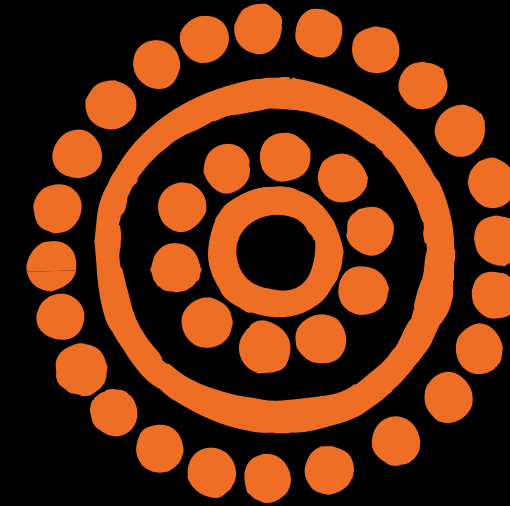




A N N U A L
R E P O R T
22 / 23





"Our Journey", Artist: Mel Agius

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

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Over 450 employees nationally.
Over 70 locations across Australia.



Our Purpose

Every day, Maxima works towards a better Australia by helping people. We do this by facilitating their economic participation, community engagement and social inclusion.

Our Values

INTEGRITY
RESPECT
COLLABORATION
COMPASSION
ACCOUNTABILITY
PROFESSIONALISM

2022 / 23 Strategic Pillars

Leadership & Governance

Contemporary and progressive governance and leadership

Maxima’s Board illustrates governance best practice

Maxima’s Executive Team embodies the culture to which all teams aspire

The Board & Executive collaboratively develop strategic directions and initiatives

Staff

Staff are highly regarded and respected as the organisation’s 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

Performance & Innovation

Performance focus drives innovation and outcomes for stakeholders

Specialised Employment Services

Work Health Services

Group Training

Labour Hire

Indigenous Programs

NDIS Services

Vocational Services

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 drives service delivery



Chairperson's Message

On behalf of the Board of Maxima Training Group (Aust) Ltd, I am pleased to present the Maxima Training Group's Annual Report for the financial year 2022/2023.

Like recent years, the financial year 2022/23 has not been without its challenges - internationally, nationally and locally. The geopolitical upheaval and economic volatility which marked the FY 21/22 remain features on the landscape. While the severity of the Covid-19 pandemic seems to have subsided, reports of new variants continue to emerge. Given the recent and monumental disruption wrought by the pandemic, it is difficult not to be unsettled by these reports.

Climate change continues to ravage the planet and the pointless, destructive conflict in the Ukraine continues, to the anguish of the Ukrainian people and the detriment of the international order. This war continues to have a significant effect on mobility of people and goods in the European Union and beyond. The resulting inflation and a massive energy shock has had a deleterious effect on economic growth. At the time of writing, the recent spike in oil prices, due to OPEC winding back production and the softening of the Australian dollar, is exacerbating the economic headwinds.

Despite an anticipated net migration to Australia of more than 300,000 people in 2023, the unemployment rate is still relatively low and candidate pools remain shallow. This presents very significant difficulties to organisations such as Maxima which rely on placing employees for revenue.

Nonetheless, the scope and complexity of Maxima's service offerings continue to broaden as the Board seeks to minimise the risk associated with having all our major revenue sources confined to one or two government contract areas.

As such, Maxima continues to engage with all three tiers of government as well as the private sector. Our annual revenue was approximately \$100 million and, in spite of the difficulty of securing staff, we employ over 450 people who deliver a broad range of employment and related support services from more than 70 locations in South Australia, Western Australia, and far north Queensland, Victoria, New South Wales and Tasmania.

2023 marked the conclusion of our five year Strategic Plan so we have commenced drafting a Strategic Plan for the next five years. Concurrently, we have embarked on a Productivity Optimisation Program to further strengthen the sustainability of the group. This work, while still underway, is reaping benefits in the context of cost control, a more appropriate human resources function and heightened accountability across the organisation.

Like many other organisations in our sector, the challenges facing Maxima are not insignificant. However, our strong balance sheet, careful planning, robust cost-control and realistic approach to the current environment give us the confidence to continue to invest in our business and, of course, our people who are the cornerstone of everything we do.

It is projected that our organisation aims to return to an operating surplus by the end of this 2023/24 financial year.

Leadership

Earlier this year, Maxima farewelled David Cockram, our highly regarded CEO who served Maxima with distinction for almost 12 years. David leaves Maxima with a strong balance sheet and a national reputation for professionalism and high ethical standards. After a rigorous, national search convened by Hender Consulting which attracted many high-calibre candidates from all around the country, I am delighted to report that the Board appointed one of its own, Pippa Webb, as the incoming CEO. David and Pippa worked together on a three month handover, with Pippa assuming the role on the 3rd of April 2023.

Business Operations

As part of our Productivity Optimisation Program, all Maxima's program delivery business units have been consolidated under one Executive Manager. Along with the move towards establishing a single organisational 'point of entry', this consolidation will drive a 'One Maxima' ethos of collaboration and cooperation right across the organisation.

Disability Employment Services

We were pleased that the Federal Government extended the Disability Employment Services (DES) contracts beyond June 2023 to June 2025. Prior to being informed of this, it was a difficult time for our staff and we thank them for their patience. We are now positioning ourselves for success in the upcoming tender.

The Department of Social Services has provided feedback to our organisation indicating that customer caseload is being managed well. Notwithstanding, Maxima's objective, as always, is to secure more initial placements and continuously improve our service delivery.

Maxima's DES service is about ensuring that our clients remain employed for the longer term. The Department is pleased to note the efficacy of our ongoing support programs in this regard.

The policy environment in our sector continues to shift as the Albanese Labor Government looks to re-imagine the employment and training landscape. These policy changes, both current and anticipated, require that Maxima remains focused on agility, innovation and the fine-tuning of our organisational strategies.

Group Training, Tempskill, Trainees and Apprenticeships

Maxima's Group Training and Tempskill divisions continue to respond to heightened demand for labour-hire staff and trainees. 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.

As reported last financial year, Maxima successfully tendered for contracts to deliver the Commonwealth Government's Workforce Australia Career Transition Assistance (CTA) program in South Australia, Western Australia, Victoria and Queensland. Unfortunately, a dire lack of referrals resulted in a financial burden to our organisation. However, in good faith, Maxima continued to deliver the program while absorbing losses. I am happy to report that, recently, referrals have increased significantly. Nonetheless, along with other organisations in our sector, Maxima suffered financial losses. Recently, the sector's peak body wrote to the Department of Social Services requesting it consider compensation, especially in the context of the other challenges at this turbulent time.

New Contracts

A particularly exciting opportunity for Maxima is the Victorian Government contract to transition workers from the coal industry to careers in the renewable energy sector. This is a new area for Maxima but we are confident of our capacity to deliver based on our strong customer-centric focus, our service ethic and our enviable track record in quality and compliance.

