



# Annual Report

2018 | 2019

maxima

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# Achievement Summary

I am delighted to present the 2018/19 Annual Report. This past year was marked by significant change and significant growth, both of which came with challenges and risks. The Maxima Group confronted these challenges and risks with care and a strategic focus, both of which have enabled us to grow while remaining true to our mission - 'Every day, Maxima works towards a better Australia by helping people into meaningful employment. We do this by connecting and supporting jobseekers and employers.'

John Schumann,  
**Chairman of Maxima  
OAM, GAICD**

**1,379**

People placed into employment through our Recruitment Services

**636**

Trainees and apprentices employed as at 30th June 2019

**1,477**

Disability Employment Service customers placed into employment

**99<sup>th</sup>**

Percentile in High Performance Workplace Index for Maxima staff

**49%**

Of Maxima trainees are Indigenous and are located in every state and territory in Australia

**3,416**

Disability Employment Services customers nationally (Employment Services Support and Disability Management Services)

# Our Vision

Maxima will be nationally recognised as a significant contributor to a better Australia by helping people to secure meaningful employment.

# Our Mission

Every day, Maxima works towards a better Australia by helping people into meaningful employment. We do this by connecting and supporting jobseekers and employers.

## Community

A community-based organisation helping individuals, who, as a result of disability or a disadvantage in the labour market, may need specialised assistance to overcome barriers to secure and retain meaningful employment.

## Partnerships

Sought after as a strategic partner assisting organisations to achieve success through flexible employment, support and training solutions.

## National Capability

A growing vibrant and innovative provider with capability across national markets.

## Best in Class

Upheld by stakeholders as a 'best in class' provider of responsible, sustainable and ethical community employment and training services.

## Staff Focus

A sustainable organisation underpinned by robust and appropriate governance, risk management, planning, reporting and diversification strategies.

## Quality Assured

Recognised as an 'employer of choice' as benchmarked by the High Performance Workplace Index.



## Chairman's Message

**John Schumann**  
OAM, GAICD

On behalf of the Board of Maxima, I am pleased to present the Maxima Group's Annual Report for the financial year 2018/19.

The FY 2018/19 was marked by significant growth, particularly in the context of Maxima's National Disability Employment Services (DES) contract with the Commonwealth Government. This growth necessitated a robust and strategic staff recruitment drive which will result in well over 300 Maxima employees by December 2019. Over and above our HR expansion, we have met the considerable challenges involved in securing and equipping office space across the country, as well as establishing ourselves in each marketplace as a committed and empathetic member of the communities we serve.

In a remarkably short amount of time we have established a DES caseload in excess of 3,700 eligible jobseekers from South Australia, Eastern Victoria, Western Australia, Tasmania and Queensland. Maxima is now drawing focus on job placement and retention outcomes in line with the Commonwealth's 'Star Rating' framework, and I'm pleased to report growing success in this area.

Maxima has recently gained National Disability Insurance Scheme (NDIS) registration. This will enable us to deliver the School Leavers Employment Support (SLES) service under the category 'Finding and Keeping a Job'. This important program delivers vocational support to students who are unlikely to meet the eligibility criteria for DES.

Maxima has recently appointed an NDIS National Manager to lead our small team of NDIS consultants based in Adelaide, Brisbane and Perth. We are encouraged by early indications



that the National Disability Insurance Agency (NDIA) will allow SLES providers to connect with eligible NDIS customers while they are still at school.

In early 2019, we developed and implemented strategies for Tempskill to ensure that our national growth continues to be both strategic and sustainable. After due diligence, we settled on Coburg in inner-northern Melbourne where we leased prominent premises on Sydney Road to co-locate our Melbourne based Tempskill staff and our Indigenous Employment Program (IEP) staff.

Similarly, Maxima's Group Training Organisation (GTO) strategically targeted organisations with a public commitment to Indigenous traineeships and employment. Drawing on the 'Skilling Australians' program, funded through the Department of Innovation and Skills, Maxima continues to work collaboratively to increase the uptake of trainees and apprentices, thereby helping to meet the needs of the nation's emerging skills and workforce requirements.

In the FY 2018/19, the Board made the decision to wind down Maxima's Community Services Training and Development Centre (CSTDC) Registered Training Organisation (RTO). This decision was a difficult one forced upon us by an unhelpful inconsistency in government policy settings. The wind-down was conducted with great care during which we made certain that our dedicated Trainers and Assessors were resourced to ensure all our Certificate IV students in Mental Health and Health and Leisure were able to complete their respective qualifications successfully. Maxima Training Services has retained the Certificate II in Skills for Work and Vocational Pathways and the Certificate III in Business to service Joblink's

PaTH contract which delivers Foundation Skills to jobseekers. In line with our RTO divestment strategy, Maxima's Group Training Horticulture and Business Trainees have now been successfully transitioned to other RTOs including TAFE.

Maxima is deeply committed to reconciliation with Indigenous Australia. Our Reconciliation Action Plan (RAP) sets out our contribution to closing the gap in employment and educational outcomes between Indigenous and non-Indigenous Australians. Maxima's progress in this area is demonstrated by the fact that over 45% of the 650 trainees and apprentices employed through our GTO are of Aboriginal and Torres Strait Islander (ATSI) backgrounds.

This year, Maxima expanded our dedicated Indigenous employment team. Maxima now partners with a wide range of public and private sector organisations to provide both school-based and full-time traineeship opportunities, as well as ongoing coaching and mentoring, for ATSI people across the country.

In April 2019, Maxima's Vocational Training and Employment Centre (VTEC) contract was extended by the Department of Prime Minister and Cabinet (DPMC). This contract extension was predicated on, and underpins, Maxima's joint venture with Tauondi Aboriginal College. The new joint venture entity, Tapa Warpulayi-itya, is now contracted to deliver VTEC services on behalf of the National Indigenous Australians Agency and reflects the new approach for the delivery of Indigenous employment programs mandated by the Commonwealth. Maxima applauds this approach, which facilitates self-determination and genuine consultation with Indigenous communities regarding the design and delivery of employment and training programs.

