



QUALITY EMPLOYMENT

# POLICY SUMMARY MANUAL

Job-matching | Training | Support | Careers

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

**1300 780 789**

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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, and they will ask you to sign a Policy Acknowledgement form.

## 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. We give updates on our Facebook [www.facebook.com/bizlinkqualityemployment](http://www.facebook.com/bizlinkqualityemployment) and Instagram [www.instagram.com/bizlinkqualityemployment](http://www.instagram.com/bizlinkqualityemployment) pages, in our Bizzybodies newsletter and through emails. Please keep your email address current. Our Policies are on the BIZLINK website [Standards & Policies - BIZLINK Quality Employment](#)

## Policy 1.0 Rights

This Policy 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:

- **Freedom and Respect:** You have the right to express yourself and make your own decisions without fear of abuse or harm. We respect your choices and involve you and your support network in decisions that affect your life, with your consent.
- **Incident Management:** If you or someone else notices anything concerning about your safety or well-being, it must be reported immediately. We use guidelines to manage incidents appropriately and quickly.
- **Management** will make sure our policies are available to everyone and uphold a zero-tolerance approach towards abuse and violence.
- **Employees** will respect your choices and privacy, providing personalized assistance and speaking positively about you. Our workplace culture values human rights and protects you from abuse or neglect.
- **Basic Rights:** You have the right to dignity, equality, privacy, and protection against discrimination and abuse.
- **Types of Abuse:** This includes physical, sexual, psychological, financial, legal, and systemic abuse, as well as neglect in various forms.
- **Is BIZLINK Working for You** Brochure explains 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 1.1 Privacy

This Policy explains how we keep information private. BIZLINK employees:

- Only collect information that helps with your Disability Employment Service (DES) or NDIS program. We tell you what information we have collected, need from you, or need to share with others.
- Get your consent before giving or getting information or sharing photos and information.
- Store your information securely and where it cannot be seen by the public.

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: Phone: 1300 780 789 email: [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):** Phone: 1300 363 992 email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) [www.oaic.gov.au](http://www.oaic.gov.au)

## Policy 1.2 Screening Checks for Clients

This Policy explains how we make sure you get any screening checks like Police Checks, Working with Children Check (WWCC), NDIS Check as needed and when we will pay for them. Coordinators can help you to get the right checks. If you are working with children, you must have a WWCC.

A Manager can help work out if your screening 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 an employer has requested the screening check, the employer will decide if your check is acceptable.

We will store your screening checks securely, require a Consent form to share any information with other people and ensure only Coordinators that need-to-know can access them.

## Policy 1.3 Child Safety and Wellbeing

This Policy 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 Check (WWCC). All employees working with NDIS clients 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. BIZLINK may pursue laying of charges against offenders.

## Policy 1.4 Information Security Management

This Policy 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. 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

This Policy explains how we support you to participate and be included. BIZLINK employees:

- Do a Goal Plan (NDIS) or Job Plan (DES) with you to work towards your goals and provide agreed supports.
- 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.
- 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.

**Your Culture, Values and Beliefs** We understand the key roles that culture, diversity, values and beliefs play in clients lives and ensure these roles are identified and responded to in a sensitive manner. Services are responsive to the diversity of each client and promote a respectful environment for all.

## Policy 3.0 Individual Outcomes

This Policy explains how BIZLINK employees consider your skills, abilities, employment goals and support needs. To meet your individual needs and achieve your goals 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 (NDIS) or Job Plan (DES).
- Review your Goal Plan (NDIS) or Job Plan (DES) whenever needed and give you a copy.
- For DES review Job Plans 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).
- Involve you and your support network (family, friends, carers, and advocates), where involved and with your consent.
- For DES 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.

Other service and advocacy information is available in our receptions and on our website [Useful Links - BIZLINK Quality Employment](#). BIZLINK staff can help you contact these or other services as needed. The BIZLINK Policy on Feedback and Complaints, Policy, DES and NDIS Client Manuals are on our website at [Standards & Policies - BIZLINK Quality Employment](#) or you can ask for a copy.

