



**A N N U A L**  
**R E P O R T**  
20 / 21





**"Our Journey", Artist:** Mel Agius

Maxima acknowledges the traditional owners and custodians of this country. Through our actions we will respect cultural heritage and recognise their connection to lands, waters and community. We pay respect to Australia's first people and to their elders past, present and emerging.

## Our Vision

Our Vision is to be nationally recognised as a significant contributor to a better Australia by helping people suffering disadvantage to connect, grow and secure meaningful employment.

## Our Mission

Our Mission is to work towards a better Australia by helping people to access necessary supports, and by connecting and supporting jobseekers and employers.





450

A growing team of over **450** staff

> **6,300**

A growing Disability Employment Service of more than **6,300** customers

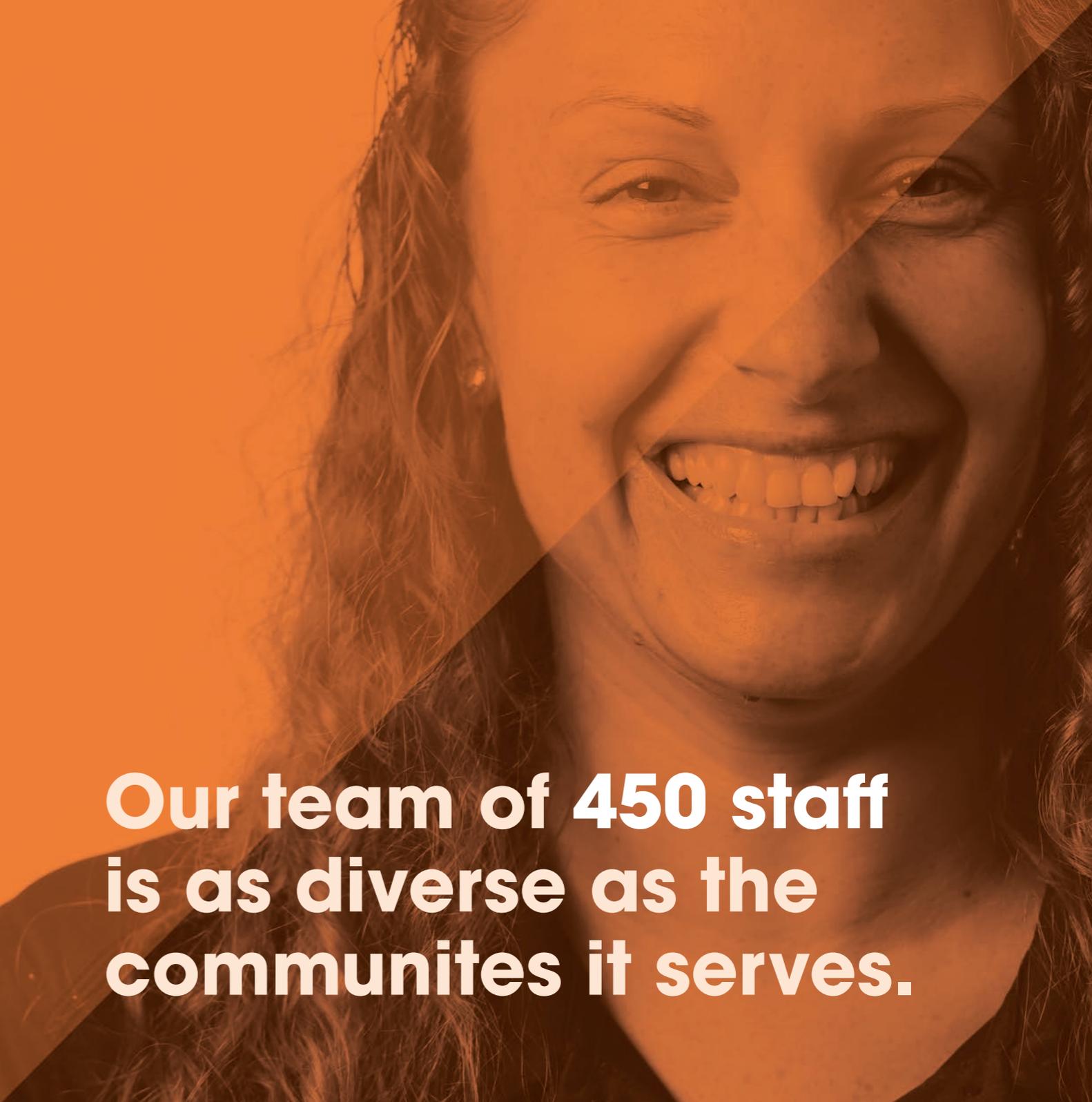
> **650**

More than 650 Apprentices and Trainees of whom approx **40%** are of Aboriginal and Torres Strait Islander descent

40%

70

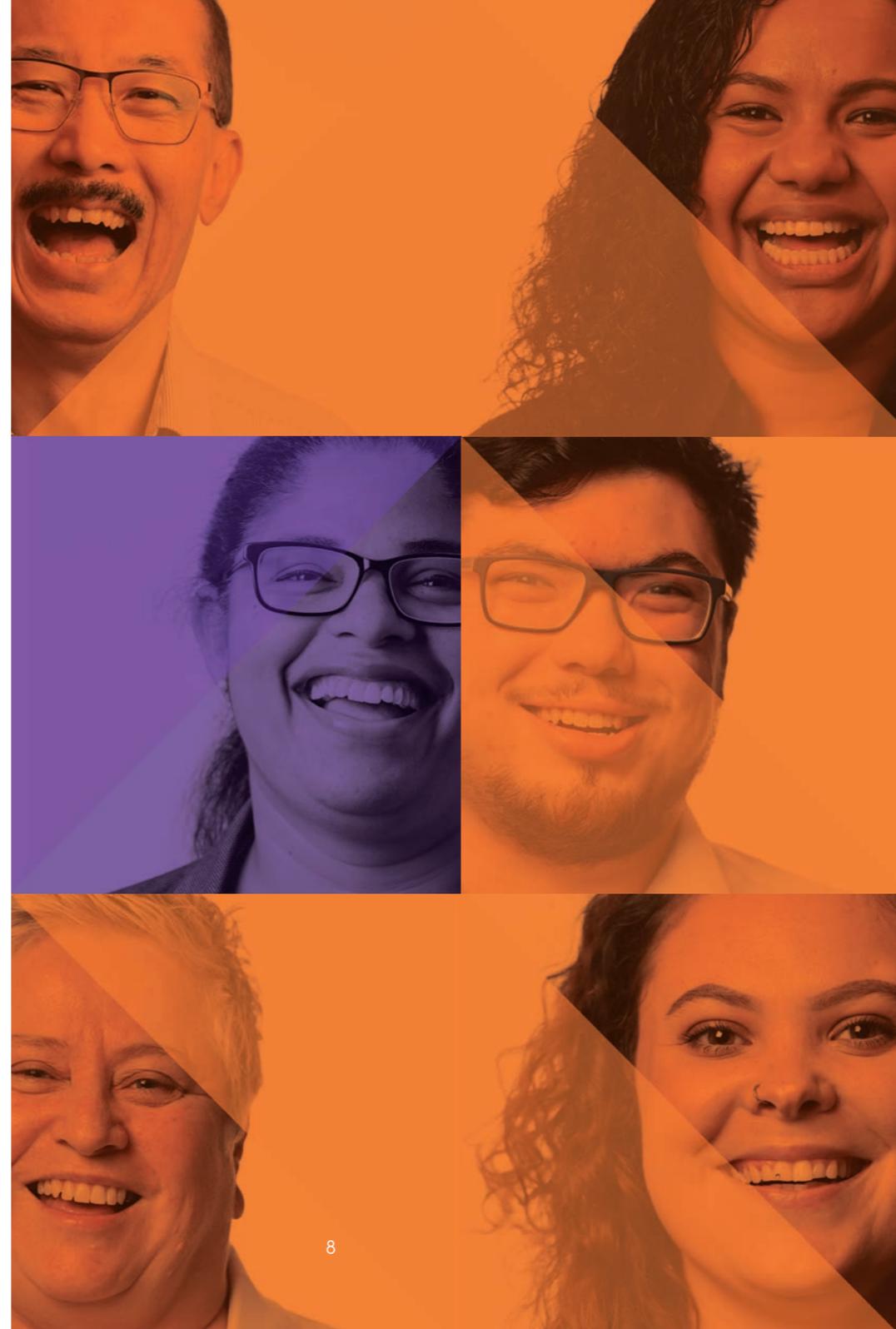
A network of more than **70** offices nationally



**Our team of 450 staff is as diverse as the communities it serves.**

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## **On behalf of the Board of Maxima Training Group (Aust) Ltd, I am pleased to present the Maxima Group's Annual Report for the financial year 2020/21.**

COVID-19 continues to cast a long shadow over Australia. While our country has not been devastated by the pandemic like some others, the virus continues to take a toll on us all physically, psychologically and economically. Surging Delta Variant infections continue to foster an unpredictable environment of lockdowns and restrictions while uncertainty eats away at business and consumer confidence. The national recovery, once a matter for robust optimism, is now an exercise in cautious convalescence.

