



QUALITY EMPLOYMENT

POLICY SUMMARY MANUAL

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1300 780 789

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BIZLINK POLICY SUMMARY INDEX

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ABOUT THE BIZLINK POLICY SUMMARIES

All BIZLINK policies are available to every client, in full, on request or as required. To make it easier to read we have created a summary of each policy related to the National Standards for Disability Services.

Policies will be explained to you at a meeting with a BIZLINK employee, usually at your registration meeting. You will be asked to sign a “Client Policy Acknowledgement” form to provide evidence to an external auditor that you have been provided and/or had explained each of the policies related to your service at BIZLINK. This will be updated as required.

When policies are changed or new ones are introduced you will be advised either by your Coordinator, at a client meeting or through the BIZLINK newsletter – BIZZYBODIES.

If you lose or misplace your copies, you can ask your Coordinator for summary or full copies of any of the policies at any time.

A copy of the Policy Summary Manual is also available at the BIZLINK website – www.bizlink.asn.au.

NATIONAL STANDARDS FOR DISABILITY SERVICES

The National Standards for Disability Services (National Standards or NSDS) aim to promote a nationally consistent approach to improving the quality of services. They focus on rights and outcomes for people with a disability.

The NSDS move towards person-centred approaches. This is where people with a disability are at the centre of service design, planning, delivery and review. Individuals shape and direct service and supports to suit their strengths, needs and goals with the support of families, friends, carers and advocates.

Each standard is made up of the same basic elements:

Rights for people: Highlights individual rights that each standard promotes or supports and strengthens the Human Rights principles which cover all the standards.

Outcomes for people: Describes what an individual using disability services or supports should experience when a standard is done well.

Standards for service: Explains what services need to do to achieve each standard.

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Six National Standards apply to disability service providers:

<p>STANDARD 1: RIGHTS</p> <p>The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.</p>		
RIGHTS	OUTCOMES	SERVICE STANDARDS
<p>You have a right to use control and choice when using services or supports.</p> <p>You have the right to dignity of risk and to be free from discrimination or harm.</p>	<p>You can expect to be encouraged by your service to make choices about the services and supports you use, and how you use them.</p> <p>When you use a service or support, you should feel respected and safe.</p>	<p>Your service should promote individual rights to freedom of expression, self-determination and decision-making and actively prevent abuse, harm, neglect and violence.</p>
<p>STANDARD 2: PARTICIPATION AND INCLUSION</p> <p>The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.</p>		
RIGHTS	OUTCOMES	SERVICE STANDARDS
<p>You have the right to participate in your chosen community and a right to decide how you have contact with family, friends and community.</p>	<p>You should expect to be encouraged to follow your interests, with the support of your services, family, friends, carers or advocates.</p>	<p>Your service should work with you and, where involved, families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.</p>
<p>STANDARD 3: INDIVIDUAL OUTCOMES</p> <p>Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.</p>		
RIGHTS	OUTCOMES	SERVICE STANDARDS
<p>You have the right to lead and direct decisions about your life and how the services you use provide support.</p>	<p>You should expect to be able to use services and supports which build on your strengths and support you to reach life goals.</p>	<p>Services and supports should be assessed, planned, delivered and reviewed to build on individual strengths and enable you to reach your goals.</p>

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STANDARD 4 FEEDBACK AND COMPLAINTS		
Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.		
RIGHTS	OUTCOMES	SERVICE STANDARDS
<p>You have the right and freedom to give positive and negative feedback about all aspects of your supports and services.</p> <p>You have the right to independent advice and support to provide feedback or make a complaint when needed.</p>	<p>You should expect to have a range of ways to speak up about your supports and services and play an active role in working out how things will improve.</p> <p>You should expect to know how to access independent support and advice when providing feedback or making a complaint.</p>	<p>Services should seek regular feedback and use this to inform individual and organisation-wide service reviews and improvement.</p>
STANDARD 5 SERVICE ACCESS		
The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.		
RIGHTS	OUTCOMES	SERVICE STANDARDS
<p>You have the right to access services based on fair and equal and transparent criteria, and support for referral when a service is not available.</p>	<p>You should expect to understand what the service offers, that access to the service is fair and equal and to be supported with other options when you can't access a service.</p>	<p>Services should manage access, commencement and exit in a transparent, fair and equal and responsive way.</p>
STANDARD 6 SERVICE MANAGEMENT		
The service has effective and accountable service management and leadership to maximise outcomes for individuals.		
RIGHTS	OUTCOMES	SERVICE STANDARDS
<p>You have the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.</p>	<p>You should expect that your strengths and needs are effectively supported through soundly managed services.</p>	<p>The service should have effective and accountable service management and leadership to maximise outcomes for individuals</p>

