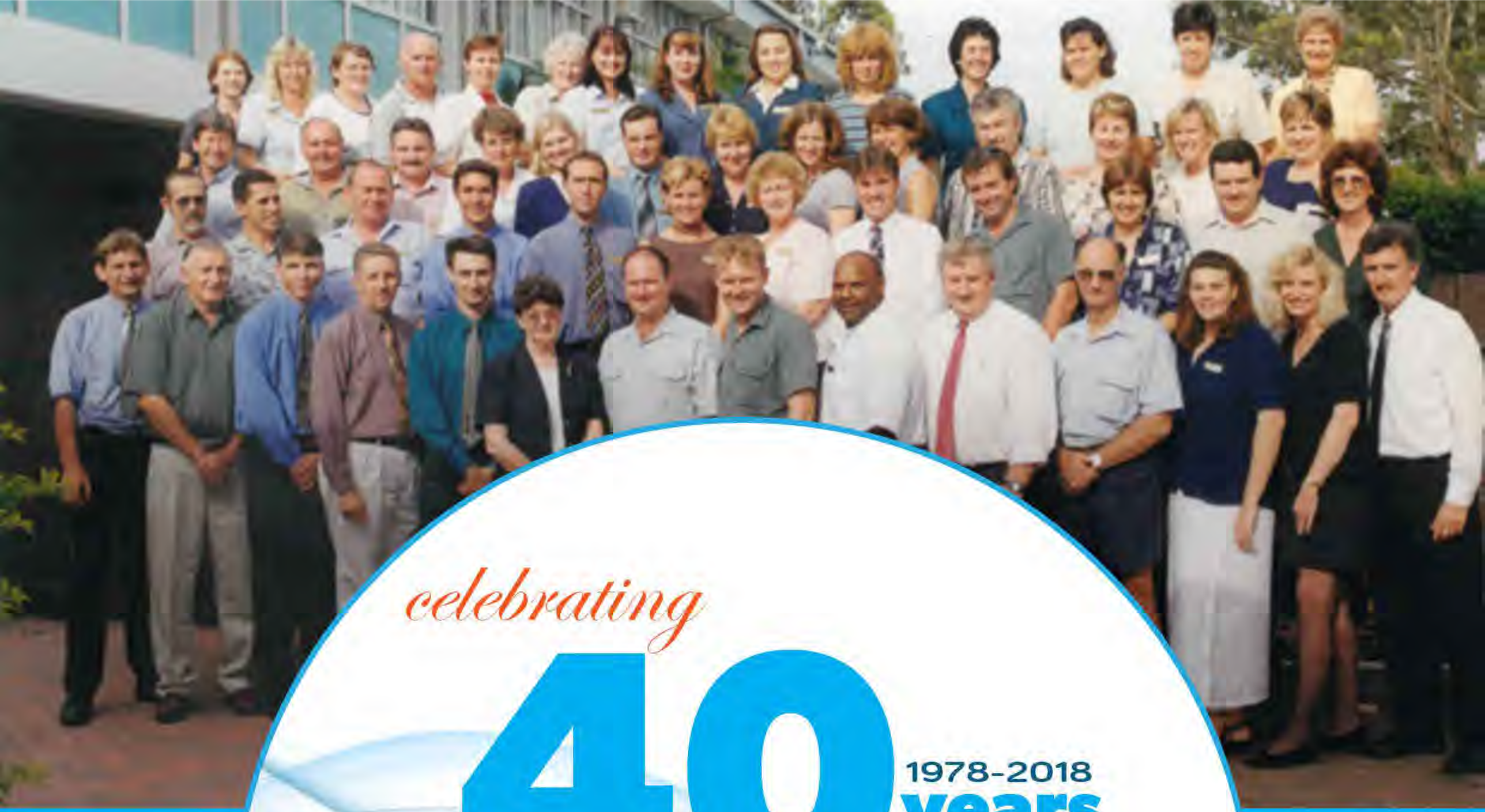

celebrating

40 years

1978-2018

live, grow, prosper

ANNUAL REPORT 2017.18

IMPACT COMMUNITY SERVICES

We deliver **19 contracts** covering **9 communities** to support more than **5,000** people

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IMPACT Community Services offer programs that help all individuals to live, grow and prosper in ways they never expected! We are a not-for-profit organisation that has been delivering services in Bundaberg since 1978.

VISION

To lead the community in pioneering improved life opportunities

MISSION

Building a caring and inclusive community through opportunities which empower people,improve resilience and social and economic participation

VALUES

Trust; Empowerment; Relevance; Compassion; Inclusiveness

Chief Executive REPORT

On 19 June 1978, IMPACT Community Services was born. Formerly known as Bundaberg Community Youth Support Scheme (CYSS), the organisation provided non-accredited skills development to unemployed youth. The activities were focused on creating social inclusion, increasing resilience and in some instances, preparing people for the workforce. 40 years later, the words in our vision, mission and values may have changed, but our primary purpose – the reason why we do what we do – has endured the test of time. Through our programs and services, we assist individuals and families experiencing disadvantage, poverty or exclusion, to build resilience and reconnect with the community in a positive way that improves their quality of life. Over the years we have also grown considerably, delivering more than 19 different programs and services to more than 5000 people in nine regional communities.

This report is my opportunity to express my gratitude. It is also a chance for you to read about how the organisation continues to have an impact on individuals and families within our community. I am incredibly proud to work for an organisation that is committed and passionate about improving people's life opportunities. We are changing lives – everyday. We are creating an ecosystem that works in partnership with others to wrap a range of programs and supports around individuals as they make choices to improve or change their life. Compassion is one of the core values that is at the heart of IMPACT Community Services, and I would like to thank my team, the IMPACT Board of Directors and all of our partners and stakeholders for their compassion and commitment to improving the life opportunities of our clients.

