

# Walking the talk on disability employment

The MAX Solutions/ Assessments Australia Experience  
Disability Integration Employment Project

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# MAX SOLUTIONS

Employment . Support . Community

Every person. Every chance.



# Overview of the project

- The National Disability Insurance Agency (NDIA) data collection was an initiative of the Australian Government designed to collect information from National Disability Insurance Scheme participants, their families and carers to evaluate their experiences and the outcomes achieved with an objective of improving service delivery
- Assessments Australia was contracted on behalf of the NDIA
- The project took place over 5 months in 2016
- A workforce of call centre staff and field officers was required to schedule and administer the surveys and compile a report for the NDIA
- The project covered NDIS participants, their families and carers in Tasmania, South Australia and Victoria.

# **Commitment to the employment of People with Disability**



# Project Establishment

- Assessments Australia employed 45 staff to undertake the service centre operations
- 19 (43%) were DES participants from MAX and other Brisbane based providers
- 7 ESS, 12 DMS
- Successful candidates performed duties in a service/ call centre environment: making and receiving phone calls, collection of data, data entry of responses into a unique collection tool, managing call schedules, booking appointments and providing superior customer services

# Recruitment and Selection

- Advertised through SEEK, MAX Connect and other local DES providers
- Over 100 applications from jobactive and DES participants
- DES specific candidates were priority screened via telephone, Health Officer case reviews and person job- fit assessments
- Assessment Centre – simulated scenarios based on positions available:
  - Conflict resolution
  - Team work
  - Communication
  - Problem Solving
  - Sales

# Induction and Commencement

- MAX Solutions designed and rolled out a pre-employment programme in partnership with allied health staff
- Assessments Australia as the employer ensured that the Program Director possessed human service qualification as well as a high level of disability confidence
- Job role training designed by Assessments Australia with support from MAX was then undertaken.
- Workplace modifications and amendments were identified and assessed by allied health staff in conjunction with the employer (AA)

