annually.

NDIS Practice Standards and Quality Indicators

For our NDIS service we must meet the NDIS Practice Standards and Quality Indicators. As with the NDIS Code of Conduct, the NDIS Practice Standards outline what should be expected from registered NDIS providers.

The NDIS Code of Conduct

The NDIS Code of Conduct require providers to:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.



Services and Support

School Leaver Employment Supports (SLES)

SLES is an early intervention pathway for NDIS participants in their last year of school up to 22 years of age. It supports the transition from school to employment.

BIZLINK delivers SLES to help young people prepare, look for and gain employment. We provide meaningful, individualized activities to achieve employment goals.



With BIZLINK SLES:

- Learn how to set goals
- Have a tailored program based on individual needs and goals
- Build confidence
- Participate in one-on-one and/or group activities
- Engage with community groups
- Build communication skills and learn teamwork
- Do work-experience and job tasters with supportive employers

More information on SLES can be found on the NDIS website

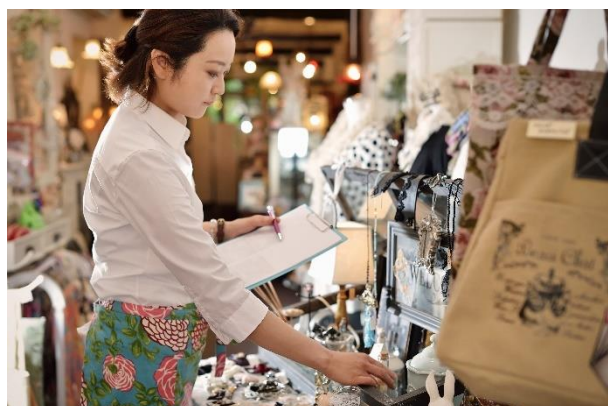
www.ndis.gov.au/providers/working-provider/school-leavers-employment-supports-sles

Workplace Assistance / Employment Supports

For NDIS participants who are of working age or reaching working age. Supports include:

- Discover what work means for you
- Build foundation skills for work
- Manage complex barriers to work
- Specialised job customisation
- Develop a career plan

Other capacity building supports that are likely to lead to successful engagement in a Disability Employment Services (DES) – BIZLINK offers a direct pathway



How BIZLINK Employees Work with You

A BIZLINK employee will work with you to develop your NDIS program of supports as needed by:

- Signing a **Service Agreement** with you. The Service Agreement will detail the supports we have agreed on and how they will be paid for from your NDIS plan.
- Making a **Goal Plan** with you to achieve your program goals. Your Goal Plan will be updated whenever your circumstances change, your goals are achieved, or you choose.

- Assisting with resumes and job applications.
- Assisting you to work out what jobs match your abilities and interests.
- Assisting you to prepare for job interviews and the sorts of questions employers will ask.
- Organising work experience, job sampling, and work-related strategies in your Goal Plan.
- Keeping in regular contact with you.
- Using public transport.
- Understanding the types of work conditions e.g. employer expectations, wages and leave.
- Becoming part of the team at work.
- Giving feedback to your family or support network as agreed with you.
- Linking with other community services e.g. for assistance with specific issues or other needs identified in your Goal Plan.



Suggestions and Feedback



To ensure you get the right assistance and to help us to improve our service, BIZLINK encourages you to let us know what we are doing well and what you think we could do better. We want you to feel comfortable and know that you can approach any BIZLINK employee to discuss any issue.

Contacting Management



If you do not feel comfortable talking with someone, you can leave comments in the suggestion box at reception.



You can email the Project Manager, who oversees our NDIS programs candice@bizlink.asn.au



Our website has a feedback section at the top of the contact page and we have an anytime feedback survey www.bizlink.asn.au/contact.

BIZLINK Facebook Page / Instagram

The BIZLINK Facebook and Instagram gives another way for participants to connect with us and be informed.

www.facebook.com/bizlinkqualityemployment
www.instagram.com/bizlinkqualityemployment

BIZZYBODIES Newsletter

BIZZYBODIES is usually sent out four times a year, or as needed. It gives information about what is happening e.g. upcoming events, Centrelink and NDIS information. If you have given us your email, we send you the link when we publish to our website www.bizlink.asn.au or we have copies in reception.

Satisfaction / Feedback Surveys

We occasionally ask you to participate in satisfaction surveys. If you have given us your email, we will send you the link to the survey. Surveys are voluntary. Your honest and confidential feedback is appreciated.