The last 40 years has provided a rich tapestry of history for the organisation and formed a solid foundation from which to thrive. I believe that our commitment to our mission and values, our dedication to growth, innovation and diversity, our passion for improving life opportunities and our ability to adapt, transform and remain agile will ensure that IMPACT Community Services remains relevant, necessary and financially viable for the next 40 years.

Tanya O'Shea
Chief Executive

NDIS ROLLOUT BENEFITS CLIENTS

THE IMPACT COMMUNITY CHOIR

If you've ever visited IMPACT on a Wednesday morning, there's no missing the amazing array of voices and music that come from the IMPACT Community Choir. Once again, it's been an outstanding year for the choir in 2018. Our record attendance numbers from 2017 have continued to steadily climb and sit at approximately 70-80 at rehearsals, with 40-50 regularly attending most performances. Performance highlights include: the annual Ability Ball, Bundy4Breakfast, Recycling Waste Conference, Options Day, the IMPACT Community Services Christmas Concert and a special performance for the Premier, Annastacia Palaszczuk. The choir continues to be a source of joy and empowerment for all participants and is a resounding success wherever they perform within the community.

WATCH THE VIDEO

"IMPACT COMMUNITY CHOIR"

NATIONAL DISABILITY INSURANCE SCHEME

The National Disability Insurance Scheme (NDIS) is a new way of providing people with a disability across Australia with support to meet their needs and link with their community. The rollout commenced last year and has seen a change in the landscape and IMPACT has had some exciting new programs that have formed part of the scheme.

SHINE/PERFORMING ARTS CLASSES

The SHINE program has grown to include music and performing arts in 2018. Both streams have been extremely successful, and IMPACT has been especially proud to watch these talented people learn and perform in their chosen areas. SHINE Music showcased the talents of participants at the IMPACT Christmas Concert in December 2017. The audience was treated to an array of dance and music by groups and soloists. With a strong focus on ability and appropriate guidance, these participants have been able to learn piano or ukulele, as well as all elements and fundamentals of music and singing. Performing Arts is an exciting new program that has been referred to by many as"the funnest thing to do at IMPACT!"It's a high energy class with lots of focus on improvisation, losing inhibitions and self-growth. Many clients (and support workers) were somewhat confronted with tasks including –"sing like you're in an opera whilst washing up" or "show us your best scarecrow" but over time, they have all grown and become outstanding performers. With a brand-new stage and props built by the IMPACT workshop, the performing arts team is looking forward to the end of year concert to showcase their talents!

Intensive Family Support

IMPACT's Intensive Family Support initiative, works in partnership with parents and family members to promote and foster improved parenting practices by supporting activities and interventions that improve the parent's ability to build capacity to safely care for and nurture their children.

The service provides family centred intensive intervention and support, counselling and mentoring and skills development to families with children at risk of harm and removal to out of home care. IFS strengthens the family as a unit, minimise out of home care occurrences and help ensure a safe, caring and supportive environment for children.

Independence HOUSE

The IMPACT Independence House is a caring and safe environment where clients can feel empowered, focus on life skills, learn day-to-day skills and take on new responsibilities. This can include a day in the garden, watering the vegetables and pulling out weeds, cooking their lunch with confidence or cleaning up around the house. Our clients participate in activities daily and get the opportunity to discover their independence.

"Having a house dedicated to increasing their independence and confidence and having the ability to see the results of these activities really has been a primary focus of IMPACT for many years," said IMPACT Chief Executive Tanya O'Shea.

IMPACT continues to provide quality person-centered support services for people with a disability through our support for School Leavers, Post School Services, Providing Opportunities through Day Services and NDIS support.

Ability BALL 2017

Community Lifestyle Support's Ability Ball was held in September of 2017 with great representation from IMPACT staff and clients. Over the past few years the Bundaberg Ability Ball has attracted large numbers and last years' ball was the biggest yet with over 400 people in attendance. The IMPACT Community Choir made its regular appearance, performing three songs and one in particular that had the entire crowd participating; their staple anthem of Katy Perry's 'Roar'!

CVS Celebrates 28TH YEAR

The Community Visitors Scheme this year celebrated its 28th year Anniversary. One volunteer in Bundaberg, **Roy McInnes** has been volunteering for **25** of those. Roy has continued to visit despite family bereavement, his own sicknesses and other personal battles, all because he sees a great need in the community and finds visiting extremely rewarding. A huge shout out goes to ALL of IMPACT's CVS volunteers who commit to making that real difference in the lives of elderly people in Aged Care facilities in Bundaberg, Childers, Gin Gin, Monto and Gayndah. CVS volunteers can also visit clients who receive a Home Care Package, which involves visiting in private homes. Whatever the case, IMPACT is very grateful for the collective efforts of all CVS volunteers and for the many good news stories accomplished in the 28 years of operation.

"193 TOTAL NUMBER OF CARE RECIPIENTS VISITED LAST YEAR"

IMPACT Get FESTIVE

Another year of festive was celebrated with Bundaberg Regional Council's annual Pageant of Lights Parade last year. The annual event includes the switching on of the town's Christmas lights throughout the main street. IMPACT's Street Outreach van towed a trailer decorated with a bright pink washing machine and clear balloons simulating bubbles promoting the impending opening of the New iMAGE Laundry's brand-new premises. Some 40 staff members, clients and volunteers walked alongside the float getting into the Christmas spirit. This year promises to be bigger and better with a planning group already throwing ideas around!

