

Quality Support,  
Training, Employment and  
Community Services

**2011  
2012**



**IMPACT**  
Make Your Mark  
Bundaberg Skills Centre Inc. (a IMPACT Make Your Mark)



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# SUPPORT TRAINING EMPLOYMENT



Access Programs





## ■ Making our mark

As a local community based not-for-profit organisation, IMPACT Make Your Mark is committed to delivering direct support to people who may be experiencing disadvantage or exclusion from our community's social and economic networks. We focus on helping members of the Bundaberg regional community to improve their quality of life through being able to participate in community social activities and networks, or by finding employment to support an improved lifestyle.

At IMPACT we like to recognise and promote the diversity of cultures within our community. Every person brings with them different values and experiences, and these differences contribute to the promotion of an inclusive environment at IMPACT based on mutual respect and understanding.

We aim to be leaders in the community for the services we deliver, as we have done for nearly 35 years. Providing a multitude of government and IMPACT Board funded programs and services we reach out to people with guidance through personal support, training opportunities and, for a significant number who are seeking work, we have helped them find employment.

The 2011-2012 financial year has seen us focus on further improving our capacity to provide in-house wrap-around support and social services with the introduction of weekly on-site Centrelink visits, extending volunteering opportunities for the public by training literacy and numeracy tutors now based in Bundaberg, Gin Gin and Childers, and establishment of a recreation and sport program with our first project being the ever popular IMPACT Choir.

IMPACT delivers all programs and services in collaboration with others, so we take this opportunity to thank the business sector, training, community and government service providers for their continuing support. We value the strong local collaborative working relationships and partnerships established, which enable us to offer the people we support a place-based, holistic and quality service that makes a difference in their lives.

## ■ Vision

To be the community leader in pioneering improved life opportunities

## ■ Mission

Building a caring and inclusive community through the delivery of programs which empower people, improve resilience and provide opportunities for social and economic participation.

## ■ Values

Accountability | Empowerment | Equity | Community | Safety





## Esteemed visit by Her Excellency

Her Excellency, Governor-General Quentin Bryce AC, of the Commonwealth of Australia and her husband Mr Michael Bryce visited IMPACT on August 19, 2011 to officially open our new training facility. It was an honour for IMPACT to host their visit and one that will long be remembered. "It really was exciting," said Tanya O'Shea. "The whole place was abuzz with excitement both leading up to the event and on the day. From inviting the Governor General, to setting up for the day it was a highly commended team effort from everyone at IMPACT. It was such a wonderful opportunity for us to invite someone of Quentin's calibre to Bundaberg and for her to be a part of a major IMPACT event."

Ms Bryce officially opened our new workshop, hospitality training kitchen, function rooms and administration offices with Mrs Barbara Matt AM, who had led the organisation as Chair for more than 22 years. The Governor-General made special mention of the contributions of Barbara and acknowledged the work of IMPACT in improving the lives of so many in the Bundaberg community. More than 200 invited guests and staff gathered to celebrate the opening of the self-funded \$1.5 million expansion, which recognised an important addition to the facilities provided at IMPACT. A highlight of the day was the inaugural performance of the IMPACT choir, ably supported by the U3A choir, earning them a standing ovation.



*It was such a wonderful opportunity for us to invite someone of Quentin's calibre to Bundaberg and to be a part of IMPACT.*

Tanya O'Shea, IMPACT Chief Executive



## Singing sensations

IMPACT's Choir sure love to sing and it now resonates all around town with people who love to listen. The group have come a long way since they first started in early 2011 as they're now in high demand to perform for the community. The choir often travel to aged-care facilities to perform to residents with renditions of popular songs such as It's a Small World, Rockin' Robin, We Are One, Stand By Me and Home Among the Gum Trees, as well as being highlights at many of IMPACT's events. The choir consists of community members and young



adults from IMPACT's Providing Opportunities through Day Services (PODS) and Post School Services (PSS) programs, Carinbundi and Endeavour, and all have excelled because of their participation. Choir co-ordinator this year was Lauren Williams who said, "Many of the participants struggle with their reading, but have worked hard to learn the words of more than 10 songs. The members are constantly asking if today is practice day. They are all so proud of their uniform and always turn up on performance days looking very smart."

We thank the four committed IMPACT staff, particularly Gwyn Bishop and Lauren for making this great idea a reality. The Endeavour staff who have ensured the people they support can participate and a sincere thank you to the amazing volunteer support we received from the U3A Choir, Barry Bishop (guitar), Lois Keppel and Elaine Stehbens keyboard.