Maxima performed exceptionally well in our Jobs Victoria Mentors contract across Gippsland and Southern Metro Melbourne over the last year, surpassing all contract milestones. As a result, in March 2023, Maxima was one of a select number of providers awarded a contract extension in the first round.

Maxima's recent tender for ongoing work under the Jobs Victoria Mentors contract was also successful and we will now deliver these services through until March 2025. The delivery of these mentoring, training and 'wrap-around' supports will ensure, as far as possible, that our employment placements are sustained beyond 12 months.

NDIS

2022/23 has seen Maxima continue to develop and deliver complementary NDIS services. While our entry into the NDIS space has not been without its challenges, we are confident that we shall emerge from this phase with an impressive national capacity extending well beyond Maxima's traditional portfolio of apprenticeship, labour-hire and employment services.

Much has been learned from the Royal Commission and while Maxima is not engaged in the areas of highest risk such as personal care, there are significant compliance and quality obligations on which the Board and the Senior Management Team are focused. Maxima's expansion into

the Allied Health area has been welcomed by many of our clients who, until now found it very difficult to gain access to services including, but not limited to, Occupational Therapy.

IT and Cyber Threats and Risks

2022 was marked by large-scale and very public data breaches across Australia. Throughout the financial year 22-23, Maxima continued to invest in people and cyber security technology to protect our data, customer data, and to ensure the resilience of our business systems. We appointed a dedicated manager to focus on cyber risk & governance. Along with Maxima's Manager, Cyber & Infrastructure and our Chief Information Security Officer, our entire IT and cyber team are wholly focused on keeping the organisation safe from cyber threats, responding to incidents when they do occur and maintaining our ISO 27001 Certification and Right-Fit-For-Risk accreditation.

We recognise that this area is highly dynamic in the context of ongoing high-level cyber risks and threats. In the year ahead Maxima will continue to strengthen its cyber capabilities by continually enhancing security controls and by building a new 'secure-by-design' network to drive growth and innovation. These activities and investments will keep our business operations as secure as possible while we continue to deliver trusted services to our customers.

Marketing Communications and the Maxima Brand

As indicated last year, Maxima's move into the NDIS space demanded that we revisit the management of our brand portfolio. The appointment last year of South Australia's premier branding and advertising agency, KWPX, to work with us on this significant piece of work is paying dividends with the establishment of a clear, comprehensive brand architecture and an exciting creative proposition.

Our Marketing & Communications team continues to work closely with KWPX! to refine our brand architecture to encompass the full range of Maxima's products, with a strong focus on our employment and NDIS services. We look forward to rolling out our exciting marketing campaigns from mid-November 2023, underpinned by a clear communications framework and the creative proposition 'Reframe what's possible'. This work has been, of necessity, slow and painstaking but we are confident of, and excited by, the solutions we have arrived at with KWPX.

People and Culture

Understanding that the success of our business is critically dependent on our people and a positive organisational culture, Maxima has looked to reinforce the human resources function in the organisation. The Board has established a People and Culture subcommittee which will set the strategic direction and report back to the whole Board as part of our regular reporting regime.

We recognise that the Maxima culture, of which we are proud, does not necessarily 'cultivate' itself - particularly during and immediately after a period of rapid growth. Regular staff-wide communications and organisation-wide 'roadshows' have been instituted to reset and strengthen Maxima's positive and supportive culture.

The 'One Maxima' approach to service delivery has increased internal awareness of Maxima's suite of service offerings, fostering a sense of unity, alignment and a strong sense of common purpose.

Recruitment and marketing campaigns continue to highlight Maxima's culture as an important part

of the proposition to potential employees in a competitive market. Working groups are currently re-engineering the way Maxima attracts, engages and retains top talent.

During 2022/23, Maxima developed a leadership program to support the retention, growth and development of key staff and the next generation of leaders. This leadership program includes building opportunities for employees and encouraging them to work in different roles across our increasingly diverse portfolio environment.

We continue to focus on identifying skill gaps throughout the organisation and we are identifying and promoting new online HR and learning and development systems. These learning and development systems have enhanced our ability to create, organise and track learning profiles across the organisation.

RAP

Maxima's Innovate Reconciliation Action Plan (RAP) helps Maxima staff grow their knowledge of First Nations people. Maxima celebrated Reconciliation Week in all offices across the country with staff engaging in locally relevant activities and sharing local stories of the journey to Reconciliation. We are delighted that Sarah Booth, a proud Indigenous woman with connections to the Wambaya/Warramungu mob (northeast of Tenant Creek) and the Peramangk mob (Adelaide Hills) has taken on a leadership role in Maxima to help us embed cultural competencies across the entire organisation. These competencies will ensure that all Maxima staff are sensitive and appropriately responsive to our clients and the communities that we serve.

Governance

The program of Board renewal continues. Tracey Kerrigan, our long-standing legal advisor, will step down from the Board at the AGM in October 2023. She will be replaced by Sarah Bartholomeusz, also an accomplished legal practitioner with significant board experience. We are very grateful to Tracey for 19 years of dedicated service and astute legal advice as we navigated the occasionally treacherous shoals of our sector. We look forward to continuing to refresh the Board as we move forward.

Our particular industry sector, along with the rest of the business world, continues to steer between policy changes and economic hurdles. The stewardship of our organisation during these times, at both Board and Senior Executive level, continues to demand attention, dedication, energy and commitment.

The Board acknowledges the intelligence and thoughtful professionalism of the Senior Executive Team under the energetic, strategic leadership of our new CEO, Pippa Webb.

As always, the Board and the Senior Executive Team are proud of and grateful to all our hard-working Maxima staff across Australia for their belief, their commitment and their perseverance in a world of uncertainty and seemingly endless change.

I'm very grateful to my fellow directors - Kate Blizard, Rebecca Wessels, Tracey Kerrigan, Mark Carroll, Steve Tonkin and Tony Mitchell for their selfless support and wise counsel. Together we persevere in these exacting times in the firm belief that what we are doing is important - to our clients, to our staff and to Australia at large.

John Schumann AM
BA, DipEd (Flin), GAICD

**“TOGETHER WE
PERSEVERE IN THESE
EXACTING TIMES IN
THE FIRM BELIEF THAT
WHAT WE ARE DOING
IS IMPORTANT - TO OUR
CLIENTS, TO OUR STAFF
AND TO AUSTRALIA
AT LARGE.”**



John Schumann AM

Corporate Governance Statement

This Corporate Governance Statement outlines the Board's ongoing commitment to a best practice governance framework.

This reassures stakeholders that Maxima's Directors have a sound understanding of, and comply with, the financial, legal and prudential obligations of the Group.

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

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 2022/23 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 complies 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 accreditation.
- Working collaboratively with the Executive Management Team to ensure 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 committee's role, responsibilities, membership and processes. *The membership, role and responsibility of each committee is summarised below.*

Board Committee Membership as at 30 June 2023:

Risk and Compliance

Chair: Tracey Kerrigan; Rebecca Wessels

Finance and Audit

Chair: Stephen Tonkin; Tony Mitchell

Marketing and Communications

Chair: John Schumann; Mark Carroll

Nominations and Remuneration

Chair: Kate Blizard; John Schumann; Tony Mitchell

Diversity and Inclusion

Co-Chair: Rebecca Wessels; Co-Chair: Kate Blizard

Rebecca Wessels represents the Board on the RAP Working Party.