CANE2CORAL

2017 marked the 8th annual Friendlies Cane2Coral Fun Run which traditionally attracts over 2,500 people in the community including participants, volunteers, sponsors, businesses and spectators. IMPACT staff rallied together and entered a team to participate in the 4km section. Board Chair Dave Batt and Chief Executive Tanya O'Shea both completed the 10km run and were even seen comparing times at the finish line.

Bundy4Breakfast

Being a guest speaker for the Bundy4Breakfast event held in in December was a great honour for Chief Executive, Tanya O'Shea. It was a chance to share the passion that IMPACT has for striving for better outcomes for people with a disability or mental illness. Alongside other guest speakers from Bundy Brewed Drinks and Pacific Tug, our New iMAGE Laundry was our main topic of conversation to ensure the Bundaberg business community was aware of this fantastic upgraded service and the reasons behind IMPACT Community Services being so passionate about what this means for our community and workers.

Bundy Club MAGIC

February 2018 saw IMPACT Community Services as the Charity of Choice for the Bundy Club function held at the Services Club. IMPACT staff sold raffle tickets to an array of generous local businesses while they were entertained by Consentino the Grand Illusionist. On the night a total of $4,890 was raised and proceeds were used towards the new training room furniture at IMPACT's brand new New iMAGE Laundry which opened on 19 March 2018.

Bundy Region PROMO NIGHT

June saw members of our team attend the 2018 Bundaberg Region Promotion Night held at Parliament House in Brisbane, co-hosted by Stephen Bennett MP and David Batt MP. We were honoured to be invited and we joined many of our region's iconic and award-wining businesses such as Bundaberg Rum, Bundaberg Fruit and Vegetable Growers, Bundaberg Brewed Drinks and Kalki Moon Distillery – just to name a few.
It was a great opportunity for us to be able to showcase the vast range of services our business provides to the local community and provided good networking opportunities with local businesses and members of Parliament from other regions.

"FUNDS RAISED BY THE BUNDY CLUB NIGHT $4,890"

OUR COMMUNITY CONNECTION

Gary's NEW START

It was a brand-new start for Recycling and Collections worker, Gary Rohdmann. For the first time, with support from IMPACT Community Services, Gary is living independently and says he is loving it. One of Gary's goals was to move out of accommodation prior to his new home, live somewhere alone and where he felt safe.
Gary has told his Support staff that he felt a great weight lifted off his shoulders after leaving accommodation which according to him wasn't suitable.

"It was an exciting day when I moved out because I went shopping and bought things that I've never had before. The staff at IMPACT are showing me how to work my new washing machine and have been very helpful", Gary said.

Gary is now receiving support through the NDIS with IMPACT which enables him to have a Support Worker on the weekends and Friday nights. During his Friday night support Gary is stepping out with the boys and says he is loving getting out and socializing with his friends and co-workers.

Gary said that he is learning new skills that are helping him at home and loves that he is supported by IMPACT and employed fulltime at the Recycling and Collections facility. It's been an eventful six months for Gary as he also received the '2017 Buyability Employee Contribution Award'. This is a national award which recognized Gary's efforts, longevity in the recycling industry and contribution as a Supported Employee. This award was sponsored by the National Disability Services.

WATCH THE VIDEO

"THE CAN MAN"

Lisa's STORY

Lisa had worked in the child care, health, and education industries for much of her adult life. Because of funding cuts, Lisa was made redundant. As a result, she became very depressed, her financial situation was adversely impacted, relationships were placed under strain and her health suffered. Realising that she needed to retrain, Lisa approached IMPACT Community Services with a view to studying Aged Care. A Certificate III in Individual Support (Disability) had just commenced so Lisa decided to enrol in that course.

During the course, Lisa was very ill to the point of being hospitalised twice due to anaemia. Despite coping with autism in a new environment, Lisa found she loved the training and began to believe in herself again. Just prior to commencing her Vocational Placement, Lisa received the tragic news that her father and step-mother had been killed in a car accident.

"Steve Cullum, my trainer, and the other students were unbelievably supportive towards me and provided comfort and assurance which helped me to continue my study when part of me wondered how I could carry on," Lisa said. "The class became my place of comfort."

Lisa completed Vocational Placement and was offered a job with Carinbundi.

"Being offered work in the disability industry is my dream come true. I am so grateful that I felt I had to speak to the audience on Graduation day – something I never would have done in the past. I love that I am providing a good role model for my children."

