



# POLICY SUMMARY MANUAL

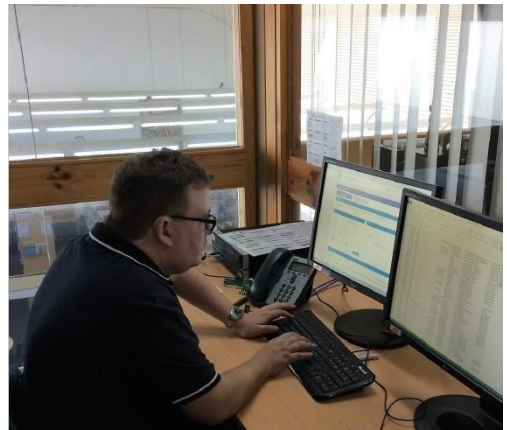
Job-matching | Training | Support | Careers

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

**1300 780 789**

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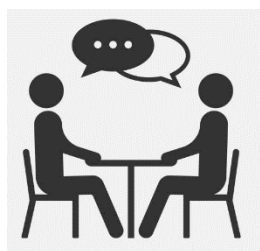
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## About BIZLINK Policies

This is a summary of our Policy Manual.



Policies are explained at a meeting with a BIZLINK employee.



You sign a "Policy Acknowledgement" form to say you have been told about our policies.



We give updates on our Facebook page, in our BIZZYBODIES newsletter and through emails.



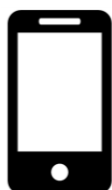
Please keep your email address up-to-date.



Our Policies are on the BIZLINK website.

[www.bizlink.asn.au/standards-and-policies.php](http://www.bizlink.asn.au/standards-and-policies.php)

You can ask for our policies.



Tel: 1300 780 789

## Information Your Way

BIZLINK works with people with all types of abilities.



We can read and explain this information as needed.



We can provide it in different ways, like large print, another language or electronically, as needed.





Australian Government  
Department of Social Services

# National Standards for Disability Services

Making sure that people with disability receive good quality services.



## Standard 1: Rights

You have the right to be treated fairly when you use disability services.



## Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.



## Standard 3: Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.



## Standard 4: Feedback and Complaints

You can tell people what you think about the services you receive.



## Standard 5: Service Access

Finding and using services is fair. You can access the services you need.



## Standard 6: Service Management

Disability services should be managed well.

dss.gov.au

## 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:

- 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.

#### INTERNATIONAL HUMAN RIGHTS



- 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 clients 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.

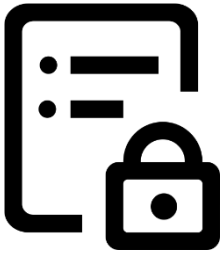


Australian Government

Do you have a complaint about a Disability Employment Service, an Australian Disability Enterprise or an Australian Government funded Advocacy Service?  
Do you need to report abuse or neglect of people with disability?

1800 880 052 [www.JobAccess.gov.au](http://www.JobAccess.gov.au)

## Policy 1.1 Privacy



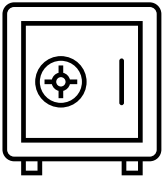
The Policy on Privacy explains how BIZLINK keeps information private. We may talk to your family, employers and other people that know you.

### To keep your information private and confidential, BIZLINK employees:

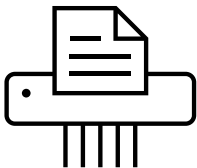
Only collect information that helps to get or keep a job. We tell you what information we have or need from you.



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. Your Coordinator will check the full Policy because 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](mailto: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](mailto:enquiries@oaic.gov.au)  
[www.oaic.gov.au](http://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 "Client Specific Authority to Seek or Release Information" CSATSORI 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.



Any person 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.

## 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 aims to comply with ISO 27001 Information Security Management. All users are responsible for protecting BIZLINK IT from unauthorised access, modification, destruction or disclosure.

BIZLINK IT includes all client, service, operational, financial, HR and strategic information in hard-copy or electronically. All devices, networks, databases, web or cloud-based applications, all associated files, folders and information storage and systems related to BIZLINK services.

## Policy 2.0 Participation and Inclusion

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

BIZLINK employees will:

Do a Job Plan with you to work towards your employment related goals.

Give on and off-site support as needed to help you be part of your team and work with other people e.g. customers.



Assist you to use workplace facilities and services e.g. breaks, training and social events.

Use natural supports, which means co-workers can help with your training as they understand the workplace best and can include you.

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 complaint procedure.



## Policy 3.0 Individual Outcomes

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

Work with you in ways that are flexible and consider your individual needs, and choices. Respect your decisions and choices as agreed in your Job Plan.



Review your Job Plan at least every 3 months when you are looking for work (Employment Assistance) or have just started a job (Post Placement Support) and every 6 months when you have been in a job for 6 months (Ongoing Support) and whenever needed. Give you a copy of your Job Plan

Involve you and your support network (family, friends, carers and advocates), where involved and with your consent.

Create a short-list of suitable jobs or training or activities to build work readiness that matches your skills and goals.

Consider flexible employment options including job creation, restructuring or job sharing and the Supported Wages System. Use flexible support including on and off-site to help keep your job.