Privacy and Sharing Personal Information – Consent Forms

Your privacy is important our Policy on Privacy aims to keep your information safe. It includes information on: How we collect and handle your personal information, who we exchange your information with, how you can access and correct your information, and how you can complain about a breach.

Advising BIZLINK of Changes to Personal Information

BIZLINK aims to keep your personal information accurate and up to date. Please tell us of any changes.

Disclosure of Criminal Offences



An employer may ask if you have a criminal record. If you are asked questions by an employer and answer dishonestly you can be dismissed if the truth is later found out. As BIZLINK may be assisting you to find suitable jobs as part of your NDIS Plan, it is very important we are honest with employers. If you are concerned you may have some offences that affect your job searching, please talk with your BIZLINK employee.

Disability Specific Information

Providing disability specific information is a choice you make about what to tell another person or organisation. Your BIZLINK employee will work with you to look at your strengths and abilities, so we can explain the types of jobs you can do to employers. Your privacy is important, we only share information about you that you have agreed to on an appropriate Consent Form.

The **Consent to Seek and Release Information NDIS** form has a section where you can note what you do or do not want released. This form helps BIZLINK employees to share information positively and get a good job-match and provide the right supports.

BIZLINK employees may use the **Consent Third Party NDIS** form for giving or getting personal information from a specific organisation or people e.g. Doctor, School, Psychologist and as required by external organisations.

BIZLINK employees will get your consent to take and use photographs for your portfolio or for media e.g. our Facebook, Instagram, Website etc. We will only use such information with your permission using the **Consent NDIS Photo Media** form.

Policy 1.0 Rights



The Policy on Rights aims to protect your legal and human rights and keep you free from abuse or neglect. It explains

what abuse and neglect is and, if you are being abused or neglected, what you can do and what BIZLINK will do.



To protect your legal and human rights BIZLINK has a:

- Policy on Feedback and Complaints - you are encouraged to make a complaint or give feedback so we can improve our service.

- Policies to ensure employees and volunteers are right for BIZLINK and a Code of Conduct about expectations and that sexual activity with participants is not allowed.

To protect you from abuse or neglect:

- BIZLINK has a Policy on Prevention of Violence and Aggression and a Policy on Child Safety and Wellbeing.
- BIZLINK will help you to stop anyone from hurting you. If you have any concerns or think that someone may have, or is, abusing or neglecting you, talk with someone at BIZLINK you are comfortable with like your Coordinator or Site Manager.
- BIZLINK can contact the police and other services as required to ensure you are safe and protected.
- **Advocacy:** You have the right to access an advocate, the link below gives you further information on advocacy and access to an advocacy finder tool:

www.ndiscommission.gov.au/participants/disability-advocacy

Policy 1.1 Privacy



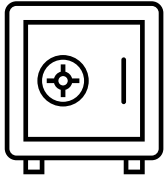
The Policy on Privacy explains how BIZLINK keeps information private. We may talk to your family, employers and other people that know you.

To keep your information private and confidential, BIZLINK employees:

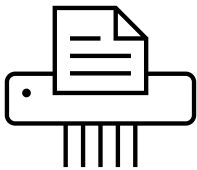
Only collect information that helps to get or keep a job. We tell you what information we have or need from you.



Get your permission before giving or getting information or sharing photos and information about you for things like our website, Facebook, posters or publications.



Store your information securely and where it cannot be seen by the public.



Only keep your information if it is needed. There are government rules on how long we keep your information.

You can access or correct your information by contacting us. We must respond within 30 days and there may be legal reasons we cannot release information.

How to make a privacy-related complaint: If you want to complain about how we have handled your personal information, please look at our Policy on Feedback and Complaints or contact us:

1300 780 789

bizlink@bizlink.asn.au.

If you are not happy with the way we handled your privacy complaint, you can contact the **Office of the Australian Information Commissioner (OAIC):**

1300 363 992

enquiries@oaic.gov.au www.oaic.gov.au

Policy 1.2 Police Checks for Clients



The Policy on Police Checks for Clients explains how we make sure you get Police Checks when needed.

BIZLINK employees will:

Help you to get the right checks.

If you are working with children, you must have a **Working with Children Check**.

Assist with paying for Police Checks.

Ask you to sign a "Consent Third Party NDIS" form. To consent to us having a copy of your Police Checks.

