

REFRAME WHAT'S POSSIBLE

ANNUAL
REPORT
23 / 24

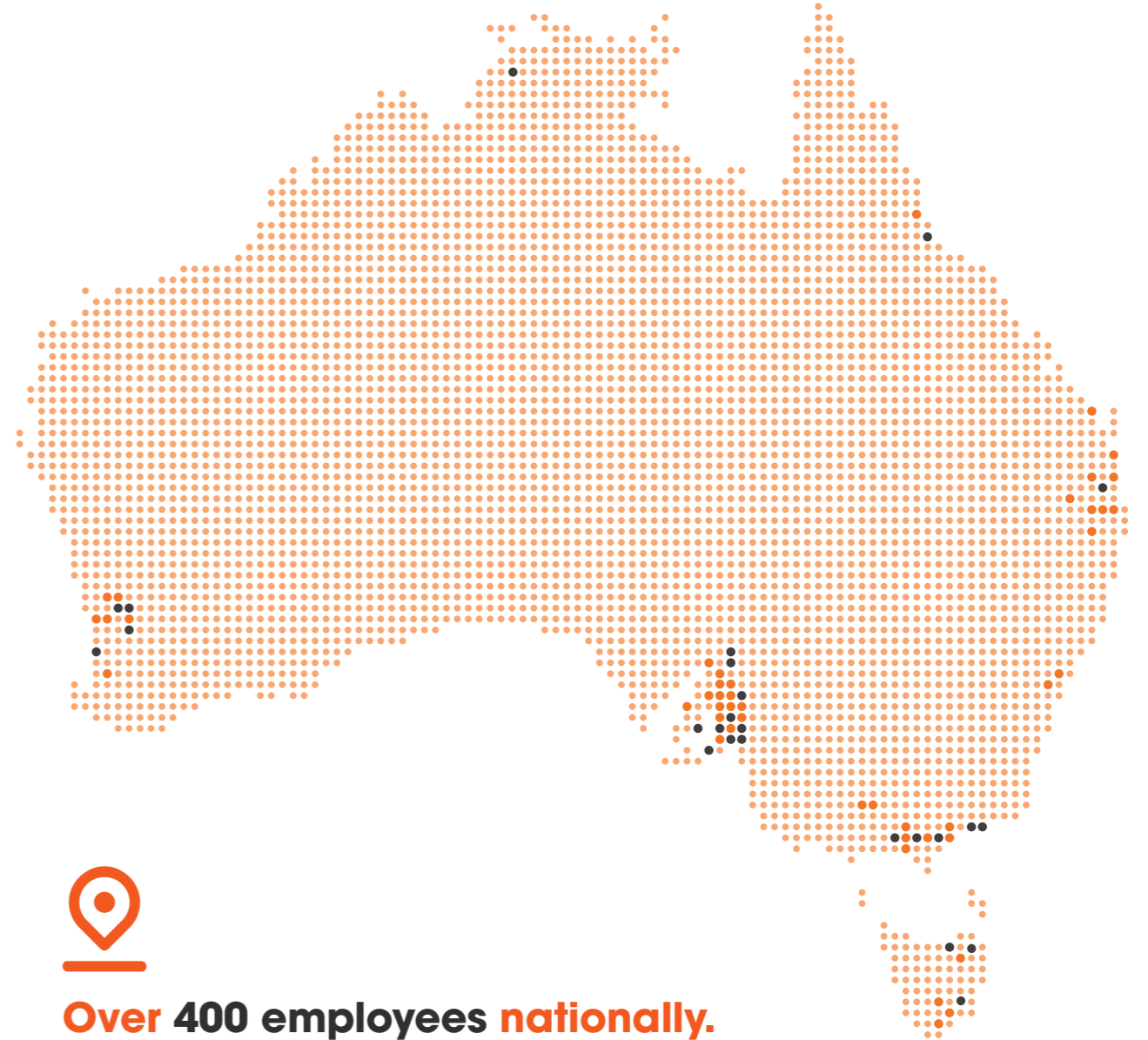


"Our Journey", Artist: Mel Agius

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 400 employees nationally.
Over 70 locations across Australia.

