

# Welcome, we've got a plan for you.

## What you can expect.

### Initial contact

Before your initial appointment, we will send you a welcome pack with key information about how to get started, how to access our digital platform MAXConnect Jobmatch and key support information.

### Getting to know you

It is important for us to understand you as a person, not just someone who is looking for work. At MAX we take a strength based approach - we will focus on what you can do, not what you can't. For example:

- › Personal and career goals
- › Understanding your disability and any adjustments or modifications you may require
- › Interests and hobbies that could link to a vocational pathway
- › Motivation
- › Circumstances that may impact your job prospects

Understanding you will help us individually tailor a support plan to you. Agreed next steps and activities will be captured in your Job Plan to progress you towards your goals.

### Digital support

MAXConnect is an online platform which helps you manage your service with us and supports your job search.

Help us get to know you, complete necessary forms and build resumes for potential jobs all in one spot. MAXConnect is your easy-to-use tool to update your details and preferences, complete assessments, and upload your key documents while you are job searching.

### Work preparation and resources

Your Job Coach will:

- › Arrange a schedule of contact frequency and mode
- › Coordinate assessed support with qualified physical and mental health professionals and community health providers (conducted via Telehealth or in person) to assist your transition into employment
- › Introduce you to suitable capacity building activities
- › Check progress and update your job plan
- › Connect you with meaningful work and work like activities to improve employability skills and prospects.

## Assistance into work

We work alongside you to identify and build on your skills, to achieve your career and personal goals.

- › Asking questions to identify support requirements you might need so you can be successful
- › A focus on identifying roles you are most likely to succeed in
- › Access to work experience, activities and employment with our employer and community networks
- › Job tasters, Qualify and Prepare sessions from our Employer Business Centre teams
- › Recommend you directly to employers, focusing on your abilities
- › Access to Paid Work Trials, a proven way to get your foot in the door. Evidence shows these can increase your chance of ongoing employment
- › Wage Subsidies to support both you and your employer during induction and workplace training
- › Assistance we can provide with upskilling through training, or gaining industry specific licences to build work capacity.

## In work support

Staying connected is an important part of our work to help you perform at your best in your new role - even if you find the job yourself. Your support plan will detail how we do that best and might include:

- › An agreed phone call schedule for us stay in touch with both you and your new employer
- › Place of work visits both before and after to help you settle in
- › Onsite mentoring and mediation for you and your employer where needed
- › Specialised Health Coach support to identify problems or issues that might prevent you from staying in work
- › Connections to other community support services
- › Working with your employer to identify and negotiate adjustments to your tasks and hours. Or even physical workplace modifications to allow for increased work capacity.

## About us

MAX has a strong focus on quality and a commitment to supporting people with disability respect and empathy. We understand that the way our customers think and feel is vital to the programs we deliver and services we offer. We regularly engage with and elevate the voice of our customers to enhance your experience with MAX and tailor our services to your specific goals. MAX is also an employer of choice with accreditations in Indigenous, Diversity, Disability and Gender Equality.

MAX has a proven history of delivering life-changing opportunities with positive outcomes, and we are proud to live in, and be part of, the communities that we serve.

## Our commitment to quality

- › Endorsement as a WGEA Employer of Choice for Gender Equality
- › External Systems Assessment Framework Accredited (Right Fit for Risk)
  - ISO 27001 Certified
- › Safety Management Systems
  - ISO 45001 Certified
- › Quality Management Systems
  - ISO 9001 Certified
- › Fully meeting VET Quality Framework
  - Registered Training Organisation (RTO 0667)
- › Quality services to people with disability
  - National Standards for Disability Services Certified
- › Quality employment services to Participants and employers
  - Quality Assurance Framework Certified
- › Quality finding and keeping job support for those with permanent and significant disability
  - Certificate of Registration with NDIS Quality and Safeguards Commission.

### Want to know more?

- ›  **Phone** 1800 603 503
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