

# Maxima Training Group

## Not-for-profit

**290** participants

**8** Novated Leases

**56** CPVs

**102** Packaging cards

**134** ME cards

Maxima Training Group is a South Australian-based not-for-profit organisation that supports people in their pursuit of meaningful work across seven states and more than 70 communities. Maxima provides Disability Employment Services, Temporary and Permanent Recruitment, Apprenticeships, Traineeships, and Indigenous Employment Services.

Before transitioning to Eziway for the 2020-21 FBT year, it had experienced constant 'noise' back to Payroll from disgruntled employees highlighting a range of issues with how their salary packaging arrangements were being administered. Now with Eziway, the noise has subsided, the accuracy of data is reliable and at hand and the organisation is seeing a lift in participation that was previously impossible.

*"After every pay cycle, employees used to contact Payroll to complain about their salary packaging arrangement. Not with Eziway they don't."*



Salary Packaging is a complex financial facility. If managed well, it remains the most effective way to increase the take-home pay of employees at no cost to employers. Owing to its complexity, Salary Packaging requires subject-matter experts in tax, finance and payroll, and a purpose-built administration system to run a compliant, accurate and liability-free program. Employers who outsource their salary packaging program to Eziway report the same immediate benefits:

- capacity to refocus key resources on core business
- improved service experience for employees
- increased program participation
- increased savings to the cap (maximisation)
- de-risking of the facility in terms of tax and liabilities

This is of course, if you have the right provider. Maxima's experience before Eziway was not ideal.

*"After every pay cycle, employees would contact Payroll to complain about their salary packaging arrangement."* said Heather Thompson, CFO and Deputy CEO of Maxima.

*"Our stakeholders spent a lot of time dealing with issues each pay. We outsource the facility so we don't have noise from staff back to the business."* Heather said.

*"Some staff couldn't even get through to the provider to discuss their issue. They would wait for hours only to be told that they would be called back later Often this was days later."* she added.

When Maxima contacted Eziway, we were able to demonstrate how our dedicated service model would address their concerns. In particular, our:

- **Dedicated Customer Relationship Manager** would be the stakeholders' single point of contact for all matters relating to Maxima's program and would advocate their needs through the business
- **Dedicated Client Service Officers** would answer calls within 7 seconds and process claims, new starters and amendments within 24hrs, and our
- **Integrated Administration System** would allow stakeholders to generate their own reports using live data and permit employees to self-serve using their mobile devices

*"We don't have any noise from staff now since moving to Eziway. This is always a great indication that the program is running well."* Heather said.

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*"If I need anything, I just call Colleen (CRM) and she attends to it immediately. I had a woman return from maternity leave recently and I called Colleen to have her set-up to package. Colleen rang her immediately and the woman was set-up within an hour. Fantastic!"* she added.

**Performance during COVID-19**

Heather commented on the service levels during COVID-19. "We were told that service levels would not deteriorate during the pandemic and that is what we experienced." During the 3-month period from 27 April to 27 July, Eziway achieved the following KPIs:

|                |                                      |
|----------------|--------------------------------------|
| Phone Calls    | 24,411 incoming calls answered       |
|                | Answered in <7 seconds 97.4%         |
| New Starters   | 1,397 activations processed          |
|                | Processed in <1 business day 100%    |
| Claims         | 610 entertainment claims processed   |
|                | Processed in <1 business day 99.3%   |
| Amendments     | 8,421 packaging amendments processed |
|                | Processed in <1 business day 99%     |
| Substantiation | 9,141 subs provided by clients       |
|                | Validated in <1 business day 100%    |
| Vehicle Claims | 889 Novated Leases claims processed  |
|                | Processed in <1 business day 99.1%   |
| New Vehicles   | 116 Novated Leases established       |
|                | Processed in <1 business day 97%     |
| CPVs           | 74 company-provided vehicles added   |
|                | Processed in <1 business day 96%     |
| New Cards      | 1,327 new cards ordered              |
|                | Delivered in <10 business days 96.2% |

**Transition**

Eziway transitioned 257 participants including 7 novated leases and 31 company-provided vehicles. We attended every Maxima site around the country over a 4-week period to onboard employees live. After we met with employees, they returned to their desk to an email that confirmed their packaging arrangement had been set-up.

*"The transition went smoothly. We have confidence in Eziway and how they do things."* Heather said.