In a business sense, the pandemic demands agility and flexibility as long-term forecasting is a matter for a crystal ball. Meanwhile, Maxima's COVID-safe framework, predicated on compliance, safe workplaces, reassurance and cross-jurisdictional flexibility, continues to focus wholly on the safety of our valued staff and our customers.

In 2020/21 Maxima's financial performance was largely within expectations, although environmental challenges produced inconsistent results.

While Maxima's commitment to Indigenous Australia is undiminished, our Indigenous Employment Program has proven to be vulnerable. COVID-19 restrictions and the knock-on economic downturn means that our efforts to regrow our cohort of Aboriginal trainees have not been as successful as we hoped. We are slowly rebuilding our numbers but, in truth, not as quickly as we would like.

In contrast, Maxima's recruitment of trainees in other areas has experienced a significant upswing, pushed along by the Federal Government's announcement of an additional \$2.7 billion over four years to expand the Boosting Apprenticeship Commitments (BAC) wage subsidy. This funding is welcome as it supports businesses and Group Training Organisations which are contemplating new apprentices and trainees.

The Commonwealth is transforming Employment Services in Australia. An investment of \$5.9 billion over the next four years will see the demise of JobActive and its replacement with the New Employment Services Model (NESM). Only 12 months away, this marks the Commonwealth's largest reform to employment services since 1998.

Maxima's VTEC Indigenous Employment Program will be replaced by the Indigenous Skills & Employment Program from July 1, 2022, again less than 12 months away.

A portrait of John Schumann, the Chairman, with grey hair and a beard, wearing a dark suit jacket over a dark shirt. He is smiling slightly. The background is a blurred office setting with a window. An orange diagonal graphic element is present in the bottom-left corner of the page.

**John Schumann**  
OAM, BA Dip Ed (Flin) GAICD

Changes of this magnitude demand rigorous strategic thinking and a preparedness to move outside the comfort zone. Preparations for the broader NESM umbrella program are underway, as is work on Maxima Joblink's Expression of Interest for the Transition to Work program, a dedicated youth employment service.

Maxima approaches these challenges optimistically given our significant success in attracting and retaining over 13,400 Disability Employment Services customers across Australia since 2018.

In the context of the massively disruptive COVID-19 pandemic and shifting government policy settings, late in 2020 Maxima commenced a programme of high-level, ongoing structural change.

This reorganisation/realignment is positioning Maxima to develop and implement new business initiatives, consistent with our charter, against the backdrop of increased government funding for traineeships and apprenticeships and other opportunities that might arise in a dynamic environment.

Maxima's Corporate Services function has been redesigned to improve efficiency in a number of areas including Marketing/Communications, Risk and WHS management. Our work in IT/Cyber Security contributed significantly to achieving Stage II ISO:270001 Information Management Security System certification, a contractual requirement when tendering for government

contracts. This work has also significantly enhanced Maxima's overarching risk and WHS management systems.

In 2020/21 Maxima continued to explore ways to help close the gap between Indigenous and Non-Indigenous Australians. Our commitment in this area is enshrined in our Constitution and in our Strategic Plans and more importantly, is demonstrated by a range of community capacity-building initiatives. In this reporting period Maxima created 10 fully funded Certificate III Aboriginal Traineeships with National Aboriginal Community Controlled Health Organisations in disadvantaged communities across the country. We also created several Certificate IV Aboriginal Traineeships within Maxima in HR/Risk, Joblink and Group Training.

During the reporting period Maxima also created a COVID-19 Traineeship Recovery Fund (TRF), to provide financial assistance to our Host Employers who struggled to retain their apprentices and trainees during the downturn. The TRF also offered wage subsidy support to potential new Host Employers seeking to create traineeship opportunities as part of their workforce planning processes.

The Maxima Board, in collaboration with the Senior Executive Team, has committed to the creation of the Maxima Foundation early in the FY 21/22. This significant investment will underpin Maxima's support for marginalised individuals and groups in the community to achieve their life goals.

As part of the Board's ongoing programme of renewal, Maxima farewelled another long-standing Board member, Mike Nolan, at the AGM in October 2020, Mike joined the Board in 1987 and served Maxima with distinction for over 30 years. He chaired the organisation between 1992 and 1996 and was a key member of the Property Committee which oversaw the consolidation of our property portfolio and the purchase of our main headquarters at Hindmarsh. Mike also project-managed Maxima's preparation for entry into the Disability Employment Services market. Along with Mike Hawkins who stepped down in 2019, Maxima owes much to Mike Nolan.

Renewal is a two-sided coin. As we sadly farewelled Mike Nolan, we were delighted to welcome Pippa Webb to the Board. Pippa brings to Maxima a wealth of experience at a senior level in the public service sector and we look forward to her continued astute and informed contributions.

At the conclusion of the financial year 2020/2021, we also bade farewell to our long-serving and much-loved Chief Financial Officer, Heather Thompson. Heather joined Maxima in 1994 as a payroll officer and was appointed CFO in 2004. In both temperate and turbulent seas, Heather kept a steady and trusted hand on Maxima's financial tiller. Our organisation's financial strength and stability today owes a great deal to Heather and we wish both her and her husband Rob a long and happy retirement.

Maxima is very fortunate to have an extremely competent, confident and united senior management team. Our CEO, David Cockram, distinguished himself again by leading the organisation through troubled times with unparalleled strategic intelligence and a calm, compassionate professionalism.

I reflect again on the dedication, the hard work and the wisdom my colleagues on the Board bring to the governance of our organisation. I'm immensely grateful to Bec, Kate, Pippa, Tracey, Steve and Walter for their friendship, their support and their strong, well-informed contributions put forward fearlessly and collegiately.

The year ahead will be, as ever, unpredictable and replete with challenges. I am confident that our highly regarded staff, our senior management team and the Board will meet these challenges, along with the opportunities that will arise too, totally focused on our mission: to contribute to a better Australia by helping people secure meaningful employment.

**John Schumann**  
**Chair of Maxima**, OAM, BA Dip Ed (Flin) GAICD

**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 and Compliance Committee, the Finance Audit Committee, the Marketing and Communications Committee, the Nominations and Remuneration Committee and the recently established Diversity and Inclusion Committee.

### The key areas of focus for the Board in 2020/21 included:

- Ongoing board development, renewal, and succession in line with governance best-practice initiatives as identified by the Australian Institute of Company Directors (AICD).
- Setting the strategic direction for the Group with a continued focus on creating value for our customer and stakeholder base through our customer-centric, strengths-based philosophy.
- A major focus this year included strategic planning for Maxima’s NDIS expansion.
- Ensuring Maxima’s corporate governance compliance with all legal, regulatory and statutory requirements as well as societal and stakeholder expectations.
- Working collaboratively with the Executive Management Team to guide and facilitate an appropriate and effective response to the COVID-19 pandemic ensuring the safety and wellbeing of staff and customers as well as the ongoing sustainability of the organisation.

### 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 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’s 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 five 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 2021

#### Risk and Compliance

Tracey Kerrigan - Chair, Pippa Webb

#### Finance and Audit

Steve Tonkin - Chair, Wally Iasiello

### Marketing and Communications

John Schumann - Chair

### Nominations and Remuneration

Kate Blizard - Chair, John Schumann, Steve Tonkin

### Diversity and Inclusion

Rebecca Wessels, Chair, Kate Blizard

Rebecca Wessels represents the Board on the RAP Working Party and Indigenous Employment Program.

### 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 Compliance 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.

**Maxima has trained and placed thousands of people into sustained employment across Australia since 1985, making 2021 the thirty sixth (36th) year of the organisation's remarkable journey. A journey that's seen the organisation's monumental expansion from its modest genesis as the South Australian Local Government Group Training Scheme, to the Maxima Group's current position as a morally driven and professionally managed national provider.**

## Corporate Profile

Over the years this agile and innovative organisation has further diversified its services, with the creation of a Labour Hire division in 1991 to service the Local Government sector. This offering has since expanded its scope to include temporary and permanent recruitment and labour hire services for all three tiers of government, private sector business and not-for-profit organisations and is now looking to expand to Western Australia.

Since 1998, Maxima has successfully operated the *Commonwealth Government Employment Service* consistently achieving high employment performance and low risk ratings. In line with strategies to incorporate complimentary service capability within the organisation's portfolio, in 2010 Maxima expanded their service offerings through one of a number of successful acquisitions the organisation has achieved over the last two decades, to incorporate a *National Panel of Assessors* contract.

In March 2018 Maxima was successful in the national bid for *Disability Employment Services* (DES) incorporating *Disability Management Support* (DES DMS) and *Employment Support Services* (DES ESS). This new contract commenced on the 2nd July 2018 and saw the significant expansion of Maxima services to 60 locations across SA, QLD, WA, TAS and VIC. Maxima also provides services under the *National Disability Insurance Scheme* (NDIS) which helps support Australians with a significant or permanent disability, their families and carers.