Have a manager work out if your Police Check shows a criminal conviction or an issue. We may advise you not to do that activity e.g. job or work experience. You may still be able to do the activity with additional supervision or other strategies in place, the manager will do a risk assessment with your Coordinator. If the employer has requested the Check they will decide if your check is OK.

Store your Police Checks securely, require a release of information form to be released to other people and ensure only BIZLINK employees that need-to-know can access them.

Policy 1.3 Child Safety and Wellbeing



The Policy on Child Safety and Wellbeing explains that BIZLINK has a zero tolerance of child abuse. BIZLINK is committed to preventing child abuse and

employees working directly with children have current Working with Children Checks. All employees working with NDIS participants must have an NDIS Check.



Any person displaying inappropriate behaviour toward children or young people may have the incident reported to the relevant Government

Department, NDIS Quality and Safeguards Commission as a Reportable Incident and/or Police and BIZLINK may pursue laying of charges against offenders.

Policy 1.4 Information Security Management

The Policy on Information Security Management explains how BIZLINK IT is kept safe to protect your privacy and keep our service running. BIZLINK complies with ISO 27001 Information Security Management. All users are responsible for protecting BIZLINK IT from unauthorised access, modification, destruction or disclosure.

Policy 2.0 Participation and Inclusion

This Policy explains how BIZLINK employees support you to participate and be included, they will do a Goal Plan with you to work towards your goals and provide supports as agreed in your Service Agreement. Assist you to connect with people and services in your community like mental health supports, leisure, recreation, accommodation, and advocacy services to

meet your individual needs. Provide opportunities to have your voice heard about decisions that affect you e.g. giving feedback and being aware of our complaints procedure.



Your Culture, Values and Beliefs

We understand the key roles that culture, diversity, values and beliefs play in participants lives and ensure these roles are identified and responded to in a sensitive manner. Services are responsive to the diversity of each participant and promote a respectful environment for all.

Disability Advocacy

BIZLINK employees will support your right to an independent advocate, free from conflict of interest who is separate from the NDIS, the commission, and any other service provider. This link provides information about advocacy services www.ndiscommission.gov.au/participants/disability-advocacy

Policy 3.0 Individual Outcomes

This Policy explains how BIZLINK employees consider your skills, abilities, goals and support needs. BIZLINK employees work with you in ways that are flexible and consider your individual needs, and choices. Respect your decisions and choices as agreed in your Goal Plan. Review your Goal Plan whenever needed and give you a copy of your Goal Plan. Involve you and your support network (family, friends, carers and advocates), where involved and with your consent.

Policy 4.0 Feedback and Complaints

The Policy on Feedback and Complaints explains your right to make a complaint and tell BIZLINK about any concerns you have. Our employees will manage your concerns quickly, fairly and in a considerate way, so you don't worry that your service will be affected. Formal complaints are reviewed by the Quality Review Committee and very serious complaints, by the Board.

Our employees consider your privacy, dignity, and confidentiality, but at times there may be a duty of care and disclosure may be required for serious matters. We will aim to have complaints resolved wherever possible and we see complaints as an opportunity to improve.

What complaints could be about:

The way BIZLINK is working with you to Find and keep a job or assist with training or other activities on your Goal Plan or in your Service Agreement. Breaches of your privacy, dignity or confidentiality. The accessibility, resources or physical condition of BIZLINK offices. Treatment of you by our staff or work health and safety issues.

Criminal allegations will be responded to immediately and treated as urgent. The Managing Director will be required to report these to the relevant Authorities and to the NDIS Commission. If you make such a report, we encourage you to contact the police. BIZLINK cannot investigate criminal activity, but we will try to assist you. For matters related to abuse or neglect, see the Policy on Rights

Complaints Process



Who can complain: Anyone with a genuine concern about BIZLINK services, but especially participants and their support network if involved.

Participants have the right to complain about the services they receive. BIZLINK will do our best to provide quality supports and services, but sometimes you may not be happy with something or may have more serious issues or concerns.

Our Complaints Process is good to follow, as usually we will be able to sort any concerns out with you. However, you have a right to complain and if you don't feel comfortable talking with your BIZLINK employee working with you, you can talk to their Manager or the Managing Director and **if you feel the issue has not been resolved you can choose to contact the**

NDIS Quality and Safeguards Commission

Website:

www.ndiscommission.gov.au/about/complaints.

