



Welcome.  
Our service to you  
starts here.

Thanks for using MAX as your  
employment services provider.

EMPLOYMENT | HEALTH | LEARNING

**max.**

Every person. Every chance.

# About MAX

After over 20 years working with customers, employers, community partners and support organisations, MAX teams around the country have a deep connection to the local communities they serve.

As one of the country's largest providers of Employment, Health and Learning services with a national footprint, we are proud to support thousands of Australians giving every person, every chance.

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## Your service with us

We deliver a number of different employment services including Workforce Australia and Disability Employment Services. Whether you have a disability, are returning to work after a long absence, have gaps in your experience or haven't been sure where to start, we can help.

For information on your employment service, you can visit our website or ask our team. An information sheet will be included to help you understand what your service involves.

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## Contact us

If you can't get in touch with your local team or just have general questions, you can contact our Client Services Team.

**1800 603 503**

**Monday to Friday (excluding public holidays)**  
**8.30am - 5.00pm AEST**

**My consultant is:**

**I can call them on:**

# Digital tools to support you

Once you start with our services you'll get access to MAX Connect - a suite of online services to support your experience with us.

## maxConnect

### A better way to support your job search.

By completing your profile and any questionnaires assigned by your Job Coach, we can better understand you and your needs. This information enhances our understanding of you, in turn making it easier to find jobs that suit you and your circumstances.

## maxConnect ♥ Wellness

### Take control of your health and wellbeing.

Depending on your circumstances, Wellness could support you to improve your health and wellbeing. It includes health and activity trackers, a large health library, and trusted information on anything from mental health to employment to financial support.

Learn more and activate your MAXConnect tools at: [maxsolutions.com.au/max-connect](https://maxsolutions.com.au/max-connect)

## Helpful resources

### National Disability Abuse and Neglect Hotline

This hotline exists to provide support to you or someone you may care for to report abuse and neglect of people with disability.

**P:** 1800 880 052

### Fair Work Ombudsman

Helping you understand and follow Australia workplace laws including your entitlement to pay, minimum wage, leave, awards and agreements and employment termination.

[www.fairwork.gov.au](http://www.fairwork.gov.au)

**Fair Work Infoline:** 13 13 94

**Language help:** Contact the Translating and Interpreting Service: 13 14 50

**TTY:** 13 35 77

**Ask for the Fair Work Infoline** 13 13 94

**Speak & Listen:** 1300 555 727

Ask for the Fair Work Infoline 13 13 94

### Complaints Resolution and Referral Service

A free and impartial service that can help you sort out complaints if your Disability Employment Service is not meeting the Disability Service Standards.

**P:** 1800 805 260

**TTY:** 1800 301 130

### National Customer Service Line

If you feel your concerns have not been resolved you can contact the Australian Government's National Customer Service Line.

**P:** 1800 805 260

# Additional services

Depending on your circumstances, we can also provide you with other services that will complement your employment service. Ask one of our team about:

## Training services

- Short courses to help you prepare for work
- Vocational training courses in a range of industries
- English language and literacy programs.

## Health services

The health team is made up of a diverse range of professionals.

### We can provide support for:

- Mental and physical health conditions
- Drug or alcohol use
- Disability services
- Pain management
- Physical health and strength
- Diet and health living
- Managing stressors
- Low self-esteem or motivation
- Low confidence about starting a new job
- Uncertainty about what jobs you can do.

## Our promise to you.



Treat you with dignity, respect and equity.



Take up the challenge to go the extra mile for you.



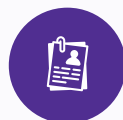
Actively listen to understand your needs.



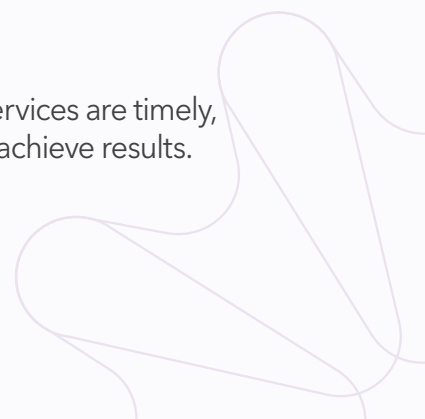
Make it easy for you to find out more about our services.



Be honest about what we can do to help you.