In February 2019, Maxima entered into a Joint Venture agreement with *Tauondi Aboriginal Corporation* (Tapa Warpulayi-itya Pty Ltd.).

The Tapa VTEC operation compliments Maxima's highly regarded *Indigenous Employment Program* (IEP) service, which currently supports approximately 260 trainees and apprentices of Aboriginal and Torres Strait Islander decent. The provision of IEP services has featured largely in the organisation's niche service capability at a national level since 2008, when Maxima was appointed to the Commonwealth's IEP Panel. Maxima's IEP program has evolved to provide culturally sensitive, employment and training outcomes to Indigenous Trainees across the country each year, supporting the diversity and Reconciliation Action Plan (RAP) targets of an impressive mix of national corporate clients.

Over the years Maxima has undertaken several successful acquisitions of services to further enhance its service offerings and continues to explore opportunities for future acquisitions or expansion in line with its mission to help people with disadvantage access employment, across Australia.

With its expanded services, the organisations capability has increased dramatically and now includes certification under numerous Standards including ISO9001:45001, ISO27001 Cyber Security, National Disability Service Standards, NDIS Quality and Safeguard Commission accreditation, Group Training National Standard and WHS Standards.

Further focus on capacity and quality have seen new or enhanced software capability in Customer Relationship Management systems across the various services, Finance and Payroll, Human Resource Management including Recruitment as well as a new Learning Management System to support staff and customer development, Work Health & Safety and asset management.

## Board of Directors



**Left to right:** John Schumann (Chair), Tracey Kerrigan (Deputy Chair), Wally Iasiello, Stephen Tonkin, Kate Blizard, Rebecca Wessels and Pippa Webb

## Executive Management



**David Cockram**  
Chief Executive Officer



**Chris Hardy**  
Executive Manager  
Employment Services,  
Deputy CEO

- Disability Employment Services**
- Workplace Health Services**
- Strategy and Growth**
- NDIS**
- Innovation and Vocational Services**
- Business Operations**



**Josh Geers**  
Executive Chief  
Finance Officer

- Finance**
- Payroll**
- Business Analysis**
- Procurement**



**David Nagy**  
Executive Manager,  
Recruitment

- GTO Mainstream**
- GTO IEP**
- Temporary and Permanent Recruitment**
- Contracted Indigenous Projects**



**Vincent Marsland**  
Executive Manager,  
Corporate Services

- People and Culture**
- ICT**
- Risk and Quality**
- Marketing and Communications**
- Facilities**



**Left to right, back:** Stephen Tonkin, Pippa Webb, Rebecca Wessels, Wally Iasiello and Kate Blizard  
**Left to right, front:** Tracey Kerrigan (Deputy Chair) and John Schumann (Chair)

## Board Subcommittees

- Risk and Compliance**
- Tracey Kerrigan, Chair**
- Pippa Webb**
- Finance and Audit**
- Stephen Tonkin, Chair**
- Wally Iasiello**

- Marketing and Communications**
- John Schumann, Chair**
- Nominations and Remuneration**
- Kate Blizard, Chair**
- John Schumann, Stephen Tonkin**

- Diversity and Inclusion**
- Rebecca Wessels, Chair**
- Kate Blizard**

Maxima's community engagement activities continued to be shaped by the restrictions of the pandemic. Despite the changing landscape, several key sponsorships were taken up as well as a significant number of smaller sponsorships, volunteering activities and philanthropic donations.

In 2020, Maxima undertook sponsorship of the not-for-profit organisation, *Youth Opportunities*. Delivering life-changing personal leadership programs to high school students, Maxima were able to sponsor 18 graduation ceremonies and help recognise and promote the achievements of more than 700 graduating students. Other significant sponsorships included the *Local Government Professionals SA* Gala Dinner and a Corporate Partnership with *State Theatre SA* for 2021.

#### Smaller community sponsorships and donations

- Ignite Youth Careers Expo, Queensland
- Indigenous Rugby team of Marsden Senior High School, Queensland
- Business Excellence Awards, Community Contribution Award Sponsor, Queensland
- Clothing purchased for Kiilalaana Warrior Program, South Australia
- Warida Wholistic Wellness Centre donation, South Australia
- Wirrpanda Foundation, Western Australia
- St James Catholic College Sponsorship, Tasmania
- Huon Valley Hub International Women's Day, Tasmania
- Multiple Aboriginal Community Controlled Health Organisations, National

Nationally, teams continue to attend conferences, networking activities and school leaver expos as well as provide pro-bono services to Indigenous job seekers including job readiness coaching and support.

Joblink offices operating outside of lockdown restrictions were able to host 'meet and greet' events with local community, including activities designed to engage with people unfamiliar with Maxima services.

Important national milestones were recognised and celebrated throughout the year. Staff were offered opportunities to participate in National Reconciliation Week, AccessAbility Day, International Day of People with Disability and R U OK? Day. NAIDOC week 2021 created opportunities for hands-on learning and staff activities including silk painting, cooking experiences and cultural awareness programs.

The wellbeing of our staff, customers and clients remains at the forefront of wellbeing activities, especially those impacted by long-term lockdowns in Victoria and New South Wales. Maxima's Employment Assistance Program, Me&Work continued to provide free remote counselling services to staff and members of family and households. A program providing 'Well@Work' support, including proactive and frequent counselling for staff in long-term lockdown scenarios, was also implemented in 2021.

Maxima will endeavour to broaden reach into local communities and strengthen meaningful partnerships with likeminded organisations and individuals across the nation. The monitoring and support of staff and stakeholders' wellbeing also remains a significant focus in the face of extenuating challenges.

Maxima undertook sponsorship of the not-for-profit organisation, *Youth Opportunities*, delivering life-changing personal leadership programs to high school students.



## Maxima's Reconciliation Action Plan forms the backbone of our commitment to reconciliation and reaffirms our work with and for Aboriginal and Torres Strait Islander peoples through our key activities.

In mid-2020, Maxima initiated development of the second 'Innovate' stage of the *Reconciliation Action Plan (RAP)*, which will focus on implementing tangible reconciliation efforts and developing greater cultural awareness amongst staff and stakeholders. The Innovate RAP builds on the achievements of our Reflect RAP, with goals to further embed positive relationships, respect and opportunities for Aboriginal and Torres Strait Islander peoples and to ensure that our core activities contribute actively to reconciliation.

During this period, Maxima appointed a dedicated RAP Project Officer to facilitate internal and external consultation and host constructive conversations about the RAP development. The RAP Working Group also partnered with Reconciliation SA to undertake a significant engagement process including surveys, workshops and interviews with staff, leadership, customers, external partners and First Nation's community across Australia.



The 'Innovate' RAP will clearly outline how Maxima intends to contribute to change, build internal and external awareness and create improved and measurable employment outcomes for First Nations People.

Through our RAP development we hope to strengthen partnerships with Aboriginal and Torres Strait Islander communities, create meaningful opportunities for Aboriginal youth and jobseekers and to embed knowledge and respect for Aboriginal and Torres Strait Islander cultures amongst staff and stakeholders.

**Tina Pelucchi**  
Business Relationship Manager,  
Indigenous Employment Programs

**David Cockram**  
Chief Executive Officer



# 6307

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

# 1695

new people placed into employment through our Recruitment Services.

# 262

Indigenous Traineeships as at 30th June 2021.

# 657

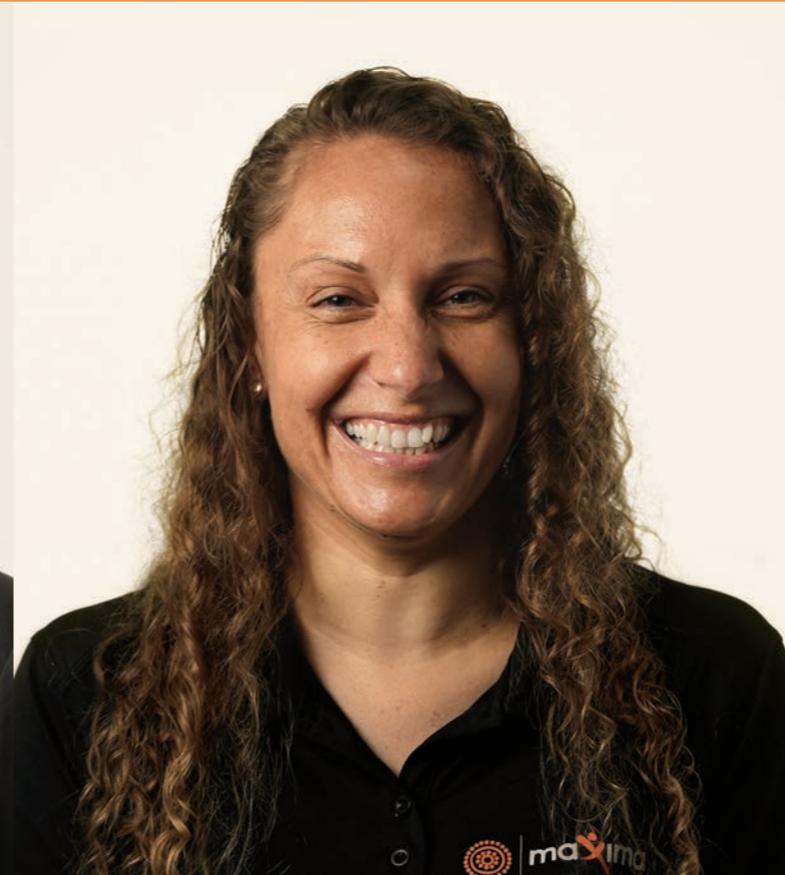
Apprentices and Trainees employed as at 30th June 2021.