Phoning: 1800 035 544

Key Contacts for Complaints or Concerns

Project Manager, Candy Duncan:

Tel: 1300 780 789

Mob: 0478 798 405

Email: candice@bizlink.asn.au

Managing Director, Brian Park:

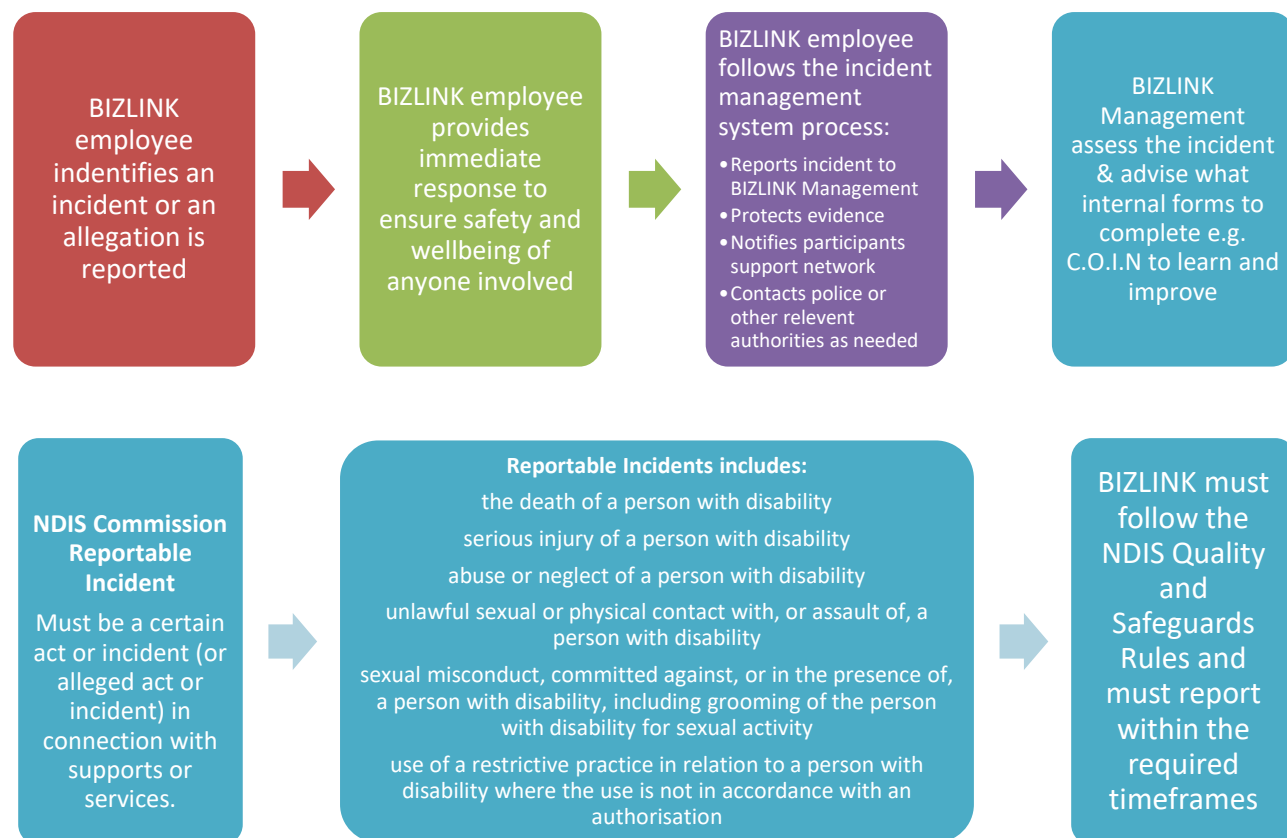
Tel: 1300 780 789

Mob: 0413 125 079

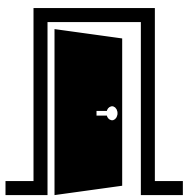
Email: brian@bizlink.asn.au

NDIS Quality and Safeguards Commission Reportable Incident

This process explains how we manage incidents, internal procedures and incidents that must be reported to the NDIS Quality and Safeguards Commission:



Policy 5.0 Service Access



The Policy on Service Access explains who can get a service with BIZLINK and the reasons for leaving, or no longer being able to get a service.

To get and keep getting services you:

You must meet the NDIS eligibility guidelines and any requirements in your NDIS Plan, Service Agreement and Goal Plan.

Must not attend a support session under the influence of an illicit substance or be intoxicated, you agree if this does occur, supports will be cancelled. If this occurs more than twice, the supports may be suspended.