**The Board has recently adopted a new Board Governance Charter and has established a Nominations Committee to oversee a strategic and steady Board renewal process. This marks another significant milestone in the Board's pursuit of governance best practice.**

Maxima continues to develop and implement successful national and regional marketing campaigns for each relevant division. With specific regard to DES, we are rolling out a series of employer engagement functions over 2019 and 2020. These events are designed to win the hearts and minds of potential employers, to debunk myths with regard to employing people with disabilities and to raise awareness of the range of available incentives and support programs. This employer-focused communication strategy presents Maxima to potential stakeholders as a morally driven, professionally managed, experienced and capable provider of integrated training and employment services.

The Board of Maxima understands the importance of continually challenging, in a positive way, the assumptions that underlie every aspect of the organisation's operations, including leadership and governance. To this end, the Board

has recently adopted a new Board Governance Charter and has established a Nominations Committee to oversee a strategic and steady Board renewal process. This marks another significant milestone in the Board's pursuit of governance best practice.

At a national level, the political, competitive and regulatory environments continue to present significant challenges as well as exciting opportunities. The Board is mindful of pressures that these challenges and opportunities create for our dedicated Senior Management Team and staff members. As a Board, we understand that a wholesome corporate culture is driven from the top. In concert with our Senior Management Team, we strive to retain and grow our position in the sector as a preferred employer.

The Board extends its sincere thanks and appreciation to our Senior Management Team and all Maxima staff for their passion and whole-hearted commitment to the values and principles which underpin our organisation.

On a personal note, again, I am very grateful to my fellow Directors for their wise counsel, commitment, energy and unstinting support and friendship. It's a pleasure to work with each and every one of them.

John Schumann  
**Chairman of Maxima  
OAM, GAICD**

# Governance Statement

This Corporate Governance Statement outlines the Board's ongoing commitment to a best-practice governance framework. This reassures stakeholders that Maxima's Directors have a sound understanding of, and comply with, the financial, legal and prudential obligations of the Group.

All Maxima's operations and activities are guided by a clear, coherent and integrated set of policies which are reviewed regularly.

## Roles and Responsibilities of the Board and Management

The Board Charter identifies the Board's roles and responsibilities, its membership and operation and the responsibilities that may be delegated to committees and/or to management. The Board is supported in managing the performance of the organisation and in the effective discharge of its responsibilities by the Risk Management Committee, the Finance Committee, the Marketing and Communications Committee and the recently established Nominations Committee.

## The key areas of focus for the Board in 2018/19 included:

- Setting strategic directions for the Maxima Group with a strong focus on national growth, in line with our expanded Disability Employment Service contract;
- Ensuring continuing improvements in organisational performance across Corporate Services in support of service delivery functions;
- Focusing on Board strategy and policy development; including implementation of a new Board Charter

introducing a formal and transparent procedure for the selection and appointment of new Directors;

- Ensuring Maxima's compliance with all statutory requirements.

## Structure and Composition of the Board

Maxima's constitution allows for a maximum of eight elected Directors, however, custom and practice has seen Director numbers plateau at seven in recent years. .

The Chairperson of the Board, Mr John Schumann, is an independent Director and was elected to this role in 2015.

Members of all Board committees are appointed by the Board of Directors at the first meeting of Directors each year following the Annual General Meeting.

## Directorial Independence

Directors are expected to bring independent views and judgement to Board deliberations at all times. 'Independent Director' means a Director who is not an Executive Director and is free from any business or other association that could materially interfere with the exercise of his or her independent judgement or could reasonably be perceived to do so. Maxima Directors are independent in character and judgement and free from material relationships or circumstances which are likely to affect, or could appear to affect, judgement. Each Director updates any new interests, positions, associations and relationships as a matter of immediacy. The Board regularly assesses the independence of each Director in light of the interests disclosed.

## Board Performance Evaluation

Each year the Chairperson assesses the performance of the Board, its committees and the Directors.

The individual Director Performance Review covers issues including preparation for meetings, attendance at meetings and contribution to Board discussion and general function.

The Chief Executive Officer's performance is reviewed annually by the Board against established key performance indicators linked to the Company's vision, values and strategic direction.

## Board Committees

The Board of Directors has four standing committees which assist in the execution of its responsibilities. Committees are governed by Terms of Reference which set out each committees' role, responsibilities, membership and processes. The membership, role and responsibility of each committee is summarised below:

## Board Committee Membership as at 30 June 2019

<b>Finance</b>	Steve Tonkin - Chair, Wally Iasiello
<b>Risk Management</b>	Tracey Kerrigan - Chair, Mike Nolan
<b>Marketing and Communications</b>	John Schumann - Chair
<b>Nominations</b>	John Schumann - Chair, Kate Blizard, Steve Tonkin and Mike Nolan

## Risk Management

Maxima has established a sound risk management framework. The Board is committed to ensuring that the principles set out in this framework are implemented in an effective and timely manner. The Board is also responsible for ensuring a robust risk management culture is maintained and further developed throughout the organisation.

The Risk and Management Committee assists the Board in developing and monitoring the effectiveness of the risk management framework.

## Director Professional Development

Directors undertake ongoing professional development. This professional development seeks to reinforce and build on the professional requirements outlined in the Director's induction. Directors are also encouraged to maintain and extend their existing skills and to acquire new ones.

The CEO and the Chair collaborate to ensure Directors are informed of, and attend, relevant forums and seminars in order to develop and enhance their knowledge in corporate governance, relevant industry matters and the changing environment of business operations.

## Standards of Ethical Behaviour

Directors are required to act at all times in a manner consistent with Maxima's commitment to honesty, integrity, quality and trust.

# Corporate Profile

**The Maxima Group is a morally driven, professionally managed, not-for-profit organisation. Its purpose is to provide benefits to the community rather than generate profits, but as with other such organisations, Maxima is operated on commercial lines and surplus funds are re-invested in the organisation's activities to provide maximum benefit to the community.**

## Our Purpose

To work with stakeholders and participants in the labour market to provide positive, focused employment and training related programs and services.

## History

Since 1985 Maxima has trained and placed over 6,000 trainees and apprentices across Australia with a current trainee/apprentice cohort of over 630 trainees, of which 49% are of Aboriginal and Torres Strait Islander background.