**251** Disability Employment Services customers placed into employment.

**617,775** hours worked.

# 40%

of Maxima trainees are Indigenous and are located in every state and territory in Australia.



## Major Projects

- 1 NDIS Phase II
- 2 Disability Traineeship Program
- 3 Driving School

Toward the end of the financial year the Executive Team assessed Maxima's organisational structure and five-year Business Plan in the context of evolving market conditions.

The review considered shifting government policy, emerging competitive pressures, as well as opportunities associated with the Commonwealth's New Employment Services Model (NESM) and the National Disability Insurance Scheme (NDIS).

As part of this process, the Executive Team identified a need to reduce the risk of over-reliance on existing services and diversify to build resilience.

Maxima's corporate structure was also revised to support this expansion of services and improve management efficiencies. With the support of the Board, several major projects were identified in this process: an expanded NDIS offering, Disability Traineeship Programs (MITAP) and a Maxima Driving School.

## NDIS Phase II

Maxima has embarked on a new chapter in its community service history with an expanded focus on working for people living with disabilities. Through the NDIS, Maxima currently offers services in the *“School Leavers Employment Support”* (SLES) and *“Finding and Keeping a Job”* (FAKAJ) specialist areas but recognises feedback from our customers and community partners, that we have more capability to offer additional support and services.

After exhaustive market research, consultation and analysis, Maxima has decided to begin offering services in Psychosocial Support, Allied Health (Physiotherapy, Psychology, Exercise Physiology, Psychotherapy, Occupational Therapy), Plan Management and Support Coordination.

The Maxima Board’s belief in the value of Maxima as a partner with NDIS customers has seen them invest significant funds to achieve the goal of being operational with expanded services across the Nation in 2022. To support this a project team of Maxima professionals has been dedicated to bringing the vision to life.

Maxima’s vision for an increased service offering in the NDIS is underway. The NDIS Phase II project has a dedicated project team and project management system in place to achieve the goal of expanded services in 2022 and it is expected trials, originally forecast for Nov/Dec 21 will now begin in March 2022.

The full range of Maxima NDIS services will include:

- Pre-NDIS Funding Support
- Psychosocial Support
- Assistance With Daily Living
- Allied Health
- School Leaver Employment Supports
- Find and Keep a Job
- Plan Management
- Support Coordination

As a changing and evolving landscape, some NDIS services originally anticipated to begin later in the phased implementation approach will now commence earlier (such as Allied health), while services such as Assistance with Daily Living may be delivered in the latter phases of the project. The project resourcing has been allocated, and the large allocation to Human Resources has enabled a team of 24, of which 17 are now filled (with the remainder in recruitment phases), to rapidly progress our readiness for NDIS servicing. Dedicated resources are now operational in the areas of Service Development, Human Resources, Business Systems, Marketing and Stakeholder engagement as well as Corporate Services for Information, Technology & communications, Finance and Property.

From a regulatory approach, our scope of registered services have been increased with the NDIA and our response from them has been as anticipated, with an audit triggered for Module IV to enable the provision of Allied Health services.

## NDIS Phase II

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## Disability Traineeship Program

Maxima has developed a traineeship initiative, **Maxima Inclusive Traineeship and Apprenticeship Program (MITAP)** aiming to assist people living with disability to access high quality traineeship opportunities.

## Driving School

Maxima has developed a **Logbook Hours Driving School** initiative, having identified the lack of a drivers licence as being a significant and prevalent barrier to employment.

## Disability Traineeship Program

Maxima has an extensive history supporting people from diverse backgrounds to access entry level employment opportunities through apprenticeships and traineeships. Building on Maxima's role as a Disability Employment Services provider and our existing Indigenous traineeship programs, Maxima made the decision during 2020/21 to develop a traineeship initiative aiming to assist people living with disability to access high quality traineeship opportunities.

Named the *Maxima Inclusive Traineeship and Apprenticeship Program (MITAP)*, our initiative is aimed at:

- Providing support for people who are registered with a DES provider, or individuals that declare a disability when applying for employment, to improve access to traineeships and apprenticeships
- Support Maxima's Disability Employment Services staff to assist job seekers and employers to benefit from apprenticeships and traineeships where appropriate to the circumstances
- Identifying medium-to-large employers with an interest in building workforce diversity through traineeships for people with disability
- Removing unconscious bias from Maxima's recruitment practices to increase access for applicants with disability

Our initial enquiries show strong support for the concept from job seekers and employers, as well as interest from government funding bodies and we look forward to launching the initiative during the 2021/22 financial year.

## Driving School

The Innovation and Vocational Services team will be responsible for researching, establishing, and implementing a high-quality Driving School and address the barriers to employment faced by job seekers without access to transport. To facilitate the development of this service, a pilot program will phase-in services to Maxima Customers from early 2022.

In the first instance, the Maxima Driving School will provide support for customers to complete the requisite logbook hours to secure a Driver's Licence with the support of Qualified Supervising Drivers. This first phase will be a trial across metropolitan and regional South Australia, followed by other markets across Australia.

The project will enhance Maxima's capability and servicing with a range of stakeholders and provide direct benefit to jobseekers across the business who require support and assistance in this area. The Driving School will start with NDIS and DES Customers and subsequently be broadened to a wider audience across Maxima.



# Specialised Employment Services

**As a leading provider of employment services to various governments and regulatory bodies around Australia, Maxima has built an enviable reputation for genuine care and positive job outcomes.**

**Maxima strives to build diverse workplaces and opportunities for customers who experience the added difficulty of finding employment due to a disability, illness, injury or health condition.**

**Our Specialised Employment Services also support youth and long-term unemployed people with pre-employment guidance and mentoring, occupational development and offers these bundled services as 'Maxima Joblink'.**

# Disability Employment Services

**Maxima assists customers across Australia to build the skills and confidence to find employment through the Commonwealth Government funded program Disability Employment Services (DES).**

**Through DES, eligible people with disability, illness, injury or health conditions receive assistance to prepare for, find, and importantly, maintain new employment.**

**Maxima's Disability Employment Services (DES) continues to grow, servicing over 6,300 customers nationally.**

## Highlights

Continued strong performance, 3 years into the contract which extends to June 2023, with over 70% of our contracts sitting at 3 stars or above.

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. Over the last 12 months, due to identified community need, Maxima has opened an additional location in Salisbury, SA – increasing our capacity to deliver personalised services.

Just over halfway through the contract, we continue to work with our customers and the local community to empower people living with a disability or health condition to gain employment and form meaningful connections with their community. Our staff look to engage our customers in innovative ways, working to their strengths and needs. Maxima's success in maintaining authentic, strong relationships with our customers and employers is due to our flexibility and agility in meeting the changing community needs.

This approach coupled with a proactive person-centred service underpins our success in achieving sustainable outcomes for our customers.

The continued challenges of COVID-19 presented an opportunity to test the agility of our servicing and prompted an adjustment of Maxima's service delivery. Maxima implemented a Service Delivery Model focused on building customer resilience and offering a blended and highly flexible service delivery, based on an individual's level of motivation.

Maxima has invested in the Esher House (EH) Resilience Program and Motivational Assessments that tailor appropriate employment and wellbeing interventions based on each customer's genuine motivation and work readiness. EH offers psychosocial interventions which are proven to increase return-to-work rates for customers with complex needs. The EH program builds 'soft skills' including wellbeing, mindset, strengths, goal-setting and conversation skills through a combination of short group resilience workshops and 1:1 intervention.

In partnership with the University of South Australia we have developed a Placement and Outcome Predictor tool for use in DES. The tool was recognised as the 'Best Application Paper' at the '2020 IEEE International Conference on Big Data'. The paper was recognised for its innovative technology and the valuable real-world application of improving DES customer employment opportunities. The model also provides suggested interventions to increase the chance of placement.

These tools have enhanced our service offering to our customers and reinforced our ethos of "we care, we listen and we deliver" – not only for our customers, but the communities that we work with.

Our focus continues to be offering an innovative, high quality, responsive employment service to our customers, employers and local community.

Since the beginning of the contract in July 2018, services have expanded to operate in over 70 locations nationally across regional and metropolitan areas in QLD, VIC, TAS, WA and SA, where our head office is located.