EVERY DAY, MAXIMA
WORKS TOWARDS A **BETTER**
AUSTRALIA BY HELPING
PEOPLE. WE DO THIS
BY FACILITATING THEIR
ECONOMIC PARTICIPATION,
COMMUNITY ENGAGEMENT
AND SOCIAL INCLUSION.

INTEGRITY
RESPECT
COLLABORATION
COMPASSION
ACCOUNTABILITY
PROFESSIONALISM



STRATEGIC

PILLARS

Chair Report

On behalf of the Board of Maxima Training Group (Aust) Ltd, I am pleased to present Maxima's Annual Report for the financial year 2023/2024.

Over the past year we have confronted, yet again, significant international, national, and local challenges of some substance. Economic winds continue to shift unpredictably and organisations like Maxima, which are totally focused on helping individuals secure meaningful and sustainable jobs, continue to have an important role.

If we put the Covid 19 lockdowns to one side, Australia's economy is growing at its slowest rate since 1992 and growth in GDP is expected to hover around 1% for the remainder of 2024. Australia's unemployment rate is around 4.2% with an expectation that it will only rise marginally in the next year.

There is a tension between the Reserve Bank's responsibility to manage inflation and the Commonwealth Government's need to minimise the very real cost of living pressures on ordinary Australians while managing the nation's financial affairs responsibly.

The labour market is expected to remain tight and this will bring pressure to bear on organisations like Maxima, particularly in the area of disability services as we look to connect people with opportunities that align with their skills and aspirations.

The disability services landscape is about to undergo significant transformation. The impending

NDIS reforms will undoubtedly impact on how services are delivered and accessed, creating both challenges and opportunities for participants and providers alike.

In this context, this year the Board made some important strategic decisions to align Maxima's core strengths in employment services with what is expected will be significant changes in the employment services sector.

Accordingly, after considerable thought and a robust examination of all the options, the Board made the decision to exit non-core employment services. These services included NDIS Support Coordination, Plan Management, Allied Health, as well as non-core employment and training services such as Career Transition Assistance (CTA), Employability Skills Training (EST) and our role on the National Panel of Assessors (NPA). We also exited ReturnToWorkSA and Road2Work.

This decision was made with the long-term success of our organisation in mind. This strategic shift will allow us to refocus our resources and expertise where we can have the most significant impact.

These were difficult decisions and ones that the Board did not take lightly. We are very grateful to our staff for their understanding and their focus as we moved through these changes. We are also very grateful to our customers for their trust and support throughout this transition.

Against the backdrop of these changes, the roll-out of our state management structure has been particularly effective. The decentralisation of our organisation's leadership, combined with the



John Schumann AM

centralisation of our program expertise, is allowing us to identify and respond effectively to local opportunities while drawing on a deep national repository of expertise and experience.

All organisations in our sector are facing rising costs and lower than anticipated income. In the context of economic and policy-change headwinds, Maxima's new structure is beginning to bear fruit as we refocus on financial sustainability and the future.

The Board is delighted to note that our Reconciliation Action Plan remains a cornerstone of our commitment to inclusivity and equity. We have made meaningful progress in building strong relationships with Indigenous communities. As we continue to make a genuine and lasting impact on the lives of First Nations Australians, we strive to ensure that our people recognise the importance of cultural understanding in the delivery of our services.

I am also delighted to be able to report that Maxima continues to maintain and grow its strong relationships with key organisations such as Qantas, NAB and the ANZ as well as local councils across Australia. Maxima continues to partner with small and medium-sized businesses and these partnerships are a testament to the importance of mutual trust, commitment and understanding as we strive to create employment opportunities for all our clients.

Looking ahead, Maxima is preparing for the New Specialist Disability Employment Program tender. We are confident that we can present to the government a strong case to continue our work in this area.

Maxima's expertise, its core strengths, our innovative approach and our unwavering commitment to our clients should stand us in good stead as we look to continue our partnership with Government in supporting people with disabilities on their journey.

Our new CEO, Pippa Webb, continues to lead with intelligence, compassion, foresight and business acumen. The Board is grateful to Pippa and her Executive Leadership Team for their wholehearted and energetic commitment to the challenge of change.

Equally, the Board is immensely grateful to all our staff right around the country who continue to focus on the advancement of our clients in a world that continues to be marked by uncertainty and change.