# Employment

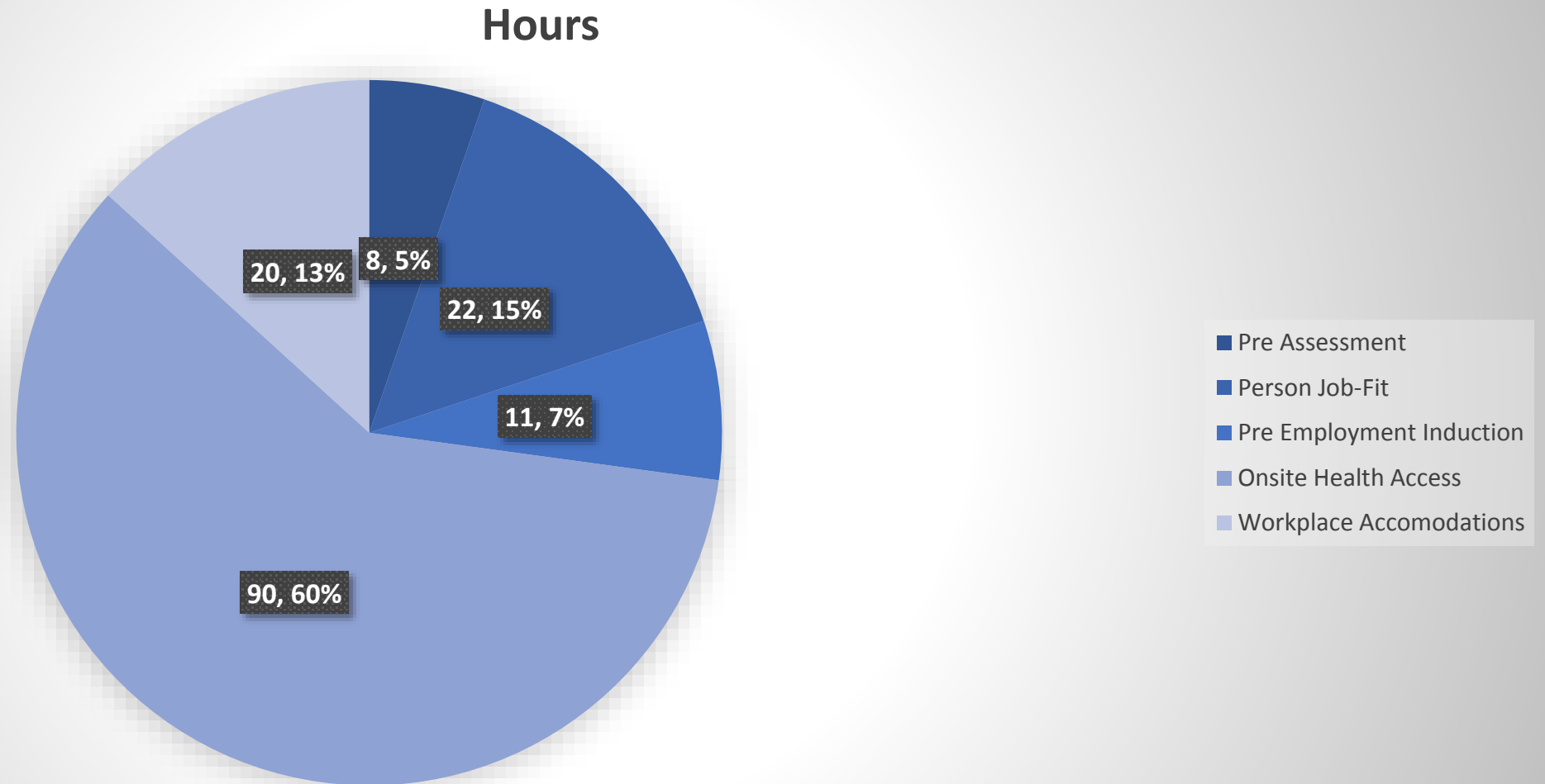
- Job descriptions and performance outputs and expectations for each employee – weekly performance sessions, MAX Employment
- Establishment of smaller integrated teams within larger teams
- Variety of communication modalities including daily pulse meetings, weekly progress updated, process bulletins, tips of the day to cater to diverse listening and learning styles
- Over project duration other employees disclosed that they also had a disability or were linked with a jobactive or DES provider
- Appointment of a MAX Employer Engagement Manager to work with the Project Director



# Integrated Supported Model

- Combining Health Service Officers in the support of participants to identify and overcome any risks, barriers and roadblocks to sustain employment
  - Occupational Therapists, Rehabilitation Counsellors and Psychologists
- Pre- Assessment identification
- Person- Job Fit Assessment
- Pre Employment Induction
- Onsite Health Access and Support
- Workplace Accommodations

# Health Services Support breakdown



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“While there were many challenges throughout the project, the learning, development and success of the DES participants was inspiring. The commitment to educating and developing all employees to create meaningful progression in skills, technical ability and careers while exceeding all project expectations was realised ”

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Overview and leanings from a disability  
integration employment project 2016



# Outcomes and Success Stories

- 19 DES participants commenced employment
- 17 successfully completed the entire contract period
- All 17 would have been offered an extension had the work continued
- All participants had their resumes updated to reflect their new skills in current demand – call centre, IT and customer service
- Alternative positions were sought and participants placed into new roles successfully

# Employment Calling for Brian

*“Brian’s experience has given him a passion and unwavering drive to help others when they’re in a difficult place in their lives. His ability to empathise with others is remarkable and that’s what we are looking for when we are hiring candidates.” Erin, Employer Engagement Manager*

*“I can see my experience with mental health issue definitely helping me. When I come across people that are in their own worst place ever, I can understand what they’re going through. Depending on where they are mentally, some people are ready to be helped, and others still have a little way to go. I understand that journey.” Brian, Service Centre Staff member*

# What do MAX do differently as a result of this project?

- Disability Confident Recruiter Status – Australian Network on Disability
- In – work support focus
- Employer Business Teams championing disability recruitment
- Partnerships with organisations such as Brain Industry Australia and local community links
- Lobby government to have disability targets in all contracts for outsourcing

**Thank you**



# Questions?

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