Gawler Office, SA



Disability Employment Services

## Hotel reopening an opportunity for Daniel

**Newly rebuilt and cutting a magnificent shape along the riverbanks, the new Bridgeport Hotel in Murray Bridge is providing Maxima Joblink Customer Daniel a role he can look forward to every day.**

Placed with the hotel following its grand reopening, as part of his induction Daniel undertook a tailored seven-week *Certificate II in Hospitality* as well as a three-day training process.

Now working in housekeeping and store monitoring, Daniel said every day he looks forward to coming into work.

"I really enjoyed the training – there was lots of variety and I also met lots of friends at the course who now work alongside me here at the Hotel," Daniel said.

Bridgeport Hotel Manager, Mary-Lou Corcoran was approached by Maxima prior to the reopening of the hotel to help with staffing needs and was suggested Daniel by Consultant Bronwyn.

With a record of success in managing hotels and casinos around Australia, in a career that also includes a stint as the Mayor of Victor Harbor and the Premier's Chief of Staff, Mary-Lou knew the ideal qualities she was after for her incoming staff.

"We primarily look for a positive attitude when hiring. We believe that attitude is the most important staff quality – skills can be trained," Mary-Lou said. "The Bridgeport Hotel has a strong commitment to diversity in employment, we believe everyone deserves the opportunity to be gainfully employed. 52 of our staff were long term unemployed, 10 have a disability and 11 are from an Indigenous background."

"I'm proud to say 97% of our 148 staff are from the local region."

Speaking of Daniel's eagerness to work, Mary-Lou said Daniel always took satisfaction in completing his role to a high standard.

**"Daniel takes a lot of pride in his work and it's so good to see his confidence grow every day."**



# National Disability Insurance Scheme

**Maxima is registered to provide NDIS School Leaver Employment Support (SLES) and Finding and Keeping a Job (FAKAJ) through the NDIS program.**

**Our program has been delivered in South Australia, Western Australia, Tasmania, and Queensland; an extension of our service locations has increased in these areas providing community with increased opportunity to link with our program. Victoria in the Gippsland and Latrobe Valley regions will commence service as will Cairns.**

## Highlights

The number of dedicated NDIS Employment Consultants in our service delivery areas has seen significant growth having doubled in recent months. Our consultants provide a customer centric service and work closely with families, care providers, other support providers as well as connect with local community organisations.

A learning management program has been implemented to provide extended opportunity for our consultants to work closely with our customers to ensure we have an array of activities that can be tailored to meet individual needs based on our customers goals.

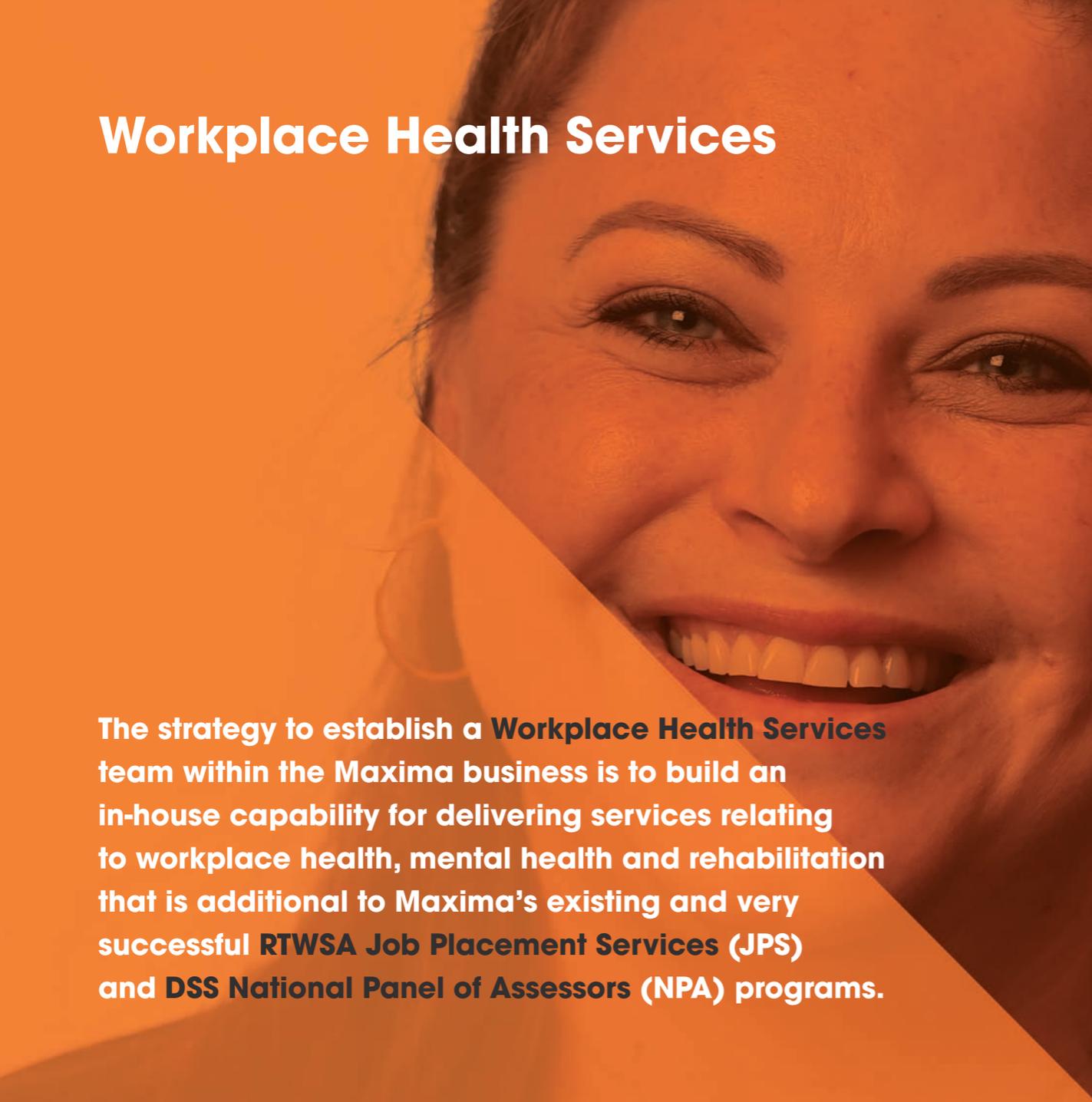
The popularity of our program is largely due to the focus on ensuring that our customers and consultants work closely on goal setting and do this on an ongoing basis to ensure we are building capacity and participating in activities to build and maintain progression towards employment and training opportunities.

For our FAKAJ and SLES referrals, our dual service of NDIS and DES supports has expanded our offering to ensure our customers are supported to increase and build capacity and skills in a shorter time frame to obtain employment opportunities.

Our NDIS employment program is providing positive results with many good news and life changing stories of our customers with a range of complex barriers, who have never worked or have been unable to maintain employment now participating in work experience, traineeships, training programs and mainstream employment.

