

**MAXimusSolutions Australia ensures that all initial appointments are scheduled within 4 weeks of the JCA submitted date.**

Upon receipt of a JCAc referral, a MAXimusSolutions Australia qualified Health Services officer (HSO) makes contact with the job seeker to engage the client, ensure they understand what the service is set out to achieve and to organise a convenient initial assessment date.

**MAXimusSolutions Australia reminds clients of their appointments via multiple modes such as letter, telephone call and sms prior to each appointment.**

After a HSO has contacted the jobseeker, a letter confirming the date and time of the appointment will be sent to the client. Prior to each appointment the client will be reminded via telephone call and sms.

**MAXimusSolutions Australia makes every attempt possible to engage the client and achieve the best outcome from Job Capacity Account services**

If a client does not attend (DNA) an appointment the HSO will contact the client immediately to schedule a new appointment and try to re-engage the client to proceed with the service. The HSO will also contact the Job Network member if known and the JCA Assessor to keep them updated. If the client does not attend 2 scheduled appointments, an exit report with all attempts to contact will be completed and sent to the JCA

**MAXimusSolutions Australia keeps you informed of the progress of your client.**

Throughout the program our HSO's will continue to communicate the progress of the client with the Job Network member and JCA Assessor. Our secure online e-referral system will also keep the JCA Assessor updated.

**MAXimusSolutions Australia ensures that JCAc programs have been completed within DHS timeframes and quality summary reports are forwarded to referrers in a timely manner.**

Upon completion of the program or if the client wishes to no longer participate in the program, the HSO will provide a thorough Summary Report outlining Attendance dates, issues addressed, further barriers to be addressed and summary and recommendations.