IMPACT = 8 participants + 4 workers + 2 volunteer keyboard players  
ENDEAVOUR = 6 clients + 1 worker



## ■ Building better business

IMPACT was proud to present motivational speaker Bruce Sullivan to the Bundaberg business community and staff in June 2012. His presentation on Building Better Business Relationships was entertaining, enlightening and inspirational, and his enthusiastic performances guaranteed everyone had a great time and took away plenty of food for thought. Two sessions were held at IMPACT during the day, one for all staff that focussed on building better rapport with customers, and the afternoon session delved into leadership development for our managers and specialist support officers.

IMPACT Chief Executive Tanya O'Shea said it is important to bring presenters like Bruce to Bundaberg to

help business remain competitive in our ever-changing world. "Bruce is empowering, he challenges our thinking and the way we do business," Tanya said. "He talks about current issues and relates them to everyday work practices so that we can learn how to build better relationships, both at work and in our lives. Bruce also invites us to test our relevance — who we are, our purpose, the value of our service and its importance to our consumers. Events like this stimulate our thinking, while encouraging us to evaluate our stakeholder needs and expectations. The result is a flow through from business to community so that everyone benefits." IMPACT hopes to bring a guest speaker of Bruce's calibre, to the business community each year. Lorraine Wratten from Look At Life Coaching was particularly impressed by her Bruce Sullivan experience...



*Thanks IMPACT for the wonderful presentation last night by Bruce Sullivan. What a treat he gave us all ... really thought provoking and at the same time challenging our thinking on almost every level. Inspiration, motivation and spirited ... he delivered it all with such humour and knowledge ... thanks again IMPACT!*

Lorraine Wratten, Look At Life Coaching

## ■ Our community Christmas spirit

Christmas can be a lonely time for those who may not have family close or a place to go to feel part of the grand affair. IMPACT identified the need for people to engage in the spirit of Christmas, so Lunch for the Lonely came to fruition in 2010, funded by the IMPACT Board of Directors. On December 25 each year staff generously donate time, make decorations, organise presents and help out to serve lunch to those less fortunate.

As leaders in the community committed to creating opportunities for isolated people to come together and celebrate with others, IMPACT cherishes the times where we go the extra mile to add fun and joy, especially during the festive season. For the last two years the lunch has been a huge success with around 50 people, referred from a range of community organisations, enjoying a delicious meal. Presents,

which were donated by staff and local businesses, were also generously received. "One lovely young man had a grin from ear to ear when he received his gift from IMPACT Santa and lots of hugs and kisses were forthcoming for giving these lovely people somewhere to go to celebrate with others," said Lunch for the Lonely organiser Louise Laffey.

*One lovely young man had a grin from ear to ear when he received his gift from IMPACT.*

Louise Laffey, IMPACT staff member





## ■ Innovation achieves results

IMPACT received funding from the Australian Government through the Innovation Fund to implement Work Engine, a 12-month campaign that provided local champion employers with greater access to skilled and job-ready candidates within the local community. Work Engine had three intakes with a total of 21 job seekers with disability completing work preparation activities. The final stage of the program included placement in work trial positions with local employers to experience a 'real work' environment.

The program was a resounding success with 18 participants engaging in work experience and eight of these gaining employment, three have gone on to further training. Jarod took part in the Work Engine program and once it was complete he soon started his full-time position at VISY, a cardboard box manufacturing business, as a general stacker. Now Jarod holds his head high as second in charge of the busy Bundaberg factory. VISY shed manager Anthony Prange said Work Engine proved positive for the company. "I definitely recommend the Work Engine project," Anthony said. "It has worked really well for us, and our employee's disability never stands in the way of a hard day's work. We are proud to have Jarod on our team; he has proven to be a very hard worker."

With training, work experience and mentoring delivered over an eight-week period these future workers learnt job-ready skills, confidence boosters and had guidance to help them move directly into a sustainable work placement. Work Engine was a new initiative and its effectiveness was measured against a case managed group of like job seekers,

confirming that the model produced far quicker and superior employment outcomes for participants than the traditional case management model. For Work Engine to become the success it was it was imperative for IMPACT's Employment Development Officers to build relationships within our business community to help engage these job seekers in work. Known to us now as our Champion Employers these businesses helped us assist people with disability to re-engage in long-term employment and to establish a better future.



*Our employee's disability never stands in the way of a hard day's work.*

*Anthony Prange, VISY*

## ■ Energetic endeavours

Energy Skills Queensland, IMPACT and Wide Bay TAFE formed a partnership in 2011 with the Australian and Queensland Governments to provide job seekers with an opportunity to prepare for and enter the increasing work opportunities being generated in the resource sector, particularly in the Gladstone area. The Queensland Workforce Skilling Strategy (QWSS) – Bundaberg program aimed to connect more than 100 people who were struggling to find work in Bundaberg with new employment prospects.