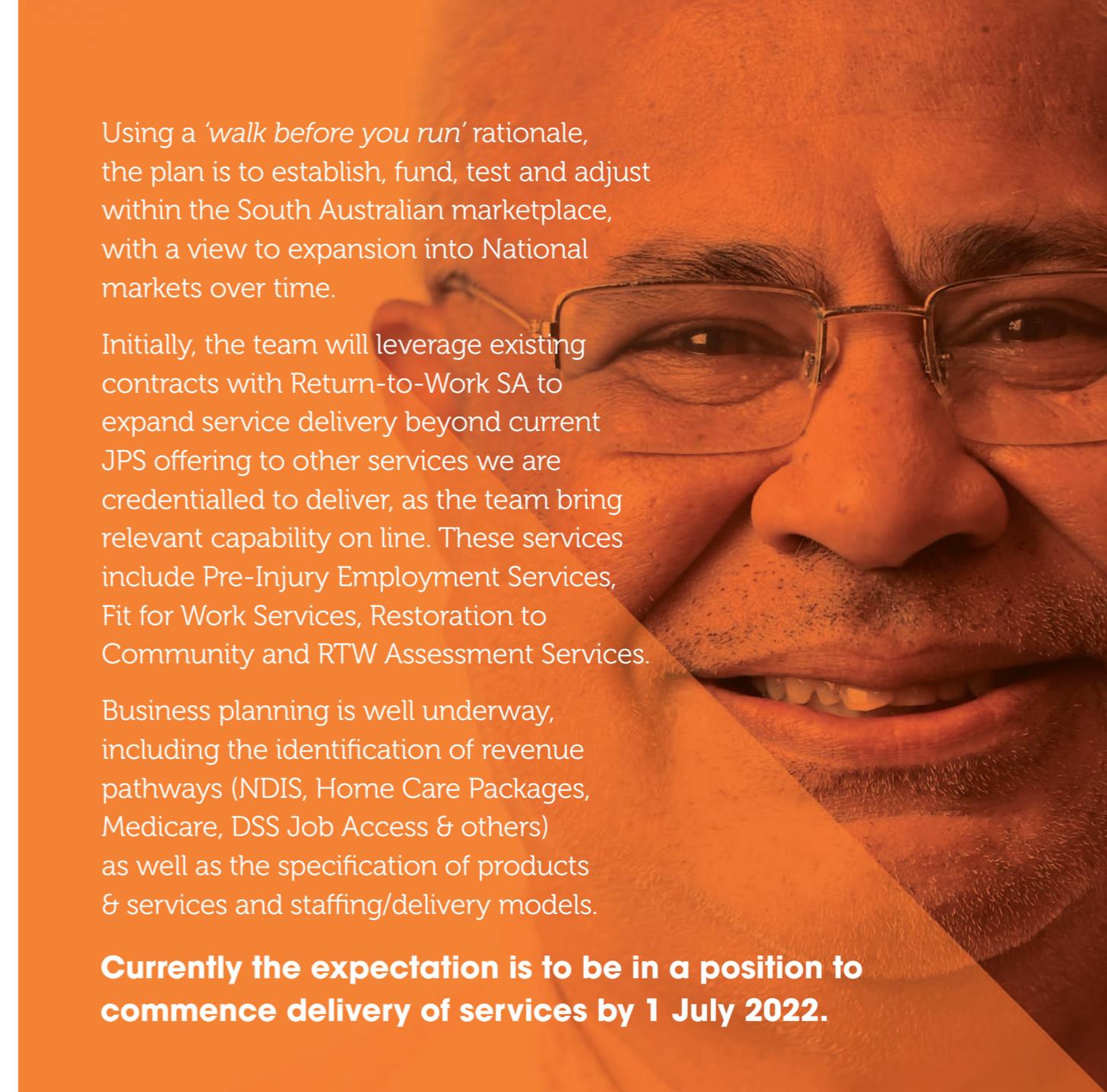
**Ensuring that our customers and consultants work closely on goal setting and do this on an ongoing basis to ensure we are building capacity and participating in activities to build and maintain progression towards employment and training opportunities.**





## Workplace Health Services

**The strategy to establish a Workplace Health Services team within the Maxima business is to build an in-house capability for delivering services relating to workplace health, mental health and rehabilitation that is additional to Maxima's existing and very successful RTWSA Job Placement Services (JPS) and DSS National Panel of Assessors (NPA) programs.**



Using a 'walk before you run' rationale, the plan is to establish, fund, test and adjust within the South Australian marketplace, with a view to expansion into National markets over time.

Initially, the team will leverage existing contracts with Return-to-Work SA to expand service delivery beyond current JPS offering to other services we are credentialed to deliver, as the team bring relevant capability on line. These services include Pre-Injury Employment Services, Fit for Work Services, Restoration to Community and RTW Assessment Services.

Business planning is well underway, including the identification of revenue pathways (NDIS, Home Care Packages, Medicare, DSS Job Access & others) as well as the specification of products & services and staffing/delivery models.

**Currently the expectation is to be in a position to commence delivery of services by 1 July 2022.**

## National Panel of Assessors (NPA)

Maxima continues to support clients as a National Panel of Assessors provider across SA, VIC, NSW and QLD through its network of allied health professionals. The NPA program provides guidance on Workplace Assessments to improve employment conditions and employment retention.

### Highlights

Despite the impact of COVID-19 on the labour market, the National Panel of Assessors program saw steady referral numbers over the year. In March 2021 we hit the highest number of assessments submitted and claimed by month, with a total of 66 assessments.

A Supported Wage Assessments 'Performance Summary' indicated that during the financial period, Maxima exceeded the 90% benchmark for key KPI's including assessment timeframes, quality and acceptances.

This positive year for NPA, despite extenuating circumstances due to COVID-19, paves the way for continued expansion of services and consistent delivery and results.

## Return-to-Work SA: Job Placement Services (JPS)

Job Placement Services has seen some significant changes in the past months with the appointment of a General Manager - Workplace Health Services, Job Placement Services Business Manager and the recent appointment of a new fresh team of Job Placement Specialists.

### Highlights

Between April and September there have been 36 JPS referrals similar to the same period last year with 30 Workers placed into employment during that period which compares favourably with the 20 that were placed for the same period last year. There were 5 Vocational Career Counselling referrals for the period with one referred on to the Job Placement Services, allowing Maxima to continue the relationship with the Worker and support them further into sustainable employment.

Financial targets were achieved for the 2021 financial period and after a moderate start in July, due to staffing and structure changes, the Job Placement Team is on track to achieve individual and team targets. Current strategies include placing a greater focus on building and maintaining the relationship with the RTWSA Claims Agents and medical and allied health professionals to generate a greater flow of referrals. The Job Placement Specialists continue to work closely with the all parties to ensure that the employment focus is targeted towards their skills, abilities, employment history and in line with their medical capacity.

Expanding service delivery beyond current JPS offering to other services including Pre-Injury Employment Services, Fit for Work Services, Restoration to Community and RTW Assessment Services.



# Innovation and Vocational Services

**Maxima's Innovation and Vocational Services** business unit incorporates a diverse offering including our Registered Training Organisation, Employability Skills Training, Employment Preparation Activity and Customer Resource development.

Within this new business unit, we are establishing business incubation capacity, to develop fledgling complementary programs and income streams in support of existing programs and services.

Currently such offerings include the **Jobs Victoria Employment Services (JVES) Program** and our new **Logbook Hours Driving School** initiative. We look forward to delivering a diverse mix of programs and services across our National footprint.

## PaTH: Employability Skills Training (EST) & Employment Preparation Activity (EPA)

**Maxima continues to deliver PaTH Employability Skills Training as part of the Commonwealth Government's Youth Jobs PaTH initiative across Adelaide South, Mid North SA and Brisbane South East. We also continue to deliver Employment Preparation Activity under the New Employment Services Trial (NEST) in Adelaide South.**

Employability Skills Training (EST) is available to young people (aged 15-24) in jobactive as part of the Youth Jobs PaTH program. EST gives young participants the opportunity to enhance their employability through intensive pre-employment training. EST consists of two separate three week blocks of training, one which focuses on workplace knowledge, employability skills development and meeting the needs of employers, while the second course helps participants to hone their job hunting skills, develop a quality resume, improve interview techniques and participate in Industry Awareness Experiences.

Employment Preparation Activity (EPA) is offered to Digital Participants as part of a trial of the New Employment Services Model. It is a compulsory activity once participants reach 4 months in Digital Services. EPA is designed to improve the employment prospects of participants, and is a facilitated two-week group-based program including topics such as employability skills, labour market awareness, digital skills development and cold canvassing.

### Highlights

COVID-19 caused significant disruption to both EST and EPA throughout the year, with programs moving to online and hybrid delivery modes, and then back to face-to-face again. With mutual obligations suspended by the Commonwealth Government for significant periods, participants were not obliged to attend and this led to a marked downturn in both referrals and attendance in EST/EPA programs.

Changes to eligibility and the introduction of the Six Month Activity Requirement for jobseekers, effective as of October 1 2021, is expected to significantly increase the number of jobseekers eligible for EST and demand for courses is also expected to increase. We hope this increase is realised.

## Jobs Victoria Employment Services (JVES)

**Maxima has been awarded a new 2-year contract to deliver Jobs Victoria Employment Services (JVES), a new Victorian Government funded program which commenced on 1 July 2021.**

JVES offers personalised employment support to long-term unemployed jobseekers and those at risk of becoming so, including vulnerable groups such as refugees, asylum seekers, those experiencing mental health issues, ex-offenders, youth justice clients, people with a disability, victims of domestic violence and young people leaving state care.

Maxima is contracted to deliver Core Services from seven sites across Gippsland and Southern Metropolitan Melbourne, including new Maxima sites in Dandenong and Frankston. Core Services are diversified services that are open to all eligible jobseekers, and which leverage strong connections with employers to deliver employment support and job outcomes.

### Highlights

Community outreach and awareness was achieved through the initial 'Hello Victoria' social media campaign, launched across all seven sites, with the campaign reaching just shy of 100,000 people.



**Offering personalised employment support to long-term unemployed jobseekers and those at risk of becoming so, including vulnerable groups such as refugees, asylum seekers, those experiencing mental health issues, ex-offenders, youth justice clients, people with a disability, victims of domestic violence and young people leaving state care.**



# Recruitment Services

**Maxima's Recruitment Services incorporate our Apprenticeship and Traineeship offering, Indigenous Employment Programs and Temporary and Permanent Recruitment Services.**

**We support employers to provide meaningful opportunities to people from diverse backgrounds, delivering mutually beneficial outcomes to employers and job seekers alike.**

**Our services meet the recruitment needs of a variety of industries as well as supporting diverse candidates, from school leavers seeking a career pathway to experienced professionals looking for the next step in their careers.**

# Apprenticeships and Traineeships

**Maxima is a leading Group Training Organisation, sourcing and managing apprentices and trainees on behalf of a wide variety of Host Employers.**

**The team facilitate school-based and full-time apprenticeships and traineeships in more than 300 occupations, including traditional trades and a diverse selection of established and emerging career pathways.**

## Highlights

Maxima's Group Training arm continued to successfully manage the impact of the pandemic, ending the year with more than 350 hosted apprentices and trainees, up from 275 at the start of the financial year and representing an increase of some 40%. Fortunately, all trainees who had been stood down in the previous year due to COVID-19 were reinstated or were found alternative host employment.