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BIZLINK			
1.0 POLICY SUMMARY ON RIGHTS			
Policy Number	1.0	Policy Version	Policy on Rights-R7
Compiled By	Tara Doyle	NSDS Reference	Standard 1 Rights

PURPOSE

This policy summary explains the Policy on Rights. This policy aims to ensure that your legal and human rights are protected and that you are 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.

Definitions

The basic legal and human rights to be upheld include: Respect for human dignity and freedom; Equality before the law; Privacy; Protection against discrimination; and Equal opportunity in employment

Types of abuse and neglect include (definitions in full version of policy): striking; kicking; physical force greater than necessary to avoid potential danger; bullying; teasing; ridiculing; verbal taunting; sexual assault; unwarranted restriction of freedom; gross invasion of privacy; or gross neglect.

Strategies

To uphold your legal and human rights, BIZLINK has a:

- Policy on Service Access that aims to be non-discriminatory.
- Policy on Privacy to protect your privacy and confidentiality.
- Brochure “Is BIZLINK Working For You?” that outlines your rights and responsibilities. It also explains who you can talk to if you have any problems, concerns or are not happy with anything that BIZLINK employees are or are not doing.
- Policy on Feedback and Complaints that explains how you can make a complaint or give feedback without fear of your service being stopped or negatively affected.
- Policy on Client Employment Conditions about your pay and conditions.
- Policy on Client Training and Support about how we will support you to gain skills for a job or to keep your job and to career develop.
- Policy on Employee Recruitment and Selection and a Policy on Police Checks for Employees and Volunteers to ensure that the training, background and values of paid and volunteer employees are right for BIZLINK. Employees have job descriptions and are required to read and agree to all BIZLINK Policies.
- Policy on Employee Code of Conduct that outlines expectations and states that sexual activity with clients is strictly forbidden.

To protect you from abuse or neglect:

- BIZLINK will help you to stop anyone – including BIZLINK employees, co-workers, employers, other service staff, friends or family – from hurting you.

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- The full Policy on Rights explains how we will do this. You can ask a BIZLINK employee to explain the full policy at any time or to give you a copy of this or any other policy.
- 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. You can also talk to the Operations Manager, one of the Site Managers or the Managing Director whenever you need to discuss your BIZLINK service or the way our employees are working with you.
- BIZLINK will contact the police and other services as required to ensure you are safe and protected from abuse or neglect.
- The “Is BIZLINK Working for You?” brochure provides information on your rights, responsibilities and our complaints process. There is also information about the Complaints Resolution and Referral Service, the Abuse and Neglect Hotline and other services that may assist with advocacy or support. BIZLINK will also help you to link in with appropriate supports as required.

To treat you with dignity and respect, BIZLINK aims to have:

- Employees who understand issues about your culture or language and we encourage employees to do training in different cultures and languages.
- A service that is person-centred, which means we will listen to you and help you to work out the right goals for you.
- Employees who believe in equal opportunity employment and will tell others in our community why that is important.
- Employees that will speak positively and respectfully about you and to you. They will not use labels or say negative things about your age, gender, race, culture, sexual identity, religion or disability.
- Employees that protect your sensitive or personal information and not discuss or display your personal information in public.
- Employees who are honest and who act with integrity in all their dealings with you, your support network, if involved with your consent, employers and all other stakeholders.

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BIZLINK			
1.1 POLICY SUMMARY ON PRIVACY			
Policy Number	1.1	Version Reference	Policy on Privacy-R8
Compiled By	Tara Doyle	NSDS Reference	Standard 1 Rights

Purpose

The purpose of this policy is to explain how BIZLINK aims to keep your information private and confidential. BIZLINK will need to get information about you to help you get and keep a job. We may need to talk to you, your family, your employer, other services and other people that have worked with you or know you; like a Doctor, Psychologist, School Teacher or Parent.