This year, we engaged Kate Thiele from Klarity to review our governance systems and our performance as a Board. Kate's report was thorough and uncompromising and assisted us in resetting our priorities and our objectives. I am delighted to report that our Board emerged as a strongly performing one with an informed commitment to good governance and sound processes. Nonetheless, Kate made some important recommendations and suggestions and the Board looks forward to implementing them as we move forward.

The important program of Board renewal continues still. We welcomed Sarah Bartholomeusz onto the Board at the AGM in October 2023 and the organisation has benefited from her fresh insights and contributions.

Again, I'm grateful to my fellow directors for their support, advice and the perseverance in these challenging times. Along with Sarah, Rebecca Wessels, Kate Blizard, Tony Mitchell, Steve Tonkin and Mark Carroll have my gratitude and my respect.

In keeping with the Board's commitment to renewal, I shall step down from the chair and, indeed, the Board at the AGM in October. I have enjoyed my many years on the Board of Maxima and I have learned a great deal from my fellow directors, the management team and, importantly, our wonderful staff.

Notwithstanding Maxima's proud history, I have no doubt that some of its best years are yet to come.

John Schumann AM
BA, DipEd (Flin), GAICD



Thanks John

We would like to take this opportunity to acknowledge the significant contributions of John Schumann, who steps down as Chair in October 2024.

Maxima has evolved from a small, committed team of 30 employees into a national organisation of over 450 staff members, delivering a diverse range of services. His vision has been instrumental in driving the expansion of our operations and our ability to deliver on our mission of supporting communities and fostering employment opportunities.

On behalf of the Board, the leadership team, and all staff, we extend our deepest thanks to John for his invaluable contribution and wish him all the best in his future endeavours.

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 2023/24 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 Chair 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 2024:

Risk and Compliance

Chair: Sarah Bartholomeusz; Kate Blizard

Finance and Audit

Chair: Tony Mitchell; Stephen Tonkin

Strategic Marketing, Sales and Customer Service

Chair: Mark Carroll, John Schumann

Nomination and Remuneration

Chair: Kate Blizard; John Schumann; Tony Mitchell

People and Culture

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 2024 the 39th 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 its service offerings through one of a number of successful acquisitions, incorporating 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 has been a prominent provider in the First Nations employment 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 successfully tendered for the new Indigenous Skills and Employment Program (ISEP) within South Australia, which will commence from the 2024 financial year.

This new contract strengthens Maxima's commitment to improving employment outcomes for First Nations Australians by providing tailored skills development and job placement support in collaboration with local communities and employers.

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

For several years Maxima has been proud to offer NDIS services, including Plan Management, Support Coordination, Allied Health, and Employment Supports. However, following a strategic review of core business services, Maxima has made the decision to exit the NDIS sector and refocus its efforts on its core strength of Employment Services. This transition allows Maxima to continue building on its strong foundation of employment programs and expand into new employment services areas to assist people in becoming work-ready and finding and keeping employment.

Maxima remains committed to maintaining certifications under numerous standards, including ISO9001:45001, ISO27001 Cyber Security, National Disability Service Standards, Group Training National Standard, WHS Standards, and Right Fit For Risk. Furthermore, investments in improved software capabilities across Customer Relationship Management, Finance and Payroll, Human Resource Management, Learning Management Systems, and Work Health & Safety continue to enhance Maxima's ability to serve customers and support staff development.



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.



Sarah Bartholomeusz
BA LLB GDLP GAICD FGIA FCG

**Chair, Risk & Compliance
Committee**

Sarah joined the Maxima Board in 2023 and currently chairs Maxima's Risk and Compliance Committee. She was admitted to legal practice over 20 years ago and is the principal of award winning law firm, You Legal. Sarah is a Member of the Law Society of South Australia, the Governance Institute of Australia Ltd, the Australian Institute of Company Directors and is a Member-Leader with the global non-profit the Entrepreneur's Organisation. Sarah is also on the board of Shine SA and co-chairs the 40 Under 40 Solstice Media Alumni Committee. Sarah lives in Adelaide with her husband, David and 2 children.



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.



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.



REFRAME WHAT'S POSSIBLE

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.



Maggie Dowling
Executive Manager
National Specialists



Luke Bonser
Executive Manager
Finance



Matthew Schumacher
Executive Manager
Marketing and State
Operations



Michael Smith
Chief People &
Information Officer



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.