The Group Training sector benefited from significant increases in government subsidies during the period, including 'GTO Boost', an initiative of the South Australian Government, which ran through to June 2021 as well as the Commonwealth Government funding stream 'Boosting Apprenticeship Commencements', which will continue through to March 2022.

Unsurprisingly, the generous incentives offered to employers through this funding led to an unprecedented surge in enquiries for trainees and apprentices across the sector. The Group Training team managed increases in demand from existing employers, and took on more than 80 new clients in the period. This uptake in interest from host employers, combined with a national candidate shortage, in turn led to a focus on sourcing trainees and apprentices; with a tailored marketing campaign run across NOVA Radio and digital platforms in South Australia.

New initiatives included the development of services for the aged care sector, with the design of in-home and residential support traineeships to meet the growing demands of aged care providers.

The Office of the Commissioner for Public Sector Employment (OCPSE) also engaged Maxima to work with Regional Local Health Networks to place up to 30 traineeships within regional residential aged care facilities.

Group Training staff numbers grew over the period to accommodate increases in services, with the team of 30 including two new roles, a Data Analyst and Industry Engagement Lead, to support business growth.

The Group Training Graduation and Awards Night, held at Adelaide Oval in May 2021, provided the opportunity to celebrate two years of successful completions.

## A fresh path forward

**It's been a delicate balancing act for Maxima trainee Sarah Dawber, between working two part-time jobs and completing her traineeship, the 21-year-old has had a full plate since starting at The Precinct Healthy Food Co. with Playford City Council.**

Dedicated to helping provide fresh and healthy meals to the community, Healthy Food Co. promotes initiatives such as Easy Meals, a prepacked meal recipe kit to feed a family for under \$11, as well as other community events and projects.

It has been this interaction with the community that Sarah said has been the highlight of her time completing her *Certificate III in Community Services*.

"I enjoy how diverse my role is, each day I get to be involved in a variety of activities relating to the community sector – every day I work with different volunteers and experience many different people," Sarah said.

"I get to go to a lot of community events, which I didn't know when I started. Recently we had a clay workshop with clients who had a disability – it was really rewarding for me. I didn't know before I started here how much they do for the community and how involved they are locally."

Despite the requirements of her traineeship, as well as working other casual jobs, Sarah hasn't let the demand overwhelm her, maintaining a life away from work.

"I wouldn't describe it as easy - it's been a challenge. But going into Maxima, they knew I had a job and asked me how I wanted to handle it, I told them I wanted to keep my job and they were very supportive of that and made sure I was supported here, was comfortable with my duties and that I could manage a life after work."

As the first-ever trainee at The Precinct, Sarah has faced a new role with diverse responsibilities – Coordinator of Healthy Food Co. Kelly Clay, said Sarah has always approached the position with a professional mentality.

"Sarah has brought a fresh youthful mind to our team, with a willingness to develop her skills," Kelly said.

**"Maxima has supported me every step of the way and have encouraged me to flourish in my work environment and I know that won't change moving forward."**



# Indigenous Employment Program

**Maxima's Indigenous Employment Program (IEP) provides tailored services to apprentices and trainees of Aboriginal or Torres Strait Islander descent in a variety of Host Employment settings across Australia.**

**IEP has built long-term, positive partnerships with an impressive range of national corporations and is proud to facilitate genuine, positive employment outcomes for the remarkable trainees supported.**

## Highlights

The 2020-21 period provided another year of COVID-19 related challenges for Maxima's Indigenous Employment Programs. The Victorian and New South Wales teams continued to feel the full effects of lockdowns throughout the year, with many staff and clients in other states also experiencing lockdowns intermittently.

While the initial impact on traineeship numbers was significant, the IEP team were able to recover from widespread trainee suspensions implemented early in the year. By the end of the June, IEP supported more than 250 trainees across the nation, representing 40% of total Maxima traineeships. Positively, the outlook remains strong going into the new financial year, with a number of new vacancies and client opportunities in development.

The majority of placements were attributed to repeat business from IEP's existing client base who continue to show strong commitment to employing First Nations trainees. IEP was successful in strengthening ongoing relationships with ANZ, Westpac Group, NAB and Australia Post, with commitments confirmed into the new fiscal year. Continued growth with Scentre Group (Westfield Living Centres) helped to offset the unavoidable losses faced by Qantas in the current aviation environment. In addition, several smaller opportunities arose across the country; with new traineeships sought by Native Title Trusts, various

Local Government Shires in WA and Aboriginal Community Controlled Organisations (ACCHOs) in multiple states.

IEP was also able to utilise its 'Trainee Recovery Fund Credits' by providing opportunities for local Aboriginal and Torres Strait Islander businesses to host a trainee with Maxima's full financial support. 10 traineeships were created, with the majority offered to Aboriginal Community Controlled Organisations in a range of locations across Australia.

To finish a positive year for IEP, the team was also successful in winning a significant three-year funding agreement with the National Indigenous Australians Agency (NIAA), which saw the team supporting 170 School-Based Trainees (SBT) and over 65 Adult Trainees (FTT), nationally. IEP was also successful in securing additional NIAA funding in April 2021, which made available an additional 27 SBT and 45 FTT funded placements, with further commitments likely.

## School-Based Trainee banks on future

**Now in possession of a *Certificate III in Business*, School-Based Trainee Alex Agius-Bersee had a stop-start journey through National Australia Bank before concluding his studies in Maxima head office.**

Originally placed with NAB in a customer-facing role, the time left a lasting impression on the 17-year-old despite being unable to complete his placement following COVID-19 restrictions.

“Helping people with simple things and providing information – talking to people instead of being behind the desk. I was more into customer service instead of being out the back working on forms and counting numbers,” Alex said.

“I never knew what I was going to be doing next - this experience has definitely broadened my mind and given me an idea of if I want to work in an office space or working with others to give them the same opportunities I had.”

Alex’s introduction to Maxima and School-Based Traineeships came after a helpful tip from one of his high school teachers.

“I tried multiple courses at school, a teacher advised me I might want to try an indigenous traineeship. It was less than a month between hearing about Maxima and meeting my consultant, Belinda.”

A talented musician away from work and school, Alex also helps his father run an indigenous program teaching culture for kids called Kura Yerlo.

“I do ceremonies and traditional things at schools and universities with my dad. It’s a big thing for me, imprinting the same ideas about culture that I had – that you can keep passing on and on, it’s something I’m always going to be doing regardless of where I go. It’s more of a responsibility than a job.”

Now about to complete Year 12, Alex credits his traineeship at NAB with helping him find structure and setting him on the right path to achieve his academic goals moving forward.

**“The main reason I went into the course was that I was focusing on other things besides academics, but this brought it back. I’ve now got the credits and the mindset.”**