To keep your information private and confidential, BIZLINK employees:

- Only collect information about you that helps us with employment assistance and support.
- Get your written permission before giving or getting information to or from other people or for using photographs, video or other images and information about you to be displayed or aired publicly; e.g. in our brochures, on our website or Facebook page, in our offices, in newspapers.
- Store your information securely and where it cannot be seen by the public.
- Let you know what personal information we have or need to collect from you.
- Only keep your personal information as long as it is needed to assist you - noting that BIZLINK has government rules it must follow on how long we keep your information.

Accessing and correcting your personal information:

- You can ask for access or correction of your information by contacting us and we must respond within 30 days.
- There are legal reasons and circumstances where we may not release information.

How to make a privacy-related complaint:

- If you want to complain to us about how we have handled your personal information, please look at our Policy on Feedback and Complaints or contact us.
- If you are not happy with the way we handled your privacy complaint, you may contact the Office of the Australian Information Commissioner (OAIC). You may also make a complaint directly to the OAIC.
- **Further Information on Privacy or to Lodge a Complaint**

	BIZLINK	Office of the Australian Information Commissioner (OAIC)
Telephone	1300 780 789	1300 363 992
Email	bizlink@bizlink.asn.au	enquiries@oaic.gov.au
Web	www.bizlink.asn.au	www.oaic.gov.au
Post	The Managing Director, BIZLINK PO Box 284 Joondalup WA 6919	The Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001

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1.2 POLICY SUMMARY ON POLICE CHECKS FOR CLIENTS			
Policy Number	1.2	Reference Version	Policy on Police Checks for Clients-R5
Compiled By	Tara Doyle	NSDS Reference	Standard 1 Rights

Purpose

The purpose of this policy is to make sure that you have the right Police Checks whenever required. Police checks are one way organisations work out if someone is suited to the activity. One check cannot be used as a substitute for another.

This policy helps Coordinators to work out whether you need Police Checks, which ones to get, how to work out if your Police Checks are acceptable to the activity and how to manage the records related to your Police Checks.

Strategies

- Your Coordinator will work out whether an activity requires Police Checks and will help you to make sure that the right Police Checks are completed before you start the activity (e.g. a new job).
- If you are going to be working with children it is a legal requirement in Western Australia to have a Working with Children Check, your Coordinator will assist you to get one if needed.
- The Managing Director may approve the payment or reimbursement of the cost of Police Checks, your Coordinator will assist with arranging this.
- Your Coordinator will ask you to sign a “Client Specific Authority to Seek or Release Information” form. This will give BIZLINK your consent to have a copy of your Police Checks.
- If your Police Check shows a criminal conviction or an issue your Coordinator will discuss it with a manager to work out if you should do the activity.
- If a manager says that you have records of convictions for crimes, your Coordinator will advise you not to do that activity.
- If a manager says that you have records of convictions for crimes that are not related to the activity you may still be able to do the activity, but your Coordinator may discuss with you that additional supervision or other strategies may be needed.
- After looking at your Police Checks your Coordinator will update your Job Plan with you as needed for the right job-matches, strategies, barriers and other activities.
- Your Police Checks are used and stored as in our Policy on Privacy, which is, stored securely, require a release of information form from you to be released to other people, and are seen only by BIZLINK employees that need-to-know.

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2.0 POLICY SUMMARY ON PARTICIPATION AND INCLUSION			
Policy Number	2.0	Reference Version	Policy on Participation and Inclusion-R9
Compiled By	Tara Doyle	NSDS Reference	Standard 2 Participation and Inclusion

PURPOSE

BIZLINK wants to help you to participate and be included in your community. We mostly do this with quality, well-matched jobs with the right amount of training and support. Our employees aim to reduce or remove any barriers that limit your opportunities for participation and inclusion.

To give you participation and inclusion opportunities our employees will:

- Work out goals with you in your Job Plan that will give you opportunities to participate in education and training that meet your individual needs and give you the right support to do any activities.
- Provide opportunities to get and keep a well-matched job and:
 - Provide on and off-site support to help you be part of your work team and interact with other people at your workplace; e.g. customers.
 - Provide support and assistance that uses your workplace facilities and services like others in the workplace; e.g. breaks, meals, training and social events. Use natural supports within the workplace, which means your co-workers help with your training and understand the best way to work with you.
- Assist you to connect with people and services in your local community like mental health supports, leisure, recreation, accommodation and advocacy services as these meet your individual needs, career or other goals as we work out in your Job Plan.
- Provide opportunities to have your voice heard about decisions that affect you like writing your Job Plan with you, giving us your feedback and thoughts in surveys or groups and being aware of our complaints procedure.