With the organisation's genesis in Group Training, over the years Maxima has increased the range of services it offers and markets that it serves. In 1991, the organisation created its labour hire division to service local government and has since expanded its scope to include both temporary and permanent recruitment and labour hire services for all types of government, business and not-for-profit organisations.

Since 1998, Maxima has operated highly successful Commonwealth Government Employment Services and in March 2018, Maxima was successful in the Disability Employment Services (DES) national tender process for Disability Management Support (DES DMS), Employment Support Services (DES ESS) and the National Panel of Assessors (DES NPA). The new contract commenced on the 2nd July 2018 and additional to retaining and growing our existing DES sites in SA Maxima now has over 36 serviced DES sites and 27 outreach services across QLD, WA, TAS and VIC.

In February 2019, Maxima entered into a joint venture agreement with Tauondi Aboriginal Corporation to continue provision of Vocational Training and Employment Centre (VTEC) services to support Indigenous employment.

## Board Directors

**John Schumann**, Chair

**Tracey Kerrigan**, Deputy Chair

**Mike Nolan**

**Wally Iasiello**

**Mike Hawkins**

**Stephen Tonkin**

**Kate Blizzard**

## Board Subcommittees

### Risk Management

Tracey Kerrigan, Chair

Mike Nolan

### Finance

Stephen Tonkin, Chair

Wally Iasiello

### Marketing and Communications

John Schumann, Chair

### Nominations Committee

John Schumann, Chair

Stephen Tonkin, Kate Blizzard, Mike Nolan

## Executive Management

**David Cockram**, Chief Executive Officer

**Heather Thompson**, Chief Finance Officer, Deputy CEO

**Chris Hardy**, General Manager, Contracted Employment Services

**David Nagy**, General Manager, Recruitment and Training

**Vincent Marsland**, General Manager, Corporate Services

# Maxima Board

The Maxima Board meets quarterly and has four subcommittees which meet quarterly on Finance, Marketing and Communications, Risk Management and Nominations.



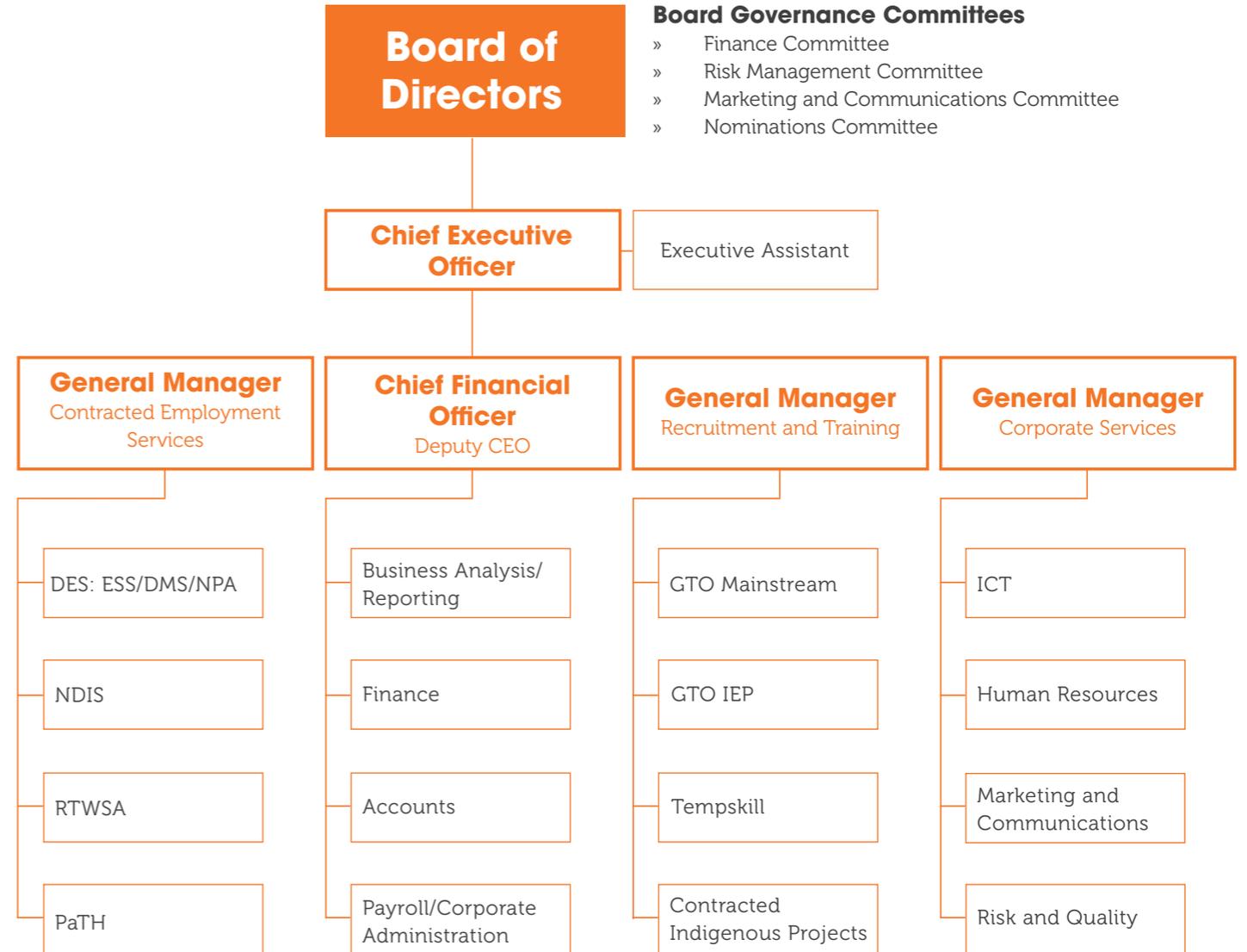
Mike Hawkins, Tracey Kerrigan (Deputy Chair), Steve Tonkin, John Schumann (Chair), Mike Nolan, Kate Blizzard, Wally Iasiello

# Maxima Executive Team



Chris Hardy, Heather Thompson, David Cockram (CEO), David Nagy, Vincent Marsland

# Organisational Structure



# Industry Leadership

**Maxima continues to position itself as an ethically managed organisation with national capability and 'best in class' service provision. Integral to this delivery is the recognition of Maxima as an authority in the sector, with strong affiliations and engagement with business, government and industry bodies.**

Through relevant and astute policy recommendations, Maxima supports decision makers to build opportunities for employment growth and address the inherent inequalities faced by many Australians in the job seeking process. In addition, support to business through the development and provision of a strengthened, flexible and suitably skilled labour force directly supports industry growth.