In collaboration with Reconciliation Australia, the RAP focuses on embedding reconciliation into the core of our operations. We recognise our unique position to foster deeper engagement with Aboriginal and Torres Strait Islander communities across the country. As we expand, so too does our responsibility to honour the cultural heritage of the Traditional Owners of the lands on which we operate. We pay our respects to their Elders past, present, and emerging, and acknowledge the rich cultural contributions that shape the regions and cities where we work.

The RAP is vital to ensuring that we not only act in good faith but also lead with purpose. It guides how we contribute to reconciliation through everyday activities, while also ensuring that our staff, customers, and partners build a greater understanding and respect for Aboriginal and Torres Strait Islander cultures. By embedding

reconciliation within Maxima, we are actively shaping a more inclusive and respectful future for all.

Our CEO 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



Jobs Victoria Mentor Services (JVMS)

The State Budget in May 2023 allocated funding for Jobs Victoria Mentor Services (JVMS) through March 2025, with adjustments in scale, eligibility, and geographic reach. JVMS, funded by the Department of Jobs, Skills, Industry, and Regions (DJSIR), launched in October 2023, and Maxima secured contracts in two of the five priority workforce regions: Greater Dandenong and Latrobe Valley.

JVMS assists long-term unemployed Victorians facing various employment barriers, including multicultural communities, individuals with mental health challenges, justice system contacts, disabilities, family violence survivors, youth exiting state care, and veterans. The program helps participants become work-ready, find suitable employment, and provides support through the first six months of employment.

In Dandenong, our culturally diverse caseload includes refugees and asylum seekers from Afghanistan and Pakistan. To support this, our Mentors speak 13 languages, enhancing connection and trust. Community-based referrals have been essential to our success, alongside partnerships with local services that support voluntary program registration. Employer networks across both regions have provided diverse opportunities, with roles adapted to participants' capacities. In the past year, 430 participants have been registered in Greater Dandenong and 315 in Latrobe Valley, with 254 customers supported into employment, representing 34% of registrations.

New Energy Priority Workforce Program – South East Melbourne Metro and Gippsland

Launched in April 2023 by Jobs Victoria, the New Energy Program supports the Renewable Energy sector by:

- Connecting employers with job-ready local candidates
- Assisting with recruitment, training, and support funds for eligible candidates
- Engaging employers in the Renewable Energy sector and its supply chain.

Initially set to run through April 2024, the program was extended to December 2024. Contract holders include the Latrobe Valley Authority (Gippsland) and Solar Victoria (South East Melbourne), responsible for sourcing full-time or part-time employment opportunities within the industry. Maxima's role includes end-to-end recruitment, participant screening, shortlisting, pre-employment training, upskilling for employer needs, and program marketing. To date, we have referred 476 participants, placing 153 into local industry-specific roles.

Maxima has developed industry-specific training through partnerships with the Clean Energy Council and GEST, including a pre-employment initiative with Alinta Energy in Morwell. Collaborations with AGA and MEGT led to 25 apprenticeships and traineeships, including four placements for women in trades.

153

people placed through the New Energy Program

476

Participant referrals through the New Energy Program

254

customers supported into employment through JVMS



Our Recruitment Services division continues to be a cornerstone of Maxima's mission to support individuals in securing meaningful work and fostering career development across various industries. With a focus on providing Permanent, Temporary, Apprenticeships, and Traineeships, we offer a comprehensive suite of employment solutions tailored to the needs of both job seekers and employers.

663,645
hours worked (on-hire workers)

1267
people placed (on-hire workers)

911
Apprentices and Trainees employed

175
First Nations
Traineeships

41%
of Maxima
Trainees identifying
as First Nations

18%
of Maxima
Trainees living
with disability

Permanent Employment

We have strengthened our permanent recruitment offerings, matching skilled candidates with long-term roles in sectors ranging from healthcare and construction to corporate services and beyond. Through a rigorous recruitment process, we ensure that both employers and candidates are well-supported, leading to successful and sustainable employment outcomes.

Temporary Employment

Our Temporary Employment services have become a critical resource for both employers and job seekers, especially in a labour market that demands flexibility. Temporary placements give businesses the agility to meet short-term workforce needs, while offering individuals valuable work experience and income opportunities. We take pride in connecting businesses with skilled professionals, ensuring operational continuity.