Risk Management

Maxima has established a sound risk management framework. And 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 Chairperson 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 2023 the 38th year of the organisation's remarkable journey. A journey that's seen a 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, Maxima has innovated and expanded its range of services. In 1991, it was established as a Labour Hire division to serve the Local Government sector. This division has since grown to provide temporary and permanent recruitment and labour hire services to government entities at all three levels, private sector businesses, and nonprofit organisations, extending its operations to 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 complementary 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 secured a national bid for Disability Employment Services (DES), encompassing Disability Management Support (DES DMS) and Employment Support Services (DES ESS). This contract significantly expanded Maxima's services across 60 locations in South Australia, Queensland, Western Australia, Tasmania, and Victoria. Maxima also provides services under the National Disability Insurance Scheme (NDIS) to support individuals with significant or permanent disabilities, as well as their families and caregivers.

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

complements Maxima's highly regarded Indigenous Employment Program (IEP), which currently supports approximately 200 First Nations trainees and apprentices. Maxima has been a prominent player in the national niche service sector since 2008 when it was appointed to the Commonwealth's IEP Panel. The IEP program has evolved to provide culturally sensitive employment and training opportunities to First Nations Trainees across the country each year, supporting the diversity and Reconciliation Action Plan (RAP) goals of various national corporate clients.

Maxima is proud to offer NDIS services, including Plan Management, Support Coordination, Allied Health, and Employment Supports. With its expanded services, the organisation's capabilities have significantly increased, and it now holds certifications under numerous standards, including ISO9001:45001, ISO27001 Cyber Security, National Disability Service Standards, NDIS Quality and Safeguard Commission accreditation, Group Training National Standard, WHS Standards and Right Fit For Risk.

More recently, Maxima has expanded into new areas such as the Jobs Victoria Mentors program, assisting people to become work-ready, find employment and provide support through the first six months, demonstrating our agility to innovate.

Maxima has invested in new or improved software capabilities in Customer Relationship Management systems across 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.



John Schumann AM
BA DipEd GAICD

**Chair of the Board,
Chair of the Marketing
Committee**

John is a highly regarded figure in strategic and marketing communications. He gained recognition as the lead singer/songwriter of the band Redgum and for his Vietnam War anthem. He has a distinguished career in the music industry and continues to release music with his new band. John is known for his advocacy for Australia's Veteran community and his work in mental health. He resides in Adelaide and holds notable positions in various organisations.



Mark Carroll APM

**Deputy Chair,
Marketing & Communications
Committee Member**

Mark is a highly regarded figure in the Australian policing community. He has served as the President and CEO of the Police Association of South Australia for 14 years and held the position of President of the Police Federation of Australia from 2014 to 2021. Mark became a skilled negotiator and strategic thinker with various academic and professional qualifications, including a Bachelor of Arts and certifications in labour education. He is known for his mental health advocacy for police officers and has multiple academic and professional qualifications.



Stephen Tonkin

**Chair, Finance & Audit
Committee**

Steve is the Principal of Tonkin Accounting in Tea Tree Gully, South Australia. He has been a member of the Maxima Board for over 20 years and chairs the Finance & Audit Committee. Steve is involved in community organisations, including the North East Development Agency and the North East Vocational College Board. He has a background in finance and has served on the Finance Committee of King's Baptist Grammar School. Steve is a father of four and actively coaches junior sports. He also volunteers with SA Blind Cricket.



Tracey Kerrigan
LLB (Hons), GDLP

**Work Health and Safety /
Workers Compensation,
Acting Chair Risk &
Compliance Committee**

Tracey, an experienced legal professional, brings expertise in Work Health and Safety, Workers Compensation, and Human Resources to the Maxima Board. She co-founded the esteemed firm KJK Legal. Tracey is a member of various professional associations, including the Australian Insurance Law Association, the Australian Institute of Company Directors, and Law Society of South Australia. In addition to her professional accomplishments, Tracey is a passionate sportswoman and enjoys travelling with her family.



Kate Blizard
MBA

**Chair, Nomination and
Remuneration Committee;
Co-Chair, Diversity & Inclusion
Committee**

Kate has been a member of the Maxima Board since 2017. She chairs the Nomination and Remuneration Committee and represents the Maxima Foundation Committee. With extensive experience in Human Resources, Kate is passionate about empowering people and promoting diversity. She resides in Sydney with her family and enjoys attending her children's sporting events and music performances.



Rebecca Wessels

**Co-Chair, Diversity & Inclusion
Committee, Reconciliation
Action Plan Working Group**

Rebecca, the CEO of Ochre Dawn Creative Industries, brings extensive experience in community services, IT, and youth work to the Maxima Board. As a proud Ngarrindjeri and Peramangk woman, Rebecca is committed to supporting First Nations communities and promoting diversity. Her leadership in supporting First Nations artists and entrepreneurs has been instrumental in the journey towards reconciliation. Rebecca has served as the Chair of Tandanya National Aboriginal Cultural Institute and is the Chair of the Board at Ronald McDonald House Charities South Australia, and a member of South Australia's Entrepreneurship Advisory Board.



Tony Mitchell

**Finance and Audit
Committee**

Tony is an experienced non-executive director and senior executive with over 30 years of experience. He joined the Maxima Board in June 2022 and serves on its Financial & Audit Committee. Tony is also a SATAC Limited and St John Ambulance SA Inc director. He previously served as the Chief Financial Officer of the University of Adelaide for 10 years. Tony holds formal qualifications, including an MBA and a BEc.



Left to right: Matthew Schumacher, Tony Mitchell, Kate Blizard, Mark Carroll APM, Chris Hardy, Tracey Kerrigan, Pippa Webb CEO, Luke Bonser, John Schumann AM, Rebecca Wessels, Vincent Marsland, Stephen Tonkin



Pippa Webb
Chief Executive Officer

Pippa is a highly regarded change agent with over 20 years of experience in business and government, specialising in system change, employment, access, inclusion, and community development.

Pippa has led multi-million-dollar community infrastructure projects during the global financial crisis and has expertise in strategy development and business innovation.

Having worked and lived across the top end of Australia, Pippa is committed to First Nations peoples, is a graduate of the Australian Institute of Company Directors (AICD) and enjoys sailing.



Chris Hardy
Chief Operations Officer



Luke Bonser
Executive Manager
Finance



Vincent Marsland
Executive Manager
Corporate Services



Matthew Schumacher
Executive Manager
Marketing and
Communications

Maxima continued to further its reach into local communities and strengthen meaningful partnerships with likeminded, for purpose, organisations, and individuals across the nation. Our team engages with schools and local communities through expos, local events and partnerships.

