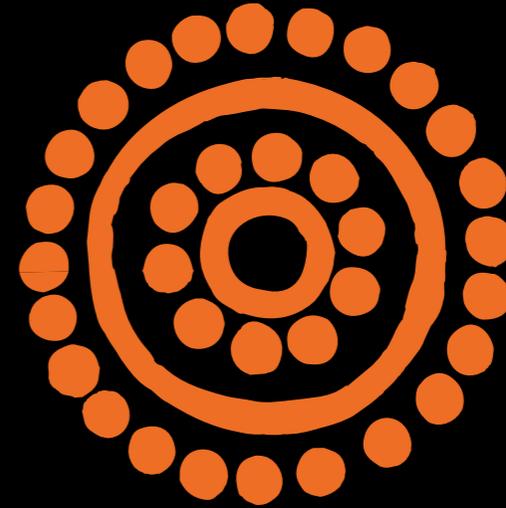




**A N N U A L**  
**R E P O R T**  
21 / 22





**"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 Purpose. Everyday, Maxima works towards a better Australia by helping people. We do this by facilitating their economic participation, community engagement and social inclusion.**

Our growing team  
is as diverse as  
the communities  
we serve.

540

A growing team of over **540** staff

> 600

More than 600 Apprentices and Trainees of whom approx  
**30%** are of Aboriginal and Torres Strait Islander descent

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

> 6,300

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

# Our Key Areas

## Specialised Employment Services

### Disability Employment Services

### Innovation and Vocational Services

### Workplace Health Services

Employability Skills Training  
Career Transition Assistance  
Jobs Victoria Mentors  
Road2Work Program

National Panel of Assessors  
Return-to-Work SA: Job  
Placement Services

### NDIS Support Services

Employment Supports  
Support Coordination  
Allied Health  
Plan Management

## Recruitment Services

### Apprenticeships and Traineeships

### Temporary and Permanent Recruitment

### Indigenous Employment Program

MITAP - Maxima  
Inclusive Traineeship  
& Apprenticeship Program

# Our Strategic Pillars

## Leadership & Governance

Contemporary and progressive governance and leadership

Maxima's Board illustrates governance best practice

Maxima's Executive Team role model the culture that all teams in the organisation aspire to

The Board & Executive collaboratively develop strategic directions and initiatives

## Performance & Innovation

Performance focus drives innovation and outcomes for stakeholders

NDIS Services

Specialised Employment Services

Work Health Services

Group Training

Labour Hire

Indigenous Programs

Vocational Services

## Staff

Staff are highly regarded and respected as the organisations most valuable asset

Organisational culture committed to supporting constructive thinking and behaviour

Culture underpins diversity and inclusion, competitive advantage and reputation

Skills and capabilities aligned with strategic objectives

## Customers & Clients

National provider of choice

Morally driven and professionally managed

Long term, strategic partnerships

Customer centric, strengths-based philosophy and co-design principles

Stakeholder engagement drive service delivery

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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 2021 /22.**

The financial year 2021/22 has been challenging and turbulent globally, nationally and locally. It has been marked by geopolitical upheaval, economic volatility, new waves of the Covid virus, an internationally destabilising conflict in the Ukraine and unprecedented environmental catastrophes in Australia and, indeed, across the world.

Against this backdrop, both South Australia and Australia elected new governments. Australia's elections happen at regular intervals and we are fortunate that they are administered honestly and with integrity. Nonetheless, election periods are always marked by uncertainty and some economic and policy paralysis. These are the seas upon which we sail.

The scope and complexity of Maxima's service offerings have increased significantly in recent years. We continue to engage with all three tiers of government as well as the private sector. Maxima now has an annual turnover exceeding \$100 million per annum. We employ over 500 staff and deliver a broad range of employment and related support services from more than 70 locations in South Australia, Western Australia, southeast and far north Queensland, Victoria, New South Wales and Tasmania.

Given some national uncertainty with regard to Disability Employment Services contracts, the Maxima Board and the Senior Executive Team have continued to prosecute a diversification strategy to enhance our resilience and flexibility in the context of a volatile environment and a lack of clarity thus far with regard to the new Commonwealth Government's intentions. This has occupied the Board and the organisation for some months now as we look to offset what could be an over-reliance on a relatively small number of government contracts.

Maxima's diversification strategy is largely predicated on the development and delivery of a new suite of NDIS services. This expansion into the NDIS space is a natural fit for our organisation, allowing Maxima to develop and deliver complementary services funded through the NDIS while fostering integration and collaboration across our other business units. Maxima will emerge from this phase as an integrated professional services organisation, with an impressive national capacity extending well beyond our traditional apprenticeship, labour-hire and job network portfolio.

Maxima's move into the NDIS space has necessitated a re-evaluation of our brand in the marketplace. After a competitive tender Maxima retained South Australia's premier advertising agency, KWP, to assist us with our brand architecture and identity, our service differentiation, our current position in the marketplace and our understanding of our customers and stakeholders. This significant piece of work is ongoing.



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

I am pleased to report that Maxima successfully tendered for contracts to deliver the Commonwealth Government's Workforce Australia Career Transition Assistance (CTA) program in Adelaide South, Perth South, South-East Melbourne & Peninsula and Wide Bay and the Sunshine Coast in Queensland. Maxima will also commence delivery of Employability Skills Training (EST) services in the new regions of Adelaide North, Gippsland, Sydney's Greater West and Perth North. Additionally, Maxima will continue to deliver EST services in Mid North SA. While most of these are new ventures, we look forward to robust business activity in these areas.

In line with Maxima's strategic targets and NDIS expansion goals, our People and Culture Team is preparing a raft of initiatives to ensure we have the right people with the right skills at the right time and in the right place.

The workforce plan will be predicated on a structural review with an eye to flexibility in the context of the substantial change ahead. The plan will incorporate workplace culture, remuneration and benefits, role design, learning and development and talent attraction and retention. The development of a Maxima digital learning platform will facilitate the roll out of an organisation-wide learning and development program.

At Maxima we recognise that the Covid pandemic is not over yet. Like all organisations, we are still learning how to deal with the fallout while we keep an eye on the horizon for further variant transmission waves.

However, Maxima's Group Training and Tempskill divisions have been resilient in the face of the COVID pandemic and associated economic downturn. The demand for labour-hire staff and trainees is strong and steady. Maxima's Inclusive Traineeship & Apprenticeship Program (MITAP), designed to support 400 people living with a disability to complete traineeships, is a key initiative in this sector.

Despite significant headwinds and uncertainty, Maxima's DES program continues to perform strongly. Our performance in this area is underpinned by Maxima's strong customer-centric focus, a strong service ethic and an enviable quality and compliance track record. Maxima's Road2Work Driver Mentoring program and Jobs Victoria Employment Service or (JVES), both fairly recent service offerings, are both progressing well. They are testament to Maxima's agility and capacity for innovation.

As the centerpiece of Maxima's diversification strategy, the NDIS offers a significant potential new customer base and significant integration as many NDIS participants are eligible for DES. Our excursion into the NDIS space has demanded structural design, robust recruitment campaigns and the development of marketing plans and new business systems. As a result of this preparatory work, I'm delighted to report that our expanded suite of NDIS services secured accreditation and certification after which we adopted a "soft launch" approach in selected regions including northern Adelaide, Tasmania and Cairns.

Maxima's move into the NDIS space has not been without its challenges. Like every other business in Australia, we are finding it difficult to attract appropriate staff against the backdrop of the lowest

unemployment rate since April 1982. This inability to fill all our vacant positions has resulted in lower than anticipated business and income levels. The net result is a projected deficit budget for the 2022/23 financial year and perhaps beyond. While this is disappointing, our strong balance sheet, careful planning and realistic approach to the current environment gives us the confidence to look beyond a 12-24 month horizon.

The Board and the Senior Executive Team are committed to a culture of diversity and inclusion. The Board has recently established a Diversity and Inclusion Subcommittee with a mandate to ensure a culture of inclusivity and diversity within our organisation and our broader constituency.

In the last Annual Report, I foreshadowed the establishment of a Maxima Foundation to fund initiatives and activities consistent with Maxima's purpose and guiding values and principles. The Foundation is now in place with a budget and under the stewardship of Tracey Kerrigan and Kate Blizzard. The Board, Senior Executive Team and staff remain committed to the support of First Nations people and to the Government's "Closing the Gap" targets. The "Innovate" stage of our Reconciliation Action Plan was approved by the Board and recently launched at Tandanya National Aboriginal Cultural Institute in Adelaide with the event streamed live. Many thanks to our fellow board member, Rebecca Wessels, a proud Peramangk woman, for her guidance and counsel.

The Board's program of renewal continues. At the AGM in November, we farewelled yet another long-standing Board member, Wally Iasiello. A highly regarded engineer and local government senior manager, Wally joined the Board in 1992 and was Chair between

2007 and 2011. Wally was a key member of the Finance and Audit Subcommittee for many years and brought to all Board deliberations a calm, measured approach born of experience, an engineer's attention to detail and an unwavering commitment to Maxima's aims and objectives.