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3.0 POLICY SUMMARY ON INDIVIDUAL OUTCOMES			
Policy Number	3.0	Reference Version	Policy on Individual Outcomes-R8
Compiled By	Tara Doyle	NSDS Reference	Standard 3 Individual Outcomes

Purpose

This policy summary explains how BIZLINK employees will work with you in a way that considers your unique skills, abilities, employment goals and support needs.

To meet your individual needs and achieve your goals our employees aim to:

- Provide support and services that are flexible and consider your individual needs, choices and preferences.
- Provide services that match with your decisions and choices as agreed in your Job Plan so long as these decisions and choices are realistic, practical and are reasonably achievable. Inform you about the practicality of your decisions and choices and if they affect the service that BIZLINK can provide.
- Provide job search and support assistance that considers your age, gender, culture, heritage, language, faith, sexual identity, relationship status, disability and other relevant factors.
- Collect necessary information and reports about you to assist in making your Job Plan. This may include information about your education, leisure, work experience, training and employment history and may also involve assessing your work related skills, considering physical, medical, personal and social aspects and more generally your interests, likes and dislikes.
- Review your Job Plan at least every three months when you are in Employment Assistance or Post Placement Support and every six months when you are in Ongoing Support. Also whenever there is a significant change in your circumstances, needs or preferences or when you want a review.
- Involve you and your support network (family, friends, carers and advocates), where involved and with your consent, in making or reviewing your Job Plan and give you a copy of your Job Plan.
- Create a short-list of suitable jobs or identify appropriate training or activities to build work readiness that matches your skills and employment goals.
- Consider flexible employment options including: job creation, job restructuring, job sharing and the Supported Wages System. Use flexible support including on and off-site support to help keep your job.
- Wherever practical, appropriate and within BIZLINK resources to do so, match your Coordinator to you. Such matching should be arranged by discussing your needs with you and/or at your request like someone of similar age, male/female.

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BIZLINK			
4.0 POLICY SUMMARY ON FEEDBACK AND COMPLAINTS			
Policy Number	4.0	Reference Version	Policy on Feedback and Complaints-R9
Compiled By	Tara Doyle	NSDS Reference	Standard 4 Feedback and Complaints

Purpose

This policy summary explains your right to make a complaint and tell BIZLINK employees any concerns you have about our service. Our employees will aim to deal with your complaints or concerns quickly, fairly and in a non-threatening manner without fear or concern that your service will be affected.

Our employees will aim to handle your complaint or concern with consideration of your privacy, dignity and confidentiality, but you must understand that 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 will consider complaints as an opportunity to improve our service.

What complaints could be about:

- The way BIZLINK is providing assistance to get or keep a job or assist with training or community participation opportunities.
- Treatment of you by BIZLINK employees.
- Breaches of your privacy, dignity or confidentiality by BIZLINK employees.
- The accessibility, resources or physical condition of the BIZLINK offices.
- Treatment of you by your employer or co-workers.
- Rates of pay and wage assessments.
- Physical working conditions or occupational safety and health issues.
- Criminal allegations* like financial fraud, assault, physical or sexual abuse, neglect.

*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 Department of Social Services.

If you make such a report, we may 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.

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Who can complain:

Anyone with a genuine concern about BIZLINK services, but especially:

- You as a client – a person registered with BIZLINK.
- Your support network - family member, friend, partner, advocate, guardian.

Time lines for complaints:

Time lines for complaints handling will depend on the seriousness and nature of the complaint and the solutions offered. The following is a guide:

- Complaints will be acknowledged within two working days of notice.
- People making complaints will receive regular feedback on progress.

