



May 2024 Volume 109

# BIZZYBODIES

## BIZLINK Rockingham Rewarded

The Community Business Awards presented by the Rotary Club of Rockingham recognize outstanding contributions by businesses that actively engage with and positively impact the local community.

Tina, Site Manager BIZLINK Rockingham, and her team enjoyed the presentation night and BIZLINK Rockingham were a worthy finalist.

Shar, Employment Coordinator Rockingham, was a finalist for the Employee Award.

This award recognizes outstanding contributions and service by individuals who go above and beyond in their professional roles.



Team Rockingham represented Left to Right by Joanna, Amy, Bryan, Adam F, Suresh, Tina, Adam C, Stephenie, Shar, Wayne, Cory

## Annual Client Survey (DES)

Clients of our Disability Employment Service were invited to give feedback. BIZLINK sent an email to complete the survey or had access to the link via Facebook and QR Codes in the office.

The 2023 Annual Client Survey aimed to find out whether BIZLINK meets the expectations of our clients and the National Standards for Disability Services.



The results show the majority of clients who responded to the survey have a positive view on their experience with BIZLINK:

- 81% (2022 92%) were satisfied with their Job Plan overall i.e. up-to-date, reviewed when needed, individualized
- 71% (2022 92%) are satisfied with the assistance of their Job Search Coordinator
- 82% (2022 92%) are satisfied with the assistance of their Support Coordinator
- 65% (2022 60%) felt service would improve if a complaint was made
- 76% (2022 89%) would recommend BIZLINK (that's a score of 7 to 10)
- 83% (2022 93%) are satisfied overall with

BIZLINK survey results provide encouragement for what we are doing well and suggest areas to improve. Some of the comments:

*They are very friendly, helpful and supportive*

*Respect shown to me by Coordinator*

*BIZLINK are always here to help me and give me advice if needed. I feel like I have their full attention.*

*Friendly staff that genuinely care about having a successful outcome for clients*

The report is on our website at the Survey Reports section [News & Info - BIZLINK Quality Employment](#)

## Anytime Client Survey

Clients can give feedback about BIZLINK at any time. We have a Survey Monkey link or QR Code at the feedback page on our website [Feedback - BIZLINK Quality Employment](#)

## SAI Global Quality Assessment

Each year an external auditor assesses if BIZLINK is meeting the National Standards for Disability Services. The Department of Social Services requires certification for all Disability Employment Services.

### Audit Participation

The auditor will randomly select BIZLINK clients to assist in the assessment of our performance. Participation is voluntary; however, we appreciate your time if you can assist. If you are selected to give feedback, a BIZLINK employee will contact you to discuss times and the location for you to meet with the auditor to give your feedback.

This year our **Joondalup, Melville and Clarkson sites** (other sites to be confirmed) are part of the audit. Only clients linked to the selected sites will be asked to participate. The audit is scheduled for **mid-July 2024**.

## Quality Management



NSDS



Quality  
ISO 9001

BIZLINK Disability Employment Services (DES) come under the Disability Services and Inclusion Act 2023. BIZLINK must provide services that meet the National Standards for Disability Services. BIZLINK is committed to achieving quality outcomes for people that use our service. SAI Global audits BIZLINK annually.

The National Standards for Disability Services (National Standards or NSDS) are in the BIZLINK Policy Summary Manual on our website [Standards & Policies - BIZLINK](#) or here [National Standards for Disability Services | DSS](#).

## National Standards for Disability Services

The National Standards for Disability Services (National Standards or NSDS) focus on rights and outcomes for people with a disability. They aim for clients to be at the centre of service design, planning, delivery and review. Shaping and directing service and supports to suit their strengths, needs and goals with the support of families, friends, carers and advocates. Six National Standards apply to disability service providers.

**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.

See [National Standards for Disability Services | dss.gov.au](https://www.dss.gov.au/national-standards-for-disability-services) for additional information.

## Disability Services and Inclusion Act 2023

The Disability Services and Inclusion Act 2023 includes a Code of Conduct. The Code of Conduct (or the Code) sets a standard of care for disability service providers and workers by setting out how they should act. The Code applies to all providers and workers delivering disability services that are funded by the Australian Government. You can expect a service that:

1. respects your rights to freedom of expression, self-determination and decision-making
2. respects your privacy
3. provides services and supports in a safe and capable manner, with care and skill
4. acts with integrity, honesty and transparency
5. raises issues and acts quickly if there are concerns that may affect the quality and safety of the supports provided to you
6. takes all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect and abuse of people with disability, and
7. takes all reasonable steps to prevent and respond to sexual misconduct.