At the same AGM, we welcomed Mark Carroll APM, President of the Police Association of South Australia, to the Board. In May 2022, we also welcomed Tony Mitchell to the Board to replace Wally on the Finance and Audit Subcommittee. For the last ten years to 2021, Tony had held the position of Chief Financial Officer at the University of Adelaide.

Since early 2020, it seems that our sector, along with the rest of the corporate world, has had to navigate one storm after another. I know I speak for all my colleagues on the Board when I express gratitude for the intelligent, calm but energetic professionalism of the Senior Executive Team under the leadership of CEO, David Cockram. Both the Board and the Senior Executive Team are proud of and grateful to our staff all over Australia for their hard work, dedication and commitment.

On a personal note, I remain grateful for the unflagging support of Kate, Pippa, Bec, Tracey, Mark, Steve and Tony. Their friendship, support, dedication, good humour and good counsel is simply invaluable.

We accept that there are headwinds and challenges ahead in the months and years ahead. Nonetheless, we approach the 2022/2023 financial year with enthusiasm and confidence, committed to making Australia a better place, one person at a time.

**John Schumann**  
**Chair of Maxima,**  
 AM, 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 and Audit Committee, the Marketing and Communications Committee, the Nominations and Remuneration Committee and the Diversity and Inclusion Committee.

### The key areas of focus for the Board in 2021/22 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.
- Ensuring Maxima’s corporate governance compliance with all legal, regulatory and statutory requirements as well as societal and stakeholder expectations. The Risk and Compliance Committee assists the Board in developing and monitoring the effectiveness of the risk management framework with a strong focus on cybersecurity and Right Fit For Risk.
- Working collaboratively with the Executive Management Team to implement and monitor 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. 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 2022

#### Risk and Compliance

Pippa Webb – Chair, Tracey Kerrigan

#### Finance and Audit

Stephen Tonkin – Chair, Tony Mitchell

## Marketing and Communications

John Schumann – Chair, Mark Carroll

## Nominations and Remuneration

Kate Blizard – Chair, John Schumann, Stephen Tonkin

## Diversity and Inclusion

Rebecca Wessels – Chair, Kate Blizard

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

## Foundation

Tracey Kerrigan – Chair, Kate Blizard

## 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.

## 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 Foundation**

**\$400,000 Investment**

# FOUNDATION

**The Board approved the establishment of a Maxima Foundation to fund initiatives and activities consistent with our purpose and values, which support the employment, independence, and self-esteem of our customers, trainees and stakeholders.**

**An initial investment of \$400,000 has been committed to get the foundation up and running. The Foundation Committee implemented a survey to all staff to consult about how best to spend the allocated funds. The first round of funding will be distributed in Q1 of the new Financial Year.**



**Maxima has trained  
and placed thousands  
of people into sustained  
employment across  
Australia since 1985.**

**Brodie Hough**  
Tea Tree Gully Sign Writer Apprentice

**Maxima has trained and placed thousands of people into sustained employment across Australia since 1985, making 2022 the thirty seventh (37th) 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 providing services in Western Australia and Queensland.

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). The DES 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 200 trainees and apprentices of Aboriginal and Torres Straight Islander descent. 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.

Maxima is very proud to have commenced its offering of NDIS services including; Plan Management, Support Coordination, Allied Health and Employment Supports.

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), Pippa Webb (Deputy Chair), Stephen Tonkin, Tracey Kerrigan, Kate Blizard, Rebecca Wessels, Mark Carroll, Tony Mitchell

## 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**



**Luke Bonser**

Acting Executive  
Manager, Finance

**Finance  
Payroll**

**Business Analysis  
Procurement**



**David Nagy**

Executive Manager,  
Recruitment

**GTO Mainstream  
GTO IEP**

**Temporary & Permanent  
Recruitment  
Contracted  
Indigenous Projects  
MITAP**



**Vincent Marsland**

Executive Manager,  
Corporate Services

**People and Culture  
ICT**

**Risk and Quality  
Marketing and  
Communications  
Facilities**

## Board of Directors



**Left to right:** Tracey Kerrigan, Stephen Tonkin, Pippa Webb (Deputy Chair), Mark Carroll, Kate Blizard, Rebecca Wessels, John Schumann (Chair), Tony Mitchell

## Board Subcommittees

### Risk and Compliance

**Pippa Webb, Chair  
Tracey Kerrigan**

### Finance and Audit

**Stephen Tonkin, Chair  
Tony Mitchell**

### Marketing and Communications

**John Schumann, Chair  
Mark Carroll**

### Nominations and Remuneration

**Kate Blizard, Chair  
John Schumann, Stephen Tonkin**

### Diversity and Inclusion

**Rebecca Wessels, Chair  
Kate Blizard**

### Foundation

**Tracey Kerrigan, Chair  
Kate Blizard**

In 2021 Maxima continued sponsorship of the not-for-profit organisation, Youth Opportunities. This organisation is committed to developing the personal leadership of young people for improved wellbeing, enterprise skills and resilience. Empowering a young cohort aligns with Maxima's core values and our funding facilitates the graduation program for more than 700 graduating students.

Other significant sponsorships included Adelaide Atletico Inclusion Academy, a football club aimed with the intention to extend the sport to all children and adults, especially those who have a disability. The club aims to create a fun and instructional pathway to the social and physical benefits of the sport, allowing participants to bypass their limitations.

This year also saw Maxima's inaugural sponsorship of Blind Cricket South Australia. BCSA provides all levels of cricket for anyone who is Blind or Vision Impaired. One of our sponsorship benefits included direct involvement with the association, with a Maxima team kitting up for a game under lights, future events are planned.

Other significant sponsorships included Local Government Professionals SA, where Maxima presented the Diversity and Inclusion Award at the Local Government Professionals Leadership Excellence Awards.

A Corporate Partnership with State Theatre SA was extended by State Theatre into 2022, due to COVID implications during the 2021 Season.

Nationally all business streams continued to attend School Leaver, Career, Disability and specific NDIS expos across the country. The opening of borders and lifting of restrictions meant that a number of these events were carried over from the previous year. Where possible Maxima presented an integrated stand at expos, showcasing all business areas of the organisation to demonstrate both depth and scale.

Significant events were also recognized with staff involved in International Women's Day, NAIDOC Week 2022 and Mental Health initiatives.

As part of Maxima's commitment to improving the health and wellbeing of our staff, an initiative partnering with Me&Work, delivered a series of educational speaker sessions around key topics of health and wellbeing.

As we emerged from lockdowns and border closures, the monitoring and support of staff and stakeholders' wellbeing continued to be an organisational wide focus.

**Pictured:** Blind Cricket South Australia (BCSA) and the Maxima team.



## Innovate: The paths that cross

**Maxima has committed to a Reconciliation Action Plan (RAP) to promote empowerment, self-determination and create space for improved outcomes with Aboriginal and Torres Strait Islander peoples.**

Maxima started the RAP journey with the determination to better understand as an organisation the connection and commitment needed to drive change and improve relationships with Aboriginal and Torres Strait Islander peoples.

This process commenced in July 2018 with the launch of Maxima's Reflect RAP.

This commitment has now evolved through to the next stage with the implementation of their Innovate RAP, launched on June 3, 2022 with implementation planned from July onwards.

This important commitment clearly outlines Maxima intention to contribute to change, build internal and external awareness and create improved and meaningful outcomes for Aboriginal and Torres Strait Islander peoples.

Maxima's vision for reconciliation is to ensure Aboriginal and Torres Strait Islander people have access to pathways to meaningful employment and training, improved health outcomes and opportunities for social development and growth.

We will continue to work in partnership with Aboriginal and Torres Strait Islander peoples,

including people with disabilities, enabling and empowering through economic participation, community engagement and social inclusion.

As a leading national provider we will create and facilitate meaningful employment and training pathways as well as social support programs to lead this reconciliation journey and promote the interests of Aboriginal and Torres Strait Islander people nationally.

Maxima's CEO, David Cockram, believes that the Innovate RAP is more than just an expression of Maxima's public commitment to reconciliation, it is a call to action. Genuine reconciliation requires more than platitudes and empty promises.

Maxima understands that the ongoing successful delivery of its RAP can only be achieved by engaging, consulting and creating genuine and meaningful partnerships with Aboriginal and Torres Strait Islander Maxima staff, stakeholders and communities.