Notable sponsorships included the support of the Adelaide Atletico Inclusion Academy as well as Blind Cricket SA, both enabling greater access to sport for people with disability. In 2022, Maxima sponsored the Norwood Football Club including the men's and women's SANFL First Nations rounds, while in NSW, Maxima proudly supported Dunghutti Connexions Women's Rugby team to take home the Koori Knockout cup. Further support was provided to the Cairns Business Excellence Awards in QLD and both the SA and WA Training Awards 2022, reinforcing Maxima's connections to the Group Training sector. In May 2023, Maxima also continued an ongoing sponsorship of the Local Government Professionals Annual State Conference, as well as the 2023 Annual Gala Dinner.

National Reconciliation Week and NAIDOC Week activities retained their prominence on the Maxima calendar as staff were encouraged to recognise and celebrate these important events throughout the week.

A number of NAIDOC events engaged local Elders, artists and spokespeople, providing the opportunity to further connections with First Nations communities across the country

Maxima continues to promote other significant events including RU OK Day, International Women's Day and International Day of People with Disability. A number of mental health initiatives continued to be promoted to staff and Maxima continues to strengthen its relationship with the Employee Assistance Program Me@Work, who offer free and confidential counselling to all Maxima staff, on-hire workers and family members.

Pictured: Chris Okley, former Maxima Customer

As Director of Inclusion at AAFC, Chris is building pathways for people living with disability to get into football.



"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."

Chris Okley - Director of Inclusion, AAFC



Innovate: *Our unique Reconciliation Vision* - The Paths That Cross

Maxima has committed to a Reconciliation Action Plan (RAP) to promote empowerment, self-determination and create space for co-design and collaboration with First Nations peoples.

Maxima started the RAP journey with the determination to better understand the connection and commitment needed to drive change and improve relationships with First Nations 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 Innovate RAP being launched in early June 2023, and implementation planned for 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 First Nations peoples.

Maxima's vision for reconciliation is to ensure that the Maxima community, our workforce and people find ways to connect and collaborate with First Nations people to allow a meaningful and deep understanding toward fostering change.

Our commitment remains to work in partnership with First Nations peoples, enabling and empowering through economic participation, community engagement and social inclusion.

As a leading national provider, we will lead this reconciliation journey and promote the interests of First Nations people nationally.

Pippa Webb is committed to support the Innovate RAP with a strong focus on embedding cultural competence in the organisation.

Maxima understands that the ongoing successful delivery of its RAP can only be achieved through co-design and collaboration by building genuine and meaningful alliances with First Nations people, stakeholders, and communities.

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





Evelyn

“Maxima has helped me with being hopeful and having a good outlook on life.”

«« Listen to Evelyn's experience with Maxima

Tender Wins ➤ **Fremantle Ports** ➤ **LGA Procurement Panel** ➤ **Mt Barker District Council** ➤ **Halliburton** ➤ **City of Tea Tree Gully** ➤ **Cadetship Proposal-Westpac** ➤ **Unity Water** ➤ **Workforce Australia** ➤ **National Panel Federal Government** ➤ **City of Salisbury** ➤ **City of Burnside** ➤ **Western Australia Local Government Association (WALGA)**



Tjimari

“Maxima was the starting point in terms of giving me a lot the tools and information that I needed”

«« Listen to Tjimari's experience with Maxima

MAXIMA'S ONGOING COMMITMENT TO PROVIDING TRUSTED, CUSTOMER-CENTRIC AND HIGH-QUALITY SERVICES IS DEMONSTRATED THROUGH CONTINUED CERTIFICATION TO AUSTRALIAN AND INTERNATIONAL STANDARDS, INCLUDING:

- **HUMAN SERVICES SYSTEM - NATIONAL STANDARDS FOR DISABILITY SERVICES DES-SES NSDS:2014 CERT. NSDS 620090**
- **NDIS CERT. NDISC 715716**
- **SAFETY MANAGEMENT SYSTEM ISO 45001:2018 CERT. AU619-SC**
- **QUALITY MANAGEMENT SYSTEM ISO 9001:2015 CERT. AU619-QC**
- **INFORMATION SECURITY MANAGEMENT SYSTEM ISO 27001:2013 CERT. IS 736877 INCLUDING RIGHT-FIT-FOR-RISK ACCREDITATION**
- **SOCIAL TRADERS CERT. 90 212 392 953**
- **RIGHT FIT FOR RISK**

DURING THE AUDIT PROCESS, CUSTOMERS PROVIDED EXCELLENT FEEDBACK, COMMENTING ON THE PERSON-CENTRED SUPPORT MAXIMA PROVIDED. CUSTOMERS AND STAFF ARTICULATED HOW WELL MAXIMA WORKS WITHIN THE STANDARDS.

MAXIMA CONTINUES ITS FOCUS ON CYBER SECURITY AND PRIVACY WITH ONGOING INVESTMENT IN TECHNOLOGY, EMPLOYEE EDUCATION AND AWARENESS, AND IN-HOUSE CERTIFIED PRACTITIONERS, COMPLEMENTED BY WORLD LEADING 24/7 MANAGED SECURITY DETECTION AND RESPONSE SERVICES.



Disability Employment Services

Maxima is a leading provider of **Disability Employment Services (DES)**, working with job seekers living with a disability, injury or health condition including mental illness, to identify their skills, abilities and interests.

We then match individuals with job, employer and training opportunities whilst providing ongoing support, ensuring individuals stay on the pathway to accomplishing their employment goals.



5722

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

2197

**Disability Employment Services
customers placed into employment**

Highlights

With over 5,700 customers being assisted in achieving employment goals, we successfully placed 2,197 individuals with disabilities into employment.

These placements represent significant progress towards our core objective of creating sustainable careers for customers.

The impact of these placements extends far beyond just providing employment; they contribute to improved livelihoods, increased self-esteem, and a more inclusive society through supporting employers. A crucial development in our DES journey is the extension of the DES contract until 2025. This two-year extension not only signifies the recognition of Maxima's effective services but also provides the organisation with an invaluable opportunity to continue its impactful work, making a positive difference in the lives of individuals with disabilities.

Beyond our direct services, Maxima is deeply committed to community engagement. We serve as a vital connector and conduit to community services, establishing strong linkages to community and allied health services. The dedicated community engagement staff at Maxima play a pivotal role in this by strengthening the ties within the communities it serves. Maxima's collaboration

with local councils and the National Disability Insurance Scheme (NDIS) has facilitated a pathway of servicing support for its customers. Notable success stories have emerged from these collaborations, particularly between the School Leaver Employment Support (SLES) and DES programs, demonstrating the impact of partnerships in the disability employment sector.

Maxima's commitment to recognising and celebrating inclusive employers through its Employer Recognition Program is a testament to its values. This program not only shines a light on employers who empower their local communities by employing individuals with disabilities, but also generates powerful examples of inclusion and success.