Ensure our services are timely, relevant and achieve results.



# Let's keep talking

We put our heart and soul into making things work for you.

So when things go well, let us know. But sometimes things don't quite go according to plan, and we'll want to push harder to do better. If you feel that your service has not met your expectations, we want to know.

## Complaints and Feedback

Feedback is strictly confidential.  
You can provide feedback by:

**P:** 1800 625 350

**E:** [quality@maxsolutions.com.au](mailto:quality@maxsolutions.com.au)

**W:** [maxsolutions.com.au/contact/feedback-and-complaints](https://maxsolutions.com.au/contact/feedback-and-complaints)


## Privacy Policy

MAX is bound and obligated to the Australian Privacy Principles.

For the full Privacy Policy head to:  
[maxsolutions.com.au/miscellaneous-pages/privacypolicy](https://maxsolutions.com.au/miscellaneous-pages/privacypolicy)

<div> <b>Free interpreter service</b></div> <div>Call us and tell us which language you speak, and we will call you back with an interpreter. <b>Call 1800 603 503</b></div>	
<b>निःशुल्क दुभाषिया सेवा</b> हमें फोन करें और बताएँ कि आप कौन सी भाषा बोलते/बोलती हैं, और हम दुभाषिए के साथ आपको वापस फोन करेंगे 1800 603 503 पर फोन करें	<b>خدمات مترجم شفاهي رایگان</b> با ما تماس بگیرید و بگویید که به چه زبانی صحبت می کنید، و ما با یک مترجم شفاهی با شما تماس می گیریم با این شماره تماس بگیرید: ۱۸۰۰ ۶۰۳ ۵۰۳
<b>ਮੁਫਤ ਦੁਬਾਸੀਆ ਸੇਵਾ</b> ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਅਤੇ ਸਾਨੂੰ ਦੱਸੋ ਕਿ ਤੁਸੀਂ ਕਹਿਣੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਅਤੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਦੁਬਾਸੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਤੋਂ ਬਾਅਦ ਵਾਪਸ ਸੰਪਰਕ ਕਰਾਂਗੇ। 1800 603 503 'ਤੇ ਕਾਲ ਕਰੋ	<b>د ژباړنې وړيا خدمت</b> مونږ ته زنگ ووهئ او مونږ ته ووايي چې په کومه ژبه خبرې کوئ، او مونږ ژباړونکي سره يوځای تاسي ته بيرته زنگ ووهو دغه 1800 603 503 شميره کې زنگ ووهئ
<b>Libreng serbisyo ng interpreter</b> Tawagan kami at sabihin sa amin kung ano ang wika ninyo, at tatawagan ka namin na may kasamang interpreter Tumawag sa 1800 603 503	<b>خدمات ترجمانی مجانی</b> با ما تماس بگیرید و بگویید که به کدام زبان صحبت می کنید، و ما دوباره با یک ترجمان با شما تماس می گیریم به شماره 1800 603 503 زنگ بزنید
<b>Dịch vụ thông dịch miễn phí</b> Hãy gọi chúng tôi và cho biết ngôn ngữ nào quý vị nói, chúng tôi sẽ gọi lại với một thông dịch viên Hãy gọi số 1800 603 503	<b>خدمة ترجمة مجانية</b> اتصل بنا وأخبرنا باللغة التي تتحدثها، وسنتصل بك مرة أخرى مع مترجم فوري 1800 603 503 الرقم اتصل على
<b>免費傳譯服務</b> 請給我們打電話，告訴我們你說哪種語言，我們會給你回電，並提供傳譯服務 請撥打 1800 603 503	<b>免費口译服务</b> 请给我们打电话，告诉我们你说哪种语言，我们会给你回电，并提供口译服务 请拨打1800 603 503





# 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

Our customer platforms provide 24/7 resources and support for our customers, available online or via mobile, and integrate with your service with us.

- › **MAXConnect**  
An online job search support tool designed to help you connect with us and get more out of your service.
- › **MAXConnect Wellness**  
Depending on your circumstances, you may be able to access our wellness tool giving you control of your health goals, through a combination of knowledge, support and activity tracking.

### 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



**Email** [info@maxsolutions.com.au](mailto:info@maxsolutions.com.au)



**Web** [maxsolutions.com.au](http://maxsolutions.com.au)