Apprenticeships and Traineeships

Apprenticeships and Traineeships are key to developing Australia's future workforce. We have successfully partnered with host employers to provide people with practical, hands-on training that leads to nationally recognised qualifications and sustainable career paths.

Employer Partnerships

We continue to build strong relationships with a wide range of employers, ensuring that businesses have access to a talented and diverse workforce. Whether it's fulfilling temporary assignments or placing permanent staff, our employer engagement strategy focuses on understanding industry needs and delivering tailored recruitment solutions. This approach has led to partnerships with leading organisations across multiple sectors, enhancing our reputation as a trusted employment services provider.

Our focus on flexibility, skills development, and long-term employment outcomes positions us as a leader in Employment Services. By leveraging our expertise in Permanent, Temporary, Apprenticeships, and Traineeships, we continue to empower individuals to succeed in their careers while supporting the diverse needs of the Australian workforce.



SCAN TO READ RECRUITMENT
SERVICES SUCCESS STORY
"PHILIP'S CAREER SUCCESS"



At Maxima, we believe that meaningful employment is a powerful tool for empowering individuals and strengthening communities. Our Indigenous Employment Program is a cornerstone of this mission, dedicated to supporting First Nations people as they build rewarding careers and contribute to economic and social well-being.



36%

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

119

First Nations Traineeships
as at 30th June 2024

Indigenous Employment Program

The Indigenous Employment Program was created with a deep understanding of the unique challenges and opportunities that First Nations people face in the job market. Systemic barriers, such as limited access to education, training, and culturally appropriate support, have historically made it difficult for many First Nations individuals to enter and thrive in the workforce. At Maxima, we are committed to breaking down these barriers and creating pathways to success through tailored employment services and support.

For us, it's not just about placing individuals in jobs—it's about helping them build lasting careers that honour their skills, aspirations, and cultural heritage. Employment empowers individuals with financial independence, boosts community resilience, and provides a foundation for stronger futures. In collaboration with First Nations communities, employers, and training organizations, Maxima strives to create more inclusive workplaces where everyone can thrive.

Our Indigenous Employment Program is designed to provide First Nations people with holistic support at every stage of their employment journey. This includes culturally tailored training, mentorship, and access to a network of supportive employers committed to diversity and inclusion. We work closely with our partners to ensure that First Nations candidates not only secure employment but also receive ongoing support to help them succeed and advance in their roles.

A significant aspect of the program is our focus on building strong relationships with corporate partners who are committed to fostering an inclusive workplace. Our partnerships with organizations like Qantas, NAB, and ANZ have enabled us to create meaningful career pathways

for First Nations participants, ensuring they have the opportunity to contribute to high-demand industries across Australia.

Maxima's work in this area goes beyond simply meeting job placement targets. We take pride in celebrating the successes of our First Nations participants, who bring their unique skills, perspectives, and cultural strengths to their workplaces. By elevating their achievements, we are changing the narrative around employment for First Nations people and helping to create more equitable opportunities for future generations.

As we move forward, Maxima remains committed to expanding the Indigenous Employment Program and continuing to improve outcomes for First Nations communities. Our approach is grounded in respect, collaboration, and a deep sense of responsibility. We are continually learning and adapting to better meet the needs of our First Nations participants and the employers who support them.

Through this program, we hope to contribute to closing the employment gap and supporting the economic and social development of First Nations communities. We are excited about the future, as we see more individuals achieving their career aspirations and more businesses recognizing the incredible value that First Nations employees bring to the workforce.

Together, we can help create a more inclusive and equitable future—one where First Nations individuals have the opportunities they deserve to thrive.



SCAN TO READ IEP SUCCESS STORY
"QUEEN OF ALL TRADES - EXCELLING
IN BUSINESS AND BEYOND"



Maxima is a leading provider of Disability Employment Services (DES), working with people living with disability, injury or health condition to promote their unique abilities, their skills and interests.

We then match individuals with job, employer and training opportunities whilst providing ongoing support, to ensure they accomplish their employment and life goals.

2188

Disability Employment
Services customers
placed into employment

5353

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

Disability Employment Service (DES)

Maxima's Disability Employment Service (DES) is at the heart of our commitment to empowering individuals with disabilities to achieve their employment goals in order to thrive. Through our DES program, we provide tailored support to help people and employers find, secure, and maintain careers in a wide range of industries.