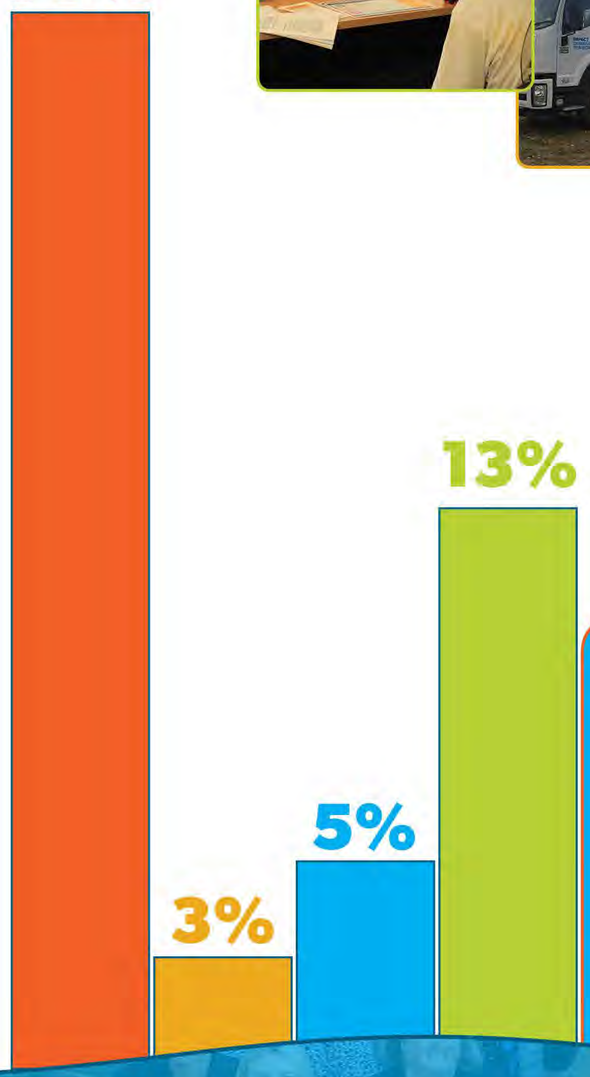
After working at Carinbundi for six months, Lisa received a promotion.

"My goal is to consolidate my position with Carinbundi, to learn as much as I can about disability service provision, develop my career and to encourage others to consider this industry," she says. "I wear my Carinbundi shirt with pride and am putting into practice everything that Steve taught me. I tell everyone that I can I have found somewhere I belong. Go to IMPACT and enrol!".

WATCH THE VIDEO

"IN THE CLASSROOM"

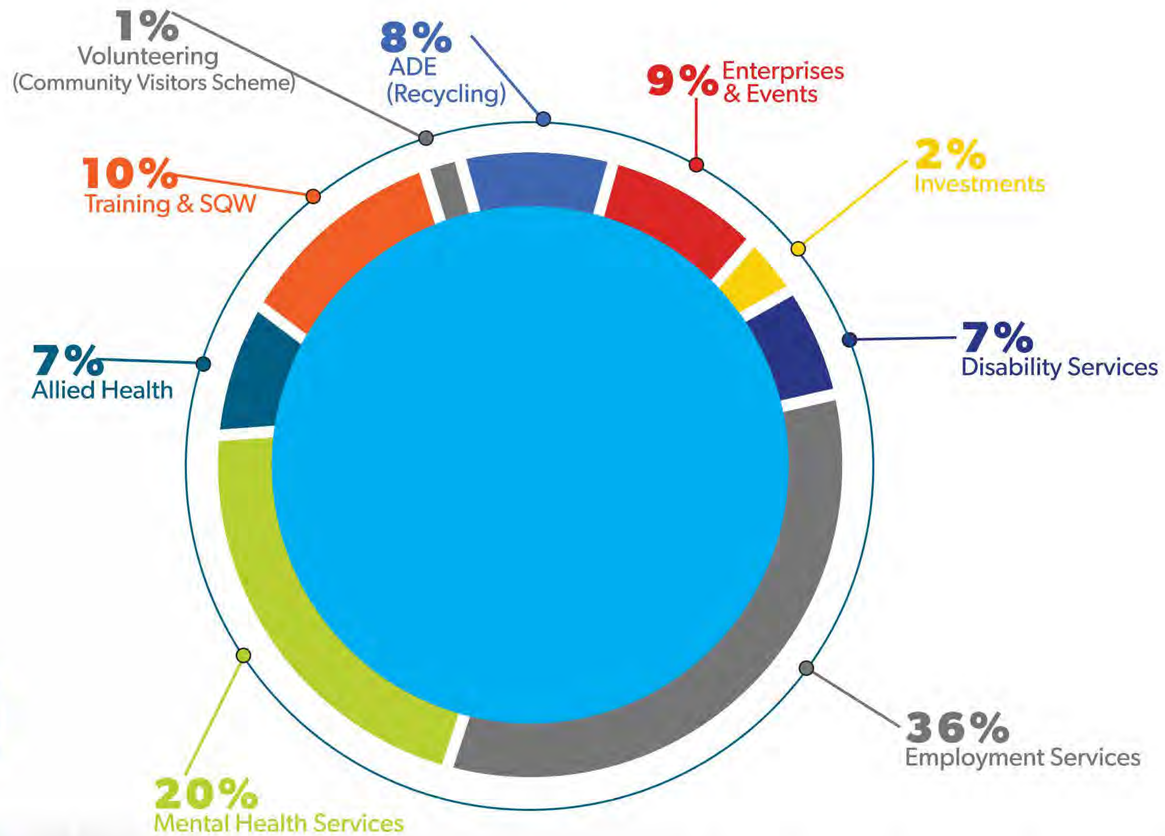
"DURING THE FINANCIAL YEAR 2017-18 **174** STUDENTS COMPLETED CERTIFICATE III QUALIFICATIONS AND **78.16%** (136 STUDENTS) HAVE FOUND WORK"



SERVICE DELIVERY COSTS

- Client Service Delivery
- Payments to Service Delivery Partners
- Admin & Goverance
- Enterprises

Income Sources 2017/2018



IMPACT
THE HISTORY

1978

Bundaberg Community Youth Support Scheme(CYSS) was formed and incorporated

1989

CYSS funding ceased. Skillshare commenced and our legal name changed to Bundaberg Skills Centre (BSC)

1991

Gained Approved Training Organisation Status (ATO)

1992

Purchased Mascot Sports Complex where our current premises are located on Bargara Road

Community Visitors Scheme (CVS) volunteering program commenced

1993

Purchased adjoining house and land and commenced building a two-storey training and administration centre, function room, canteen, etc

1998

1999

Job Network funding was lost. Staff numbers dropped from 65 to 20. At this time our diversification journey began

BSC merged with independence incorporated and the Recycling & Collections contract began.