Armadale WA



**“I AM VERY GRATEFUL
TO BE supported BY
THE MAXIMA TEAM, THEY
CONTINUE TO help me
achieve MY GOALS AND
ENCOURAGE ME TO TAKE
A positive path. I LOOK
FORWARD TO SEEING
WHAT I CAN ACHIEVE
IN THE future.”**

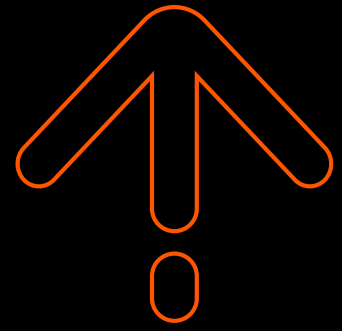
Emily - Maxima Customer



Innovation and Vocational Services

Maxima's Innovation and Vocational Services incorporates a diverse offering including Employability Skills Training, Employment Preparation Activity and Customer Resource development. We are establishing business incubation capacity to develop 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 Australia.



95%

Career Transition Assistance (CTA) program data shows a 95% increase in employability and competitiveness in the local labour market.

Maxima is supporting mature aged job seekers achieve their employment goals.

Employability Skills Training and Career Transition Assistance

Following successful tendering in late 2021, Maxima commenced the delivery of Employability Skills Training and Career Transition Assistance contracts from 4 July 2022.

These are different short-term training programs targeting different jobseekers but are effectively designed to build capacity, confidence and connection with the local labour market.

Maxima is now delivering Employability Skills Training (EST) in 11 sites, across five employment regions in four states (SA, WA, VIC and NSW) and Career Transition Assistance (CTA) in 11 different sites, across four employment regions in four states (SA, WA, VIC and QLD).

Employability Skills Training (EST) supports eligible participants (aged 15+) to become job ready by providing intensive pre-employment training. Participants receive practical support to develop both job search and workplace skills. EST is delivered for 75 hours over three or five weeks.

Career Transition Assistance (CTA) Supports people, aged 45 years and over, to build their confidence and skills to become more competitive in the local labour market by preparing for the modern workforce. Participants are assisted to get ready for work by identifying existing skills and how they could transfer to a new job, targeting job search and tailoring job applications. CTA is generally delivered over 8 weeks and is 75 hours in total.

Highlights

The first 12 months of the new EST implementation have been a major challenge. With minimal referrals flowing to EST providers across the country for the first nine months, business impacts were significant. Pleasingly, since some flexibility was introduced by the funder and system automations were activated, referrals began to flow in March 2023 and the trends over the last quarter are more positive. We hope this trend continues.

CTA was also quite slow to start. There remain pockets of low referrals in some markets, but other areas are consistently generating good levels of interest. We've seen some incredible results in what is really a short period of time of intervention with these Customers. Feedback gathered from participants is overwhelmingly positive – an average of 4.6/5 over the 12 months of delivery.

Targeted support for long term unemployed people who face significant challenges in finding employment continues, including people who identify with one or more of the following communities: refugees, asylum seekers, those experiencing mental health issues, people in contact with the justice system, people with a disability, people experiencing family violence, young people leaving state care and veterans and their families.



66%

of our caseload were born overseas from more than 55 different countries, with refugees and asylum seekers from Afghanistan and Pakistan the most represented.

Jobs Victoria Mentors

Over the past year Maxima continued to deliver the innovative Jobs Victoria Mentors Service, funded by the Department of Jobs, Skills, Industry and Regions.

In July 2022, we entered the second year of Core Services delivery from seven Maxima sites across Southern Metropolitan Melbourne and Gippsland. Jobs Victoria Mentors assists people to become work-ready, find a job that suits them, and support them in their new job during the first six months of employment.

Highlights

We currently support long-term unemployed Victorians experiencing a broad range of barriers to employment including multicultural communities, especially refugees and asylum seekers, those experiencing mental health issues, people in contact with the justice system, people with a disability, people experiencing family violence, young people leaving state care and veterans and their families.

66% of our caseload were born overseas from more than 55 different countries, with refugees and asylum seekers from Afghanistan and Pakistan the most represented cohorts. Our staff are immersed in the local community and fluently speak 16 languages with each staff member averaging 3.6 languages. This is a key factor in building rapport and connection with program participants. Our Dandenong site has the largest overall within this program, predominantly comprising members of the

local Afghan community. Word of mouth referrals within community groups have been central to our success. We have established a broad range of partnerships and collaborative working relationships with various local services and community organisations in support of participants. We have also generated some impressive employer networks resulting in a variety of job opportunities for participants, including a number of employers offering multiple and ongoing job vacancies which have been adjusted in line with the individual's capacity and availability.

Over the two years of this contract we have supported over 1000 long term unemployed Victorians and exceeded all contracted KPIs – Registrations, Employment Placements and 26 week employment outcomes. This incredible performance (including through the challenging Covid-19 period across Victoria) resulted in Maxima being granted a 100 day contract extension through to October 2023, offered to a select few providers.

The State Budget in May 2023 saw funding allocated for the continuation of Jobs Victoria Mentors Services through until March 2025, though at a reduced scale. A select tender was announced and new guidelines released with updated eligibility and reduced geographic coverage. Maxima will submit a tender response and is hopeful of being awarded ongoing work in this program, beyond October 2023.

"AS A SINGLE MOTHER OF TWO, I NEEDED HELP RE-ENTERING THE WORKFORCE. MAXIMA'S DEDICATION AND SUPPORT ALLOWED ME TO NOT ONLY SECURE PART-TIME EMPLOYMENT BUT ALSO GAIN MY PROVISIONAL LICENSE. I RE-ENTERED THE WORKFORCE WITH THE TOOLS I NEEDED. MAXIMA ALSO GAVE ME CONTINUOUS ENCOURAGEMENT AND ONGOING SUPPORT".

Mikayla - Maxima Road2Work Participant



Maxima also
gives thanks
to our Program
Volunteers.

Road2Work – Driving School Initiative

Road2Work was developed to support Maxima Customers who face significant barriers or disadvantage (economic, social, other) to gain their driver's licence, to enhance their employment prospects.

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. Road2work was developed in response to identifying an opportunity to support Maxima customers who face significant barriers or disadvantage. Road2Work is fully 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

We have some fabulous Volunteers involved in Maxima's Road2Work Program, and we thank them for their time and contributions to this valuable program. One of our Volunteers, Graham Meehan, was a worthy recipient of the 2022 Southern Suburbs Volunteer Award recognising his commitment to volunteering with our Road2Work program.

We've also seen some great success with Road2Work participants completing their mandated logbooks hours and achieving their Probationary Licences.

In the year ahead, we look forward to expanding the reach of Road2Work as we search for more Volunteers across the country. Further expansion of Road2Work will enhance Maxima's capability and servicing with a range of stakeholders and provide direct benefit to jobseekers who require support and assistance, including through increased participation in their local community, and ultimately through employment.



GAME ON

Game On Program with Maxima

Game On – Exciting and Innovative funded Project

Maxima has also delivered some short training courses, utilising Workforce Australia Local Jobs funding through the Australian Government Department of Employment and Workplace Relations. We collaborated with Populi Solutions in the delivery of these programs.