Maxima representatives actively participate in industry leadership panels and government advisory forums; presenting to employers and government stakeholders on the benefits of diversity within the workforce, including employment of people with disability and people of Aboriginal and Torres Strait Islander descent. Members of our Executive Team also consult with ministers and departmental staff directing employment, apprenticeship, and training related portfolios.

Roles held on industry peak bodies include the National Apprentice Employment Network (NAEN), Group Training Australia/South Australia (GTA/SA) and the South Australian Industry Training Provider Association (ITPA).

Active industry memberships include the National Disability Services, National Employment Services Association and National Apprentice Employment Network.

Maxima will continue to actively participate and inform the sector on matters of employment and training; inspired by a vision to be nationally recognised as a significant contributor to a better Australia by helping secure meaningful employment.



# Significant Events

## July

- Opening of DES sites in SA, TAS, VIC, WA and QLD



- NAIDOC Week
- Maxima Reconciliation Action Plan (RAP) launch

## August

- Triennial audit against ISO:9001/2008 and ISO:45001:2018 confirmed our systems compliance

- Maxima changed from an Incorporated Body to a Company Limited by Guarantee in line with the Commonwealth Govt requirements for funding

## September

- Implementation of the new offsite disaster recovery environment and new Citrix environment for our ICT
- SA Government launch Skilling South Australia Initiative
- SA Training Awards presentation dinner - Industry Collaboration Award sponsored by Maxima

## October



- Maxima Board sponsored Cocktail function held at the Hilton Hotel Adelaide

## November



- Maxima Board dinner functions held in WA, VIC and QLD
- Refurbishment of Hindmarsh office commenced to accommodate the Joblink expansion

## December

- High performance Workplace Index (HPWI) was undertaken by Maxima staff, placing Maxima in the 99th percentile – an excellent result

## January

- Hindmarsh office refurbishment completed
- Commencement of our National Disability Insurance Scheme (NDIS) Employment Services contract

## February



- The first Board meeting held for the Tapa Warpulayi-itya Joint Venture between Maxima and Tauondi Aboriginal College

## March

- Maxima received an extension to our PaTH contract until June 2020

## April

- The Maxima WA DES team successfully hosted the first Sundowner Employer Event at Burswood on Swan



- 12-month contract which operationalises the VTEC Joint Venture with Tauondi was signed by the Dept of Prime Minister and Cabinet, Maxima and Tauondi, followed by a soft launch

## May

- The new Maxima Board Charter was approved by the Board



- Maxima held its inaugural Group Training Graduation and Awards Ceremony at Adelaide Oval



- Maxima staff attended Reconciliation SA's 'National Reconciliation Breakfast 2019'

## June



- Successful completion of Cert IV in Mental Health and Leisure and Health were completed by CSTDC students

2018 - 2019

# Maxima in the Community

MAXIMA EVENTS

**An expanded national footprint has enabled greater opportunity to support local communities through new sponsorships, volunteering programs and hands-on activities in the public arena.**

With a presence across some 60 sites in Australia and a continued emphasis on building local networks, Maxima has significantly extended its reach into local communities. Activities include open-door information sessions, meet and greet sessions at local venues, representation at grass root events, sausage sizzles, sponsorship of local sports teams and venues, interviews in local community media and beyond.

The 'Sundowner' employer engagement events were rolled out across four states and were aimed at debunking the myths associated with employing people with disability. Our Chair, John Schumann, was instrumental in making these events a great success, sharing his personal experiences and hosting an interactive panel session with customers and local employers.

Stand-out sponsorships include the Yallourn North Football and Netball Clubs in Victoria, the Deadly Sista Girlz Football Club in Western Australia, through the Wirrpanda Foundation, and the Strathalbyn Strikers Football Club in South Australia. Maxima also continued to support the Operation Flinders Project in 2019 and had an active presence at a significant number of local employment conferences and information sessions across the country.

Fundraising for charities continued to be driven by staff and matched dollar for dollar by Maxima. As well as raising funds, staff actively participated in building awareness of causes such as R U OK Day, Pink Ribbon Day, Bandanna Day, RSPCA Cupcake Day and Australia's Biggest Morning Tea. Disability focused events such as AccessAbility Day and International Day of Disability were also celebrated and promoted to internal and external stakeholders across all sites.

Maxima's Reconciliation Action Plan (RAP) approached the end of the 'Reflect' stage of development and the committee is actively preparing for the more interactive 'Innovate' stage of implementation. This will see Maxima further promote its genuine commitment to improving employment outcomes for Aboriginal and Torres Strait Islander peoples through community engagement and tangible, hands-on learning activities for staff, employees, customers and employers.

In addition, participation in National Reconciliation Week and NAIDOC Week activities retained their prominence on the Maxima calendar; including attendance at the NAIDOC SA Ball, the Reconciliation Week Australia Breakfast and numerous functions across the country. Staff also participated in activities with local Elders, including basket weaving and Indigenous cooking activities held at the Hindmarsh office.

Maxima will endeavour to further its reach into local communities and strengthen meaningful partnerships with like-minded charities, organisations and individuals across the nation.



## Reconciliation Action Plan

**In early 2018, Maxima's Senior Leadership Team made a commitment to Reconciliation Australia to build relationships, respect and trust between the Australian Community and Aboriginal and Torres Strait Islander Peoples. On the 31st of July 2018, Maxima's first Reconciliation Action Plan (RAP) was officially launched.**

Maxima's first RAP has enabled us to identify that as an organisation we have made some significant achievements across the board, but still have a way to go as we prepare to embark on the next stage of our Reconciliation journey. It has, however, solidified Maxima's ongoing commitment to improving education, training and employment outcomes for Australia's first people.

Our current 'Reflect' RAP has seen Maxima as an organisation start to develop a model with a strong platform to build on future commitments guided by the four core areas of the 'Reflect' RAP which are: Relationships, Respect, Opportunities and Governance.