**Pictured:** *The Paths That Cross* | Artist: Anthony Lew-Fatt, Southern Arrernte man from Central Australia



**Tender Wins** → **Freemantle Ports** Recruitment Services, WA → **LGA Procurement Panel** Group Training/Recruitment Services, SA → **WA LGA** Recruitment Services, WA → **Mt Barker District Council** Recruitment Services SA → **Halliburton** Indigenous Employment Program, WA → **City of Tea Tree Gully** Group Training, SA → **City of Tea Tree Gully** Recruitment Services, SA → **Cadetship Proposal-Westpac** Indigenous Employment Program National → **Unity Water** Recruitment Services, QLD → **Workforce Australia** Innovation & Vocational Services

# RISK AND COMPLIANCE

## NATIONAL STANDARDS FOR DISABILITY SERVICES (NSDS)

PASSED ANNUAL SURVEILLANCE AUDIT, CONDUCTED 11-20 JULY 2022 ACROSS HINDMARSH, CAMPBELLTOWN, NEW NORFOLK, NORWOOD + WONTHAGGI SITES  
MAXIMA CONTINUES TO MEET THE REQUIREMENTS WITH ONLY A SINGLE MINOR NCR NOTED AND CORRECTIVE ACTIONS ALREADY IN PROGRESS EXCELLENT FEEDBACK WAS PROVIDED BY OUR CUSTOMERS SUPPORTING THEIR POSITIVE OUTCOMES IN A TRULY PERSON CENTERED APPROACH WITH BOTH STAFF + CUSTOMERS ABLE TO ARTICULATE HOW WELL MAXIMA WORKS WITHIN THE STANDARDS

## ISO 27001 FOR INFORMATION SECURITY

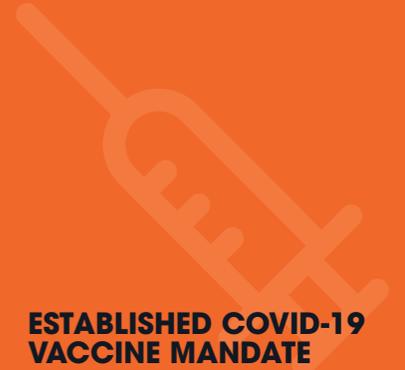
PASSED FIRST SURVEILLANCE AUDIT, CONDUCTED 19-22 JULY 2022 ACROSS THE HINDMARSH SITE  
MAXIMA HAS CONTINUED ITS FOCUS, COMMITMENT AND SUPPORT OF THE INFORMATION SECURITY MANAGEMENT SYSTEM TWO MINOR NCRS AND TWO OPPORTUNITIES FOR IMPROVEMENT WERE NOTED, THIS IS AN EXCELLENT RESULT

**MAXIMA'S CYBER SECURITY P/A SPEND = \$2M**

# COVID-19 RESPONSE



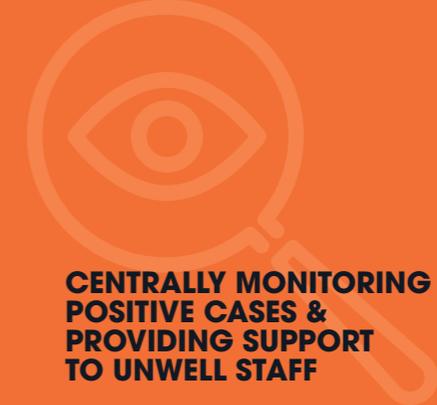
ESTABLISHED COVID-19 RESPONSE GROUP



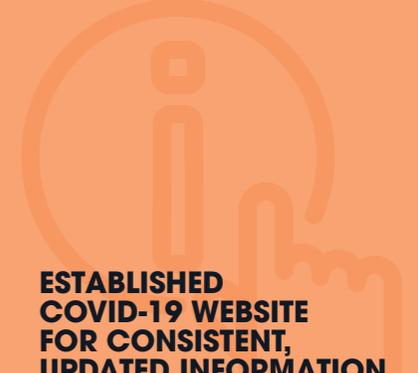
ESTABLISHED COVID-19 VACCINE MANDATE



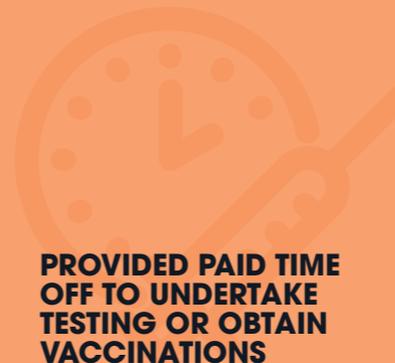
PROVIDED AND ENCOURAGED MASKS AND RATS FOR STAFF



CENTRALLY MONITORING POSITIVE CASES & PROVIDING SUPPORT TO UNWELL STAFF



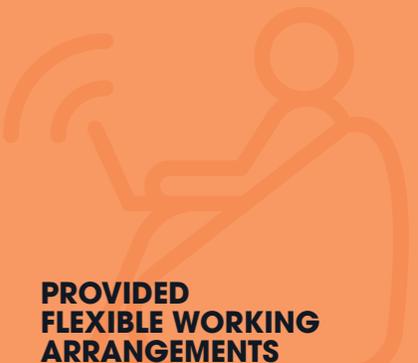
ESTABLISHED COVID-19 WEBSITE FOR CONSISTENT, UPDATED INFORMATION



PROVIDED PAID TIME OFF TO UNDERTAKE TESTING OR OBTAIN VACCINATIONS



TEMPORARY SITE CLOSURE DURING OUTBREAKS



PROVIDED FLEXIBLE WORKING ARRANGEMENTS

**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'.**

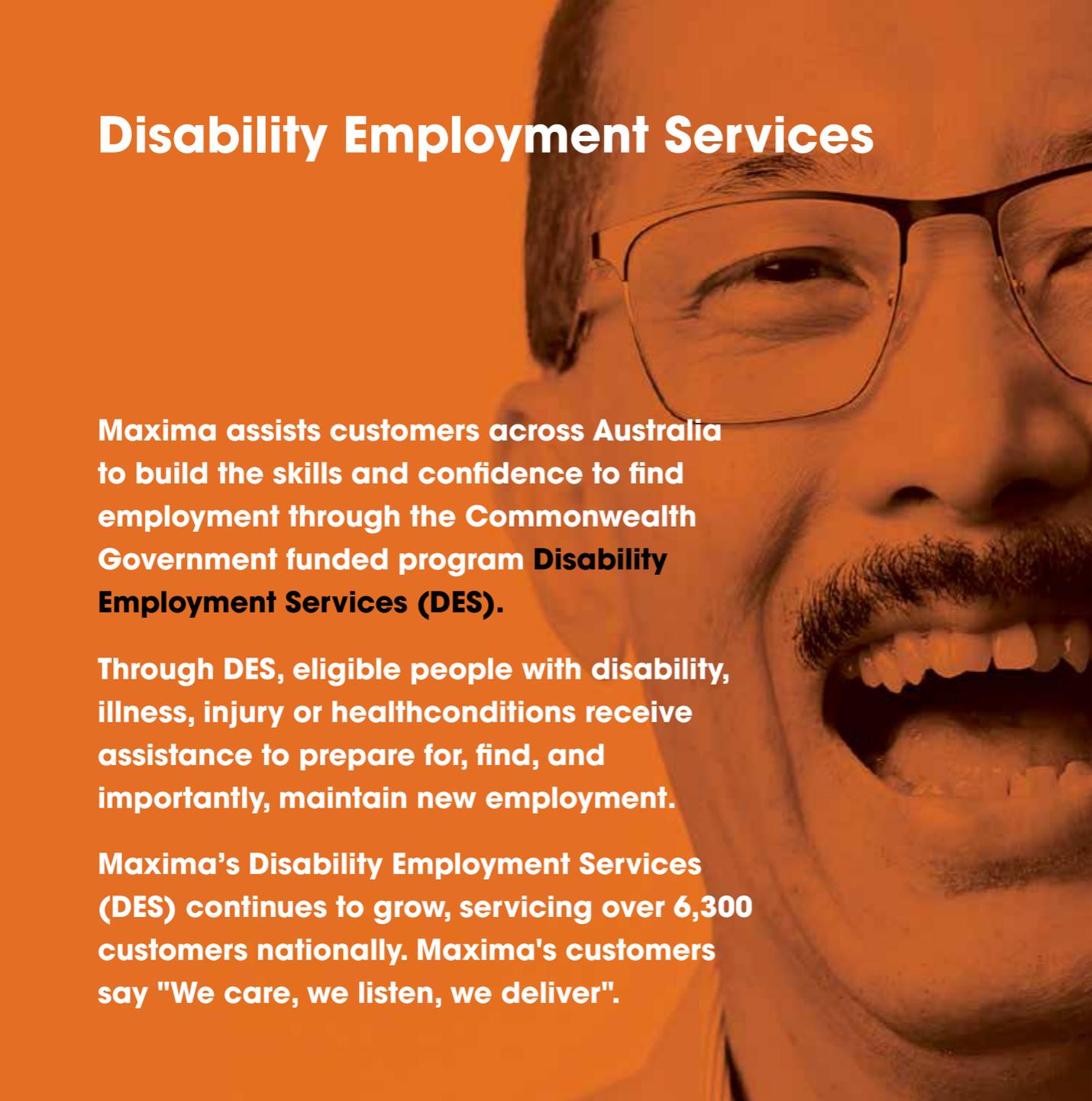
# Specialised Employment Services



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.

Cawler Office, South Australia

# 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. Maxima's customers say "We care, we listen, we deliver".**

## Highlights

As we start the last twelve months of our five-year DES contract, Maxima has a well-developed and operational suite of in-house programs to empower and progress our customers into employment.