Became a member of Job Futures (now known as Coact)

Disability Employment Network (DEN) contract commences

2002

2004

Introduced a new trading name IMPACT Make Your Mark

2008

Job Services Australia (JSA) program commences

2009

DEN contract ceased and Disability Employment Service(DES) commences

Commenced deliver of PhaMs Mental Health Services

2011

Major renovations took place and a new workshop was built.

Tanya O'Shea was appointed Chief Executive following retirement of Dorothy Cox after 30 years service

The IMPACT Community Choir was formed

Governor General Hon Quentin Bryce attended to officially open the new facility

2012

Sigificant loss of training funding at a State Government level

Commenced Street Outreach Service

2012 - 2013

Development and/or purchase of social enterprises began, all aimed at diversifying services and revenue streams

2013

IMPACT buildings were flooded the first time in history.

Water height rose to 1.2metres through the bottom floor and we suffer significant loss close to $1million

2014

A formal restructure affected 21 positions but resulted in 14 employees being made redundant

2015

A new name, IMPACT Community Services and a new brand was launched

State Government funding recommended for delivery of Skilling Queenslander for Work(SQW), Positive Start Parenting, and Family Mental Health Services

A further 10-year contract began with Bundaberg Regional Council to provide Recycling and Collection services

Job Services Australia(JSA) contract ceased and was replaced by Jobactive

2016

Commenced Skip truck and bin service

Commenced with the Discovery Coast Community Health Service

Commenced ParentsNext in Rockhampton

2017

NIL construction project completed

Official opening of NIL

Introduced Smoke Free workplace for staff

2018

Received NDS Support Excellence award for innovative practice, sector leadership and provision of quality employment outcomes

Received NESA Excellence Award for Innovation in Disability Employment

Minister Fiona Nash visited NIL site to announce Federal government contribution towards NIL construction

Employment First Aid commenced

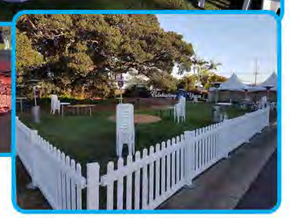
AUSTRALIA DAY

OUR DETAILED TIMELINE CAN BE FOUND HERE

40th CELEBRATION

IMPACT Community Services turned 40 this year and after months of planning, the significant milestone was celebrated in true style on the 3rd of August. The event was attended by more than 300 guests, some of which included past and current community representatives, stakeholders, staff and clients. It provided the opportunity to showcase the organisation to past, present and future stakeholders, as well as celebrating the anniversary.

The celebration of IMPACT's significant milestone was done so in a relaxed, informal and ambient way. It posed in a way to share achievements of the organisation over a 40 year timespan and acknowledge the ways that IMPACT has been making a difference to people in need in the local community. Guests had the opportunity to share their "IMPACT experience" and connect with others guests.



Gastronomic delights were provided by local suppliers – The Waves (Catering), Alowishus Delicious (desserts) and Cupcake Girls (celebration cupcakes).

The MC for the event was Deputy Board Chair Neil McPhillips, while speakers included the likes of IMPACT's Chief Executive Tanya O'Shea and Board Chair Dave Batt.

Welcome to Country was delivered by Aunty Melinda Holden Elder from the Taribelang People. She provided informative historical information relative to the origin of local street names; how the iconic Millaquin Sugar Mill came about; and the naming of Millaquin Mill.

Entertainment on the night was provided by IMPACT's Community Choir as they delivered a deeply moving and touching performance. Guests teared up at the performance with songs including Mama Mia, You Raise Me Up, and This is Me. Local artist Matt Barker also entertained into the night, much to the pleasure of everyone in attendance.

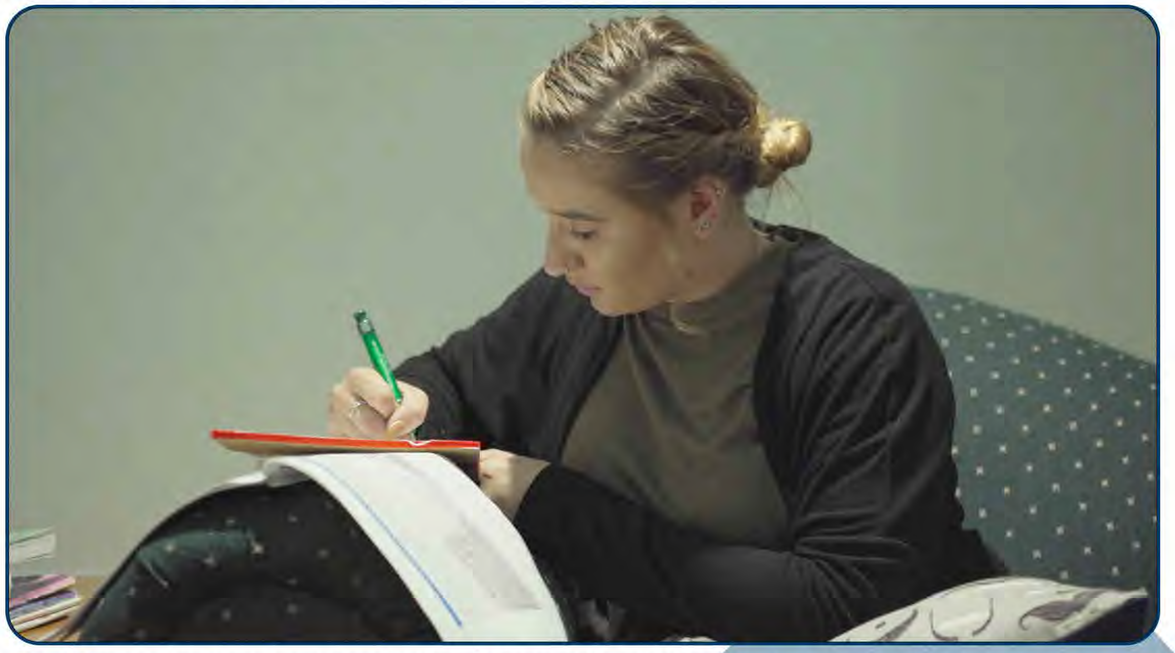
Current IMPACT Hospitality students provided guests with food and beverages on the night, led under the supervision of Trainer Jeff Messit.

