

# Our Service Delivery Plan

## A Guide for Job Seekers

We are focussed on finding you a job as quickly as we can. We will talk to you about what you can do, not what you can't do. With the appropriate support, being employed is the best pathway to independence and success.

## What help can you expect?

### Initial Contact

- > You will receive a welcome pack at initial contact. If you have a valid email address you will receive this prior to your first appointment
- > If you have additional needs, we will endeavour to pre-arrange special assistance

### Assessment

- > We will assess your strengths, transferable skills and challenges to help:
  - Identify suitable jobs
  - Focus on your strengths
  - Plan what support you may need while working
- > We will provide a support team that understands your individual needs, including any cultural and language considerations. For example, where appropriate we will have; Indigenous mentors, multilingual staff, and youth specialists

### Engagement and Support

- > We will provide you with appointment reminders through your preferred method of communication
- > Simple ways to record your attendance
- > Flexible services if you live in outlying areas or have specific needs
- > Standard servicing will include group sessions 3 times per week to help:
  - Maintain motivation
  - Develop core competencies
  - Understand workplace expectations
  - Time management, routine and goal setting
  - Practical workplace literacy and numeracy
  - Develop peer support and a sense of team
- > Help identify and arrange (1 month ahead) a suitable Work for the Dole (WfD) activity

- > A mid-point review and monthly phone contact while in WfD

### Assistance into Work

- > We will support you to find and place you directly into work
- > Provide access to tools and techniques to help you find your own job
- > Help improve your employability skills through work-like WfD activities
- > Work with local training providers to develop your skills to meet employer requirements
- > Link you to current jobs, tips and resources through industry leading MAX Connect
- > Have jobs visible in our offices via electronic rolling vacancy displays and job alerts
- > Use email, SMS and social media to target job alerts

### Supporting You as a Worker

- > We will support you via phone, on-line or workplace visits to help you perform at your best in your new role – even if you find the job yourself

#### Other support options can include:

- > Help you sustain work through specialised workplace orientated support from our team of Allied Health professionals
- > Contact your new Employer to confirm negotiated supports, inductions and training
- > Assist with communication, expectations, teamwork and feedback
- > Provide you with the MAXAssist App to help you if you are feeling overwhelmed

For additional information please refer to our website: [maxsolutions.com.au](http://maxsolutions.com.au)

# Our Networks

We work collaboratively with our employer networks and community organisations to provide you with joint approaches to servicing, innovation and support.

## Our Partnerships

Our services are supported by partnerships and strategies with industry leading specialists to improve job outcomes.

Our partners who deliver direct services on our behalf in select locations are:

- > yourtown (youth)
- > Rainbow Gateway (Aboriginal and Torres Strait Islander peoples)
- > Sureway (regional)

## Our local community and employer Connections

Our local community and employer connections provide:

- > Broad access to job opportunities
- > Streamlined referrals to community agencies delivering low interest loans (eligibility requirements apply)
- > Access to local support groups to help you stay employed
- > Matching to current and former business people to provide mentoring
- > Links to specialist services and advice from:
  - Whitelion (at risk youth)
  - GROW (peer support for mental health)
  - John Pearson Consulting (Aboriginal and Torres Strait Islander peoples)
  - Lifeline (mental health)
  - Wirrpanda Foundation (Aboriginal and Torres Strait Islander peoples)
  - Multicultural Development Association (diversity)

## About Us

MAX Solutions is a national organisation employing more than 2,000 Australians to deliver employment, health, and training services; best known for our work as an Employment Provider - MAX Employment.

Since opening in 2002, we have offered proven solutions to help individuals, businesses and the Australian Government.

We are well positioned to have a positive impact on the lives of Australians delivering jobactive employment services from more than 230 locations across Australia. We have a presence in every State and Territory.

Our people are committed to improving the lives of others. We call it 'the MAX way'.

## Quality and Ethics

Quality and ethics are the foundation upon which we operate.

We are Quality Assured against AS/ NZS ISO 9001:2015, against the National Standards for Disability Services and the Department's Quality Assurance Framework.

