At Maxima, everyone matters.

Whether you are a customer, employer, apprentice, trainee, job seeker, partner or colleague, every interaction contributes to your experience with Maxima. Our values define who we are, and we are committed to providing positive, consistent, and professional experiences for everyone who engages with us.

Our Values in Action

Accountability
We take ownership

We follow through on commitments, provide clear timeframes, and ensure continuity when our circumstances change.

Collaboration
We work as one

We work together to find solutions with a genuine commitment to achieve shared outcomes.

Compassion
We care

We listen with empathy, seek to understand your circumstances, and treat you with kindness.

Integrity
We are honest

We provide transparent and reliable information, protect your privacy, and do what we say we will do.

Respect
We value every person

We treat everyone with dignity, courtesy and professionalism, and create interactions where people feel heard and valued.

How We Bring This to Life

- **We will understand your needs.** We will listen, confirm what matters to you and agree what you can expect from our service.
- **We will respond to your enquiries.** We will acknowledge your enquiry within two business days. If it remains unresolved, we will tell you what happens next, who is responsible and when you will receive an update.
- **We will treat you with courtesy and respect.** We will give you our attention, explain things clearly, check that we have answered your questions and understand your needs. We will protect your privacy.
- **We will make it clear who can help.** We will provide contact details for the Maxima team and explain who to contact when your usual contact is unavailable. If responsibility changes, we will engage you in a handover.
- **We will take ownership of concerns.** We will listen, agree the next steps and keep you informed. We will explain the outcome, any action taken and how to escalate if you have concerns.
- **We will make our shared responsibilities clear.** We will explain what information we need from you and include any changes you inform us about.
- **We will invite and act on feedback.** You can speak with a staff member, call **1300 629 462** or visit **maxima.com.au** During customer reviews, we will seek your feedback on how we are meeting our commitments and agree actions where improvement is needed.

Our Promise

At Maxima, everyone matters. We listen, respond, work together, and treat you with care, integrity and respect. We are committed to improving and taking responsibility for the experience we create, for our people, our customers and our community partners.

This Charter is reviewed regularly and is supported by our Customer Feedback Procedure and Privacy Policy.

1300 629 462
maxima.com.au