Game On, an innovative, three week program, was targeted to attract the most disadvantaged jobseekers aged 16-24 across Sunshine Coast and Wide Bay Employment Region (QLD) and Adelaide North Employment Region (SA) to foster routine, boost confidence, improve employability and connect to employment and education pathways.

The Game On program combined Box-fit exercise activities delivered by a Box-fit instructor at a local gym, with mindset, employability skills and foundational skills components, delivered at Maxima. Topics include Stress Management, Cognitive Distortions + Confident Conversations, Coping Strategies + Growth Mindset and Self-Awareness plus Resume Development, Interview Skills, Developing Goals and Understanding the Local Job Market.

Highlights

Overwhelmingly positive feedback was provided by Game On participants. Numerous participants have continued on into further education and/or employment, some starting while in the program and others within a few short weeks of its conclusion. Post-placement support is still occurring into the early months of the 23/24 financial year – more placements will be coming.



Workplace Health Services

The strategy to establish a Workplace Health Services team within the Maxima business will build in-house capability for delivering workplace health, mental health and rehabilitation services.

Maxima's existing and very successful Return to Work SA, Job Placement Services (JPS) and DSS National Panel of Assessors (NPA) programs.



National Panel of Assessors

Maxima participates in the National Panel of Assessors (NPA) Program to facilitate accredited Ongoing Support and Supported Wage Assessments for participants of the Disability Employment Services (DES) program.

By engaging with a network of independent and qualified assessors we can provide these assessments to help participants keep their jobs by ensuring that they are provided with adequate on-the-job support, improve their productivity, and help make employers more inclusive and accessible by identifying and addressing barriers in the workplace.

Highlights

The number of assessments has consistently increased year on year. This has culminated in a positive outcome for the 2022/2023 financial year. Over the course of the year Maxima was assigned a total of 937 assessments from both the Ongoing Support Program and Supported Wage System, an increase of nearly 30%. In addition, 89 assessments were rolled over from the 21/22 financial year, bringing the combined number of assessments to 992. With a completion rate of 85% these are promising statistics, indicating a solid recovery from the pandemic years.

The program's growth trajectory is underscored by the consistent achievement of Key Performance Indicators (KPIs) in terms of response times and quality.

As a testament to our diligence, quality metrics shine brightly, complemented by exceptional turnaround and response times.

The year ahead holds the promise of several developments within the NPA program. The evolving landscape of the DES program is poised to assist with an increased volume of assessments nationwide.

Maxima has been awarded an extension of the contract for another two years. This extension serves as a testament to the program's capacity to deliver high-quality assessments.



Return to Work Services SA

In the complex eco-system of workplace injury and return to work assistance, Maxima stands as a contracted provider administering the transformed Workers Compensation program through its Return to Work (RTW) SA Job Placement Services (JPS).

At the heart of Maxima's mission lies the exclusive delivery of Job Placement Services (JPS) under the Return to Work (RTW) SA framework. In collaboration with insurance agents Employers Mutual Limited and Gallagher Bassett, Maxima receives referrals and helps coordinate a return to work for the injured individual, whilst liaising with their medical support team, and their employer. Acting as a conduit for service matching, Maxima plays a critical role in helping injured individuals transition back into the workforce. Maxima operates a team of dedicated Employment Consultants specialising in RTW. This team steers the JPS efforts, ensuring a targeted and effective approach to job placement services.

Highlights

Since January 2022, 54 workers have been enrolled in the JPS program, resulting in 66 employment placements.

The transition from work-from-home to regular office settings is expected to lead to an upswing in referrals, as work patterns post pandemic return to normal. Maxima's RTW Services remain poised to harness this momentum.

The dedication of our Job Placement Specialists leaves an indelible mark on individuals, offering tailored and responsive one-on-one support that makes a tangible difference.

The past months have witnessed pivotal transformations within Maxima's Job Placement Services. An influx of fresh perspectives has been ushered in through the appointment of a General Manager for Workplace Health Services, a Business Manager for Job Placement Services, and the establishment of an enthusiastic team of Job Placement Specialists. These appointments signify a commitment to revitalising the JPS program and infusing it with renewed energy and strategic direction.

Maxima's close relationships with RTW SA Claims Agencies remain integral to the program's success. The equitable distribution of injured workers referred by each agency attests to Maxima's impartial and collaborative approach.



NDIS Services

**Maxima is registered to provide
NDIS Employment Supports, Plan
Management, Support Coordination
& Psychosocial Recovery Coaching
and Allied Health.**

**School Leaver Employment Supports
and Finding and Keeping a Job
through the NDIS program has been
delivered in South Australia, Western
Australia, New South Wales, Tasmania,
and Queensland; an extension of
our service locations has improved
the community's ability
to connect with services.**



Employment Supports

NDIS School Leaver Employment Supports & Finding and Keeping a Job.

Over the past year, Maxima's Employment Supports division has undergone a remarkable transformation, characterised by expansive growth, enhanced service diversity, fostering meaningful connections and facilitating successful transitions for individuals with disabilities.

Highlights

There have been several key achievements and initiatives that highlight our position in the realm of inclusive employment opportunities.

A steady growth in services has seen customer numbers rising from 144 to 214. This growth attests to our effectiveness in reaching and positively impacting a broader demographic of individuals seeking meaningful employment opportunities.

Significant progress has been made through the School Leaver Employment Supports (SLES) program, which now caters to 89.3% of all customers. This focused approach underscores Maxima's commitment to providing tailored support to school leavers on their journey to employment and beyond.

The School Leaver Employment Supports funding has now been extended beyond the traditional 2-year funding period and Maxima has demonstrated its adaptability to meet the evolving needs of its clientele, ensuring an extra year of support for those striving for independence and employment. As a sign of our improved integration of services, the ongoing collaboration with Disability Employment Services (DES) has facilitated smooth transitions for customers, ensuring a continuum of support during their journey towards stable employment.

The consultant team has expanded from 19 to 28 within the span of a year, with plans to further augment this workforce by an additional three consultants early in the new financial year. In terms of geographical reach, Maxima's footprint has extended to new locations, including Western Sydney, Bairnsdale, and Bundaberg.

1120

NDIS customers nationally as at June 2023.

1491

Ongoing services supported, nationally.

Plan Management, Support Coordination and Psychosocial Recovery

NDIS Plan Management

NDIS Plan Management is a critical component of the National Disability Insurance Scheme (NDIS) that facilitates the effective allocation and management of funding for individuals with disabilities.

Highlights

Maxima NDIS Plan management continues to trend positively with around 500 NDIS Plans by end of June 2023. Nationally we have five plan managers, and we anticipate continued growth in this area.

Maxima's service delivery model for Plan Management offers a face to face, customer-centric service that supports our customers and empowers their understanding of the services available to them. With the continued expansion of NDIS Plan Management services, we anticipate an even brighter future for NDIS participants and their families.