You can make a complaint if your service does not meet the Code of Conduct. The first step is to talk to your BIZLINK Coordinator and follow our Complaints Process. If are not happy with our response, you can talk to:

- the Complaints Resolution and Referral Service 1800 880 052 or

- the Department of Social Services Feedback and Complaints Team 1800 634 035 / [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

All complaints are confidential and can be made anonymously. See [Disability Services and Inclusion Act 2023 | dss.gov.au](https://www.dss.gov.au/disability-services-and-inclusion-act-2023) for additional information.



## Greatest Shave Dave

David, Support Coordinator Joondalup, raised over \$2600 for the Leukaemia Foundation. The funds raised help to ensure families have the essential care and support they need, and contribute to pioneering research projects that seek better ways to diagnose and treat blood cancer.



*Dave before and after having head shaved*

## Flourishing Festival

Warnbro Community High School Education Support Centre Flourishing Festival was held on the 26 March 2024. Beth, NDIS Manager, and Pauline, Employment Coordinator Rockingham, represented BIZLINK. The festival provided an opportunity to showcase how BIZLINK DES and NDIS can assist with the transition from school to work for students, staff and community members.



*Beth NDIS Manager at the BIZLINK stand*

## Safety Bay Expo

Safety Bay Senior High School Careers Expo for Years 9-12 was held on 22 March 2024. Students got involved by talking to universities, VET institutions, employment services, and employers to get them thinking about their future outside of high school. Pauline, Amy, Adam, and Wayne represented BIZLINK Rockingham.



*Adam, Job Search Coordinator*



*Pauline, Employment Coordinator, Amy, Job Search Coordinator*

## Divine Social Events

Poster Text - Welcome to Divine Social. Life is Better with Friends! Making friends can be challenging. If you find it difficult, you're not alone. Many people with disabilities feel isolated and bored. Not anymore! Divine Social run fun and exciting events every week for 18+ in your local area. We'll provide you with the support that you need, to make new friends and have great experiences. Don't let social anxiety stop you from

living life to the full! Our events are claimable through the NDIS under your Social and Community Budget, so you'll never be out of pocket. Register now for more information on events in your area [www.divinesocial.com.au](http://www.divinesocial.com.au)

Please note: This is for information purposes only. BIZLINK do not endorse this organisation and do not have any affiliation with Divine Social.



# WELCOME TO DIVINE SOCIAL

## LIFE IS BETTER WITH FRIENDS!

Making friends can be challenging.  
If you find it difficult, you're not alone.  
Many people with disabilities feel isolated and bored.

**Not anymore!**

Divine Social run fun and exciting events  
every week for 18+ in your local area.  
We'll provide you with the support that you need, to make  
new friends and have great experiences.  
Don't let social anxiety stop you from living life to the full!

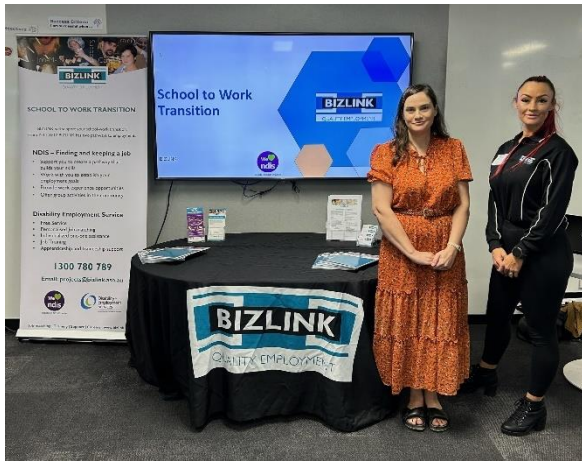
Our events are claimable through the NDIS under your  
Social and Community Budget, so you'll never be out of pocket.  
Register now for more information on events in your area:

[www.divinesocial.com.au](http://www.divinesocial.com.au)  
Facebook: [divinesocialevents](https://www.facebook.com/divinesocialevents)  
Insta: [@divinesocialevents](https://www.instagram.com/divinesocialevents)  
email: [admin@divinesocial.com.au](mailto:admin@divinesocial.com.au)





## Servite College



Linda NDIS Coordinator, Meg Employment Coordinator

Linda, NDIS Coordinator and Meg, Employment Coordinator, represented BIZLINK at the Servite College Learning Diversity Centres Future Expo on 21 February 2024. It gave them the opportunity to present to year 10 to 12 students and their parents on how BIZLINK can support their school to work transition, either through our NDIS or Disability Employment Service.

If you have any questions about getting work after school, call 1300 780 789, and ask to speak with an Employment Coordinator.

## NDIS Insights Reports

The NDIS Quality and Safeguards Commission received feedback from more than 500 NDIS participants, families and carers who took part in the survey last year, giving a window into their experiences with NDIS providers and workers which helps to understand what they want.