The introduction of the strategically placed lighting once the sun descended to give life to and make a spectacle of the old fig tree which had been embellished with lighting to show its true glory. A symbolic gesture to exemplify the solid state of the organisation being firmly planted (in the community) and its longevity through the highlighting of the roots and canopy of the old tree structure.

Long term past staff member Jan Salmon attended the evening and had nothing but praise for IMPACT. "Thank you for giving us a special 40th reunion, it was much appreciated," Jan said. "I do remember the hard work that goes into occasions such as these. It was a great opportunity to reacquaint with the nicest former staff and present day staff."

The YOUNGEST ADULT

Before September 2017, Savannah was struggling to find the motivation to go on and lacked direction in life. The sixteen-year-old had minimal support from her immediate family, unstable accommodation, no means of transport, no support at school and was the victim of bullying. When her challenges became too overwhelming in Year 11, Savannah dropped out of school. She began to work at McDonald's and had just decided to study child care when she discovered there were no courses available to her in the near future. Desperate to better her circumstances, Savannah enrolled in Certificate III in Individual Support (Disability) with IMPACT Community Services and commenced the Transition to Work program in September 2017. She had no passion for the industry and virtually no association with disability.



One of Savannah's biggest emotional barriers for her was the classroom atmosphere, but despite her haunting experience, she confronted her fears and attended class. She was blown away by the motivational atmosphere, good class and "fabulous teacher" Wayne Morden. Savannah found the strength through all the times she was bullied, and all the times she felt alone and unworthy.

Savannah soon became passionate about the disability industry, starting her Vocational placement at Carinbundi. "The staff immediately made me feel comfortable and I was so impressed by their commitment to their work and their love for their vocation," she said. Savannah started paid work there in January 2018 and has now moved into a unit of her own.
It wasn't all smooth sailing though; there were other barriers and difficulties Savannah faced. With no stable accommodation, she moved five times during the course including to the Youth Refuge as a last resort. Savannah couch-surfed and travelled entirely on foot, sometimes several kilometres to class. Often nights, Savannah didn't finish work until after midnight, staying there occasionally after her shift and walking to IMPACT for class the next day.

Another struggle Savannah faced whilst at IMPACT was caring for her six-month-old niece. Savannah didn't let the situation get the better of her and despite being stretched in so many directions, she was determined to complete her studies. The staff at IMPACT provided work for her to do at home and twice the baby was brought in due to no alternative care. Her teacher, Wayne, and Youth Transition Worker, Millie Smithenbecker, provided ongoing and untiring assistance, encouraging Savannah and giving her advice with everything.
Savannah cites her niece as being another motivator and source of strength.

"Throughout the course, there were times I wondered if it was worth it. Then I thought about my niece and the example I wanted to set for her and got myself moving no matter how tired I felt."

With the help of the Youth Refuge and Regional Housing staff, Savannah has now secured a unit of her own. Her grandfather was another support system for her as well, helping wherever he could and assisting his granddaughter in obtaining her driver's licence, which Savannah says is her immediate goal. She plans on purchasing a car with the help of her Pop, putting her one step closer to driving herself to work and becoming more independent.

At her workplace, Savannah feels more at home than ever. The Carinbundi staff have been supportive of her, giving her pleasing feedback from them and her clients, as well as a welcoming environment.

On the whole experience, Savannah says "The disability course was the gateway to so many positive changes. I have proved everyone wrong who said that I would not succeed in anything. I learnt how to deal with people with whom I could not have dealt with six months ago and putting into practice what I learned in class has been amazing and rewarding."

The team at Transition to Work has seen Savannah complete the Certificate III in Individual Support (Disability) and give her the passion to make her thrive in the workplace. She has come a long way from where she was a year ago and hopes to one day move into a supervisory or management role.

"Throughout my life, I hope that I can be an example to other people, no matter what age, who are in circumstances where they feel overwhelmed with the negativity of life. This course and the disability industry has changed my life."

"TTW CLIENTS PLACED INTO WORK OR EDUCATION - 89"

WATCH THE VIDEO

"THE YOUNGEST ADULT"

Employment First Aid
KICKING GOALS

Operating an aquatic facility, A&F need a workforce that understand the dangers posed by an aquatic environment. When most patrons enter our facility, they aren't thinking of the dangers of the water, they come to have fun and relax. Our employees need to understand the risks of working in an environment where patrons often put themselves in danger without thinking or realising the risk of drowning or other injury. We need lifeguards who can speak to the public with confidence and care to help educate our patrons and raise aquatic awareness throughout the community. Lifeguards require a special blend of aquatic awareness, and sincere customer service skills laced with confidence, maturity and natural leadership. Rarely do you find a person this special that just walks through your door. They are generally cultivated over a number of years. This can pose problems for a seasonal facility looking to employ millennials who are entering the workforce for the first time.