Complaints process:

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

- Talk to your Coordinator or other BIZLINK employee that you feel comfortable with.
- If the concern is not solved, or you do not wish to speak to a Coordinator, speak to the Managing Director.
- If the concern cannot be solved by the Managing Director, speak with a Director of the BIZLINK Board.
- If the concern has not been solved, or you do not wish to speak to anyone at BIZLINK, you can speak to:
 - Complaints Resolution & Referral Service
 - Disability Services Abuse and Neglect Hotline
 - Department of Social Services
 - Your Local Disability Advocacy Group; e.g. PWD
 - Your Local Community Legal Service; e.g. Sussex Street
 - Australian Human Rights Commission
 - Police

Information on other services is provided by BIZLINK in its office reception areas and on our website. A BIZLINK employee can help you to contact them or any other service that may assist you. BIZLINK also provides information on the complaints process in our brochure “Is BIZLINK Working for You?” and has a Full Policy on Feedback and Complaints, which you can ask for at any time.

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5.0 POLICY SUMMARY ON SERVICE ACCESS			
Policy Number	5.0	Version Reference	Policy on Service Access-R6
Compiled By	Tara Doyle	NSDS Reference	Standard 5 Service Access

Purpose

This policy summary 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 BIZLINK services you:

- Have finished school to the end of the year that you turn 17 years old or follow the school leaving age requirements (except students doing an approved school to work transition program).
- Can work a minimum of 8 hours per week and/or your benchmark hours that the Department of Social Services tell us.
- Live in a BIZLINK service area or choose BIZLINK if you live outside the area and have the Department of Social Service's approval to register.
- Have or are willing to get an Employment Services Assessment (ESAt) and/or Job Capacity Assessment (JCA) when required.
- Are assessed by BIZLINK to need employment assistance and ongoing support.
- Will follow and agree to all BIZLINK policies related to client services.
- Are supported by your support network (family, friends, carers and advocates), where involved, to get and keep a job and they agree to follow the relevant BIZLINK policies.
- Are willing to give BIZLINK and other government departments, personal information, including your income details, as required.
- Want to work in open employment.
- Cooperate with BIZLINK employees in agreed employment preparation, job search and job support activities including those activities listed in your Job Plan.
- Are able to travel to work independent of BIZLINK (following transport training which can be provided by BIZLINK if needed).
- Have stable accommodation with a telephone, or other agreed way, to keep in regular contact with BIZLINK.
- Are not getting employment assistance from another employment service provider or private case management service once accepted by BIZLINK.
- Understand that BIZLINK may choose or be required to suspend or exit you.

Exit or Suspension

There will be situations where BIZLINK may need to exit or suspend you, or you may also choose to exit or be suspended:

- You no longer require assistance to find or keep a job.
- You are no longer under any participation requirement or are "voluntary".

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- Your needs have changed; e.g. become unwell, move out of the BIZLINK service area, take up full-time study.
- Another service is more appropriate to your individual needs.
- You no longer meet the eligibility criteria.
- You demonstrate 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 from offices, vehicles, employees or other persons.
- Wilful damage to property.
- Physical assault.
- Verbal abuse.
- Sexual harassment.
- Endangering others by doing things you shouldn't have, or not doing things you should have.
- Refusing to cooperate or participate in agreed activities.
- 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.
- Leaving your work-site during work hours without your employer's knowledge and permission.
- Refusing to follow lawful instructions from supervisors.
- Refusing to accept agreed support from BIZLINK.
- Resigning from a position secured and supported by BIZLINK without first discussing with your Coordinator.
- Declining a job offer that you agreed to on your Job Plan. If you have Mutual Obligation Requirements not accepting such job offers may mean your income support payment is stopped.

BIZLINK will try to give you a chance to change the behaviour or circumstance wherever possible, so long as we have the skills and resources to help you.

Only the Managing Director, Site Manager or Operations Manager can suspend or exit you from BIZLINK. The Managing Director is informed of any suspensions or exits.

If you are unhappy about a decision to suspend or exit you, you can tell us. If you are not comfortable talking to us, you can contact the Complaints, Resolution and Referral Service (CRRS) or another external service to help resolve or prevent a complaint. Please see our Policy on Feedback and Complaints.

BIZLINK has a Policy on Challenging Behaviours specific to people who have or are demonstrating challenging behaviours. The full policy will be provided to you or your support network, where involved, if required.