The participants took part in four weeks of skills preparation and up to 15 weeks of accredited training to be up-skilled for a new career path. Training was undertaken in asset maintenance, welding, construction, concreting and

hospitality. Aspects of this training included working on some impressive community projects such as a two kilometre footpath, bollard placement and installation of seats along the Burnett River in partnership with the Port Marina.

The target for QWSS Bundaberg program was 100 participants in total. During the recruitment period of the program we provided information to more than 200 potential participants, of these 160 were screened and deemed suitable to participate in the program on initial assessment. 105 commenced, and of those, 49 have achieved job placements to date, with the remainder of the participants still participating in various stages of the program and employment outcome numbers are projected to continue to climb.

*The Queensland Workforce Skilling Strategy (QWSS) Bundaberg is an initiative of Energy Skills Queensland and funded by the Australian Government's Dept of Education, Employment and Workplace Relations (DEEWR) and the Queensland Government's Dept of Employment Economic Development and Innovation (DEEDI), and Dept of Education and Training (DET). The project involves partnerships with IMPACT Make Your Mark, Wide Bay TAFE, Bundaberg Regional Council, Job Services Australia providers and Gladstone and Bundaberg local industries.*





## Pathways to employment

An employment pathway initiative that supported community members who were the most disconnected from work was developed through the Participate in Prosperity Skills for Life program funded by the Queensland government, and this saw the establishment of the Employment Incubator initiative.

Local employers, who were supportive and understanding of the value of participating in work for job seekers consistently excluded from the labour market, partnered with IMPACT to establish Employment Incubators.

Incubators provide work trials or employment opportunities at the entry level and help participants build their confidence and develop on-the-job skills, often moving into employment with the same business, or going on to join the workforce having been given a great opportunity to actively participate in work.

IMPACT is grateful to local employers for the valuable contribution they have made in the lives of our job seekers:

- | Austchilli
- | Bluecare
- | Mango4
- | Sizzler
- | Bundaberg Regional Council
- | Bundaberg Region Tourism
- | Western Suburbs Leagues Club
- | Bundaberg Motor Group



AN AUSTRALIAN GOVERNMENT INITIATIVE



Disability™  
Employment  
Services

AN AUSTRALIAN GOVERNMENT INITIATIVE

In partnership with JOB *futures*, IMPACT has been linking business owners and managers throughout the Bundaberg region with available workers through the Job Services Australia (JSA) program since 2009. JOB *futures* is one of Australia's largest employment service providers and the only national network of community-based not-for-profit organisations providing employment, training and related services. This year saw 1876 job seekers helped to prepare for and participate in employment through access to training, work experience, community support services and targeted job search assistance.

Employers participating in our annual survey reported very high levels of satisfaction with IMPACT's professionalism in provision of recruitment services when asked for feedback on our ability to be fair, open and honest in our business conduct, our maintenance of confidentiality, our staff professionalism and timeliness of services.

IMPACT specialises in helping employers identify and short-list suitable candidates for vacancies with follow-up on-the-job support available when and as needed.

Disability Employment Services (DES) are also delivered in partnership with JOB *futures*. IMPACT has delivered specialist disability employment services since 2005 and in 2011-2012 a total of 498 job seekers were supported. 209 job seekers participated in the Disability Management Service which helps people with disability, injury or illness locate work and gain independence. 289 job seekers were also provided with long-term work preparation and on-the-job support through the Employment Support Service.

IMPACT has a high commitment to servicing job seekers throughout the Bundaberg region with 15% residing outside the immediate Bundaberg area. IMPACT supports job seekers with disability who require on-the-job support, either for a specific period of time to gain independence, or for as long as required. Job seekers are helped to prepare for entry into work through gaining entry-level skills and attributes valued by local employers and helped to identify suitable employment, which maximises their capabilities and talents.

IMPACT staff work closely with employers to match their vacancy with a job seeker's attributes and abilities. Work-site support for job seeker, employer and the work-team continues for as long as needed.

Member of  
 **JOB *futures***  
NATIONAL COVERAGE • LOCAL EXPERTISE



# Centre for Learning Excellence

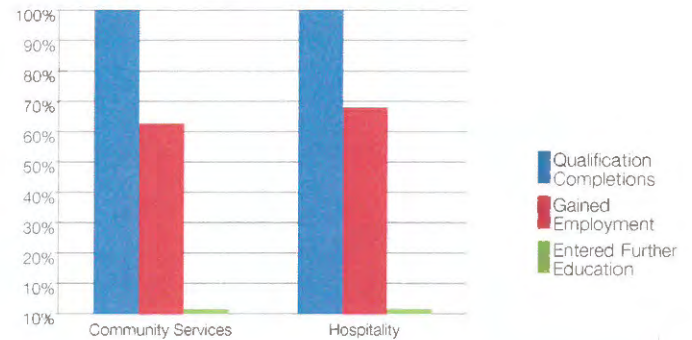
Throughout the last financial year IMPACT trainees took part in a range of learning opportunities to better their job prospects. The Queensland Government's Productivity Places Program saw 241 people learn new skills in accredited courses. Certificate III level Community Services courses included Aged Care, Home & Community Care, Disability Services and Children's Services. Other Certificate II level qualifications included Hospitality, utilising IMPACT's new commercial kitchen facilities, and Telecommunications (Cabling) delivered in partnership with Conquest Training.