## 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 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.

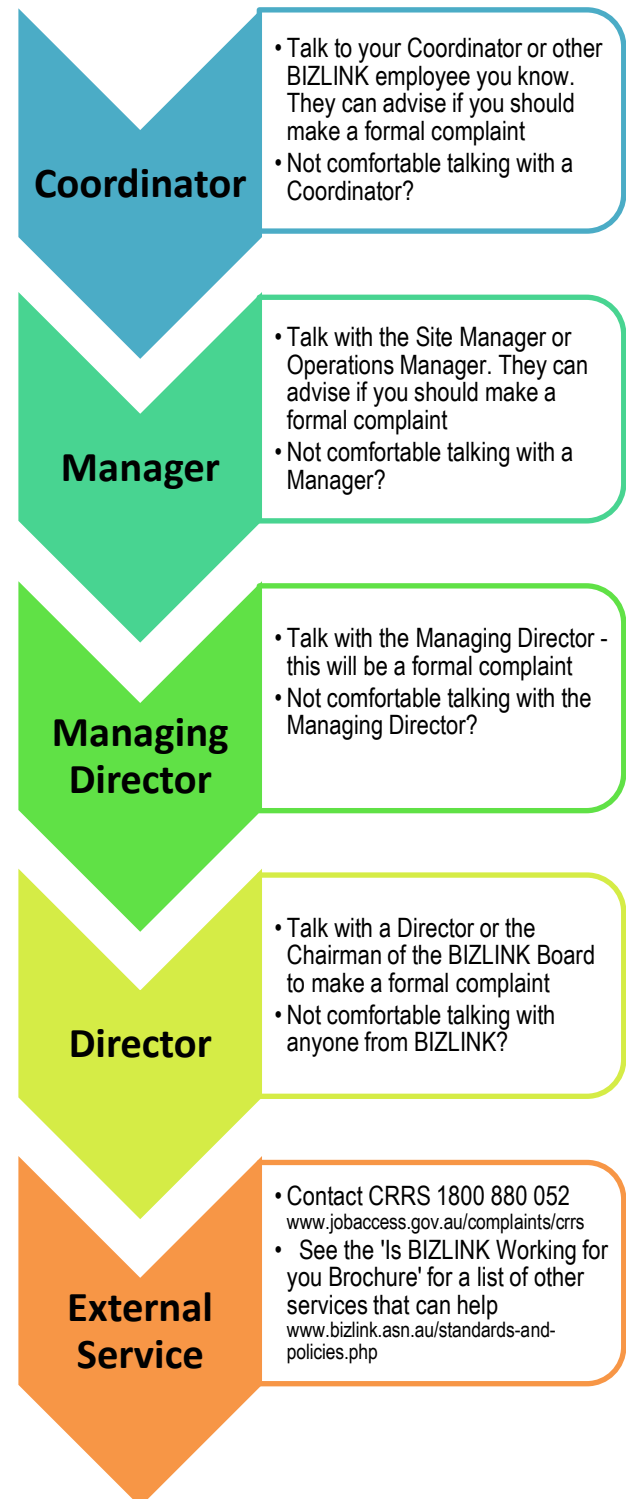
Rates of pay and wage assessments.

Physical working conditions, treatment of you by your employer or co-workers or work health and safety issues.

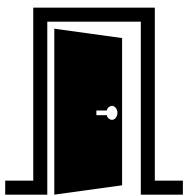
**Criminal allegations** will be responded to immediately and treated as urgent. The Managing Director will be required to report these to the relevant Authorities and to the Department of Social Services. If you make such a report, we encourage you to contact the police. BIZLINK cannot investigate criminal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

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

### Complaints Process



## 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:

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) as 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 can meet your 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 should not 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.



## 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 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.

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 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 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 employees who work with you have:

- a National Police Certificate 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.

BIZLINK has specific policies about the recruitment, employment, and training of our employees.



## 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 employees 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.

Gather information about your individual support needs for the Ongoing Support Assessment (OSA) when you have 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 check your employment conditions are the same as other people doing your type of work.



BIZLINK employees will:

Support you to make choices about your employment options e.g. types of jobs and their location, conditions, pay, hours, employer expectations, qualifications, skills and experience needed; opportunities for Traineeships or Apprenticeships; the Supported Wages System; self-employment.

Get a copy of your 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.

Encourage you to let them know any concerns about your pay, conditions, or treatment at work.

### **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:**

Site Managers can stop you using BIZLINK computers and tablets. They make sure you use a login/password with the right type 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. 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 the Site Manager.

Make sure you follow hardware and software license agreements e.g. copyright.

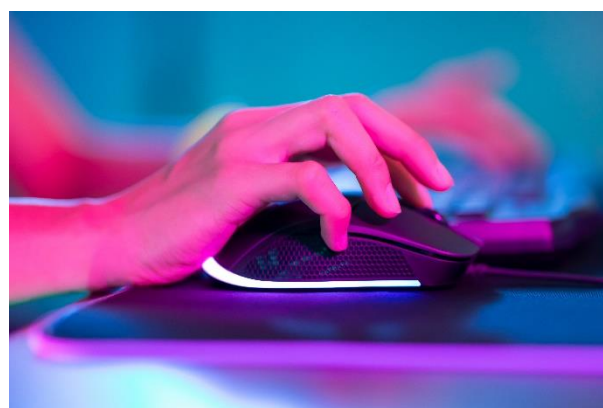
Respect the rights and property of all others and only use our computers or tablets with our (Coordinator / Site Manager) permission.

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 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.

Do not load / download / install any program or software except with the express permission of the Site 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](http://www.bizlink.asn.au)**