Following the transition back to a more traditional open employment market, Maxima DES have adjusted service delivery models to great success, encouraging a more face-to-face consultation approach, in order to help build capacity and reinstate Customer confidence following uncertain job markets for Customers and employers alike.

Maxima has continued to establish national connections with employers committed to employing customers with a disability or health condition. We provide disability education and practical support for our employers, to ensure successful and productive employment experiences.

Responding to employer needs, and addressing skills shortages, Maxima has successfully implemented a range of Pre-Employment programs, across a broad

range of industries including Retail, Individual Support, Administration, Mining and Resources, Transport and Logistics and Security to name a few. These programs are designed to meet industry need and provide long term career pathways for Customers.

With the expansion of Maxima's NDIS services, our offerings encompass a broader scope of service delivery to the community from our sites, nationally. This collaboration of services has helped to deepen community ties but also optimize service provisions.

The division similarly saw the continued growth of internal Customer programs including Road2Work, the Esher House Resilience Program, Maxima's inclusive Traineeship & Apprenticeship Program and the use of the internationally award-winning Placement and Outcome Predictor Tool.

Our focus as a Specialised Employment Service provider continues to offer high quality, innovative forward thinking employment services empowering our customers, employers, and local community.

## From DES Customer to Inclusion Director, Chris' chance to help others

**This is Chris Okely, Maxima DES Customer, Inclusion Academy Director at Adelaide Atletico Football Club, and Co-Captain of the Maxima sponsored Inclusion Academy team.**

"I'm a massive ambassador for getting people with a disability out into the community and enjoying the social and physical benefits of sport."

Chris came to Maxima four and a half years ago, while between jobs, looking for assistance regarding a disability support wage, as well as assistance as he pushed to move from casual to part-time and full-time work. "I saw an ad for Maxima and their values around what they did for people with a disability and helping them find employment."

"Maxima was awesome with their support, and I feel pretty blessed – the support my Consultants Kylie and Jeanette gave me over the past couple years has given me a tremendous amount of confidence."

Moving into a casual role with the South Australian Cricket Association (SACA) as a Cricket Officer, before then moving onto the SANFL as a casual Game Development Officer, Chris' love of sport and his connection to the community were guiding pillars in his career trajectory, ultimately leading to his position at Adelaide Atletico FC.

"Through my experience and supports at work and Maxima, I feel like I'm flying mate, and why I had the confidence to start at AAFC."

Contacted by Technical Director, Inclusion Coach and former Adelaide United player, Marcos Flores, Chris was asked to come onboard at AAFC as the Inclusion Coordinator, transitioning into Inclusion Director and Club Committee member soon after.

As Director of Inclusion, Chris is working to build pathways for people with disabilities to get into football that may not be available at other clubs or mainstream programs. "I call it disability and limitations – it's not just people with a disability, it can also be people with social issues or maybe mainstream soccer just isn't for you, we're here for everyone."

Experiencing firsthand the tailored support and values promoted by Maxima, Chris knew Maxima would be the perfect fit to sponsor Adelaide Atletico's Inclusion Academy. "We're blessed to be partnered with Maxima, when I was looking for sponsors, I was excited to reach out to Maxima. We want sponsors who empower our mission – we don't say fund our mission, we say empower. We are clear on the values we want in our sponsors."

Maxima is incredibly proud to sponsor Chris and the AAFC Inclusion Team - *LET'S GO ATLETICO!!!*



# 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. We look forward to delivering a diverse mix of programs and services across our National footprint.**

## Employment Preparation Activity (EPA), Employability Skills Training (EST) & Career Transition Assistance (CTA)

**Maxima continued 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 across the 2021/2022 financial year. We also continued to deliver Employment Preparation Activity under the New Employment Services Trial (NEST) in Adelaide South throughout this period. Referrals to both EST and EPA were impacted during Covid and in response to the new employment services model trial. Both programs concluded on 30 June 2022.**

Given the overhaul of mainstream employment services following the New Employment Services Trial over the past couple of years, in late 2021, Maxima tendered for ongoing work in the new mainstream employment services space, now known as Workforce Australia Services from July 1 2022. This change represents the biggest shift in employment services since the privatisation of employment services in 1998 when the CES was replaced by the Job Network, there was significant disruption to the sector following the release of tender outcomes.

### Highlights

Maxima was awarded contracts for a new model of Employability Skills Training (EST) in 11 sites, across 5 employment regions in 4 states (SA, WA, VIC and NSW) and in addition also won new contracts to deliver Career Transition Assistance (CTA) in 11 different sites, across 4 employment regions in 4 states (SA, WA, VIC and QLD).

Maxima is excited to be able to deliver these services and to expand our footprint in Perth North, into Sydney Greater West and into the Wide Bay and Sunshine Coast Employment Regions.

### Employability Skills Training (EST)

Helps eligible participants (aged 15+) become job ready by providing intensive pre-employment training. Participants get practical support to develop both job search and workplace skills.

**Training Block 1** helps participants to develop job search and workplace skills such as finding job opportunities; writing resumes; job applications and preparing for job interviews; communication skills and working in teams; problem solving.

**Training Block 2** helps participants understand different industries in the local labour market. Participants will; explore and understand industries of interest; investigate career options in different industries; learn industry-specific skills; improve job search, job application and interview skills to target industries of interest.

### Career Transition Assistance (CTA)

Helps mature-age people, aged 45 years and over, to build their confidence and skills to become more competitive in the local labour market assisting participants to get ready for work by identifying existing skills and how they could transfer to a new job; targeting job search; tailoring job applications.

It can also help to build your confidence with engaging in a digital world including: applying for jobs online; using smartphones, tablets and Apps; utilising social media; navigating desktop computers.

Maxima is excited to be able to deliver these services and to expand our footprint in Perth North, into Sydney Greater West and into the Wide Bay and Sunshine Coast Employment Regions.



**We currently support a range of vulnerable individuals experiencing a broad range of barriers to employment including 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.**

## Jobs Victoria Mentors

**Maxima continues to deliver the innovative Victorian Government funded, Department of Jobs, Precincts and Regions, Jobs Victoria Employment Services contract, now referred to as the Jobs Victoria Mentors program.**

In July 2022, we entered the second year of Core Services delivery from seven Maxima sites across Southern Metropolitan Melbourne and Gippsland. With recent eligibility changes, Maxima now offers personalised employment support to all people living in Victoria with working rights who are either long-term unemployed (over six months), or at risk of long-term unemployment due to employment barriers, and who lack adequate support through other services including Commonwealth Government employment services. This includes international students, temporary skilled or family migrants, and people on working holiday visas, as well as young people undertaking post-secondary studies seeking employment.

### Highlights

We currently support a range of vulnerable individuals experiencing a broad range of barriers to employment including 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. Our Dandenong site, has the largest caseload within this program, predominantly comprising members of the local Afghan community.

Over the first 12 months of this contract, we have established a range of partnerships and collaborative working relationships with various local support services and community organisations in support of program participants. We have also generated some impressive employer networks resulting in exciting job opportunities for program participants, including a number offering multiple and ongoing job vacancies which have been adjusted in line with the participants capacity and availability.

Pleasingly, Maxima is on track with key program KPI's including having achieved or exceeded Registration and 26-week Outcome KPI's at 31/05/2022 key program Milestone.



**This program was developed internally in response to identifying an opportunity to support Maxima Customers who face significant barriers or disadvantage.**

## Road2Work – Driving School Initiative

**Maxima's Road2Work Driving School Initiative kicked off via a pilot program in late 2021. The first phase saw a pilot commenced in regional South Australia (Port Pirie), followed by a further roll out across metropolitan SA and into WA and Tasmania. Additional sites and regions will be added across our footprint in Tasmania, Queensland and Victoria in coming months.**

### **What is Road2Work?**

The Road2Work program supports existing Maxima Customers who hold their Learner's Permit to build up the required logbook hours and develop driving confidence enabling them to apply for their Probationary Licence.

This program was developed internally in response to Identifying an opportunity to support Maxima Customers who face significant barriers or disadvantage (economic, social, other) to gain their driver's license by gaining experience driving and completing their logbook hours. Road2Work is wholly funded by Maxima, with Maxima supplying the cars, fuel and program coordination, as well as undertaking the recruitment, required checks, onboarding and induction of Road2Work Volunteers who fulfil the critical role of Volunteer Driving Supervisor.

### **Highlights**

In June 2022, Maxima also partnered with the RAA and the federally funded Keys2Drive initiative providing lessons with a Keys2Drive Professional Driving Instructor for Maxima Customers and intensive train the trainer sessions in the Keys2Drive philosophy and approach for our dedicated Volunteers.

Road2Work 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, including through increased participation in their local community and ultimately through employment.

## Maxima's newest services already changing lives

**If you ask Dorothy Ross, Maxima's new Workforce Australia services Career Transition Advice (CTA) and Employability Skills Training (EST), offer information and insight that you can't get anywhere else.**

"Talking through and looking at where I'm going wrong - resume writing, cover letters, talking about how to present yourself better during an interview than what I have been. You don't sit around with friends and discuss these things."