Live in a BIZLINK service area or choose BIZLINK if you live elsewhere.

Are supported by your support network, where involved, and they and you agree to follow BIZLINK policies.

Are willing to give BIZLINK and other government departments, personal information, as required and as detailed in Consent Forms signed by your or your representative.

Cooperate with BIZLINK in agreed activities including your Goal Plan.



Exit or Transition:

BIZLINK may need to exit or transition you, or you may choose to exit or be transitioned when:

You no longer require assistance or are no longer eligible for NDIS supports that BIZLINK is registered to provide.

Another provider can meet your needs.

You show unacceptable behaviour.

Unacceptable Behaviour:

Each of the following apply to BIZLINK, its offices, vehicles and employees; your employer (whether employed or doing work experience or training) or other sites or places of agreed activity.

- Theft, Wilful Damage, Physical Assault, Verbal Abuse, Sexual Harassment.
- Endangering others by doing things you should not have, or not doing things you should have.
- Attending a session while under the influence of an illicit substance or being intoxicated.
- Refusing to cooperate or participate in agreed activities or follow lawful instructions from supervisors.
- Not attending scheduled appointments or work without a good reason, and when asked, you don't give evidence for that reason e.g. Medical Certificate.
- Refusing to accept agreed support from BIZLINK.

Policy 5.2 Prevention of Violence and Aggression



The Policy on Prevention of Violence and Aggression is about BIZLINK employees having the right to a safe and healthy work environment free from violence and aggression. Violent and aggressive behaviour is a work health and safety issue, is unacceptable and is not tolerated. Any participant who is violent or aggressive may be exited or transitioned. Police will be called if needed and legal action taken if required.

Policy 6.0 Service Management and Quality

The Policy on Service Management and Quality explains how BIZLINK uses service management and leadership to increase the achievements of our participants. We have policies, procedures, and systems to make sure we do a good job of managing our service.

The BIZLINK Board oversee our service. You can be confident that BIZLINK uses quality management and aims to achieve the best possible outcomes for participants. BIZLINK is assessed by external auditors on its quality, finances and government contract.

Management encourages and provides opportunities for you and your support network, where involved, to participate in how our services are run. We invite you to participate in feedback meetings, annual general meetings, satisfaction surveys and audits. You choose if you want to give us feedback, it is voluntary.

Human Resource Management

BIZLINK has specific policies about the recruitment, employment, and training of our employees BIZLINK employees who work with you have:

- a NDIS Check and a Working with Children Check
- experience, skills and qualifications to secure or support employment
- to follow BIZLINK policies and quality procedures to provide services that consider your safety, well-being, and individual needs.

BIZLINK employs people with the right skills, values, and training to assist you to find and keep a job. We encourage employees to improve their skills and knowledge with training and performance management.

Policy 6.14 Information Technology and Cyber Safety

The Policy on Information Technology and Cyber Safety gives rules about using BIZLINK computers. Every user must follow these rules. Breaking these rules can mean you cannot use our computers or tablets. Serious offences by any person will be reported to the police.

Guidelines regarding responsible use of BIZLINK computers:

Log-off and/or lock the computer when finished or away from it. A BIZLINK employee will assist with saving your information. As we are not allowed to use USBs we will email your information if you need a copy.

Report damage, loss or operating problems to a BIZLINK employee. Make sure you follow hardware and software license agreements e.g. copyright.

Respect the rights and property of all others and only use our computers or tablets with BIZLINK employee permission. Be courteous and respectful in all communications. Do not send any information e.g. text, images, sound, that would break any law or anything that could be considered obscene, abusive or offensive.

Do not send or forward junk email, chain letters, pyramid scheme messages or spam. Do not subscribe to any clubs, newsletters, or bulletins. All email and internet can be reviewed by BIZLINK. Emails can have the same legal status as a letter or memo and can be used as evidence.

Do not load / download / install any program or software except with the express permission of a BIZLINK manager. (Usually contain the “.exe” file extension).

ZERO TOLERANCE of Violence or Abuse

Our staff are here to help

They have the right to be treated with respect

BIZLINK is committed to providing a safe, healthy and respectful workplace for our staff and visitors.

We will not tolerate inappropriate behaviour, including violence, intimidation, threats, aggression, yelling, swearing, damage, abuse, sexual harassment.



**Violent or aggressive people
will be asked to leave**



Police may be called



Services may be stopped



Disability™
Employment
Services
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
Job-matching | Training | Support | Careers | www.bizlink.asn.au