



Welcome. Our service to you starts here.

Thanks for using MAX as your
employment services provider.

EMPLOYMENT | HEALTH | LEARNING

max

Every person. Every chance.

About MAX

After over 20 years working with customers, employers, community partners and support organisations, MAX teams around the country have a deep connection to the local communities they serve.

As one of the country's largest providers of Employment, Health and Learning services with a national footprint, we are proud to support thousands of Australians giving every person, every chance.

Your service with us

We deliver a number of different employment services including Workforce Australia and Disability Employment Services. Whether you have a disability, are returning to work after a long absence, have gaps in your experience or haven't been sure where to start, we can help.

For information on your employment service, you can visit our website or ask our team. An information sheet will be included to help you understand what your service involves.

Contact us

If you can't get in touch with your local team or just have general questions, you can contact our Client Services Team.

1800 603 503

Monday to Friday (excluding public holidays)

8.30am - 5.00pm AEST

My consultant is:

I can call them on:

Activate a better way to support your job search

maxConnect

MAXConnect is an online platform which helps you manage your service with us and supports your job search.

Help us get to know you, complete necessary forms and build resumes for potential jobs all in one spot. MAXConnect is your easy-to-use tool to update your details and preferences, complete assessments, and upload your key documents while you are job searching.

Learn more and activate your MAXConnect tools at: maxsolutions.com.au/max-connect

Helpful resources

National Disability Abuse and Neglect Hotline

This hotline exists to provide support to you or someone you may care for to report abuse and neglect of people with disability.

P: 1800 880 052

Fair Work Ombudsman

Helping you understand and follow Australia workplace laws including your entitlement to pay, minimum wage, leave, awards and agreements and employment termination.

www.fairwork.gov.au

Fair Work Infoline: 13 13 94

Language help: Contact the Translating and Interpreting Service: 13 14 50

TTY: 13 35 77

Ask for the Fair Work Infoline 13 13 94

Speak & Listen: 1300 555 727

Ask for the Fair Work Infoline 13 13 94

Complaints Resolution and Referral Service

A free and impartial service that can help you sort out complaints if your Disability Employment Service is not meeting the Disability Service Standards.

P: 1800 805 260

TTY: 1800 301 130

National Customer Service Line

If you feel your concerns have not been resolved you can contact the Australian Government's National Customer Service Line.

P: 1800 805 260

Additional services

Depending on your circumstances, we can also provide you with other services that will complement your employment service. Ask one of our team about:

Training services

- Short courses to help you prepare for work
- Vocational training courses in a range of industries
- English language and literacy programs.

Health services

The health team is made up of a diverse range of professionals.

We can provide support for:

- Mental and physical health conditions
- Drug or alcohol use
- Disability services
- Pain management
- Physical health and strength
- Diet and health living
- Managing stressors
- Low self-esteem or motivation
- Low confidence about starting a new job
- Uncertainty about what jobs you can do.

Our promise to you.



Treat you with dignity, respect and equity.



Take up the challenge to go the extra mile for you.



Actively listen to understand your needs.



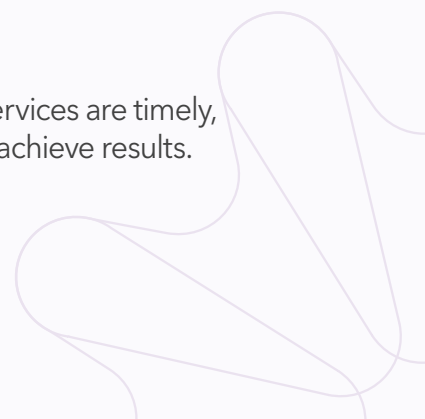
Make it easy for you to find out more about our services.



Be honest about what we can do to help you.



Ensure our services are timely, relevant and achieve results.



Let's keep talking

We put our heart and soul into making things work for you.

So when things go well, let us know. But sometimes things don't quite go according to plan, and we'll want to push harder to do better. If you feel that your service has not met your expectations, we want to know.

Complaints and Feedback

Feedback is strictly confidential.
You can provide feedback by:

P: 1800 625 350

E: quality@maxsolutions.com.au

W: maxsolutions.com.au/contact/feedback-and-complaints

Privacy Policy

MAX is bound and obligated to the Australian Privacy Principles.

For the full Privacy Policy head to:
maxsolutions.com.au/miscellaneous-pages/privacypolicy



Free interpreter service

Call us and tell us which language you speak, and we will call you back with an interpreter.
Call 1800 603 503

निःशुल्क दुभाषिया सेवा
हमें फोन करें और बताएँ कि आप कौन सी भाषा बोलते/बोलती हैं, और हम दुभाषिए के साथ आपको वापस फोन करेंगे
1800 603 503 पर फोन करें

خدمات مترجم شفاهی رایگان
یا ما تماس بگیرید و بگویید که به چه زبانی صحبت می کنید، و ما با یک مترجم شفاهی یا شما تماس می گیریم
با این شماره تماس بگیرید: ۱۸۰۰ ۶۰۳ ۵۰۳

ਮੁਫ਼ਤ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾ
ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਅਤੇ ਸਾਨੂੰ ਦੱਸੋ ਕਿ ਤੁਸੀਂ ਕਹਿਣੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਅਤੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਤੋਂ ਬਾਅਦ ਵਾਪਸ ਸੰਪਰਕ ਕਰਾਂਗੇ। 1800 603 503 'ਤੇ ਕਾਲ ਕਰੋ

د ژباړنې وړیا خدمت
موندنه زنگ ووهئ اوموندنه ووايي چې په کومه ژبه خبرې کوئ، اوموندنې ژباړونکي سره یوځای تاسي ته بیرته زنگ ووهو
دغه 1800 603 503 شمیره کې زنگ ووهئ

Libreng serbisyo ng interpreter
Tawagan kami at sabihin sa amin kung ano ang wika ninyo, at tatawagan ka namin na may kasamang interpreter
Tumawag sa 1800 603 503

خدمات ترجمانی مجانی
یا ما تماس بگیرید و بگویید که به کدام زبان صحبت می کنید، و ما دوباره با یک ترجمان یا شما تماس می گیریم
به شماره 1800 603 503 زنگ بزنید

Dịch vụ thông dịch miễn phí
Hãy gọi chúng tôi và cho biết ngôn ngữ nào quý vị nói, chúng tôi sẽ gọi lại với một thông dịch viên
Hãy gọi số 1800 603 503

خدمة ترجمة مجانية
اتصل بنا وأخبرنا باللغة التي تتحدثها، وسنتصل بك مرة أخرى مع مترجم فوري
اتصل على الرقم 1800 603 503

免費傳譯服務
請給我們打電話，告訴我們你說哪種語言，我們會給你回電，並提供傳譯服務
請撥打 1800 603 503

免費口译服务
请给我们打电话，告诉我们你说哪种语言，我们会给你回电，并提供口译服务
请拨打1800 603 503