



QUALITY EMPLOYMENT

POLICY SUMMARY MANUAL

Job-matching | Training | Support | Careers

www.bizlink.asn.au

1300 780 789

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

Contents

About BIZLINK Policies	2
National Standards for Disability Services	2
Standard 1: Rights	2
Standard 2: Participation and Inclusion.....	2
Standard 3: Individual Outcomes	2
Standard 4 Feedback and Complaints	2
Standard 5 Service Access	2
Standard 6 Service Management	2
Policy 1.0 Rights	3
Policy 1.1 Privacy.....	3
Policy 1.2 Police Checks for Clients	4
Policy 1.3 Child Safety and Wellbeing	4
Policy 2.0 Participation and Inclusion	5
Policy 3.0 Individual Outcomes	5
Policy 4.0 Feedback and Complaints	6
Policy 5.0 Service Access	7
Policy 5.2 Prevention of Violence and Aggression.....	8
Policy 6.0 Service Management and Quality	8
Policy 6.11 Client Training and Support	9
Policy 6.12 Client Employment Conditions	9
Policy 6.14 Information Technology and Cyber Safety	10
Getting Information How You Need It.....	10
ZERO TOLERANCE of Violence or Abuse.....	11

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

About BIZLINK Policies

To make it easier to read we have created this manual to give 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 “Policy Acknowledgement”.

You will be advised of policy changes through the BIZZYBODIES newsletter and our Facebook page.

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 and Policy Manual is available at the BIZLINK website www.bizlink.asn.au/standards-and-policies.php

All BIZLINK policies are available on request and are on our website

1300 780 789

www.bizlink.asn.au

National Standards for Disability Services

The National Standards for Disability Services (National Standards or NSDS) aim to improve the quality of services. 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.

Standard 1: Rights

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Standard 2: Participation and Inclusion

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

Standard 3: Individual Outcomes

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Standard 4 Feedback and Complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

Standard 5 Service Access

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

Standard 6 Service Management

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

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

Policy 1.0 Rights

The Policy on Rights aims to ensure your legal and human rights are protected and 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.

To uphold your legal and human rights BIZLINK has a:

- Brochure “Is BIZLINK Working For You?” about your rights and responsibilities. It explains who you can talk to if you have any problems or concerns. It gives information about the Complaints Resolution and Referral Service, the Abuse and Neglect Hotline and other services.
- Policy on Feedback and Complaints - you can make a complaint or give feedback without fear of your service being negatively affected.
- Policies to ensure employees and volunteers are right for BIZLINK and a Code of Conduct that outlines expectations and that sexual activity with clients is forbidden.

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.

Policy 1.1 Privacy

The Policy on Privacy explains how BIZLINK aims to keep your information private and confidential. We may need to talk to your family, employer, other services and other people that know you.

To keep your information private and confidential, BIZLINK:

- Only collects information about you that helps us with employment assistance and support. We tell you what personal information we have or need from you.
- Get your written permission before giving or getting information to or from other people or for images and information about you to be displayed publicly e.g. brochures, website, Facebook, offices or newspapers.
- Store your information securely and where it cannot be seen by the public.
- Only keep your personal information if it is needed to assist you. There are government rules on how long we keep your 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 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

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

Policy 1.2 Police Checks for Clients

The Policy on Police Checks for Clients explains how we make sure you have the right Police Checks when required. Police checks help work out if someone is suited to the activity. BIZLINK will:

- Help you to get the right checks before you start the activity e.g. a new job. If you are working with children, it is a legal requirement in Western Australia to have a Working with Children Check.
- Assist with paying for Police Checks.
- Ask you to sign a “Client Specific Authority to Seek or Release Information” form. To consent to us having a copy of your Police Checks.
- Have a manager work out if you should do the activity if your Police Check shows a criminal conviction or an issue. We may 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 with additional supervision or other strategies in place.
- 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.

Any person who is displaying inappropriate behaviour toward children or young people may have the incident reported to the relevant Government Department and/or Police and BIZLINK may pursue laying of charges against offenders.

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

Policy 2.0 Participation and Inclusion

The Policy on Participation and Inclusion explains how BIZLINK helps you to participate and be included. BIZLINK:

- Does a Job Plan with you to develop employment related goals.
- Offers 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.
- Assists you to use your workplace facilities and services e.g. breaks, training and social events.
- Uses natural supports, which means co-workers can help with your training as they understand the workplace best and can include you.
- Assists 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.
- Provides opportunities to have your voice heard about decisions that affect you e.g. giving feedback and being aware of our complaint procedure.

Policy 3.0 Individual Outcomes

The Policy on Individual Outcomes explains how BIZLINK considers your skills, abilities, employment goals and support needs. To meet your individual needs and achieve your goals BIZLINK:

- Works with you in ways that are flexible and considers your individual needs, choices and preferences.
- Respects your decisions and choices as agreed in your Job Plan, provided these are reasonably achievable.
- Reviews your Job Plan at least every 3 months when you are in Employment Assistance or Post Placement Support and every 6 months when you are in Ongoing Support and whenever needed 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 goals.
- Consider flexible employment options including job creation, restructuring or sharing and the Supported Wages System. Use flexible support including on and off-site to help keep your job.

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

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 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 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 working with you to get or keep a job or assist with training or other activities.
- Breaches of your privacy, dignity or confidentiality.
- The accessibility, resources or physical condition of BIZLINK offices.
- Rates of pay and wage assessments.
- Physical working conditions, treatment of you by your employer or co-workers 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 Department of Social Services. 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.