### Participants want:

- Providers to be told when they do something wrong and say sorry
- Providers to make it easy to understand their information and decisions

### Participants said safety means:

- Being seen as an individual
- Being heard and respected
- Feeling comfortable
- Help you with what you need

### Participants feel unsafe when:

- They are not told of their rights and choices
- Their rights are not supported

- They are not treated how they want by workers

Full series of Insights Reports here: [Quality and Consumer Information - Insights Reports | ndiscommission.gov.au](https://www.ndiscommission.gov.au)

## Westside Auto Wholesalers



CJ Jayasinghe, Chief Executive Officer giving Marek his 5-year service award

At Westside Auto Wholesale (car sales) we are fortunate to have Marek as a valuable member of our floor team. Marek plays a crucial role in maintaining the presentation standards of our vehicles, which is fundamental to our commitment to offering the highest quality used vehicles in the country. Over my four-year tenure as CEO, I have come to know Marek well. He greets me with a warm smile and a 'good morning' each day, setting a positive tone for our team. Marek consistently demonstrates dedication and pride in his work, ensuring that our vehicles are always presented impeccably. We look forward to celebrating Marek's 10-year work anniversary with us and appreciate the ongoing support from BIZLINK in this journey. Story and photos provided by Westside Auto Wholesale.

## Baldivis Career Expo

Baldivis Secondary College held their Careers and Courses Expo, Pauline Employment Coordinator Rockingham and Jude NDIS Coordinator represented BIZLINK. Students had the chance to meet with employers, trainers, employment services and Universities to discuss employment and pathway opportunities.



*Jude at the BIZLINK stall*



*Pauline at the BIZLINK stall*

## Free Flu Vax May and June 2024

Free flu vaccines are available to all Western Australians over six months of age throughout May and June. This is a State Government funded initiative. The vaccine is free, there may be a consultation fee. Check costs when making an appointment. More information [Free influenza vaccination in May and June \(health.wa.gov.au\)](https://www.health.wa.gov.au)

[National Health Services Directory - Service Finder \(healthdirect.org.au\)](https://www.healthdirect.org.au)

Please note: This is for information purposes only. Vaccinations are an individual choice and your Doctor is the best person to discuss your individual health needs.

## Grace Earns Recognition



*Grace & Night fill Manager Nathan*

Grace has been recognised the Employee of the Month at Woolworths Port Coogee! Store Manager Amit had this to say about Grace: "Grace is a valued team member who consistently embodies our core values and ways of working. She brings a 'Little Good to Everyone Everyday' through her hard work, helpful nature toward customers, and her ever-present smile." Grace herself shared her journey: "Over the last few years, I've gained so much confidence working at Woolworths. None of this would have been possible without the guidance and support of Rosemarie and my family." Thank you, Grace, for making a difference every day! Article by Rosemarie, Support Coordinator, Cockburn.

## Volunteering – More than Money

### National Volunteer Week May 20 to 26

The BIZLINK NDIS program utilises volunteering as an important way for our clients to obtain work experience and to test and trial different types of work, which is the focus of School Leaver Employment Supports (SLES) funding.

The [WA Volunteer of the Year Awards](https://www.volunteeringwa.org.au) is a way to recognise those who go over and above their civic obligations. More information can be found on the [Volunteering WA \(www.volunteeringwa.org.au\)](https://www.volunteeringwa.org.au) website. You can also find the Newsletter which contains good news and "hope for humanity" stories.

Volunteering offers rewards that are "more than money". It's also an important way for people to stay active and engaged in community life which is a big contributor to health.



## BIZLINK NDIS



Registered NDIS Provider

If you have or add **Finding and Keeping a Job** funding in your NDIS plan, together we can:

- Work out your employment goals.
- Provide work experience opportunities.
- Build work readiness skills.

### To Find Out More

Call **1300 780 789**

Email [ndis@bizlink.asn.au](mailto:ndis@bizlink.asn.au)

## Getting Information Your Way

BIZLINK assists people with a range of abilities. Staff can read and explain this information, or we can provide the information in different ways, such as, another language or electronically, as needed.

## Choose BIZLINK

BIZLINK is a Disability Employment Service and Registered NDIS provider for Employment Supports. We work with people with all types of disabilities, barriers and backgrounds to prepare for, find and keep quality employment. Choose BIZLINK for:

- Perth-based, local experience securing and supporting inclusive employment since 1992.
- Convenience with 10 offices across Perth in Joondalup, Clarkson, Innaloo, Morley and Midland - [North](#) / East Perth, Melville, Cockburn and Rockingham - [Central and West Metro](#) and Cannington primarily providing NDIS.
- Personal job-matching and individual assistance with on and off-site training and support.
- Expertise in School to Work Transition, Traineeships and Apprenticeships.

## CONTACT

# 1300 780 789

To discuss how BIZLINK could be the BEST provider for you



Registered NDIS Provider



Tel: 1300 780 789

**Job-matching | Training | Support | Careers | [www.bizlink.asn.au](http://www.bizlink.asn.au)**