The first successful Customer out of Maxima's Subiaco site for the new Workforce Australia services, Dorothy, working with Employability Skills Trainer Marion, was able to secure a new position for herself in less than a month in her desired field.

Describing Dorothy as one of a kind, Marion said her attendance was immaculate and she came with an open mind for whatever was instore.

"I am ultra-proud of her," Marion said. "She is highly skilled, has a meticulous and impeccable mind - wanting to get things 'right'. She was so tenacious and did everything, just a dream to work with."

"We left no stone unturned, and Dorothy blitzed the first interview. As a result, she was invited to a second interview with the Head of Program and I coached her for that interview."

"Once she received an email advising her of her successful application, we concentrated on completing copious amount of paperwork she received from her new employer - and exited her from the course early."

Self-described as needing a confidence boost before re-entering the workforce, Dorothy said the level of positive support she had received was overwhelming and the (EST) course, even for someone as experienced as her, was beneficial.

"Marion, she is enthusiastic about confidence building," Dorothy said. "When you're not used to someone singing your praises, it takes getting used to. It definitely made me feel much better."



# 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.**

## 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 ongoing impact of COVID-19 on the labour market, the National Panel of Assessors program saw a consistent increase in referral numbers over the year. Through Maxima's team of 9 Assessors, at time of writing we have achieved an approximately 25% increase over the same period last year in terms of assessments submitted (191 YTD vs 153 prior year). In addition, in FY 21/22 the NPA program exceeded budget for revenue by approximately 11% and was ahead of budget for surplus contribution.

## 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

The JPS program has been impacted by a reduction in referral numbers due to Covid-19, as more workers across South Australia have remained home over the last 12 months leading to an associated reduction in workplace injuries. Nevertheless, from 1 January 2022 the JPS Team lead by Business Manager – Kati Ritchie have commenced 54 workers into the JPS program resulting in 66 employment placements.

Financial targets were exceeded for FY 21/22 with a 22% better than budgeted surplus outcome. This result is all the more impressive given the reality of reduced referral numbers. Close relationships with both RTWSA Claims Agencies continue to be maintained, with approximately equal numbers of injured workers referred by each. JPS Job Placement Specialists continue to make a genuine difference to the individuals they support through the provision of tailored and responsive 1:1 support.

## NDIS Support Services

Maxima is registered to provide **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

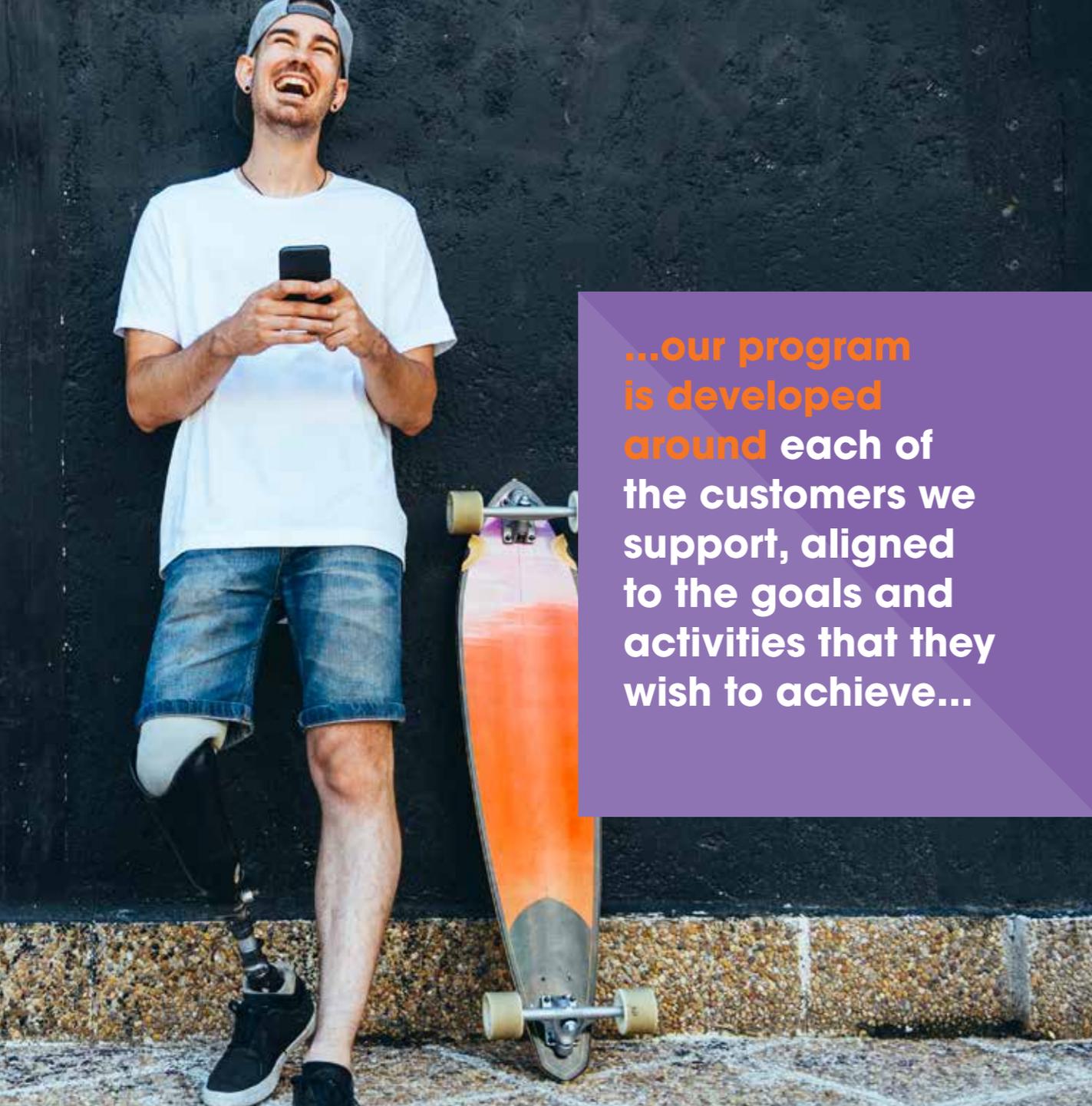
The number of dedicated NDIS Employment Consultants in our service delivery areas has seen significant growth having doubled in recent months. Our consultants provide a customer centric service and work closely with families, care providers, other support providers as well as connect with local community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



...our program is developed around each of the customers we support, aligned to the goals and activities that they wish to achieve...

## School Leaver Employment Supports (SLES) & Finding and Keeping a Job (FAKAJ)

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

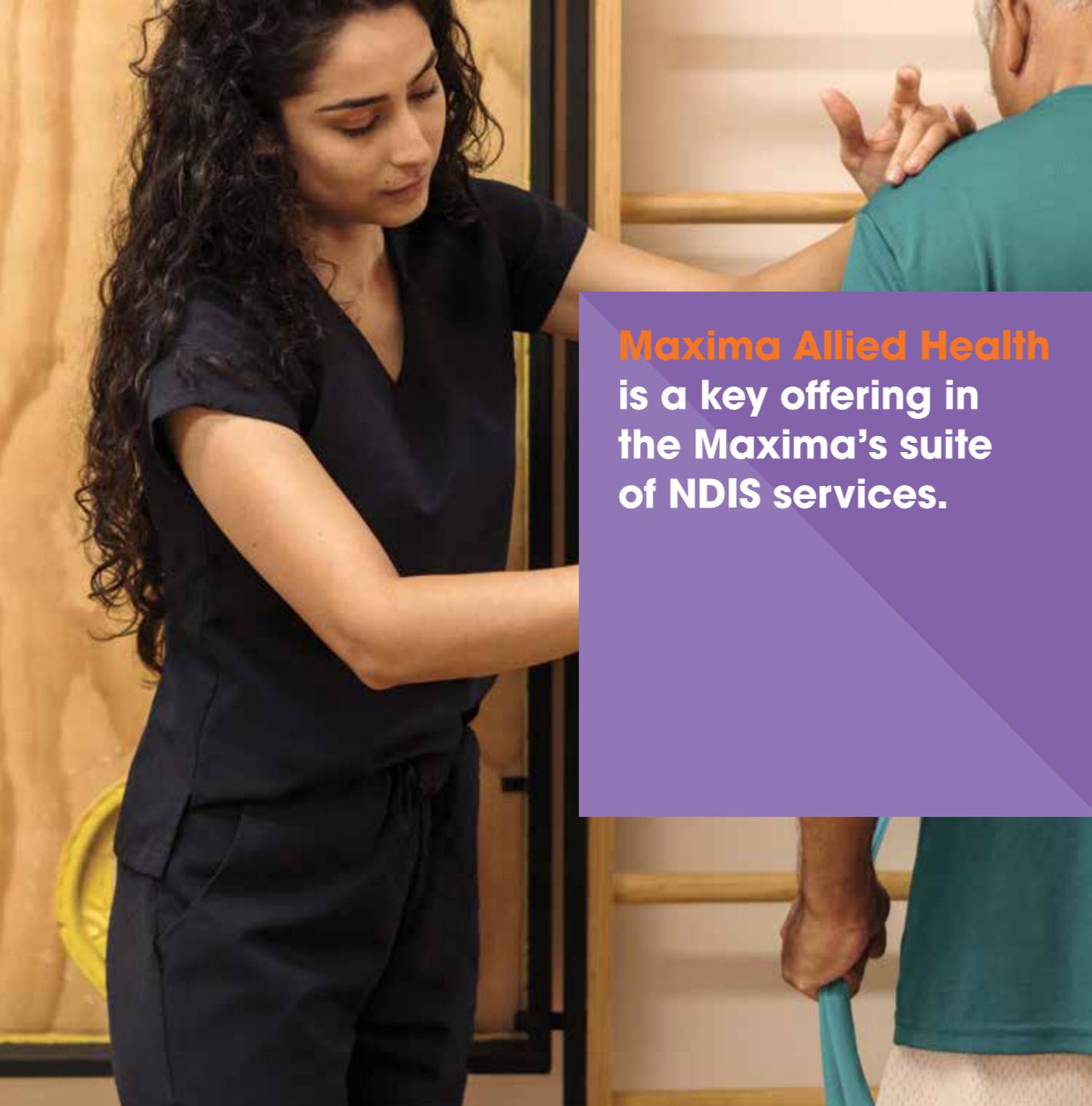
Our program has been delivered in South Australia, Western Australia, Tasmania, Queensland and with the extension of our services since May 2022 we have been able to offer our program in Victoria, Gippsland and Latrobe Valley regions, NSW (Penrith & Parramatta) and Cairns.