Accredited training was also incorporated into a range of employment preparation projects like Green Army, National Green Jobs Corps and Australian Apprenticeships Access Program to name a few.

Many students were long-term unemployed, so the government-funded employment and training programs were all about helping people overcome barriers to learning, complete their chosen training and providing them with support to find work.

IMPACT Centre for Learning Excellence program manager Kylie Marner said age and previous background was never a barrier when job seekers were motivated to undertake new skills training. "We had people of all ages doing these courses, some who'd been unsuccessfully hunting for work for a year or more, some wanting a change in career direction and some mums wanting to move back into the workforce after many years at home," Kylie said.

training + support = jobs



## Access opens up avenues

During the past year IMPACT, in partnership with JOB futures, has supported 40 participants through the Australian Apprenticeships ACCESS program. Unemployed people searching for work were able to gain skills in a range of industry sectors such as hospitality, trades, business administration and retail. They participated in accredited training, work preparation activities, unpaid work experience and on-the-job placement support. Significant support was provided by IMPACT staff to find work placements in traineeships, apprenticeships or full time work.

Renae Gordyn is one participant who is thrilled by her success after being involved in the program. "The ACCESS training has given me a great opportunity to enter into a career that I am really excited about," she said. Renae is completing an Administration Traineeship while working with IMPACT in the finance department.

The Australian Apprenticeships Access Program (ACCESS) is funded by the Australian Government.

*The ACCESS training has given me a great opportunity to enter into a career that I am really excited about.*

Renae Gordyn, ACCESS participant





# Making an environmental impact



Our fragile environment needs all the help it can get. IMPACT's two environmental programs made substantial contributions towards helping maintain and restore a number of local environmental sites throughout the district, and leaving a greener footprint for the future. The

National Green Jobs Corps program, funded by the Australian Government and delivered in partnership with JOB futures, and the Green Army program, funded by the Queensland Government, were delivered to 84 participants throughout the year, with both achieving outstanding results.

The 2010-2011 Christmas Floods were an extreme weather occurrence that caused major damage across Queensland. Bundaberg was one of the first regions hit and where flood devastation was seen acutely. The projects' objective, to restore and revitalise flood-affected areas has been ongoing, and we take pride in the achievements our Green Teams have accomplished.

IMPACT's environmental programs were there to help during the floods, but there were many projects that needed ongoing support. Community consultation and partnerships were formed with many stakeholders such as Bundaberg & District Urban Landcare Association, Burnett Catchment Care Association, Bundaberg Regional Council, Queensland Parks & Wildlife, Burnett Mary Regional Group, and Oceanwatch. Together we have been able to rebuild and rejuvenate many areas in the community such as; parks, foreshores, river banks, sporting precincts and much more.

Noteworthy projects have included: Sharon Gorge Nature Park, which is a popular tourist rest stop and an environmental haven. The team took great pride when working in this area as they knew their work would be appreciated by so many people. Tasks completed at the site included track

maintenance and repairs, environmental weeding, boardwalk and hand rail installation.

They resurfaced a particularly damaged one kilometre walking track; duties included wheel barrowing 100 tonne of road base, erecting and maintenance of timber bridges, and cementing bollards and poles along the walkway. Bundaberg Regional Council employees assisted with demonstrations to the participants and construction activities. The hard work from everyone involved paid off as the positive feedback from stakeholders was extremely encouraging.

IMPACT's Green Army Team Leader collaborated with Council Representative Nick Maclean on a weekly basis to update him of the team's progress. Nick said he was delighted with the effort and work this team had put into the project.

Mon Repo is another local area that needed rejuvenation. Mon Repos is a world-renowned and popular tourist destination that supports the largest concentration of nesting marine turtles on the eastern Australian mainland. It is the most significant loggerhead turtle nesting population in the

South Pacific Ocean region, where successful breeding of the turtles is critical for the survival of this species, and looking after their environmental surrounds is paramount. Our Green Teams undertook jobs such as removal of beach bean, oiling of timber decks, oiling of lattice – information centre and access tracks, minor repairs to boardwalks and paved areas, revegetation, and planting trees along the beach front to help avoid erosion.