Support Coordination and Psychosocial Recovery

NDIS Support Coordination is a crucial service within the NDIS framework designed to assist customers in navigating the complex world of disability support services. Maxima plays a pivotal role in connecting NDIS customers with the right services, helping them understand their plans, and ensuring they receive the support that best suits their needs and goals.

Highlights

Maxima's pursuit of innovation is exemplified through the introduction of Support Coordination and Psychosocial Recovery Coaching, enhancing our Employment Supports program. This initiative has marked a transformative period for Maxima, evident in several ways. Support Coordination and Psychosocial Recovery Coaching extend beyond employment, recognising the multifaceted needs of individuals with disabilities. The launch of these services has extended Maxima's footprint to several states where its presence was previously limited. The increasing referrals for Psychosocial Recovery Coaching reflect the growing recognition of the importance of mental and emotional well-being in the journey toward employment and overall life satisfaction.



Face to face. Telehealth nationally.

Allied Health

Maxima's occupational therapy and telehealth services play a critical role in offering support to individuals with disabilities and ensuring quality healthcare remains accessible to all, regardless of their circumstances or location.

Occupational Therapists are highly trained professionals who work with individuals of all ages to enhance their ability to perform daily activities and achieve greater independence. NDIS Occupational Therapy services are customised to the specific needs and goals of each individual.

Highlights

Maxima has taken advantage of the transformation in the way people with disabilities access healthcare services, with our Occupational Therapists (OTs) and Allied Health professionals offering telehealth services. This innovative service aims to improve the lives of individuals with disabilities, helping them regain independence and improve their quality of life.

Maxima's OTs meticulously evaluate an individual's physical, cognitive, emotional, and environmental needs to comprehend the impact of disability or impairment on their daily life. Based on the assessment, OTs collaborate with individuals to set specific goals and formulate a personalised plan to achieve these objectives.

The future holds promise with the expansion of our team with over 75% of referrals received pertaining to OT services, underscoring the essential role of this service within the NDIS ecosystem.

The successes of Maxima's Allied Health Telehealth services are evident in their ability to help NDIS participants achieve their goals, ensure service quality, and earn recurring referrals from support coordinators. The focus is on increasing awareness of telehealth services, particularly in rural communities where access to healthcare may be limited. This will ensure that more people can access the care and support they need, regardless of their geographical location.

40% of referrals are directed toward telehealth services. Furthermore, of the remaining 60% of face-to-face service referrals, one in three has been successfully converted to telehealth, demonstrating the flexibility and convenience of this approach.

2023 Transition Program

NDIS Services

OUR VISION FOR AN INCLUSIVE FUTURE IS ENCAPSULATED IN OUR TRANSITION PROGRAM FOR STUDENTS WITH DISABILITY, AN INITIATIVE PREPARED TO CREATE LASTING IMPACT.

The 2023 Transition Program for Students with Disability

Our vision for an inclusive future is encapsulated in our Transition Program for Students with Disability, an initiative prepared to create lasting impact. The Transition Program is a purpose-driven endeavour meticulously designed to cater to the unique needs of students with disabilities in their final year of school. Its overarching objective is to impart targeted career education, cultivate work preparation and readiness skills, provide invaluable work experiences, and establish immersive industry connections. In essence, this program strives to equip participants with the essential tools and networks required to transition successfully from the educational realm to a future characterised by fulfilling employment prospects and continued education and training opportunities.

The program extends to final year students and encompasses employment, further education, or training. Its doors open to those who exhibit a minimum of 70% attendance at school, reflecting a commitment to personal growth and development. Furthermore, the program invites students who are either receiving support from the National Disability Insurance Scheme (NDIS) or are in the process of seeking such support, recognising the importance of a holistic approach to their well-being. Independent travel capacity is yet another criterion, emphasizing a readiness for autonomy and self-sufficiency. Inclusivity remains a cornerstone, as the program embraces students enrolled in the South Australian Certificate of Education (SACE) who are on track for completion.

The Transition Program is present across several locations in South Australia, namely Noarlunga, Adelaide, and Elizabeth. Under the guidance of dedicated teachers, students embark on a transformative journey that is bolstered by specialised disability supports. With a commitment to fostering a nurturing environment, the program offers weekly engagement, where students dedicate one day a week over a span of 40 weeks to immerse themselves in a realm of enriching experiences. Class sizes are intentionally kept intimate, with a maximum of 12 students, allowing for personalised attention and a sense of belonging. Over the past year, the program has enrolled a total 61 students.

The Transition Program pledges a host of outcomes that encapsulate the growth and empowerment of its participants. Most notably, students who partake in this journey are poised to transition seamlessly into pathways of employment, higher education, or vocational training. The program's emphasis on industry connections and immersive experiences ensures that students are well-equipped to navigate the professional world, engaging with employers and industry representatives. The invaluable access to work experience and industry immersion activities further solidifies participants' preparedness for their chosen pursuits. Moreover, the recognition of learning attained through the program contributes to the successful completion of the South Australian Certificate of Education (SACE), affirming the tangible impact of the program on academic achievement and personal growth.

A portrait of a man with a beard and short hair, smiling. The image is overlaid with a solid orange color.

Leighton

“Maxima helped me to find work straight away.”

Listen to Leighton's experience with Maxima

A portrait of a woman with long blonde hair, smiling. The image is in black and white.

Ella

“Maxima absolutely helped me create a pathway into my future and my career.”

Listen to Ella's experience with Maxima >>>



Apprenticeships & 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 facilitates 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.



638

Apprentices and Trainees employed

13%

of Maxima
Trainees living
with disability

Highlights

Amidst a challenging economic landscape and evolving labour market, Maxima Group Training has demonstrated resilience and commitment to its mission.

In the 2022/23 financial year, Maxima Group Training embarked on a significant endeavour by commencing over 420 apprentices and trainees nationwide. This accomplishment was achieved despite the complexities posed by the prevailing economic conditions and labour market dynamics. The initiation of apprenticeships and traineeships remains a cornerstone of our commitment to fostering skill development and employment opportunities for the future workforce.

Our "Get What You Need" campaign, aimed at promoting our Recruitment Services, garnered increased traffic to our website and generated a surge in general inquiries. However, quantifying the conversion rate for vacancy fulfillment remained an ongoing challenge due to historical data limitations. This area of analytics is being continually refined to enhance our insights and decision-making processes.

Maxima Group Training demonstrated its commitment to improving our apprenticeship and traineeship experience by implementing new onboarding measures. Additionally, a collaborative effort between our Recruitment

Services team and other stakeholders culminated in the future implementation of a combined Customer Relationship Management (CRM) and Applicant Tracking System (ATS) in the upcoming 2023/24 period. This long-anticipated project represents over two years of meticulous planning and development.

Across the nation, over 300 apprentices and trainees successfully completed their training contracts, a testament to the dedication of both our trainees and the organisation's support system. In New South Wales, Maxima Group Training's commitment to excellence was recognised through a successful audit against National Standards for Group Training Organisations, resulting in registration renewal for an additional three years.