**Indigenous Employment Program (IEP)**  
 (Aboriginal or Torres Strait Islander  
 Apprenticeships & Traineeships)

**20 / 21 Target**  
**260**

**Total as at June 30, 2021**

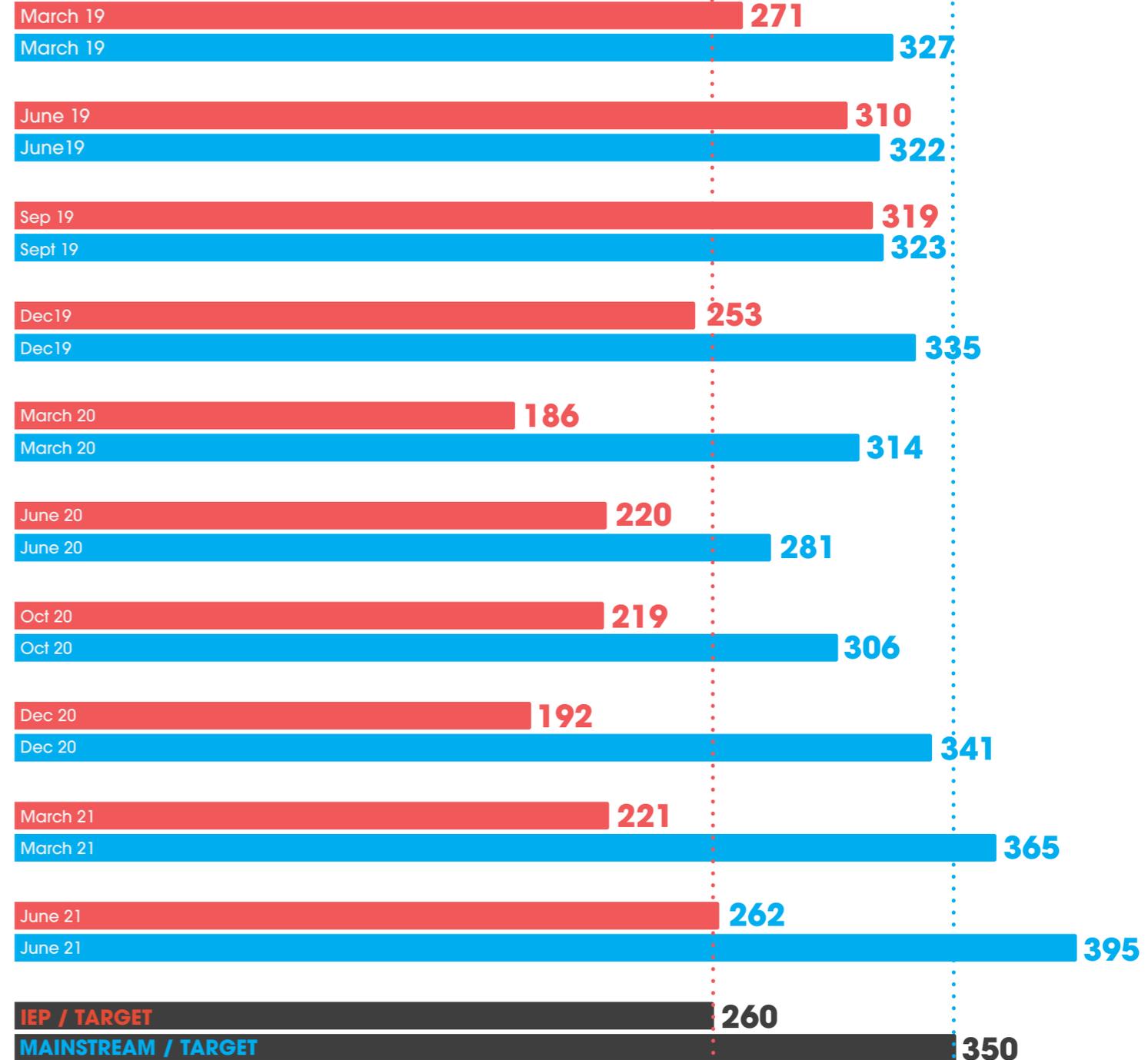
**262**

**Apprenticeships & Traineeships**  
 (Mainstream Apprenticeships  
 & Traineeships)

**20 / 21 Target**  
**350**

**Total as at June 30, 2021**

**395**



# Temporary and Permanent Recruitment

**Maxima's Temporary and Permanent Recruitment Team provide staffing solutions to businesses and government across metro Adelaide, Brisbane and Melbourne.**

**Facilitated by a team of 16 staff, Temporary and Permanent Recruitment provides end-to-end recruitment services including head-hunting and advertising through to payroll and outplacement support.**

## Highlights

Maxima's Temporary and Permanent Recruitment service exceeded targets over the financial year, despite the fluctuating employment market imposed by the COVID-19 pandemic. A record demand for temporary recruitment services saw consultants place nearly 1700 candidates over the period, with many employers seeking more a flexible workforce to manage market uncertainty.

While most employment placements were made with employers in South Australia, demand for services in Queensland also grew steadily, with several new contracts in local government and civil construction resulting in record full-time equivalent placements across the state. Unfortunately, services in Victoria were hit hardest by COVID-19, resulting in the closure of Coburg Office during the year, after many months of closed service.

The Temporary and Permanent Recruitment team grew to meet increasing demand, securing several highly experienced consultants as well as two administration trainees to manage sustainable growth of services.

The team worked consistently to meet the needs of existing as well as new clients, including the provision of bulk recruitment services to three stand-alone recruitment projects throughout the year. Maxima continues to provide ongoing recruitment services to various local governments as well as manage contracts with state governments, including the State Government of South Australia and the Queensland Government.

A primary focus for the oncoming year is to grow existing portfolios as well drive entry into new markets, positioning Maxima as a national provider of end-to-end recruitment solutions. A strategic review of Temporary and Permanent Recruitment's operations identified Western Australia as a key market for potential expansion, with relevant marketing and new business development underway to support this endeavour.

## Connor, doing what he loves

**As the old saying goes ‘do what you love and you’ll never work a day in your life’ and so far it seems to hold true for 27-year-old horticultural worker with Green Life Group, Connor Grant.**

“I enjoy gardening outside of work, I know a lot of people don’t like to mix what they enjoy doing with work, but I do,” Connor said.

Employed previously with ForestrySA as a firefighter and in tree management, Connor came to Maxima 18 months ago looking for a new role to change it up.

Following a brief stint in the agriculture team at Gawler Council, Connor is now working full time with GLG as a Spray Operator.

“Over the winter we spray weeds nonstop, we have a lot of work to get through with the spraying. As soon as it hits summer I’m shackled to the water truck, and it’s every single day, it can’t stop – because if it stops, the trees die, it’s that simple.”

“It’s sort of developed to where I’m that person, if they’ve got something that needs to be done, they give it to me.”

“I just enjoy the work. I enjoy being outside and working. It’s an easy place to work. I enjoy operating machines and driving trucks. I’ve always had an outdoor job – being hands-on.”

Speaking extremely highly of his consultant, Hannah, Connor said Maxima had made the whole process easy and continued to support him through any obstacle.

“It’s been really easy, Hannah has been really good, text message or email, she’ll come out and talk to us, she relays whatever needs to be done. Same with Roy, whenever something happens, just in case there’s anything on that side that needs to be done. It has been simple, straightforward, and always easy to communicate with them.”

“Maxima has been easy to talk to and any complaints you have are listened to – not that I have any complaints!”

Not without praise for his employer, Connor also spoke of the opportunities afforded to him by GLG.

“GLG has been really good to work for. They’re easy-going and upfront in what they want, and you can be upfront with them. They’ve always been willing to let me branch out on more things and let me diversify on more skills.”

**“It’s all pretty transferable, if you can drive a truck, you can drive a tractor.”**



# Contracted Indigenous Projects



Maxima has offered services through the national network of **Vocational Training and Employment Centres (VTEC)**, a program designed to bridge the employment gap for First Nation's People, since 2014.

In May 2021, the Federal Government announced a new **Indigenous Skills and Employment Program (ISEP)** to replace VTEC from 1 July 2022 and Maxima is focused on ensuring the continuity of services to Indigenous Jobseekers within this new framework.

## Highlights

The COVID-19 pandemic created a significant spike in employment vacancies from a variety of industries, resulting in a positive and more diverse market for Indigenous job seekers, with a wider variety of employers reaching for our services. A new relationship was formed with LAI Switchboards and Carey groups, which will endeavour to provide eight electrical apprenticeships to Indigenous candidates across NT and SA. The relationship between Aboriginal Legal Rights Movement has also grown, with several jobseekers placed into community support roles. In addition, relationships with ATEC and the Department of Correctional Services contributed to positive outcomes for Indigenous candidates.

To meet increasing demand for remote service delivery, VTEC continued to implement an off-site registration process, accepting registrations

electronically and completing initial assessments over the phone. The VTEC team was able to address the additional challenges faced by disadvantaged jobseekers, who often possess minimal digital literacy and limited access to the internet or a computer.

Improved knowledge of systems and services across the organisation saw a more cohesive approach between portfolios, resulting in better services and variety of support and employment under the broader Maxima banner.

The Contracted Indigenous Projects team is to be commended for the outcomes achieved over the year, with the provision of genuine and extensive care to vulnerable candidates leading to remarkable personal transformation for many individuals assisted.

## Sunshine and hard work for Michael

**Farm hand with Warida Wholistic Wellness, Michael Scannell, has been through the wringer trying to find gainful employment.**

Living with visual impairment issues, Michael had struggled to gain consistent work before finding his way to Maxima midway through last year.

Beginning his current role in February and now extended beyond his initial six-month contract, Michael is full of praise for the Maxima VTEC team who helped him find his place.

“They’re better. I’ve been with other mobs before, and I swapped over – just completely different. Different people at Maxima,” Michael said.

Now back in employment and settled into his work roster, Michael, who has a work history in civil construction, is helping build extended disability access facilities for Warida Wholistic Wellness and is enjoying every moment back on the tools.

“Bianca [owner of Warida] was only after a casual, but she’s kept me on after my contract ended – I think this is my fourth week after the contract. I plan to hang around here until they don’t need me.”

“I’ve enjoyed just getting out in the country and getting fresh air and it’s only 20 minutes from where I live.”

“It took me about three weeks to get used to my work boots again – they gave me a few blisters.”

Now off the books at Maxima, Michael knows his first contact if he’s to ever find himself in need of work again.

“Maxima told me if I lose work again, I can always give them a call.”

**“They’re better. I’ve been with other mobs before, and I swapped over – just completely different. Different people at Maxima.”**





**We see  
potential.**

[maxima.com.au](http://maxima.com.au) 1300 669 859