Highlights include the roll-out of cultural competency training to staff on a national scale along with increased participation of staff during National Reconciliation Week and NAIDOC Week. Furthermore, the engagement of Aboriginal Elders at events hosted by Maxima and the participation of Senior Leaders at regular RAP Working Group meetings were pleasing. Another highlight has been the commitment to diversify Maxima's purchasing policies to include greater representation of Indigenous businesses.

# Maxima Joblink

“  
At Maxima Joblink, our role is to demystify  
disability employment and help to  
promote workforce diversity and equality.”

## Disability Employment Services (DES)

**Maxima continues to assist customers in finding employment through the Commonwealth Government funded program Disability Employment Services (DES).**

Our contract to deliver these services extends to 30 June 2023.

Since the 1st July 2018, Maxima has undergone a significant expansion of these services around Australia. We now provide our DES services from over 60 sites ranging from Jimboomba in Queensland, to Glenorchy in Tasmania, across to Subiaco in Western Australia and back to our head office in Hindmarsh, South Australia.

As a not-for-profit community based organisation, delivering a broad range of employment related services, Maxima embeds its operations into the community and actively participates in local community life.

Our success for both customers and employers is achieved through a person-centered approach, which finds innovative and workable solutions and underpins our successful client outcomes. Our customers tell us they value Maxima because we care, we listen and we deliver.

With over 20% of all Australians living and working with some form of disability, it's time to take disability employment out of the 'too hard basket'.

Most organisations already employ many workers with disabilities and often they aren't aware, as most disabilities are not visible.

At Maxima Joblink, our role is to demystify disability employment and help to promote workforce diversity and equality.

## National Disability Insurance Scheme (NDIS) Employment Services

**Maxima is registered to provide School Leaver Employment Support (SLES) and Finding and Keeping a Job (FAKAJ) through the NDIS program. Our program is currently delivered in Western Australia, South Australia, Tasmania and Queensland with a view to expand into Victoria in 2020.**

Since the commencement of our first customer in Queensland in January 2019 our program has seen a huge increase, and in some cases our NDIS Employment Consultants have already reached their case load targets not expected until 2020.

The popularity of our program is largely due to the unique individualised capacity building activities and the journey we create with our customer. Our bespoke programs help our customers achieve their employment goals and aspirations.

Maxima's solid performance and engagement in the education sector has paved the way for many SLES referrals and is highly recommended as a pre-DES pathway for many school leavers.

Offering dual service NDIS and DES support to customers has expanded our offering, enabling jobseekers to become more 'job ready' in shorter time frames as they build capacity and skills.

Our NDIS program is in its early stages but is already showing positive results with customers with a wide range of complex barriers, who have never worked before, now participating in work experience for the first time.

## National Panel of Assessors (NPA)

### Maxima continues to assist clients by conducting Workplace Modifications, Supported Wage and Ongoing Support Assessments as a National Panel of Assessors Provider across South Australia, Victoria, New South Wales and Queensland.

Our contract to deliver these services has been extended until 30 June 2023.

Maxima's NPA Assessors are all qualified Allied Health Professionals, including occupational therapists, registered nurses, vocational rehabilitation counsellors, psychologists and special needs educators. They are passionate, motivated and energetic individuals who are committed to assisting people living with disability, injury or health condition to remain in employment by recommending individualised person-centered interventions to overcome barriers to their labour market participation.

During the 2018/19 financial year, Maxima nationally conducted:

- » 387 Ongoing Support Assessments
- » 124 Supported Wage Assessments
- » 18 Worksite Workplace Modification Assessments.

Recent examples of work related modifications and services our assessor has recommended include:

- » Installation of automated roller door and modification of automatic door closers to allow independent building access for a mobility impaired child care coordinator who uses a walker
- » Modification to heights of work benches, procurement of perching stool with self-locking casters and adjustable office chair for a school canteen manager who experiences pain and stiffness from prolonged standing

- » Recommendation of visual and auditory screening assessment and assistive technology for an Indigenous apprentice whose dyslexia presents barriers to comprehension and writing when completing study tasks
- » Installation of flashing lights integrated to fire and duress alarms in the main office and bathroom for a profoundly deaf office worker

## Injured Workers - Return to Work SA

### Maxima delivers Vocational Counselling and Job Placement Services throughout South Australia to clients referred to us by the managing claims agents, Mutual Limited and Gallagher Bassett, as well as self-insured businesses. The service aims to help injured workers source suitable employment with a new employer after they have been deemed unable to return to their pre-injury employer.

Our contract to deliver this service has been extended until 30 June 2021.

To assist injured workers back into employment, Maxima focus on strengths, skills and abilities; aligning these with current local labour market trends to identify suitable vocational pathways. During this process we make recommendations for any relevant upskilling and/or retraining that will increase the injured workers' employability.

Maxima approach potential employers and 'job carve' positions. The purpose of 'job carving' is to create a position that meets the unique needs of an employer and utilises the strengths, skills and abilities of the injured worker. This approach also assists in the sustainability of the roles we find for the injured worker.

Taking a coordinated approach to servicing; we work closely with the managing claims agents, and wherever possible use a range of allied health interventions to assist in progressing each case.

Maxima utilises our own recruitment programs, including Tempskill and Group Training, to find suitable employment opportunities for our injured workers. We have also assisted a number of clients to transition into suitable Employment Services, including our own Disability Employment Services program. During the 2018/19 period we assisted almost 100 injured workers.

## PaTH Employability Skills Training

### Maxima continues to deliver Employability Skills Training to young people aged 15-24 years, as a part of the Commonwealth Government's Youth Jobs PaTH initiative in Adelaide South, Mid North SA and South East Brisbane.

Our contract to deliver this service has been extended until 30 June 2022.

Youth Jobs PaTH is designed to support young people in gaining the skills and work experience they require to secure and retain a job. It also supports employers to host internship placements and provides them with financial incentives when they employ a young person. Youth Jobs PaTH has three elements: Prepare - Trial - Hire. Maxima's contract is to deliver the Prepare stage of the Program. However, where possible, we do assist Job Active Providers to progress the jobseeker to the 'Trial' and 'Hire' stages of the Program.