Our approach to DES goes beyond traditional employment services. We focus on understanding the unique strengths and aspirations of each individual, working closely with both job seekers and employers to ensure the right job fit. From job preparation and interview coaching to on-the-job support and ongoing mentoring, we offer comprehensive assistance to ensure long-term success in the workplace.

We are proud of the relationships we've built with employers across Australia, encouraging them to create inclusive workplaces where individuals of all abilities can thrive. Our partnerships with businesses not only help break down barriers to employment but also contribute to building more diverse and productive work environments.

Re-Framing for the Future

As part of our strategic vision, Maxima is preparing to re-tender for the government's new Disability Employment Service (DES) program, which is set to begin in the 2025 financial year. This upcoming tender presents an opportunity for us to build on our successes and continue driving positive employment outcomes for people with disabilities. Our bid will focus on delivering innovative, person-centered services that address the evolving needs of both job seekers and employers, ensuring Maxima remains at the forefront of disability employment. Central to our approach is a commitment to amplifying the voices of our customers. We have actively sought input from our customers and prospective job seekers to tailor our services, ensuring that their lived experiences guide our program delivery.

By leveraging our experience and strong employer relationships, we are confident in our ability to meet the goals of the new DES program and further strengthen our role as a leader in disability employment services. Maxima's ongoing commitment to improving lives through employment will guide our approach to this critical re-tendering process.



SCAN TO READ DES STORY "BUILDING A CAREER
- THERE'S MORE IN STORE FOR GREG"



Over the past several years, Maxima has been proud to support thousands of Australians through our **National Disability Insurance Scheme (NDIS)** services. We have provided Plan Management, Support Coordination, Allied Health, and NDIS Employment Support, helping individuals navigate the complexities of the NDIS and achieve their personal goals. Our dedicated teams have worked tirelessly to ensure that every customer received the support, care, and advocacy they needed to thrive.



1448

NDIS customers nationally as at June 2024

276

NDIS Employment
Services Customers

NDIS Programs

Over the past several years, Maxima has been proud to support thousands of Australians through our National Disability Insurance Scheme (NDIS) services. We have provided Plan Management, Support Coordination, Allied Health, and NDIS Employment Support, helping individuals navigate the complexities of the NDIS and achieve their personal goals. Our dedicated teams have worked tirelessly to ensure that every customer received the support, care, and advocacy they needed to thrive.

This year Maxima made the difficult but necessary decision to exit non-core NDIS services, including Plan Management, Support Coordination, and Allied Health. This shift allows us to realign our resources with our primary mission: providing meaningful employment services to individuals, including those with disabilities. By sharpening our focus on employment services, we believe we can make a more significant impact in the communities we serve.

While the decision to exit other NDIS services marks the end of an era, it also offers an opportunity to reflect on the many successes and milestones we have achieved. Our NDIS teams have supported individuals in accessing vital services, building confidence, and achieving greater independence. We are immensely proud of the relationships we have built with customers, carers, and providers over the years.

During this transition, our priority has been to ensure that every customer receives the support they need to seamlessly move to a provider of their choice. We have been actively assisting customers in identifying suitable providers and working closely with them to ensure a smooth and respectful transition process.

Our team remains available to offer guidance and help during this time of change.

As we look ahead, we are confident that this strategic shift will strengthen Maxima's ability to support Australians living with disabilities through employment opportunities. We celebrate the accomplishments of our NDIS teams and the positive difference they have made in the lives of so many. While we close this chapter, we are excited about the future and our continued dedication to empowering individuals to achieve their goals through employment.

Empowering through Employment: An ongoing commitment to NDIS support

We will continue to provide ongoing services through NDIS Employment Support. This service remains central to our mission of helping people with disabilities find and maintain meaningful work. Maxima is committed to empowering individuals with disabilities to achieve their employment goals and build fulfilling careers.

Our NDIS Employment Support will continue to be a cornerstone of our services, ensuring that customers receive the guidance, training, and opportunities they need to succeed in the workforce.



SCAN TO READ NDIS STORY
"MAXIMA SUPPORTS STUDENT
WITH ASD IN ACHIEVING IT
CAREER MILESTONES!"



maxima