Running the northside pool poses employment challenges for the business and our employees. As a seasonal facility, we can employ up to 40 people for a portion of the year before having to reduce our employee numbers over the winter months. Recruiting, training and onboarding a large number of staff in a short period of time before the facility opens is problematic. And not having a permanent job can bring turmoil for many employees. These challenges on both sides are hard to balance. However, with the assistance of EFA this year, the challenges have been much less disruptive. By having a third-party act as a mediator, a trainer, and a HR assistant, we've been able to concentrate on the business instead of worry over concerns related to our employees. Any concerns have been dealt with more quickly and easily without being grown into a major problem throughout this season.

EFA have assisted us in communicating with the younger members of our workforce, our millennials. EFA have helped us ensure our newest and youngest employees understand the high expectations placed upon them by taking an important role within this organisation.

We are truly grateful for the assistance EFA have provided, even as a sounding board and a support network for employers and our employees this season.

EMPLOYMENT FIRST AID

"TOTAL CLIENTS WITH 1 ON 1 SUPPORT 450"

jobactive STORY

The last year was an extremely busy and exciting one for jobactive as a whole, and for the Bundaberg team singularly. Star ratings were released from the March milestone, seeing the Bundaberg site lift from a 3-star rating to join the Childers site on a 4-star rating. Bundaberg doesn't plan on slowing down though, striving to work even harder to maintain a 5-star rating in the future.

In a recent department monitoring visit, the Bundaberg team were commended on their commitment to working with local employers along with their successes in the Federal Governments PaTH Internship Program. The program focusses on helping reduce youth unemployment by creating opportunities for jobseekers between 17 and 24 years of age. Since the program's commencement in April 2017, Jobactive has created 64 internship placements as of the 31st of May 2018, with 55% of those converted into employment. The remaining 45% of those interning received valued work experience, furthering their opportunities for employment in the future.

The Jobactive team have worked diligently on building healthy work relationships with multiple employers throughout the region, generating more potential placements for jobseekers in the program. The team believe this contributed to their performance lift to 4-stars.

A prime example of these relationships is the strong partnership with Bundaberg Motor Group, who last year saw the placement of 12 PaTH internships. This relationship has created employment opportunities for many jobseekers, in addition to them getting extra support that they need.

Jobactive look forward to another strong year, building more relationships, creating more opportunities and continuing to see positive outcomes for jobseekers.

2017-18 CHAIR REPORT

June 2018 has seen 40 years evolve since a group of like-minded Bundaberg people commenced their vision for a better Bundaberg. From the beginnings of Bundaberg Community Youth Support Scheme in 1978 to what has now morphed into the current Impact Community Services of 2018 there has been a common thread from those that work, volunteer and lead this organisation and that is – 'to lead the community in pioneering improved life opportunities'.

I would like to thank the thousands of volunteers over 40 years who have supported IMPACT in its vision and mission to build a caring and inclusive community, to empower people and improve their resilience and their social and economic participation. Our current volunteers have helped our IMPACT team support over 5000 customers this year alone.

A special thank you to all those who have volunteered to serve on the Board of Directors over this time. This group includes members who have served for over 20 years to those less than 1 year. Thanks to our 2 outgoing board members this year Cameron Bisley and Anne McWhirter who have both served over 5 years until moving on. All 46 board members (including the current 7) have helped shape IMPACT into the organisation it is today.

I would also like to congratulate the hundreds of previous staff that have worked in the organisation over the last 40 years for the commitment shown to both our customers and to IMPACT to keep us relevant to the ever changing issues our community has dealt with over those years. To current CE Tanya, General Managers, Steve, Sue and Paea and the almost 180 current staff at IMPACT – thank you and well done on continuing to commit to our vision, mission and values. The passion you bring every day makes it a pleasure for the Board and other volunteers to want to commit time and energy to such a fantastic organisation doing such great things.

IMPACT's service model has changed over the years but it has always enabled our customers to transition through an individualised pathway of support. Our current support areas of disability, mental health, homelessness, housing and health services, training, employment and enterprise have been adapted through our strategic planning process to meet the current but continually changing needs of our community.

As part of the service model we were excited in June to officially open our $2.5 million 'New iMage Laundry'. The great work of laundry manager Danny and his team along with C.E.O. Tanya who was 'project manager' for the process is a credit to all involved. Thanks to our local builders Christensen Industries and all the other contractors (a vast majority local) who all played a vital part in getting the laundry opened on time and on budget.

From the Board's perspective you can be assured we are committed to valuing the rich history of our past to guide us through the future. Although skills such as strategy, innovation and technology, marketing and communication and entrepreneurialism were probably not discussed around the board table too much in 1978, these are the core skills that current and future board members will need to keep IMPACT adaptable, relevant and financially viable over the next 40 years. I look forward to being part of the journey.