The protection and regeneration of the threatened White-throated Snapping Turtle (*Eiseya albagula*) was also a big initiative for our green teams. The turtle is an important species to the region that has suffered a lot, both before and after the floods. Already there has been a noticeable

increase in clutch habitats along the banks of the Burnett River, which is a very positive result for the hard work that was undertaken to help protect the turtles. Tasks that were completed throughout this project included erecting electric fences, site maintenance, planting trees and shrubs, baits laid for feral animals, recording of nesting areas, identifying footprints and satellite tracking.

Ten young Indigenous and Australian South Sea Islander recruits spent 20 weeks learning about protecting and restoring the habitat of the White Throated Snapping Turtle. This large fresh water turtle species is found only in the Burnett, Mary and Fitzroy river systems. Green Army recruit Ezekiel Tanner said, "The project gave me the skills I needed to find work and an added bonus of gaining more knowledge about the turtle's significance."

*The young people participating in the green projects learnt the value of their contributions to the community and this was reflected by the positive feedback received from community stakeholders. It is so pleasing to see the growth in individual team members and the way their life pathways have changed. Some moved into employment and/or further education, having been inspired by the work projects they completed and the help provided by IMPACT staff to transition into work. Sometimes we cross paths with participants who have no hesitation in sharing their proud stories of what they're doing now and how they are contributing to their community.*

Rick Johnstone, IMPACT Program Manager



## Moving on up

Put together a vibrant bunch of kids led by a dynamic team of youth workers and what have you got – IMPACT's Youth Connections. Throughout the year more than 214 kids were given opportunities to enhance their education prospects and learn how to take on some of life's challenges through their participation. Not only do the Youth Connections group meet regularly for study groups and activities, but they now have a new brilliant red mobile activity trailer to help them have fun.

The exciting trailer project took shape to provide new opportunities to engage and connect young people to community, education and family. Eight young people worked under the guidance of IMPACT's Maintenance Supervisor, Reuben Granzien to create the mobile activity centre – in a trailer! What started as a very ordinary looking box trailer now features bright red flame paint work on the outside and under the covers it has a karaoke machine, console games, laptops and speakers to



pump out the tunes. The trailer is used at many events and with youth programs throughout the region.

*Youth Connections is funded by the Commonwealth of Australia as represented by the Department of Education, Employment and Workplace Relations.*

## On the right road

At the age of 17 Dylan was heading in the wrong direction; he wanted to drop out of school, didn't care much for his future and had his mother on tender hooks. A meeting with Get Set For Work co-ordinator Danielle Ingram soon changed the future for Dylan. "From the initial meeting I could already see light at the end of the tunnel and realised that not only was it an inspirational program but I immediately felt that my concerns for my son were at the forefront of Danielle's agenda," Dylan's mother Fiona said.

Dylan now has a part-time position at a local cabinet maker and has a bright future ahead of him. "Through Danielle's involvement with Dylan I have watched him grow



not only in his professional career, but as a young man. He is currently looking at options to join the armed services as an apprentice electrician, and with Danielle's assistance Dylan is now attending his first recruitment appointment with the armed service," Fiona said.

Get Set For Work has supported 20 young people aged 15-19 who were not engaged in school to overcome any life issues they may have been experiencing and has helped them connect with further education or employment.

*Get Set For Work is funded by Queensland Government's Dept of Employment, Economic Development and Innovation under 'Skilling Queenslanders for Work' Initiative.*

## Positive steps to parenthood

Every mum likes to start parenthood on a positive note and with the support and knowledge provided by IMPACT's Positive Start Parenting program they're stepping out with pride. Positive Start is designed to assist young mums, and young expectant mums, to develop personal and practical life skills so they can develop and nurture a positive family environment.

Nicole Galea joined the program nearly four years ago when her eldest daughter Jazmin was just six months old. "Positive Start gave me all the support I needed when I was suffering from Post Natal Depression with my first child. I have stayed on with the program because I love the social aspect and the kids like the interaction with others. The information sessions have been great to learn all that is needed to be the best parent you can."

One-on-one support was provided to 77 young women during the year and an individual action plan has been created to suit their personal situation. Counselling and mentoring services are available and links to support services



and other community agencies are provided when needed.

*Positive Start Parenting is funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs.*



## Tackling mental health together

As part of an Australian Government Initiative the Personal Helpers & Mentors program is delivered to the Bundaberg regional community by IMPACT and has been for the past four years. PHaMs is a recovery focussed program that believes people can move on with rewarding and satisfying lives and this year 68 people were supported through the service.