Our strategic efforts in the field of Dental Assisting yielded promising results, evidenced by steady growth in this vocation. An impressive 100% retention rate was achieved, with all successfully completed trainees seamlessly transitioning into ongoing employment with their respective Host Employers.



"MAXIMA HAS BEEN FANTASTIC SINCE I STARTED MY APPRENTICESHIP IN 2020. THEIR professionalism IS SECOND TO NONE. THE support PROVIDED BY MAXIMA HAS ALLOWED ME TO UNDERTAKE FURTHER STUDIES WHILE ENSURING I completed my apprenticeship to a high standard. I HAD great case managers, WHO ENSURED MY APPRENTICESHIP RAN SMOOTHLY. I'D LIKE TO THANK THEM, ESPECIALLY FOR THEIR HARD WORK, SUPPORT AND GUIDANCE THROUGHOUT. I'D personally recommend Maxima TO ALL PEOPLE THINKING OF UNDERTAKING AN APPRENTICESHIP. "

Adelaide SA



Hugo - Maxima Customer



Temporary & 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.



**OUR TEAM FACILITATED
MEANINGFUL EMPLOYMENT
OPPORTUNITIES FOR
1384 INDIVIDUALS,
EMPOWERING THEM TO
EMBARK ON NEW AND
REWARDING CAREER
JOURNEYS.**

1384

people placed.

679,499

hours worked.

Highlights

During the past year, Recruitment Services achieved significant milestones by expanding its operations into Western Australia, a strategic move that culminated in the acquisition of substantial new contracts and the establishment of a dedicated local team. This expansion further solidifies our position as a leading provider of workforce solutions, enhancing our ability to serve clients and candidates across a broader geographic spectrum.

The year 2023 witnessed a continued challenge in the post-COVID labour market, characterised by historically low unemployment rates that constrained the candidate pool. Despite these conditions, our team maintained its stability and displayed remarkable resilience in securing new business ventures. Notably, our efforts extended beyond Western Australia, with successful business acquisitions in South Australia and Queensland.

The year ahead is replete with exciting possibilities, particularly in South Australia's Defence sector, with the advent of the AUKUS contract. We are well-positioned to harness these opportunities and contribute to the growth and development of this pivotal industry.

National Growth and Influence

Our commitment to excellence has propelled us onto the national stage, establishing Recruitment Services as a key player in the State and Local Government markets across the country. This accomplishment underscores our dedication to delivering high-quality workforce solutions that address the unique needs of various sectors.

In alignment with our vision for national growth, Recruitment Services successfully implemented cutting-edge technology to support our expansion. The deployment of a market-leading Customer Relationship Management (CRM) and Applicant Tracking System (ATS) has revolutionised our operational capabilities, enhancing our ability to deliver seamless, efficient, and effective services to clients and candidates.



Indigenous Employment Programs

Maxima's Indigenous Employment Programs (IEP) provide tailored services to Employers looking to support First Nations Australians in a variety of employment settings.

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



"THE PROGRAM opened so many pathways FOR ME, I WAS SPOILT WITH options FOR FURTHER EMPLOYMENT AND EDUCATION AFTER THE PROGRAM'S COMPLETION. I HAVE BEEN LUCKY ENOUGH TO BEGIN WORKING WITH AN incredible team WHO ARE SUPPORTING ME TO BUILD ONTO THE fundamental skills I developed COMPLETING THE PROGRAM."

Emily - Maxima Customer

maxima

Adelaide SA 



119

First Nations Traineeships as at 30th June 2023.

36%

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

Highlights

Maxima's relationship with Westpac has developed into a healthy partnership, characterised by continued growth. The key to this success lies in the placement of a substantial number of trainees across the nation. In a sign of good things to come, a new agreement has been agreed, introducing a range of Cadetship opportunities. Early successes have been evident, consolidating efforts to nurture and expand these Cadetships in a demonstration of Maxima's commitment to cultivating emerging First Nations talent.

Our relationship with ANZ continues to thrive, with Maxima's position elevated to that of a preferred supplier in Victoria and Tasmania. This complements our existing stronghold in Western Australia, South Australia and the Northern Territory and we are now ready to extend the partnership into additional business sectors, in particular trainee and Cadet placements within the SA Business Banking Network. Similarly, Maxima's longstanding association with National Australia Bank has been strengthened through an agreement extension. This underscores the sense of mutual trust and commitment between both organisations.

The successful placement of four school-based trainees in corporate roles in the Qantas Sydney offices signifies a positive engagement with the airline giant. Maxima aims to expand this initiative to encompass all states and territories, aiming to introduce trainees to operational roles within Qantas Airports in the upcoming year.

We have also successfully embarked on many other key initiatives through our IEP program including with a School Based Traineeship (SBT) program with Fulton Hogan in Western Australia and John Holland, a Tier 1 Civil Construction company, creating First Nations employment opportunities in the construction domain.

Within the hospitality industry a partnership with Marriott has paved the way for the placement of trainees in each of their 30 hotels, and within the Retail Sector a collaboration with the Sussan Group has seen the piloting of two trainees in Sydney and Brisbane, with aspirations to extend this initiative to Sussan Group's Melbourne headquarters in the near future.

Financial Summary

Statement of profit or loss and other comprehensive income for the year ended **30 June 2023**

	(‘000)
Revenue	
Employment services	\$58,954
Disability services	\$40,677
Other income	\$611
Gains / (losses) from the disposal of assets	\$36
Fair value gains / (losses) on investments in financial instruments	\$1,365
Total revenue	\$ 101,643
Expenses	
Employee benefits and other staff related expenses	\$94,035
General administrative & operating expenses	\$11,744
Consultancy and contractor expenses	\$1,117
Depreciation and amortisation expenses	\$3,913
Financing expenses	\$360
Total expenses	\$ 111,180
Current Year Surplus / (Deficit)	(\$9,555)
Other comprehensive income for the year, net of tax	
Items that may be reclassified subsequently to profit or loss:	
Increment / (decrement) on revaluation of land & buildings	-
Total comprehensive income for the year	(\$9,555)

Statement of financial position as at **30 June 2023**

	(‘000)		(‘000)
Current Assets		Current Liabilities	
Cash and cash equivalents	\$6,024	Trade and other payables	\$8,138
Investments in financial instruments	\$12,331	Contract liabilities	\$4,827
Trade and other receivables	\$5,471	Employee entitlements	\$4,256
Contract assets	\$1,382	Lease liabilities	\$2,368
Prepayments	\$848		
Total Current Assets	\$26,056	Total Current Liabilities	\$19,590
Non-Current Assets		Non-Current Liabilities	
Right-of-use assets	\$8,693	Employee entitlements	\$138
Property, plant and equipment	\$16,964	Lease liabilities	\$6,965
Total Non-Current Assets	\$25,657	Total Non-Current Liabilities	\$7,102
Total Assets	\$51,713	Total Liabilities	\$26,692
		Net Assets	\$25,020
		Equity	
		Reserves	\$5,715
		Retained earnings	\$19,305
		Total Equity	\$25,020



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