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6.0 POLICY SUMMARY ON SERVICE MANAGEMENT AND QUALITY			
Policy Number	6.0	Reference Version	Policy on Service Management and Quality-R6
Compiled By	Tara Doyle	NSDS Reference	Standard 6 Service Management

Purpose

This policy explains how BIZLINK uses service management and leadership to increase the achievements of our clients. BIZLINK employees work hard to improve our service every day. We have policies, procedures and systems to make sure we do a good job of managing our service. These include:

- Policies on: Policy Making; Motor Vehicle Use; Information Technology; Board Code of Conduct; Risk Management; Fraud and Corruption Control; Accounting, Purchasing and Insurance; Occupational Safety and Health; Policies against each of the National Standards for Disability Services, like in the Policy Summary Manual
- A Quality Management System – ISO 9001
- Disability Support Services Certification
- A Strategic Plan
- A Disability Employment Strategy
- An Indigenous Employment Strategy

The BIZLINK Board oversee our service, including performance against legal or contract requirements, finances and quality. You can be confident that BIZLINK uses quality management systems and aims to achieve the best possible outcomes for clients. 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 will invite you to participate in strategic planning activities, feedback meetings, annual general meetings, satisfaction surveys and audits. You choose if you want to give us feedback, you don't have to do any of these if you don't want to.

Human Resource Management

BIZLINK aims to employ people with the right skills, values and training to assist you to find and keep a job. We also encourage our employees to improve their skills and knowledge with training, performance management and getting relevant qualifications.

BIZLINK has specific policies about the recruitment, employment and training of our employees, these policies include: Employee Recruitment and Selection; Equal Employment Opportunity; Police Checks for Employees and Volunteers; Employee Training and Appraisal; Employee Code of Conduct.

BIZLINK aims to ensure that our employees who work with you: Have a National Police Certificate; Have a Working with Children Check if applicable; Have experience, skills and/or qualifications that will assist them to secure or support employment for you; Follow BIZLINK policies and quality procedures to provide services that consider your safety, well-being and individual needs.

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BIZLINK			
6.11 POLICY SUMMARY ON CLIENT TRAINING AND SUPPORT			
Policy Number	6.11	Policy Version	Policy on Client Training and Support-R5
Compiled By	Tara Doyle	NSDS Reference	Standard 1 Rights, 2 Participation and Inclusion, 3 Individual Outcomes & 6 Service Management

Purpose

This policy summary outlines the training and support that BIZLINK provides to help you achieve your employment goals and take advantage of employment opportunities.

Strategies

- Coordinators will provide advice on career choices and the types of training available to assist you in achieving your goals, including Traineeship and Apprenticeship opportunities as appropriate.
- Coordinators will assist you to do your Job Plan activities. Your Job Plan will include details on training or support strategies to improve your skills to get or keep a job.
- Support will be individualised and may include assistance to participate in work preparation, job sampling, work experience, skills training and personal development as needed and detailed in your Job Plan.
- BIZLINK may assist with paying for or reimbursing you on the successful completion of courses / training – the full policy provides details.
- You will be given job search assistance that matches your skills and encourages your involvement as appropriate. Assistance with job search may include: groups or one-on-one sessions; use of computers for internet searches and job applications or on-line inductions; reading the newspaper; contacting employers; interviews. You will be given access to job search tools during appointments at BIZLINK; e.g. newspapers, internet, telephones—with support and assistance as required.
- Coordinators will use government subsidies and initiatives e.g. the Employer Assistance Fund for workplace modifications or Auslan interpreting as required.
- Coordinators can provide training to your co-workers to work more effectively with you, to promote your independence and inclusion at work as appropriate.
- Once a job is secured, Coordinators will gather information about your individual support needs for the Ongoing Support Assessment (OSA).
- Coordinators will provide training to use public transport to/from vocational development and employment as required.
- The Supported Wage System (SWS) will be used only if you are unable to achieve award productivity.
- Coordinators will be provided with opportunities to improve their training and support skills.

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BIZLINK			
6.12 POLICY SUMMARY ON CLIENT EMPLOYMENT CONDITIONS			
Policy Number	6.12	Version Reference	Policy on Client Employment Conditions-R5
Compiled By	Tara Doyle	NSDS Reference	Standard 1 Rights & 6 Service Management

Purpose

This policy summary explains how your Coordinator will work with you to achieve a “fair day’s pay for a fair day’s work”. They will also check that your employment conditions are the same as other people doing your type of work.