Recovery ultimately means participants learn to cope with difficulties in their life, regain control and make choices and decisions for themselves, and strive to achieve their goals and develop skills to help them overcome future challenges. The PHaMs service provides an opportunity for government and the non-government sector to work together to provide innovative assistance for people from all areas of the community who are experiencing mental health illnesses such as depression, anxiety, bi-polar, post-traumatic stress, psychosis and other issues.

*"It is nice to have someone support and encourage you every step of the way."*

*Lauren Pazzan, PHaMs participant*

One activity that has been a big success for IMPACT PHaMs participants has been the art projects. Lauren Pazzan has been a part of the program for more than two years and feels empowered by her involvement, especially with our staff member Lynda Pringle supporting her. "Lynda is very positive," Lauren said. "It is nice to have someone support and encourage you every step of the way. I feel like I can contact anyone from PHaMs to help me on my journey."

*Personal Helpers & Mentors (PHaMs) is an Australian Government Initiative.*



## Carers need caring

Everyone's experience of mental illness is unique, but there is no doubt it can at times be challenging, especially for those who care for someone with mental illness. The Mental Health Carers Support Service (MHCSS) operates from IMPACT to provide long-term support to families, carers, young people and children living in households with mental illness. This year 51 people were supported through this program and 671 community workers and the public had an opportunity to increase their understanding of mental health issues through our monthly Mental Health Forums run in partnership with Bundaberg Integrated Mental Health.

Part of MHCSS is the Chillin' program, which is for children and young people aged 11 to 17 living with parents or family members where mental illness is part of their everyday life. These children enjoy fun activities, such as surfing, visiting the park, board games etc, with others their own age. This helps them build adult and peer relationships and an understanding that they are not alone. The program also offers education for these young people to get a better understanding of mental illness and dealing with it in the home.

*The Mental Health Carers Support Service (MHCSS) is funded by the Australian Government under the Mental Health Community Based Program.*





## Friends that count

Friends are those that sit and listen and help time pass more pleasantly. As a friend to many Roy McGuinness enjoys the simple enjoyment he gives his new friends when he visits on a regular basis. Roy has been a volunteer with the Commu-

nity Visitors Scheme, an Australian Government initiative, for more than 20 years. Over the years Roy has had a few friends, but now his attention is with 92 year old Merv. "It's the little things that you can do for someone that make being a visitor really special," Roy said. "It brings me a lot of joy knowing I am making a difference in someone's life, even if it is a small gesture." The fortnightly visits usually involve a game or two, generally dominos or cribbage, and a chat about the footy.

The Community Visitors Scheme endeavours to enrich the quality of life of residents in aged care homes who are socially isolated or lonely, and would benefit from a friendly visitor. The scheme has been successfully running from IMPACT since 1990 and this year 114 volunteers visited 126 residents throughout the region, including those living in Gayndah, Childers, Gin Gin, Monto and Bundaberg.



*It's the little things that you can do for someone that make being a visitor really special.*

*Roy McGuinness, IMPACT Community Visitor Volunteer*

## Love to learn

David Helg often found something more useful to do with himself when it came time to do the paperwork side of running his home business; he left that work up to his wife, because of his literacy barriers. A move from the big smoke to Bundaberg saw David's sculpting business in need of a reshape itself, so David thought he'd do the same and brought himself into IMPACT to enrol in the Language, Literacy and Numeracy (LLN) program.

"The course has definitely helped me, particularly in an area where I needed to learn the most," David said. "I am now

happy to help my wife with the paperwork and share the load. I'd love to learn more in the future." David is now working toward building his business aspirations and has been selected to take part in the government's New Enterprise Incentive Scheme (NEIS) to help him on his way.

*IMPACT's LLN programs were funded by the Queensland Government, under the 'Skilling Queenslanders for Work' Community Literacy Program Initiative, with additional places made available, and funded under IMPACT's Board of Directors Community Projects initiatives.*







## Big thinkers

IMPACT's holistic and inclusive culture is what we are about — all the time — it is fundamental to how we deliver our services and who we are. The people we support depend on our people to take the time to listen, to provide the support they need to achieve their personal and employment goals, and because there is no one-size-fits-all approach, our people are committed to doing all they can to support each individual's life journey.

Our people are "big thinkers", they constantly come up with new ideas, help to continually improve our processes, and bring innovative thinking to our service delivery, while always focusing on how we can do better for our clients.

Not only do IMPACT staff work hard for the people they support, an overwhelming amount of community assistance is given through fundraising efforts and events. From cupcake sales to Clean Up Australia Day, the IMPACT teamwork and camaraderie always shines through.

For Australia's Biggest Morning Tea in May staff and Cert II Hospitality students were invited to take part in the Great Cupcake Cook-Off, a silent cake auction was held and many enjoyed the afternoon tea. The fundraising activity was a huge success with more than \$650 being raised and donated to the Cancer Council.