### Highlights

Expanding our program into country Victoria has allowed us to provide SLES services to school leavers that in the past have not had an opportunity to engage with a provider for this program. This is a similar situation in Cairns where the popularity of the program has seen our participation rate increase over the last 12 months. As our program is developed around each of the customers we support, aligned to the goals and activities that they wish to achieve, we have seen many of our customers obtain employment or traineeships in mainstream employment.

Our Finding and Keeping a Job (FAKAJ) program is designed to build the capacity of our customers to employment pathways and then continuation of supports while in the workplace if the customers requires our on going support. We also provide our FAKAJ customers with the ability to also be supported in a dual service arrangement with DES supports which allows for greater opportunities for networking with employers, work trials, industry awareness around the career options that our customers are wanting to explore.

The biggest highlights for both our SLES and FAKAJ programs have been the amazing good news stories and life changing moments that our customers have shared with us on a regular basis.



**Maxima Allied Health**  
is a key offering in  
the Maxima's suite  
of NDIS services.

## Allied Health

**Maxima Allied Health is a key offering in the Maxima's suite of NDIS 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 and DSS National Panel of Assessors programs.

### Highlights

Key appointments were made in the final quarter of 2021, including Ms Bella Terreri to the role of Allied Health - Business Manager. Business planning in relation to start-up requirements was completed and operating protocols were in place by June 2022.

Our first round of Allied Health recruitment resulted in the establishment of a team of 3 Physiotherapists and 1 Occupational Therapist, all based in SA.

A key milestone was the delivery of services to Maxima's first Allied Health customer in June 2022, well ahead of schedule.

Since then, Maxima has commenced service delivery with staff 'on the ground' in WA & NSW. Telehealth services are being delivered in Qld & Tasmania, along with in person support for customers in regional SA.

Plans are in place to commence services in Victoria, with the intention of building our Allied Health Team to 11 therapists by July 2023. Maxima will expand its range of services to include Developmental Education and Psychosocial Behavioural Support.

## Sam gains new life skills with NDIS

**For Sam Rohde, going to work is about improving his community in any way he can.**

A Customer of Maxima’s NDIS School Leavers Employment Support (SLES) services, Sam is active around the Port Pirie area volunteering at Port Pirie Community Centre as part of Uniting Country SA and undertaking work experience with Port Pirie Regional Council as a member of the Greening and Recreational Team.

Beginning with Maxima in 2020 in the SLES program while completing his studies at John Pirie Secondary School, Sam undertook Employment Skills and Workplace Behaviour training - in preparation for his new roles.

As part of the Greening and Recreational Team Sam was tasked with the conservation of Memorial Park in the Rose Garden, giving him practical hands-on experience working outside.

Unfortunately, due to COVID-19 Sam’s time with the council was put on hold at the end of last year, but with the help of his consultant Vanessa, in no time at all Sam was up and going again, this time with Uniting Country SA as part of their Tasty Tucker program.

Assisting with food preparations and customer service, Sam is gaining practical work-related skills while working in an employment environment – and having an amazing time doing it!

Community Liaison Officer for Port Pirie Community Centre, Annabel Buchanan, said Sam had fit in perfectly and always brought joy to volunteers and customers. “Sam has been fantastic, and the volunteers have loved having him in the kitchen. He has been great to have – he is always engaging and talking with customers when they come to get their food,” Annabel said.

Now also back at Port Pirie Regional Council following the COVID-19 hiatus, Sam continues to take on every task with a smile and an eagerness to learn what he can from both workplaces.

It has been a long journey for Sam after leaving high school feeling lost and uncertain about his future, Maxima has helped him understand what it takes to work and where he wants to go. “First, I want to complete work experience with the Council and learn everything I can,” Sam said.

“I would like to seek paid employment, part-time in Gardening and Horticulture and continue volunteering at Port Pirie Community Centre.”

“Maxima has helped me become more independent getting out into the community, broadened my knowledge through community involvement and made me feel more confident and valued.”



# 6369

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

# 2543

Disability Employment Services customers placed into employment

# 1801

new people placed into employment through our Recruitment Services

# 673,181

hours worked

# 197

Indigenous Traineeships as at 30th June 2022

# 30%

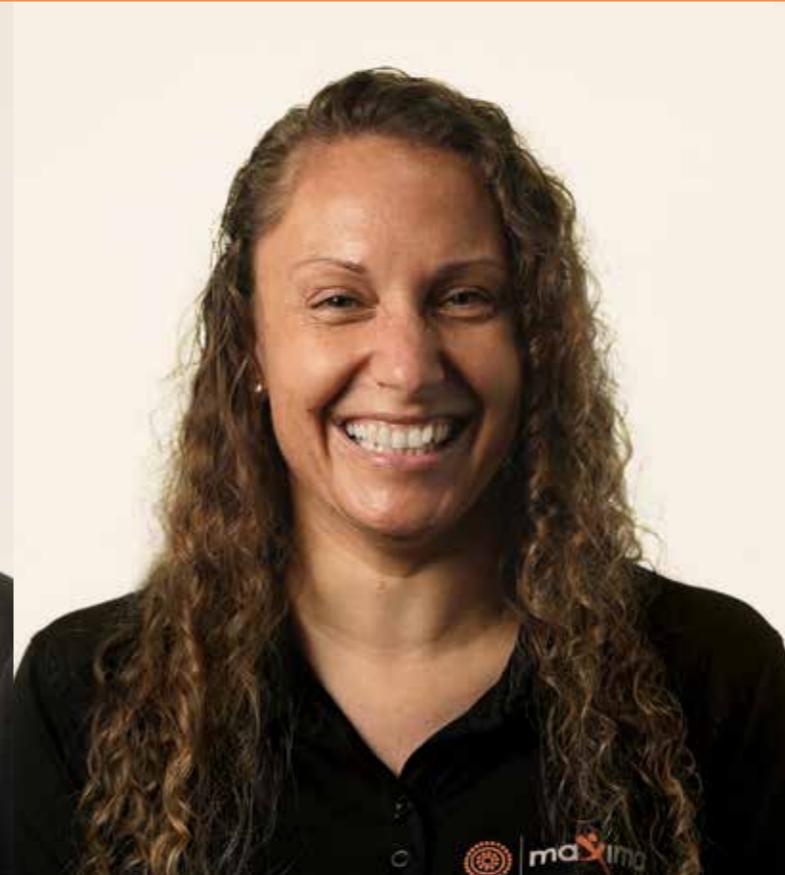
of Maxima trainees are Indigenous and are located in every state and territory in Australia