-DAVID BATT

Neil McPhillips
Deputy Chair

Helen Huntly
Director

Grant Hutchings
Treasurer

DAVID BATT
Chair

Gayle Job
Secretary

George Martin
Director

Cameron Bisley
Director(Retired)

Talitha Best
Director

Anne McWhirter
Director(Retired)

NEW iMAGE Laundry SERVICES

WATCH THE VIDEO

" NEW iMAGE LAUNDRY "

This year was a very exciting year for IMPACT's New iMAGE Laundry Services (NIL) as they opened their new facility in Inglis Court growing from 143sqm to a huge 1047sqm. Outgrowing their former premises on Princess Street, the laundry now features brand new machinery, including a state-of-the-art machine from Germany that takes a wet sheet and spits it out the other side dry, pressed and folded.

While all of these things are very exciting, there is still one major benefit that aligns with IMPACT's beliefs first and foremost: the project is for the people.

People with a disability or mental illness will be big winners from a re-elected Coalition Government, which invested $900,000 in the commercial laundry. Federal Member for Hinkler Keith Pitt said the IMPACT Community Services project would boost jobs in Bundaberg as well as provide new services to avoid laundry having to be sent out of town, which is what was previously happening.

"This is another example of how the Coalition Government is creating local jobs and a stronger regional economy right here in Hinkler," he said. "This project has the potential to create approximately 25 full time positions over the next five years, as well as offer work experience for young job seekers."

" POTENTIAL TO CREATE APPROXIMATELY **25 FULL TIME POSITIONS** "

The new commercial laundry allows NIL to increase its client base and provide a service to local businesses. "A recent search of accommodation, cafes and restaurants in Bundaberg identified 165 local businesses in these industries as possible new clients," Ms O'Shea said. "Additionally, NIL will be able to approach local businesses that we couldn't previously provide services to, due to machinery and space restrictions." Ms O'Shea also stated "Our unemployment rate is about nine per cent and our youth unemployment is over 20 per cent and that is unacceptable," Ms O'Shea said. "With jobs for less skilled workers being highly competitive, it is incredibly difficult for people with a disability to even be considered for a job in the open market," she said.

The laundry is just one project IMPACT is working on as they strive to make a difference in the community.

" NEW FACILITY HAS GROWN FROM 143sqm TO A HUGE 1047sqm "

Our PEOPLE

In the last quarter of 2017, IMPACT rolled out the DISC model across the organisation to help staff become more self-knowledgeable, well-rounded and effective communicators.
The DISC model is a simple yet powerful tool to understand people, including ourselves. It is a tool for self-awareness, it helps us identify our communication style, and it is a tool to help us understand the styles of others, so we can adapt our behaviours to improve interactions. It also provides a common language for people to non-judgmentally discuss their behavioural differences.

DISC helps us to:

- **Increase our self-knowledge: how we respond to conflict, what motivates us, what causes us stress and how we solve problems**
- **Improve working relationships by recognizing the communication needs of different staff members**
- **Manage teams more effectively by understanding the dispositions and priorities of team members**
- **Facilitate better teamwork and resolve conflict productively**
- **Develop stronger customer relations skills by identifying and responding to our customer's styles**

" STAFF MEMBERS
62% - 38%
FEMALE MALE "

Each staff member:

1. **Attended a 2-hour DISC Overview workshop where they learned about the different communication and behavioural styles**
2. **completed the online DISC questionnaire and had a 1:1 debrief of their profile to self-reflect on their own style**
3. **participated in their team DISC session where the team DISC profile was reviewed and discussed**

DISC was also used as part of the recruitment process to identify how a candidate would fit into the role and the team. In total 167 DISC profiles have been used so far, with the feedback from staff being that it is a fun and effective way to learn more about themselves and others around them. They shared that it provides them a safe way to discuss behavioural differences in a manner that is non-threatening and easily understood. Management has found it to be a very worthwhile investment in staff development and plans to continue building on the positive impact it has had.

STAFF GROWTH
160 - 2016/17
VS
170 - 2017/18
6.25%
GROWTH!

IMPACT COMMUNITY SERVICES

OUR SERVICES

LIVE

SUPPORT

Community Access
- Providing Opportunities through Day Services (PODS)
- Post School Services (PSS)
- Your Life Your Choice (YLYC)

Disability Employment Assistance (DEA)
Community Choir
Family Mental Health Support Services (FMHSS)
Partners in Recovery (PIR)
Positive Start Parenting Program
Street Outreach Service
Commonwealth Home Support Program
National Disability Insurance Scheme

Personal Helpers and Mentors Program (PHaMs)
- (PHaMs)
- (PHaMs Burnett)
- (PHaMs Employment)

HEALTH

Foundations for Life (Antenatal and postnatal care)

Discovery Coast Community Health Service (DCCHS)
- Community Nurse
- Family Support Worker
- Social Worker
- Dietician
- Podiatrist
- Women's Health Clinic
- Needle & Syringe program
- Allied Health Worker – Diversional
- Therapy & Community Rehabilitation
- Allied Health Worker – Nutritionist & Heatmoves Facilitator
- Counsellor

GROW

TRAINING

Registered Training Organisation (RTO)
- ASQA/VQF Delegate

Certificate III Guarantee
Canteen
Skills for Education and Employment

Skilling Queenslander for Work (SQW)
- Get Set For Work
- Community Based training
- Community Work Skills Traineeships
- Xtreme Turnabout

VOLUNTEER

Community Visitors Scheme (CVS)
IMPACT Street Outreach Services
Bus Driver
Literacy and Numeracy Aids

PROSPER

EMPLOYMENT

Jobactive
Transition to Work
Employment First Aid (Bundaberg, Hervey Bay, Rockhampton)

ENTERPRISE

Recycling and Collections (R&C)
Skip Bin Service
New iMAGE Laundry Service
MAKKA Lures

IMPACT COMMUNITY SERVICES

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