*It is a privilege to be leading such a dynamic and vibrant organisation that is committed to supporting people within our local community.*

*Tanya O'Shea, IMPACT Chief Executive*

## Thank you

The individual community members, volunteers, government and industry sectors, community and training organisations, and employers who work so collegiately with IMPACT, who continue to help us fulfil our mission to support those who find it difficult to reconnect with their community in a meaningful way, are so extensive it is impossible to pick out a few to say a sincere thank you for your assistance, support and the great on-going working relationships you have helped create.

We value our place within our community support networks and are proud of the work that we have undertaken and

IMPACT jumped on board for the national Clean Up Australia Day campaign by rounding up crew for the Business Clean Up Day initiative in February. A quick sweep along popular parkland and fishing area on McGill's Road saw more than six large bags of rubbish collected and disposed of.

Passing a baton and walking all night is not crazy talk — it was the annual Relay for Life! Team IMPACT raised \$1281 through raffles, morning teas, cheese platters and sausage sizzles and completed the challenge in chilly conditions at the Bundaberg Showgrounds in July 2011.

Chief Executive Tanya O'Shea never envisaged she'd be arrested, let alone locked up, but when PCYC held their annual Time 4 Kids campaign it is

exactly what happened. Tanya and other leading community personalities were locked up in a cell at the local shopping centre and had to raise \$500 each for bail. More than \$4000 was raised in total.

A partnership with IMPACT and the YMCA gym saw more than 20 staff complete an eight-week training program. Two nights a week staff met at the gym to warm up, work out and weep at the thought of another round of burpees, but through sheer determination, dedication and team spirit everyone pulled through and all are now feeling the benefits.

outcomes achieved in this year. However, without the support and partnerships from all sectors of our community and beyond, we would not achieve our vision to improve life opportunities for the people we support.

So looking back at 2011-2012 and forward to 2013 we thank you for your support and look forward to joining our resources to continue to provide the Bundaberg region with strong community social support services.

*Tanya O'Shea, Chief Executive*



# Caring for our community

## Support

- Positive Start Parenting Program**  
Supports young mothers and expectant mums with children under pre-school age.  
*Funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs*
- Community Visitors Scheme (CVS)**  
Volunteers befriend residents in aged-care facilities throughout the Bundaberg region and visit on a regular basis.  
*The Community Visitors Scheme is an Australian Government Initiative*
- Providing Opportunities through Day Services (PODS)**  
PODS offers young adults with disability a chance to transition to independence, learning and employment within their community.  
*This program is funded by the Department of Communities (Disability Services)*
- Post School Services (PSS)**  
PSS is about helping young people with disability to transition from school to life within their community.  
*Funded by the Department of Communities (Disability Services)*
- Personal Helpers & Mentors Program (PHaMs)**  
Provides personal and mentored support for people experiencing mental illness to help link them more closely with their community and support their recovery.  
*The Personal Helpers and Mentors Program is an Australian Government initiative*
- Mental Health Carers Support Service (MHCSS)**  
Provides long-term support by way of one-on-one assistance, education, information and community access for families, carers, young people and children living in households with mental illness.  
*The Mental Health Carers Support Service is funded by the Australian Government under the Mental Health Community Based Program*
- Youth Connections — Wide Bay/Burnett**  
Supports young people who have disengaged from schooling to return to school, undertake training or find employment.  
*Youth Connections is funded by the Commonwealth of Australia as represented by the Department of Education, Employment and Workplace Relations (DEEWR)*

## Employment

- Job Services Australia (JSA)**  
Job seekers receive wrap-around support focusing on moving into work. A specialist JSA service supports people with disability. Professional recruitment services provided at no cost to employers help recruit quality workers.  
*Job Services Australia is an initiative of the Australian Government*
- Disability Employment Services (DES)**  
Supports people with disability or returning to work after injury or illness to gain and retain employment. Specialist services are available to people recovering from mental illness. Employers are provided with intensive support to recruit and retain workers.  
*Disability Employment Services are an initiative of the Australian Government*
- IMPACT Recycling & Collections (R&C)**  
Australian Disability Enterprise delivered in partnership with Bundaberg Regional Council providing supported employment for people with disability.  
*Funded by the Australian Government's Dept of Families, Housing, Community Services & Indigenous Affairs*
- Queensland Workforce Skilling Strategy - Bundaberg (QWSS)**  
This Energy Skills Queensland initiative partnership with IMPACT Make Your Mark, Wide Bay TAFE, Job Services Australia providers and Bundaberg Regional Council, provides work preparation and training opportunities for job seekers seeking sustainable employment in the Gladstone and Bundaberg regions.  
*Funded by the Australian Government's Dept of Education, Employment & Workplace Relations (DEEWR) and the Queensland Government's Dept of Employment, Economic Development & Innovation (DEEDI), and Dept of Education & Training (DET).*
- Innovation Fund (Work Engine)**  
Working with Champion Employers to engage people with disability in employment supported by a public awareness campaign promoting the value of people with disability in the workforce.  
*Funded by the Australian Government through the Innovation Fund*