# 638

Apprentices and Trainees employed as at 30th June 2022

# 13%

of Maxima trainees living with disability



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

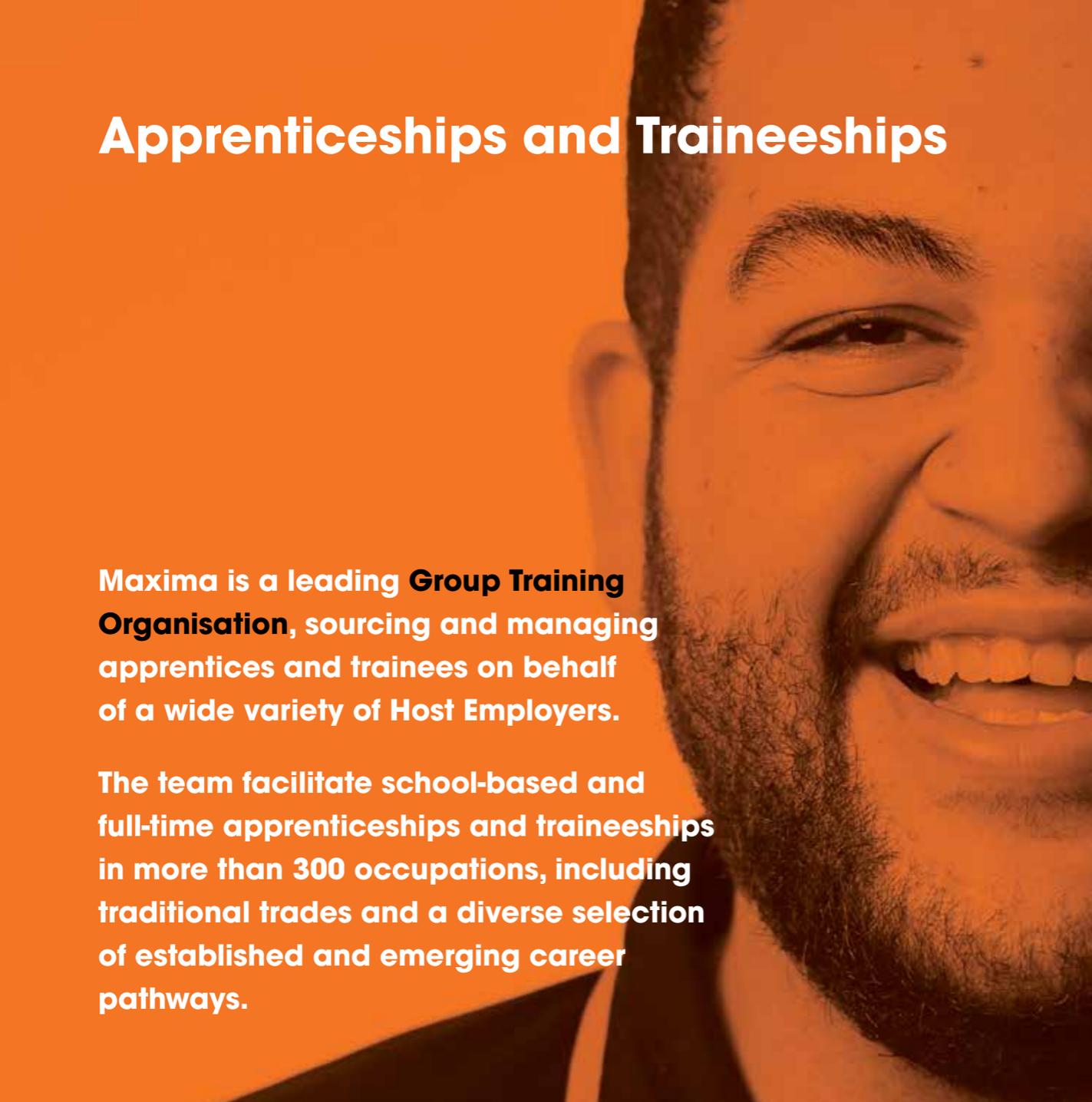
**We support employers to provide meaningful opportunities to people from diverse backgrounds, delivering mutually beneficial outcomes to employers and job seekers alike.**

**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.**

# Recruitment Services



# 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

The 2021/22 financial year was a time of significant change in the landscape of apprenticeships and traineeships in Australia. Perhaps most notably, the Commonwealth delivered and then further extended its 'Boosting Apprenticeship Commencements' initiative, offering an unprecedented 50% subsidy to employers on the wages paid to almost every apprentice and trainee employed in Australia. Boosting Apprenticeship Commencements recognised the Government's commitment to ensuring young Australians weren't left behind as a result of the pandemic, however the strong support for apprenticeships and traineeships was a new high point in the Commonwealth recognising the benefits of this form of employment.

For Maxima, Boosting Apprenticeship Commencements presented both opportunities and challenges. Clearly the program created significant additional demand, however there was a need to ensure that employers new to apprenticeships and traineeships understood and properly resourced their obligations around training, with a small number of employers simply motivated by the wage subsidy and not genuinely committed to skills acquisition. Aside from that, labour market conditions constrained our ability to secure potential trainees and apprentices fast enough to meet employer demand.

During 2021/22 Maxima launched its new Maxima Inclusive Traineeship and Apprenticeship Program which aims to support the employment of people with disability into employment. This important initiative aims to assist employers to provide genuine career development opportunities to a segment of Australian society that remains staggeringly underrepresented in employment.

In addition, Maxima gained inroads into new industry sectors, including aged care and dentistry – both sectors with significant unmet demand for skilled workers that are an ideal fit for traineeships as a pathway. With a view to ongoing innovation, Maxima also explored opportunities to support niche industries as diverse as land conservation and microbrewing.

Behind the scenes Maxima's apprenticeships and traineeships teams have undertaken a significant body of work to upgrade the ICT systems that support the business to operate, with a significant focus on modernising systems to improve both efficiency and customer satisfaction.

## School-Based Apprenticeship, a green thumbs up

**Maxima Horticulture apprentice with the City of Tea Tree Gully, Elise McLean could not imagine her life behind a desk. “I can’t think of anything worse, how can you be upset working outside?”**

Beginning her apprenticeship under Maxima’s Flexible School-Based Apprenticeship Program at age 17, Elise knew her move into a “full adult work environment” while still maintaining touch with her high school commitments, was the right move for her. The program is a collaborative effort between Maxima, The Department for Education and Local Government, aiming to lift the profile of School-Based Apprenticeships.

As part of the program structure, over each fortnight, Elise attended work at the City of Tea Tree Gully for seven days, trade school for two days – with trade school units equating to SACE credits – and received a single Rostered Day Off, during which she would attend high school to stay connected and complete required classes to gain relevant SACE credits.

It was this path with less emphasis on the high school environment that appealed to Elise and her preference for a non-classroom-based learning style. “I wanted to leave school, which is why I started this, but with the School-Based Apprenticeship I finished school pretty quickly. There are heaps more girls here now which is cool, considering it’s a male-dominated industry.”

Maxima Apprenticeship & Traineeship Consultant and Team Leader for Trades Sarah Tinkham said the program is an incredible opportunity to set

participants apart from their peers in a paid role. “Students who know what they want to do are able to get a head start on their career and are still eligible to graduate with their classmates.”

Now at age 21, having completed her apprenticeship and secured a full-time role with the City of Tea Tree Gully in the Parks and Gardens Horticulture crew, Elise admits the start of the transition was not totally smooth sailing.

“The first month [of the apprenticeship] I was really stressed; I had never worked in a full-time environment before.” But with supportive networks around her including Maxima and the City of Tea Tree Gully, Elise is loving where she is. “Sarah came to trade school a couple of times just to check in, we’ve had constant catch-ups at the depot as well and she helped get us uniforms at the start – if we never need anything, she is all over it, I could not recommend her enough!”

“I love everything about this job – everyone has been really accommodating.” Horticulture Team Leader at the City of Tea Tree Gully Simon Keller said Elise has slotted in seamlessly with the team and had grown professionally and personally during her four years with the city. “She was extremely shy. But she’s done well with every team she went to, and she always received great feedback.”





**We continue to deliver MITAP to assist people living with barriers to access high quality traineeship opportunities.**

## **Maxima Inclusive Traineeship & Apprenticeship Program (MITAP)**

**Maxima's Inclusive Traineeship and Apprenticeship Program launched early February, 2022. Maxima continues to deliver the program to assist people living with barriers to access high quality traineeship opportunities.**

This program aligns with Maxima's core vision of supporting meaningful employment outcomes for those with barriers to work. As a leading national, not-for-profit DES provider, Maxima goes the extra mile, offering specialist assistance to anyone with a disability, injury or health condition, including a mental illness, to prepare them both physically and mentally for work and to help them maintain their employment for life.

### **Highlights**

Since the program's inception we have worked with and placed over 90 individuals living with a disability, into an Apprenticeship or Traineeship working Nationally with a broad range of host employers across a diverse range of industries.

The MITAP team have generated some impressive partnerships with leading employers such as Lendlease, Compass (WA and SA) and Detmold who have indicated their keen interest in expanding their workforce diversity.

A direct result of an urgent need for more traineeships within Hospitality, Food Service and Commercial Cookery an internal taskforce has been formed across GTO/DES/NDIS to address shortages.

## Maxima's Inclusive Traineeship & Apprenticeship Program (MITAP)

**Maxima Customer Eliza is now in the right fit following support from the MITAP team who helped her find a workplace better suited to her needs.**

With a history of anxiety, and depression and recently diagnosed with autism, Eliza faced difficulties with her previous role due to personal circumstances and came to Maxima in search of a more progressive environment.

Originally a Customer of DES, Eliza soon started to receive support from MITAP, with both teams working closely together to provide interview tips, and coaching and to arrange interviews.

Worried about how she would adapt to full-time work, Eliza worked with the MITAP team on interview skills and preparing herself for work.