## Policy 4.0 Feedback and Complaints

This Policy 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 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.

**Complaints can be about** the way BIZLINK is working with you, breaches of your privacy, dignity or confidentiality, the accessibility, resources, or physical condition of BIZLINK offices, working conditions, treatment of you by your employer or co-workers or work health and safety issues and any other issues you feel concerned about.

**Criminal allegations** will be responded to immediately and treated as urgent. The Managing Director will be required to report these to the relevant Authorities, NDIS Commission or 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.

**Advocacy:** Coordinators will support your right to an independent advocate, free from conflict of interest.

NDIS Advocacy finder tool: [How an advocate can help you | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)

DES Advocacy see [Useful Links - BIZLINK Quality Employment](#)

## Complaint Process

The complaint process is progressed depending on the issue and who you feel comfortable talking with.

**BIZLINK employee** Talk to your Coordinator or other BIZLINK employee you feel comfortable with. They can advise if you should make a formal complaint.

Not comfortable talking with Coordinator or other BIZLINK employee, or you did and are still concerned? Talk to a Manager,

**Manager** Talk with the Site Manager, NDIS Manager or Operations Manager. They can advise if you should make a formal complaint.

Not comfortable talking with a Manager, or you did and are still concerned? Talk to the Managing Director,

**Managing Director** Talk with the Managing Director - this will be a formal complaint.

Not comfortable talking with the Managing Director, or you did and are still concerned? Talk with a Director on the BIZLINK board,

**Director** Talk with a Director or the Chair of the BIZLINK Board to make a formal complaint.

Not comfortable talking with anyone from BIZLINK, or you have and are still concerned? Contact an External Service:

**NDIS External Service** Contact the NDIS Commission on **1800 035 455** TTY **13 67 77** Interpreters can be arranged. Complete the NDIS complaint form.

[How to make a complaint | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au)

**DES External Service** Contact CRRS Phone: 1800 880 052 website: [The Complaints Resolution and Referral Service | Job Access](#)

## Policy 5.0 Service Access

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

### DES To get and keep getting a service 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 those on 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.

**DES 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 DES and NDIS:**

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 (DES). If you have Mutual Obligation Requirements not accepting such job offers may mean your income support payment is stopped.

**NDIS to get and keep getting services you:**

- Must meet the NDIS eligibility guidelines and any requirements in your NDIS Plan, Service Agreement and Goal Plan.
- Live in a BIZLINK service area.
- 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 you or your representative.
- Cooperate with BIZLINK in agreed activities including your Goal Plan.

**NDIS Exit or Transfer:** BIZLINK may need to exit or transfer you, or you may choose to exit or be transferred 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 (as detailed above).



## **Policy 5.2 Prevention of Violence and Aggression**

This Policy 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**

This Policy explains how BIZLINK has policies, procedures, and systems to make sure we do a good job of managing our service. The BIZLINK Board oversee our service. BIZLINK is assessed by external auditors. Employees who work with you must have an NDIS Check and Working with Children Check.

## **Policy 6.11 Client Training and Support**

This Policy explains 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:

- 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 Goal Plan (NDIS) or Job Plan (DES).
- Assist with paying for or reimbursing you on the successful completion of training detailed in your Goal or 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 DES 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**

This Policy 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:

- 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 information about your job that will be kept in your file which explains your job, that we may request pay slips from time-to-time, 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 BIZLINK know any concerns about your pay, conditions, or treatment at work.

## Policy 6.14 Information Technology and Cyber Safety

This Policy gives rules about using BIZLINK computers. Every user must follow these rules. Breaking these rules can mean you cannot use our computers. Serious offences may 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 Coordinator will assist with saving your information. USBs are not allowed so we will email your information if you need a copy.
- Report damage, loss or operating problems to a Coordinator. 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 with Coordinator 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).



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