'Prepare' helps young people become job ready by providing intensive pre-employment training.

Employability Skills Training (EST) provides youth with the opportunity to enhance their employability through two different blocks of targeted training.

EST Block 1 courses assists participants to identify their own career plan, prepare to start a new job and meet the expectations of employers. Participants are equipped with soft skills employers value in their staff, including effective communication skills, working as a part of a team, and knowing how to identify and resolve problems in the workplace.

EST Block 2 courses assists participants in identifying suitable pathways towards achieving their career goals. Participants are equipped with advanced job hunting skills, the ability to successfully market themselves to employers, and the opportunity to participate in Industry Awareness Experiences (including attending local career expos and job fairs).

The courses are practical and interactive; with a strong focus on building participants' self-confidence and motivation to actively seek employment. They discuss real workplace scenarios and include employers visiting the classes as guests and having mock interviews with the students. This provides participants the opportunity to ask questions, and gain valuable insights into their preferred industries. As a result, these courses are very popular with local employers looking to employ participants either through an internship or direct employment.

Since the beginning of the program we have worked with over 900 participants; with more than 230 moving into an internship and/or a job placement within six months of completing one or both of our courses.

Maxima is upgrading our training facilities, with an expected major refurbishment for one of our South East Brisbane offices due to commence near the end of 2019. This will include new training equipment for all of our training sites and the ability to introduce online interactive forums between our participants and employers.

# The Next Step for Luca

LUCA GALIERI

**It's been a tough journey for young South Australian, Luca Galieri, who was involved in a car accident in early 2019 which left him with a back condition that hampered his ability to get back into the workforce.**

While he was at home recovering, Luca, 24, was considering a suitable career move and approached Centrelink to discuss his options. He was happily surprised when Centrelink referred him to Maxima's Joblink division.

"Immediately I saw progress," says Luca. "I went in and met with the Maxima Consultant, who helped me get my resume sorted and helped to prepare me for the return to work."

"I was told that a good option for me was to volunteer to get used to participating in a workplace again."

After a short time volunteering, Luca took the next step and attended an interview organised by Maxima, with the community meal provider, Nonna's Cucina.

Luca is now successfully navigating his way around Nonna's Cucina, where his full-time role in Administration and Reception has been a positive challenge and he's made a fantastic impression, especially with Kelley Russo, Nonna's Cucina CEO, who reports "Luca is just fantastic".

"He just 'gets it' and has a tremendous work ethic. In just three months, Luca's gone from a job trial to a short-term casual, to a part-time permanent employee – he's been amazing, and we adore him already," says Kelley.

Luca is grateful to Maxima for 'going the extra mile' to land him a job he feels passionate about - working for a company that provides a great service to the local community. "I just love it here – it's so rewarding and fulfilling being part of such a great team."



maxima  
JOBLINK

# Maxima Group Training

“2019 saw the first ever Group Training Graduation and Awards Ceremony held at the Adelaide Oval, recognising the completion of all our trainees and apprentices from the past year.”

**The Australian Government's Skills Package has resulted in opportunities under the Skilling South Australia Fund for jobseekers, businesses (including GTO's) and industry to increase the number of Trainees and Apprentices by an additional 20,800 places over a four year period.**

Skilling South Australia Projects are co-designed with business and industry to drive traineeship and apprenticeship growth. To date, Maxima Group Training have been successful in the approval of three programs:

- Skilling Construction in the Fleurieu and Hills has seen 12 participants complete a pre-apprenticeship program with seven apprenticeship outcomes to date.
- The Apprenticeship Recruitment Support Service program was set up to offer new or inexperienced businesses the opportunity to directly employ trainees but receive assistance from Maxima Group Training to recruit and monitor for the first 12 months of a trainee's contract. There are currently two trainees placed in this program.
- The Information Technology Employer Pathways Program targets Certificate III in Information Technology, with 15 intended outcomes. We have currently filled three of these positions with a targeted marketing campaign set to reach market in the coming weeks.

In addition to these projects, Group Training has been actively involved in the first pilot project for flexible school-based apprenticeships, working with the Department for Education and placing eight Year 12

students into Certificate III in Horticulture with Local Government. The success of this program has led to the Department approaching Maxima to participate in a similar program in Cyber Security.

We have also been working with National Disability Services under their Skilling SA Project to fill vacancies in Certificate III in Individual Support. Currently, we have nine trainees active in this certificate.

At the end of June 2019 we had a national total of 644 trainees and apprentices with 49% identifying as Aboriginal or Torres Strait Islander.

Registration against National Standards was achieved for the first time in Tasmania in February 2019, leaving Northern Territory and Victoria as the only States still to undergo the registration process.

Group Training's General Manager, David Nagy, has furthered his involvement under the National Apprentice Employment Network (NAEN) by being appointed as Chair of the NAEN Board.

2019 saw the first ever Group Training Graduation and Awards ceremony held at the Adelaide Oval, recognising the completion of all our trainees and apprentices from the past year. Guest speakers included the Honourable Hieu Van Le, AC, Governor of South Australia and the Honourable David Pisoni, Minister for Innovation and Skills. The night was well received by all those in attendance and a credit to the organisers.

The coming year is set to be busy in the Group Training arena with additional funded projects and incentives adding to our opportunity for sustainable growth into the future.



BROOKE FRANCIS

## Brooke Francis, Best on Ground

**It's been a big year for 20-year old Brooke Francis, who received her first full-time job offer at Adelaide Oval, making her their first female Grounds Keeper. She was also awarded Maxima's Apprentice/Trainee of the Year - Open at the 2019 Group Training Graduation and Awards Ceremony.**

Horticulture has been a passion of Brooke's since studying Viticulture at Urrbrae High School, and when her Mum recommended she apply for a traineeship with Maxima's Group Training division, the decision to go ahead was a simple one.

Brooke met with Traineeship and Apprenticeship Management Consultant, Joe Cimmino, who knew from the beginning that Brooke would be a great asset to the traineeship, especially in a summer position at the South Australian Cricket Association (SACA). "The excitement in her voice was obvious when I told Brooke about the summer position," says Joe.

Brooke was successful in winning the role at Adelaide Oval and made a fantastic impression, which then resulted in her being asked back for another two seasons during her traineeship. Brooke was offered a permanent position which was a true 'pinch me!' moment, as she describes.