## Training

- Australian Apprenticeships Access Program (ACCESS)**  
Work preparation, accredited training, work trials, job search and post placement support for entry into apprenticeships/traineeships, employment or further education.  
*The Australian Apprenticeships Access Program is funded by the Australian Government*
- Participate in Prosperity (PiP) Skills for Life**  
Helps long term unemployed job seekers develop relevant work skills and sustained connection to the labour market.  
*Funded by the Queensland Government's 'Skilling Queenslanders for Work' Initiative*
- Get Set for Work**  
Supports young people who are not engaged in school to overcome personal issues and move into training, or employment, or return to school.  
*Funded by the Queensland Government's 'Skilling Queenslanders for Work' Initiative*
- National Green Jobs Corps (NGJC)**  
Community environmental projects helped young job seekers develop work skills through accredited training.  
*An Australian Government Initiative*
- Green Army (GA)**  
Supporting disadvantaged job seekers to develop current work skills and transition to employment through practical community based environmental projects.  
*Green Army was funded by the Queensland Government's Department of Employment, Economic Development and Innovation, 'Skilling Queenslanders for Work' Initiative*
- Productivity Places Program (PPP)**  
Helping unemployed job seekers complete accredited training qualifications which reflect skills valued by local employers.  
*Productivity Places Program is a joint Commonwealth and Queensland Government Initiative*
- Community Literacy Program**  
Training of community volunteers to develop LLN tutoring skills and facilitation of training to help improve the literacy competencies in job seekers.  
*Funded by the Queensland Government, Department of Employment, Economic Development and Innovation under the 'Skilling Queenslanders for Work' Initiative*
- First Start Traineeships**  
Employing Indigenous trainees at IMPACT in the areas of administration, horticulture and youth.  
*Funded by the Queensland Government's 'Skilling Queenslanders for Work' Initiative*

## Board Funded Initiatives

- Social Support Worker**  
The Social Support Worker assists IMPACT clients and their extended family in need of personal support beyond the capacity of existing services.
- Bus Transport Program**  
A transport solution to help clients participate in IMPACT services and for Recycling & Collections workers to access their workplace.
- Literacy/Numeracy Program**  
The Board provided additional funding to increase access to literacy development services.
- Client Benefit Fund**  
The Client Benefit Fund offers access to emergency relief and development of sport and recreational initiatives to foster community engagement.





# To be the community leader in pioneering improved life opportunities



3994 people were supported by IMPACT services



34 years of local service delivery



IMPACT employs 144 staff members



399 students commenced a Cert II or III qualification



Employers provided 191 Vocational and Work Experience placements



198 students commenced Cert III Community Services training in Aged Care, Home & Community Care, Disability & Children's Services



82% of graduating Community Services trainees commenced work in Aged Care, Home & Community Care, Disability & Children's Services



321 members of the community sector and public attended our monthly Mental Health Forums



## IMPACT Recycling & Collections

IMPACT Recycling & Collections (R&C) is managed in partnership with Bundaberg Regional Council, owners of the recycling facility. R&C is an Australian Disability Enterprise and in 2011-2012 employed 33 people with a disability, giving them employment within a safe and supportive work environment. Our workers take pride in their contribution to minimising waste and supporting a cleaner environment.

- IMPACT recycled more than 3.9 million soft drink bottles, this was enough to fill 155 average size domestic swimming pools
- If all the milk bottles recycled by IMPACT last year (3.75 million) were laid end-to-end, they would go around Uluru 110 times
- By recycling one aluminium can you can save enough energy to run a TV for three hours. IMPACT recycled more than 4.2 million cans last year, which is enough energy to run a TV continuously for 1400 years
- If all the glass containers recycled by IMPACT last year (3.85 million) were laid end-to-end, they would go from Bundaberg to Brisbane and back
- Last year IMPACT recycled enough steel (2 million cans) to manufacture 100 cars
- If all the bottles and cans recycled by IMPACT last year (17.7 million) were laid end-to-end, they would stretch from Brisbane to Perth
- IMPACT recycled 5785 tonnes of paper and cardboard last year. Saving approximately 75,000 trees, 14,500 barrels of oil, 23 million KWH of electricity, 22,000 cubic metres of land fill, and 172 million litres of water, as well as preventing 12,000 tonnes of CO (E) being emitted into the atmosphere





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