Strategies

- Coordinators will provide support so that you can make choices about your employment options e.g. types of jobs and their location, conditions, pay, hours, employer expectations, qualifications required, skills and experience needed; opportunities for Traineeships or Apprenticeships; the Supported Wages System; self-employment.
- Your Coordinator should work with you and your Support Network, if involved with your consent, to do a Job Plan that has your employment choices on it.
- Your Job Plan should be updated with your Coordinator every three months if you are in Employment Assistance or Post Placement, every six months if you are in Ongoing Support or whenever there is a change or you want to change your Job Plan.
- When you get a job your Coordinator will, wherever possible, aim to get a copy of the relevant award, agreement, contract, pay slip or other evidence that details your pay and classification. They will continue to monitor that your pay rates are fair for the work you do. Such records will be kept in your file.
- When you get a job you will be sent a standard letter that will be kept in your file which will include: start date; employer name and address; pay rate; award or agreement name or whether State or National Minimum Conditions of Employment; type of employment e.g. whether full-time, part-time or casual; a request to obtain pay slips from time-to-time; note to contact Centrelink regarding any income reporting requirements; BIZLINK support to be provided.
- When you get a job your employer will be sent a standard letter that will be kept in your file which will include: start date; your name; the agreed pay rate; award or agreement name or whether State or National Minimum Conditions of Employment; type of employment; wage subsidy if applicable; BIZLINK support to be provided.
- If the Supported Wages System (SWS) is used the process and reasons for using it will be documented and any wage assessments will be kept in your file. Coordinators will make sure that assessments are done as required.
- Coordinators will check that the working conditions and Occupational Safety and Health are like those of other people doing your type of work.
- You are encouraged to raise any concerns about your pay, conditions or treatment at work. Such complaints or concerns will refer to our Policy on Feedback and Complaints and our Policy on Rights as appropriate.

Policy Summary on Client Employment Conditions-R5
Full policy available on request

Once printed this document is no longer controlled – the current version is as per the Document Register

BIZLINK			
6.14 POLICY SUMMARY ON INFORMATION TECHNOLOGY			
Policy Number	6.14	Reference Version	Policy on Information Technology-R6
Compiled By	Tara Doyle	NSDS Reference	Standard 6 Service Management

Purpose

This policy provides guidelines for clients who use BIZLINK computers. Users must act responsibly and every user must follow these guidelines. Access to a computer is provided at BIZLINK offices for job search or work related activities. Violations of this policy could result in the withdrawal of computer access.

Guidelines regarding responsible use of BIZLINK computers:

- The Site Manager has the right to change or withdraw user access and will provide a login/password with an appropriate level of access and restrictions.
- All users are required to log-off and/or lock the computer when finished or away from it.
- Your Coordinator will assist with saving your information in the appropriate location or on your USB as appropriate.
- It is the user’s responsibility to maintain computers in good working order and avoid loss, damage or unauthorised use. Any damage, loss or operating malfunction is to be reported to the Site Manager at the earliest opportunity.
- Users must take reasonable and appropriate steps to ensure that all hardware and software license agreements are followed.
- Users should respect the rights and property of all others and are not permitted to improperly access or misuse computers.
- Users are expected to be courteous and respectful in all their communications. Computers cannot be used to transmit in any form (such as: text, images, sound or any other manner) any content that would violate any law or anything that could be considered obscene, abusive or offensive. Users must not send or forward junk email, chain letters, pyramid scheme messages or spam. Users cannot subscribe to any clubs, newsletters or bulletins. Any such communications may result in the withdrawal of computer access.
- Emails should include an appropriate email signature and disclaimer, your Coordinator can assist with this. All email and internet use is subject to potential review and monitoring by BIZLINK. Emails can be considered a formal means of communication and can have the same legal status as a letter or memo and can be used as evidence.
- Emails of large graphic files unrelated to BIZLINK may result in the withdrawal of computer access. Users are not authorised to load /download / install any program or software except with the express permission of the Site Manager. (Usually contain the “.exe” file extension).

GETTING INFORMATION HOW YOU NEED IT

ABILITIES

BIZLINK assists people with a range of abilities.

ASSISTANCE

BIZLINK employees can read and explain this information as needed

ACCESS

BIZLINK can provide the information in different ways, such as in large print, another language or electronically, as needed.

BIZLINK services are provided with the assistance of the Australian Government Department of Social Services. The views expressed in this document do not necessarily reflect those of the Commonwealth.



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