Damian Hough, Head Curator at Adelaide Oval and Brooke's Manager, explains that she has become a true asset to the team. "It was a pleasure to have Brooke join the grounds department over the cricket season, where her positive outlook and ambition were just outstanding qualities and led to her gaining full-time employment at Adelaide Oval."

Brooke remains thrilled at having secured the role and proudly calls Adelaide Oval home. "I have achieved my all-time goal of working at Adelaide Oval - all thanks to Maxima originally providing me with my six-month placement."

# Indigenous Employment Programs

“**Trainee placements grew from 288 at 30 June 2018 to 309 by 30 June 2019, with the IEP being responsible for 49% of all GTO placements at Maxima.**”

**The generation of a budget surplus in 2018/19 consolidated the fiscal position achieved in the previous year. This marks only the second time this has been achieved in IEP's operations. Although IEP was successful in securing Federal and State Government funding, the growth in placements and more efficient operations also paved the way for sustainable delivery of Indigenous Employment Programs.**

Trainee placements grew from 288 at 30 June 2018 to 309 by 30 June 2019, with IEP being responsible for 49% of all GTO placements at Maxima. It is anticipated that with additional growth from new and existing host businesses this figure will continue to rise and see IEP place greater than 50% of all Maxima GTO trainees and apprentices.

Teams in NSW and VIC expanded to accommodate increases in trainee placements and assist with converting high volumes of vacancies into placements. In VIC, there are now two IEP Consultants covering VIC and TAS and these regions have expanded considerably since their appointment.

Growth in demand also led to the opening of a Melbourne office, shared with Tempskill, to provide a more professional home base in Victoria to generate collaborative opportunities across the Maxima divisions. Furthermore, increased demand in the NT saw the part-time consultant move to full-time status to manage an increasing workload; despite tough economic times for businesses in the NT.

IEP continue to nurture strong relationships with key clients such as the 'Big 4 Banks' and their subsidiaries, Australia Post, Bupa, and Qantas, and these account for the vast majority of Indigenous trainee placements on a national level. These relationships provide repeat business, mostly school-based traineeship opportunities, in bulk numbers each year. However, in an attempt to diversify the client portfolio, new business development opportunities have now becoming a focal point for IEP across a variety of industries.

The NSW team were successful in winning Indigenous traineeship vacancies from Service NSW, who placed full-time trainees across the state. This also opened doors for other potential state-wide opportunities with the Aboriginal Land Councils in NSW. Another contract in NSW was secured with Life Without Barriers, which lead to a QLD vacancy and potential national sole supplier partnership for full-time traineeships.

The WA contingent secured full-time traineeship opportunities with Bankwest, a subsidiary of CommBank, which has strong potential for a state-wide partnership. In addition to Bankwest, WA placed trainees with the City of Vincent in the Local Government sector and an SME in Safeman. These new opportunities in WA reflect a national trend across the division, which saw new employers across a range of industries assisting the broader goal of supporting Indigenous jobseekers.

# Salote Soars at Port Adelaide

SALOTE BOVORO

**Salote Bovoro is making a big impression at The City of Port Adelaide Enfield where her traineeship in Community Services has put her at the forefront of helping to implement programs that enable the Indigenous and culturally diverse communities in Adelaide to thrive.**

Salote began her journey with Maxima's Indigenous Employment Program by completing a school-based traineeship with Qantas in 2011. She has since worked hard to complete an additional Certificate III in Business and was also duly recognised as the 'Indigenous Trainee of the Year' at Maxima's 2019 Graduation and Awards Ceremony.

Although Salote has found her feet and is now successfully navigating the working world, she wasn't always so sure which employment path was the right fit and as a result found herself in and out of university. After being turned away by other job access networks, Salote turned to Maxima.

"Since Maxima put me forward for the Traineeship at The City of Port Adelaide Enfield, my confidence and experience have grown. My biggest job achievement so far has been creating a Kaurna Register on the Council's website that shows the Kaurna people in Adelaide who provide Welcome to Country Services – it was a big project for me to undertake, but the result was amazing."

Salote's work at The City of Port Adelaide Enfield hasn't gone unrecognised, since completing her traineeship, Salote's position has been extended and she continues to receive great feedback.

Salote continues to progress her interest in Community Development and hopes to further pursue her studies in Counselling, as a pathway to psychology. "Either way I choose to go, I know that Maxima has helped me along the way. I think Maxima is by far the best place to assist people to find meaningful employment."



# Contracted Indigenous Programs

“**Maxima entered a partnership with Tauondi Aboriginal College to deliver employment services for South Australia’s Aboriginal and Torres Strait Islander community.**”

## **Tapa Warpulayi-Itya**

Maxima entered a partnership with Tauondi Aboriginal College to deliver employment services for South Australia’s Aboriginal and Torres Strait Islander community.

After significant planning with our joint venture partner, Tauondi Aboriginal Corporation, and the Department of the Prime Minister and Cabinet (now the National Indigenous Australians Agency), Tapa Warpulayi-Itya Pty Ltd was established in early 2019 and began delivering the Vocational Training and Employment Centre (VTEC) program from 1st April. The partnership harnesses the strengths of each of its owners - Tauondi Aboriginal Corporation brings deep community connections and a strong vocational training focus, and Maxima brings its prior experience of managing VTEC and other large employment programs.

## **Other Highlights**

Aside from the establishment of the joint venture, other highlights during 2018/19 included a new partnership with the Australian Defence Force to promote Defence careers and a new relationship with Housing SA providing work experience opportunities leading on to full-time employment for Civil Construction workers.

We have also established partnerships with local Aboriginal owned organisations, Aboriginal Family Support Services and Lack Group to provide tailored recruitment services in order to provide sustainable employment opportunities for Aboriginal people.

Maxima continues to actively partner with government to ensure that programs effectively meet the needs of Aboriginal and Torres Strait Islander peoples. This has included participation in the SA Department of Innovation and Skills’ Aboriginal Employment Clusters. Recently, we have also joined a working group to review the Commonwealth’s implementation of reforms to the delivery of employment services which are being trialled in Adelaide’s south as well as in NSW.

