



Welcome. We've got a plan for you.

Thank you for choosing MAX Employment as your Disability Employment Services provider.

We're here to help you prepare for, find, and keep the right job for you. We'll stick with you throughout your journey.

MAX Employment is the largest employment provider in Australia.

With over 250 offices across every state and territory, operating everywhere from metropolitan hubs to remote areas, our business and community connections are at the core of how we can link our customers to a large range of jobs across multiple industries.

So what's next?

We want to get to know you, and your goals. Your consultant will work with you to ensure you have choice and control over your plan. This may include health and training resources you might need along the way.

Together, we'll get into job searching.

We'll help with assistance and advice, resume and cover letter preparation, and interview training to build your confidence. We'll network on your behalf to create opportunities.

We'll make sure you have what you need.

Whilst you are job searching, we can help you with licenses, tickets and interview clothes.

When you've found the right job for you and you're ready to start work.

We'll make sure you're set up for a great first day and a strong first week.

Once you're in your job we'll stick with you, with a plan to support you and help you keep that job.

This includes covering some extra costs along the way - a **travel or fuel card** when you're starting work, and supermarket vouchers at your **4, 13 and 26 week milestones** which help pay for lunch and groceries as you go.

Essential resources for your journey:

Registering for **MAXConnect**

Our unique job searching portal hosts over 125,000 positions a year that you have first access to. MAX Connect matches you with vacancies based on your profile allowing immediate access to the right opportunities. Start your job search now by registering for MAX Connect and completing your profile to be ready for your first appointment with us. MAX Connect has helpful information and blogs all about looking for work, community services and links to further assistance.

Sign up at: **MAX-Connect.com.au**.

Applying on JobSearch

When you use JobSearch to apply for jobs, this reduces the need to supply written evidence of jobs you have applied for and helps you satisfy your Government compliance requirements. Information about your job search efforts will be available for your consultant to see and they can give you advice about your job seeking.

For further information and how to guide visit:
jobsearch.gov.au/how-to-guide.

Signing up for myGov

A secure way to access government services online with one login and one password.

Head to: **my.gov.au** to sign up

or visit: **jobsearch.gov.au/help-with-mygov**
for more information.

Downloading MAX Assist

We can support you when you're in work. We're always available. One press of a button can put you in touch with your consultant or a customer service consultant whenever you need. Download our MAX Assist App from the App Store for iPhone or Play Store for Android for 24/7 assistance.



Client Services Team

Our Client Services Team is available to take your calls if you can't get in touch with site or just have general questions.

Call them on: 1800 289 114

Monday to Friday
(excluding public holidays)

Hours: 8.30am – 5.00pm



67,855

Customers we helped
find work in 2017

30,000

Employers we work
with across Australia

11,818

People who used our
training services to
improve their skills

You deserve a quality experience

You can access information about the quality of your Disability Employment Service from www.dss.gov.au. Click the links below to access the information:

[Service Guarantee](#)[Code of Practice](#)

Quick outline of the National Standards for Disability Services

- › **Rights** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
- › **Participation and Inclusion** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
- › **Individual Outcomes** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
- › **Feedback and Complaints** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
- › **Service Access** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
- › **Service Management** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

Helpful resources

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| 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 | 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 |
| Disability Advocacy Network Australia A network of organisations that advocate for and with people with disability. Members of DANA are able to support individuals and represent them in a variety of situations. | W: www.dana.org.au |
| 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 880 052 TTY: 1800 301 130 |
| Department's National Customer Service Line If you feel your concerns have not been resolved you can contact the National Customer Service Line. | P: 1800 805 260 |

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

W: <http://maxsolutions.com.au/contact-us/Feedback-and-Complaints>.

Privacy Policy

MAX Solutions is bound and obligated to the Australian Privacy Principles.

For the full Privacy Policy head to: <http://maxsolutions.com.au/contact-us/privacy-policy-statement.aspx>.

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.

My consultant is:

I can call them on:

I can see them in person at:

MAX SOLUTIONS

Employment . Support . Community

Every person. Every chance.