The complaints process is also in our brochure “Is BIZLINK Working for You?”

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

Complaints process: If you have a concern or complaint talk to the following people or ask a family member or friend to assist you:

- Talk to your Coordinator or other BIZLINK employee or Site Manager.
- If the concern is not solved speak to the Managing Director.
- If the concern is still not solved 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 an advocate or external service.

Information on other services is provided in our office receptions and our website. BIZLINK can help you to contact them or any other service that may assist you.

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

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 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 benchmark hours that the Department of Social Services tell us.
- Live in a BIZLINK service area or choose BIZLINK if you live elsewhere.
- Have or are willing to get an Employment Services Assessment (ESAt) and/or Job Capacity Assessment (JCA) when required.
- Need employment assistance and ongoing support.
- Are supported by your support network, where involved, to get and keep a job and they and you agree to follow BIZLINK policies.
- Are willing to give BIZLINK and other government departments, personal information, including your income details, as required.
- Cooperate with BIZLINK in agreed activities including your Job Plan.
- Can travel to work independent of BIZLINK (following transport training provided by BIZLINK if needed).
- Have stable accommodation with a telephone, or other agreed way, to keep in regular contact with BIZLINK.
- Are not registered with another employment service provider or private case management service once accepted by BIZLINK.

Exit or Suspension: BIZLINK may need to exit or suspend you, or you may choose to exit or be suspended when:

- You no longer require assistance or no longer have participation requirements or are “voluntary”.
- Another service is more appropriate to your individual needs.
- You no longer meet the eligibility criteria.
- 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 shouldn't have, or not doing things you should have.
- 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.
- 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.

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

Policy 5.2 Prevention of Violence and Aggression

The Policy on Prevention of Violence and Aggression explains that BIZLINK employees have 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 client who is violent or aggressive may be suspended or exited. 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 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.

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 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, they are voluntary.

Human Resource Management

BIZLINK aims to ensure that our employees who work with you have:

- a National Police Certificate;
- a Working with Children Check if applicable;
- experience, skills and 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.

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; Employee Training and Appraisal; Employee Code of Conduct.

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

Policy 6.11 Client Training and Support

The Policy on Client Training and Support outlines the training and support that BIZLINK provides to help you achieve your employment goals and take advantage of employment opportunities. As appropriate and required to meet your individual needs BIZLINK will:

- Provide advice on career choices and the types of training available to assist you in achieving your goals.
- Provide individualised support and assistance to participate in work preparation, job sampling, work experience, skills training and personal development as in your Job Plan.
- Assist with paying for or reimbursing you on the successful completion of training detailed in your Job Plan.
- Provide job search assistance that matches your skills and encourages your involvement e.g. groups or one-on-one sessions; internet searches and job applications; on-line inductions; contacting employers; interviews.
- Access government subsidies and Employer Assistance Fund for workplace modifications or interpreting.
- Provide training to your co-workers to work more effectively with you, to promote your independence and inclusion at work as appropriate.
- Gather information about your individual support needs for the Ongoing Support Assessment (OSA) when you are in a job.
- Provide training to use public transport.
- Use the Supported Wage System (SWS) only if you are unable to achieve award productivity.

Policy 6.12 Client Employment Conditions

The Policy on Client Employment Conditions 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. BIZLINK will:

- Provide support so 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.
- Get a copy of the relevant award, agreement, contract, pay slip or other evidence that details your pay and classification. Monitor that your pay rates are fair for the work you do. Keep records in your file.
- Give you a letter when you get a job that will be kept in your file to give information about the job, a request to obtain pay slips from time-to-time, a note to contact Centrelink regarding any income reporting requirements and BIZLINK support to be provided.
- Document if the Supported Wages System (SWS) is used and the process and reasons for using. Wage assessments will be kept in your file and assessments done as required.
- Check the working conditions and Work Health and Safety.

You are encouraged to raise any concerns about your pay, conditions or treatment at work. Refer to our Policy on Feedback and Complaints and our Policy on Rights as appropriate.

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

Policy 6.14 Information Technology and Cyber Safety

The Policy on Information Technology and Cyber Safety provides guidelines for clients who use BIZLINK computers.

Users must act responsibly, and every user must follow these guidelines. Access to a computer or any other device is provided at BIZLINK offices for job search or work-related activities. Violations of this policy could result in the withdrawal of computer access. Serious offences by any person will be reported to the police.

Guidelines regarding responsible use of BIZLINK computers:

- Site Managers can change or withdraw user access and will provide a login/password with an appropriate level of access and restrictions.
 - Log-off and/or lock the computer when finished or away from it.
 - A Coordinator will assist with saving your information.
 - Report damage, loss or operating malfunction to the Site Manager.
 - Take reasonable and appropriate steps to ensure that all hardware and software license agreements are followed.
 - Respect the rights and property of all others and do not improperly access or misuse computers.
 - Be courteous and respectful in all 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.
 - 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.
 - Do not 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

BIZLINK assists people with a range of abilities.

BIZLINK employees can read and explain this information as needed

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.

ZERO TOLERANCE of Violence or Abuse

Our staff are here to help and have the right to be treated with respect at all times

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.

Anyone who is violent or aggressive to our staff or other visitors will be asked to leave

Police will be called if needed

Services may be suspended or ceased



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