During 2018/19, through the combined efforts of Maxima and Tapa Warpulayi-Itya, we assisted 150 Aboriginal and Torres Strait Islander jobseekers to secure employment.



DWAYNE WILSON

## Dad Did That!

**For Dwayne Wilson, some of the proudest moments of his working life have been taking his four children to different worksites around Adelaide and saying, “See that? Dad did that!”**

After struggling to re-enter the work force and find ongoing employment, and with the needs of his young family driving him, Dwayne made the decision to register with VTEC - a program designed to bridge the employment gap for Aboriginal and Torres Strait Islander peoples.

As Dwayne’s VTEC Mentor, Belinda Black reminds us, the transition from unemployment into the working world is not always smooth sailing and there are unexpected costs involved, which some jobseekers just can’t fit into their already strained budgets.

Maxima was able to support Dwayne, providing him with the means to register his car so he could get to and from work, as well as assisting him with all the required documents, ensuring he felt ready to start work.

With the help of Maxima’s Temporary and Permanent Recruitment Division, Belinda organised a casual contract for Dwayne to work as a Surveyors Assistant for FYFE, and in his own words, he is “loving it.”

“I always used to walk past surveyors and wonder what they were doing, and now here I am, working with them,” Dwayne says.

Lucy McEwen, FYFE’s General Manager of Major Survey Projects, has been a big support to Dwayne and very encouraging of his success. “Dwayne is enthusiastic and loves the work he is doing. He is learning a lot about Surveying in the field.”

But best of all is the renewed sense of self and the pride that comes with a meaningful job. As Dwayne says:

“A lot of the time I’m asked to help out other surveyors as they’re happy with my work, it’s a great feeling. I’ve made my family proud, especially my Grandma - she’s really proud.”

# Temporary & Permanent Recruitment

“A highlight this year has been the opening of a new Tempskill office in Coburg, Victoria. This has been a significant step for Tempskill, as we can now service Victorian clients and with offices in three states we are making steady progress towards our goal of being a national supplier.”

## **Tempskill continued to expand operations during the 2018/19 financial year, with sustained rises in number of placed workers and overall revenue.**

The continual growth over the last few years has seen us implement two Team Leaders and an Operations Manager in order to accommodate the higher volume of orders, and establish the structure for further expansion.

A highlight this year has been the opening of a new Tempskill office in Coburg, Victoria. This has been a significant step for Tempskill as we can now service Victorian clients, and with offices in three states, we are making steady progress towards our goal of being a national supplier. Our Queensland office has been growing our presence in the Local Government sector, notably with the City of Logan. We have been regularly outperforming larger established agencies and the feedback from our council clients is that we are an agile, trustworthy supplier with an in-depth knowledge of the sector.

This year we have greatly increased our tendering, having submitted tenders for numerous council and private sector clients in multiple states. While we are noted for our Local Government expertise, we are also continuing to service a broad range of State Government and private industry clients. As a generalist agency we are providing temporary and permanent recruitment solutions to a growing and diverse portfolio of customers, and a high percentage of our new business has been generated from referrals from existing clients.

In January we embarked on a comprehensive strategic review; we wanted to clearly define our purpose, goals and pathways to achieve our objectives. This was a valuable exercise, and confirmed our view that Tempskill is:

- A commercial division within Maxima that generates surpluses to underpin Maxima's community objectives
- A trusted provider of temporary and permanent recruitment solutions with a collaborative, people focused and long-term approach. We treat our candidates with care and respect

With offices now established in three states we are excited to continue to build our profile and look forward to a busy 2019/20 financial year.

# Making Mina's Big Move a Little Easier

MINA SCHOEMAN

**Maxima's Temporary and Permanent Recruitment Division has been a big help to Mina Schoeman, who needed a foot in the door after immigrating to Australia with her family from South Africa.**

After the big move, Mina began the search for her first role in Australia and despite her extensive knowledge and work experience from previous roles, she quickly learnt that securing a role wasn't as easy as she thought. "I found that as a newcomer to the South Australian job market, getting a foot in the door was not as easy as I anticipated," Mina says.

As Mina continued her search an advertisement for a temporary role in a State Government Department, advertised through Maxima's Temporary and Permanent Recruitment Division, sparked her interest. Soon after applying, Mina met with Recruitment Consultant, Sheridan Catt, who was eager to help her secure a role.

Mina was successful in securing the two-week assignment, and as two weeks turned into two years, Mina has recently been successful in winning a Senior Reporting and Governance officer role at SA Health, in which she is thriving.

"The role involves reporting and governance functions for SA Health. It is a busy and deadline-driven environment and in addition to the core aspects of the role there are opportunities to work on other projects. I enjoy the variety of interesting work and the excellent team. Temping helped me establish local work experience and gain a foothold in a new career," says Mina.

Hoping to build a long-term and successful career, Mina plans to continue her work at SA Health and credits Maxima for helping her to secure her first job in South Australia.

"Winning the Senior Reporting and Governance Officer role is an important step in my path toward long-term employment in a rewarding environment. Maxima is an ethical and supportive organisation that treats temporary staff well."



# Contact Us

## QLD

Beenleigh  
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Greenslopes  
Hillcrest  
Inala  
Innisfail  
Jimboomba  
Logan Central  
Upper Mount  
Gravatt  
Wynnum

## TAS

George Town  
Glenorchy  
Huonville  
Launceston  
New Norfolk  
Scottsdale  
Sorell

## NSW

Rosebery

## NT

Darwin

## VIC

Bairnsdale  
Coburg  
Cowes  
Cremorne  
Lakes Entrance  
Moe  
Morwell  
Orbost  
Sale  
Traralgon  
Warragul  
Wonthaggi

## WA

Armadale  
Baldivis  
Belmont  
Byford  
Cannington  
Fremantle  
Gosnells  
Rockingham  
Subiaco  
Victoria Park  
Willagee

## SA

Adelaide  
Blackwood  
Campbelltown  
Clare  
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Fulham  
Gawler  
Hillcrest  
Hindmarsh  
(Head Office)  
Kadina  
Milang  
Mitchell Park  
Modbury  
Mount Barker  
Noarlunga  
Norwood  
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**We see  
potential.**



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