"I was worried how well I'd adjust to full-time work, but everyone has been so supportive, and I have a wonderful manager."

In preparation for the interview, the team worked with the new Host Employer to educate them on Eliza's situation.

The MITAP team was also able to work with the Host Employer to apply for Boost (formerly Boosting Apprenticeship Commencements) Funding, without which they may not have been able to host Eliza. Eliza commenced her traineeship on June 30th officially the first trainee through the MITAP program.

Now settled into her new workplace, Eliza's skills and abilities have grown beyond her expectations.

"I've really enjoyed how much I've been learning every day; this workplace provides such a good environment for that."

"My biggest success would be how much I've learned and grown concerning phone calls. This is something I never thought I could ever do, but now I'm making and taking calls every day!"

"I'm just so thankful for this opportunity. I'm really feeling motivated to get the most out of this."

**With a history of anxiety, and depression and recently diagnosed with autism, Eliza faced difficulties with her previous role due to personal circumstances and came to Maxima in search of a more progressive environment.**

# 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 experienced another record year off the back of significant market demand and numerous successful tenders with especially strong performance in the Local Government sector.

A post-pandemic market has resulted in a deficit of candidate talent resulting in increased demand for services and retention of key existing contracts. South Australia remains strong whilst Queensland also experienced growth. The division placed a record 1801 candidates into temporary roles over the period.

Following the FY21 strategic growth review, Maxima expanded its Temporary and Permanent Recruitment services into Perth, WA and has since secured contracts with key clients including Fremantle Ports.

The coming year will see a focus on stabilising growth in WA and positioning Maxima as a key provider of Temporary and Permanent Recruitment services in the market. We will also be focusing on growing Queensland's portfolio through new tender acquisitions supported by a more efficient team structure.

The division is well placed to see another successful year through maximising current contracts as well as through new tender acquisitions.

Another key achievement was the external recognition, being named a finalist in the Recruitment Consulting & Staffing Association (RCSA) National Awards for Excellence in Safety.

In order to support this outstanding growth we are investing heavily in technology working to secure a market-leading Customer Relationship Management & Applicant Tracking System. This project will support greater efficiencies across the whole client and candidate life cycle. One of the most exciting aspects is around automation. Recruiting automation enables us to streamline repetitive workflows, processes, and communication throughout the entire recruiting cycle to ultimately improve bottom-line and top-line growth. This is a really exciting project that will deliver efficiencies and take our recruitment practice to a significantly higher level of sophistication.

## 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.”



# Indigenous Employment Programs

**Maxima's Indigenous Employment Programs (IEP) provide 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 2022 fiscal year saw the beginnings of a post-pandemic recovery for the Indigenous Employment Programs (IEP). After two challenging years for our team, trainees, and host employers alike, schools returned students to class, jobseekers began engaging with their supports face-to-face, and the employer appetite for new staff returned to almost pre-pandemic levels. This was aided by Commonwealth and some State Governments by extending schemes designed to incentivise employers to take on new trainees and apprentices, but also saw the employment levels shrink to an all-time low due to record low unemployment rates. This presented a fresh challenge to all employers, including GTO's, as there were now more job vacancies than there was available talent. The IEP team weren't exempt from this fresh challenge, and it became a theme for the 2022 year.

From challenges arose opportunities. While loyal host employers such as Westpac strengthened the relationship, growing their school-based and full-tie traineeship programs to levels far larger than before COVID, others turned their attention to other employment models to attract and retain First Nations talent. A growing trend of employers seeking non-GTO support such as direct indenture traineeships, mentoring services, temporary and permanent recruitment arose. Direct indenture traineeships saw the return of Bupa to the list of corporate host employers with further promise of resuming their traineeship programs as well. The direct indenture opportunities in the boom industry of aged care, a deviation from the standard retail, admin and customer service opportunities that have been mainstays for the IEP's corporate host employers. Qantas also

re-engaged the IEP to resume their school-based traineeship programs on a small scale.

Perhaps the most exciting new program the IEP were able to add to the existing service offering, was the establishment of a Cadetship program. For a number of years, the IEP have been gathering information to build a service offering targeting First Nations TAFE and university students, as an extension of the existing traineeship programs. The groundwork had been laid and all that was needed was an opportunity to establish the program with a host employer, which thankfully Westpac offered, and IEP accepted with both hands. We look forward to strengthening the Westpac relationship through adding cadetships to our partnership, and also offering this service to other host employers in future.

Despite the various challenges, there were a number of shining lights throughout the year. The IEP team commenced over 200 First Nations trainees and apprentices, and successfully completed over 100 in that time as well. A real highlight was the return of the South Australian GT and IEP graduation ceremony for the first time in a couple of years where trainees, their families and host employers were finally able to share in their achievements. Our annual IEP graduation ceremony in Perth, while continuing during COVID, was able to return to full capacity and ensure senior leaders from Hindmarsh HQ were able to attend. Always great occasions to remind ourselves of the impact the work we do in the First Nations community has and share in the joy the achievements bring to graduates, their families, and their host employers who supported them in their respective workplaces.

## Dillon wastes no time converting traineeship into career

**Meet one of Maxima's star NSW Indigenous Employment Program trainees - Dillon Bell.**

Coming to Maxima after missing out on an online job opportunity, Dillon completed his Certificate III in Business Administration through Maxima with Orange Aboriginal Medical Service (OAMS).

During his time, Dillon showed such commitment and enthusiasm for his role, he was immediately offered a position as an Executive Assistant following the conclusion of his traineeship in April 2022.

For his part, Dillon said enjoying the work and having amazing support from both OAMS and Maxima had made his transition into the role much easier. "I honestly love everything about my role and workplace. Working at OAMS is more than just working here. Being a part of the team is like being a part of a big, respectful family. Since the day I started I have been so much happier in all aspects of life. I really cannot stress enough how lovely and kind everyone is at OAMS," Dillon said.

And with his Maxima Consultant Garry based in Sydney – a nearly four-hour drive away from Orange – Dillon knew the level of commitment and support Garry consistently showed was

nothing short of phenomenal. "Garry from the get-go has been the best. He is super-efficient, if it wasn't for him, I would not have been successful in my traineeship."

"Mate, you have been there for me since the start and have guided me on this journey."

As part of his traineeship, Dillon was exposed to all aspects of the business and earned a nomination to Chair an internal OAMS committee, a responsibility not lost on him.

"If I had to choose, my biggest success would be being nominated to the Chair of the Cultural Advisory Committee within OAMS. This was pretty special for me seeing as I had only been at OAMS for eight months."

Now preparing to take on his biggest challenge yet, Dillon is ready for his employment journey to continue, and we can't wait to watch him succeed!





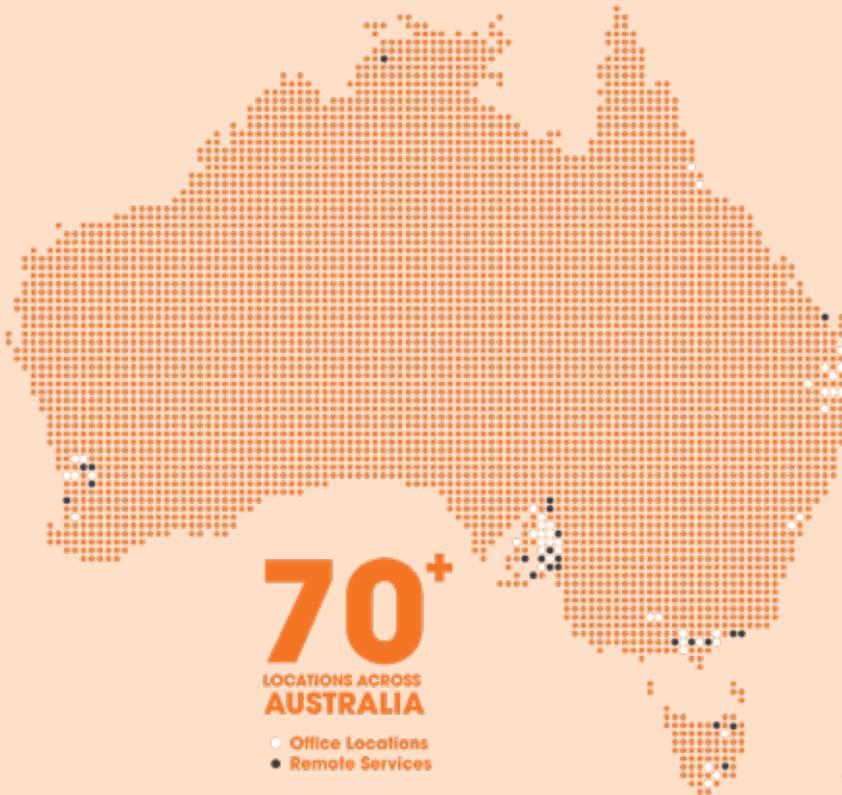
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Maxima acknowledges the traditional owners and custodians of this country. Through our actions we will respect cultural heritage and recognise their connection to lands, waters and community. We pay respect to Australia's First Nations Peoples and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