



What We Believe

We are a diverse workforce and believe in the rights of all individuals. We want every person choosing to work with us to know that their unique qualities are appreciated, so they feel confident bringing their full self to work and full potential to the job without any fear of judgement, bias or discrimination.

We are committed to ensuring our team members fully participate, knowing their skills and perspectives are valued and barriers to their involvement eliminated. We believe in a culture centred on connection and empowerment to create a sense of belonging. We are open to continue to learn from our customer relationships.

Not only does diversity and inclusion give us a broader range of skills and experience, it gives us different perspectives and capacity for greater empathy and connection with the community and our customers. By embracing our differences, we support everyone to realise their full potential. Diversity and inclusion is of paramount important to us.

Belief in Action

Our current diversity and inclusion practices to ensure our people can bring their best to work, focus on four key areas:

- Building a Diverse and Inclusive Culture and Environment
- Reconciliation Action
- Disability Employment
- Workplace Equality

Building a Diverse and Inclusive Culture and Environment

At MAX we believe that leadership development is an integral aspect of our diversity and inclusion strategy. Our Values drive our culture. Leaders at all levels are expected to help create and sustain an inclusive environment. We educate our workforce on the impact of conscious and unconscious biases. This education provides personal insights and practical actions to understand and challenge unconscious biases – one of the key barriers to diversity and inclusion progress in the workplace. The ability to lead with an inclusive mindset ensures we embrace the diversity of our workforce and encourage different perspectives from our team members. Connected leaders who empower create inclusive teams and work environments and ultimately an inclusive culture.

Our talent acquisition and management practices enable us to source diverse individuals to work for us, to build a culture that fosters diversity and inclusion, to develop all individuals to be the best they can be and to lead with an inclusive mindset. We recognise talent is not based on gender, cultural background, sexual orientation, age, disability or nationality. An inclusive culture enables us to attract and retain the best talent, reduces absenteeism and promotes engagement and advocacy. Recruiting people with lived experience in the work we do is important to us. We harness the potential of our workforce to drive effective teams, quality leadership, better decision making and deliver on our customer service charter. We build organisational capacity to work within culturally diverse community.

Reconciliation Action Plan

Equity, dignity and respect for all people in the workplace and the community – our vision through **‘every person, every chance’**. Our commitment provides support, understanding, development, opportunity and jobs. We approach this with respect for and consideration of the cultural, social and spiritual beliefs of Aboriginal and Torres Strait Islander peoples. Supporting employment initiatives through promoting respect for Indigenous Australians and their cultures is our priority. Our Reconciliation Action Plan focuses on actions in the key areas of Relationships, Respect and Opportunities and refers to our Indigenous Employment and Retention strategy. This strategy focuses on promoting our strategy both internally and externally, increasing the recruitment of Indigenous team members, and developing and retaining our Indigenous team members.

Disability Employment

In Australia, one in three people have disability or are close to someone who does. MAX is committed to ensuring we attract and recruit people with disability, and develop initiatives to retain and offer development opportunities and career progression for our employees living with disability. MAX is committed to building a disability confident culture through being an accredited Disability Confident Recruiter, developing the right attitudes, behaviours, systems and knowledge to support the inclusion of all current and prospective team members with disability. We believe that everyone has unique skills and strengths to contribute, and there shouldn't be any barriers to unlocking their potential. We're committed to creating a workplace that's accessible and inspires people with disabilities to succeed.

Workplace Equality

We view gender equality broadly as creating a work environment that is positive for both men and women. Gender diversity can be leveraged towards stronger business outcomes and ensure we achieve our full potential. Our initiatives are complementary and work towards the overall goals of promoting gender equality in the workplace and supporting the organisation's business priorities.

MAX is a female dominated organisation and this is reflective of the wider community services sector. At our leadership levels, there is a balance of genders, and it is important to MAX that this diversity is not lost. Given the female-dominated workforce, it is important that MAX works to recruit more men to help cater to the diversity of the customer group, ensuring that there are linkages, empathy and understanding between those giving and receiving service and support.

We prioritise our ability to attract high-quality talent of both genders. We build a gender inclusive culture by ensuring language and rhetoric is not gendered and does not exclude certain groups. We provide a supportive and adaptable work environment encouraging all our team members to utilise flexible work practices to balance work, family, and caring responsibilities. We recognise, celebrate and role-model successes achieved while working flexibly. Our Success Profile Competency Framework is analysed for unconscious bias. We the removal of gender bias from related performance and talent frameworks. We formalise the talent identification process, including collecting data on candidates.

Commitment

We are committed to building a diverse organisation of people who perform in a culture of connection, empowerment and inclusive leadership and practices. Our people are our most valuable asset and we are dedicated to providing an environment that embraces them and encourages them to bring their whole selves to do everything they do to **'give every, person every chance'**.