

IMPACT COMMUNITY SERVICES

ANNUAL REPORT
2018-19



VISION

Work with individuals to enable them to realise and reach their full potential

MISSION

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

PROMISE

Provide practical support and programs. We work with individuals in helping them create a sustainable and independent lifestyle with the personal and professional skills to prosper

VALUES

Trust- Cultivate habits that build positive interactions and experiences with others

Empowerment- Walk beside someone as they increase their autonomy, self-determination and decision-making capacity

Compassion- Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live

Inclusiveness- Create a place that is built on dignity and respect and where everyone is welcome

Collaboration- Leverage collective genius to find new ways to think big, experiment and solve shared problems

Passionate- Use our commitment and drive to energise, engage and inspire others to achieve our shared vision

Rockhampton

Discovery Coast

North Burnett

Bundaberg
Gin Gin

Childers
Hervey Bay

South Burnett

Maryborough

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LIVE

GROW

PROSPER

TANYAS REPORT



Reflection is a powerful practice that enables us to consider past events and imagine how we could do things differently into the future. This ritual of providing an annual report is therefore much more than just a process of ticking a box or fulfilling a fiduciary responsibility. It is an opportunity to consider the contribution that we have made to our clients and our community over the last 12 months, in addition to gathering insight on areas where we could have done better.

IMPACT has experienced many highlights over the last 12 months, including transitioning from an Incorporated Association to a Company Limited by Guarantee. This change was necessary due to IMPACT'S maturation and continued growth, which has included developing partnerships with service providers in other states to deliver the Employment First Aid program.

Funding through the Regional Employment Trials provided the opportunity for IMPACT to trial JOBFit, a sophisticated software program that provides instant analysis of how well a jobseeker's resume matches a particular job, and how it can be optimised to improve the chance of a future interview. The results from this program speak for themselves, with the 71 clients who have used the program, getting 77 interviews and achieving 29 employment outcomes. It is important to note that some of these clients were not getting selected for an interview before using this program, demonstrating just how life changing access to this software has been for some of our jobseekers. This year, IMPACT has also partnered with the Yalga-Binbi Institute, the Central Queensland Language Centre and Gidarjil to deliver a program that combines art, language and culture with traditional pre-employment and foundation skills to improve our jobactive's engagement with Indigenous jobseekers.

IMPACT's recent strategic planning process identified a number of key challenges that we currently face, in addition to some key areas that require improved focus and investment over the next three years. These areas include:

1. Business Processes – current models are not conducive to financial growth, there are inefficiencies within our business models, and our existing IT infrastructure is not enabling programs to capture consistent, relevant data

2. Financial Sustainability – open market models make financial modelling challenging, financial reporting on programs could be improved, and a deeper level of analysis must be completed to improve decision-making and planning processes

3. People and Culture – development of a strategy that attracts the right type of talent to work at IMPACT, and ensuring that professional development is equitable and available to all staff

4. Brand Awareness, Image and Impact – we must find ways to actively measure brand awareness and understanding across communities, improve capability and clarity in IMPACT's marketing function and ensure that all marketing channels are delivering consistently and in a timely manner

Personally, I would like to thank our Board, staff, clients, customers, families, funding bodies, employers and stakeholders for making 2019 such a successful year. Each of you have played a vital role in our success this year and I would personally like to thank you for working with us to improve the lives of people within our community. We are excited about the future, and look forward to continuing to work with you in 2020.

LIVE

PROSPER

GROW

A MESSAGE FROM THE CHAIR

It is always an honour as the Chair of this wonderful and amazing organisation to be able to give a short report and to celebrate the year that was, to embrace the progress IMPACT has made over the year but to also look forward to the year and years to come.

A chance to acknowledge and celebrate those in the community who have assisted IMPACT maintain our mission to transform the lives of people we meet every day and build a caring and inclusive community.

I want to start by thanking all Board Members - who volunteer their time to assist with the strategic direction of the organisation. This last year in particular, has been quite a 'work in progress'. We said goodbye to Gayle Job in September 2018 and George Martin in May 2019. I would like to thank Gayle and George for the many years of voluntary service they put into their roles during their time on the Board. They both saw many changes to the organisation over the last six and seven years they were a part of it.

The Board also welcomed three new members, Leanne Rudd and Vanessa Fryer appointed in October 2018, at last year's AGM, and Martin Barrett appointed in June 2019. With Board Members now based in Rockhampton, Melbourne, Brisbane and here in Bundaberg we have a wonderful mix and a vast array of skills and knowledge required to assist in preparing the organisation for the future and to position IMPACT for prosperity.

This year saw us successfully complete our 2017-2019 Strategic Plan and it was wonderful to see our Chief Executive, General Managers and management team working with as much enthusiasm and vigour in the final year of the plan as they did at the start. Along with the work carried out to complete the plan the Board and Management team also started preparing for the next Strategic Plan to take us forward over coming years.

On behalf of the Board, I want to thank Giovanna Lever and her amazing team at the Sparrowly Group along with our team, so capably lead by Chief Executive Tanya O'Shea, General Managers' Steve Beer, Sue Conquest and Paea Ruka and our Management Team for their input into a new and dynamic Strategic Plan that will indeed strengthen the foundations to achieve robust and sustainable growth as well as prepare IMPACT for the future, positioning us for prosperity. The process used to create this plan is with no doubt the most in depth and comprehensive that I have been a part of on any Board or Committee I have served on. The Board are looking forward to what our fabulous IMPACT team of over 160 staff can create over the life of this plan and beyond.

Which leads me to an overarching "thank you" to the long list of community and Government partners who put trust and faith in our team to do what we do so well and to all IMPACT staff and volunteers for the commitment shown to the Bundaberg community and beyond to bring about positive change to our customers lives every day. The passion you bring to your workplace makes it much easier for the Board to want to commit the time and energy required to play our part in assisting to guide IMPACT's future direction.

With having had a sneak preview, we as a Board cannot wait to be a part of the next chapter of IMPACT's story to be written over the next 12 months.

David Batt

Chair - IMPACT Community Services



Leanne Rudd
Director



Vanessa Fryer
Director



Helen Huntly
Director



DAVID BATT
Chair



Talitha Best
Board Secretary



Martin Barrett
Director



Grant Hutchings
Director (Retired)

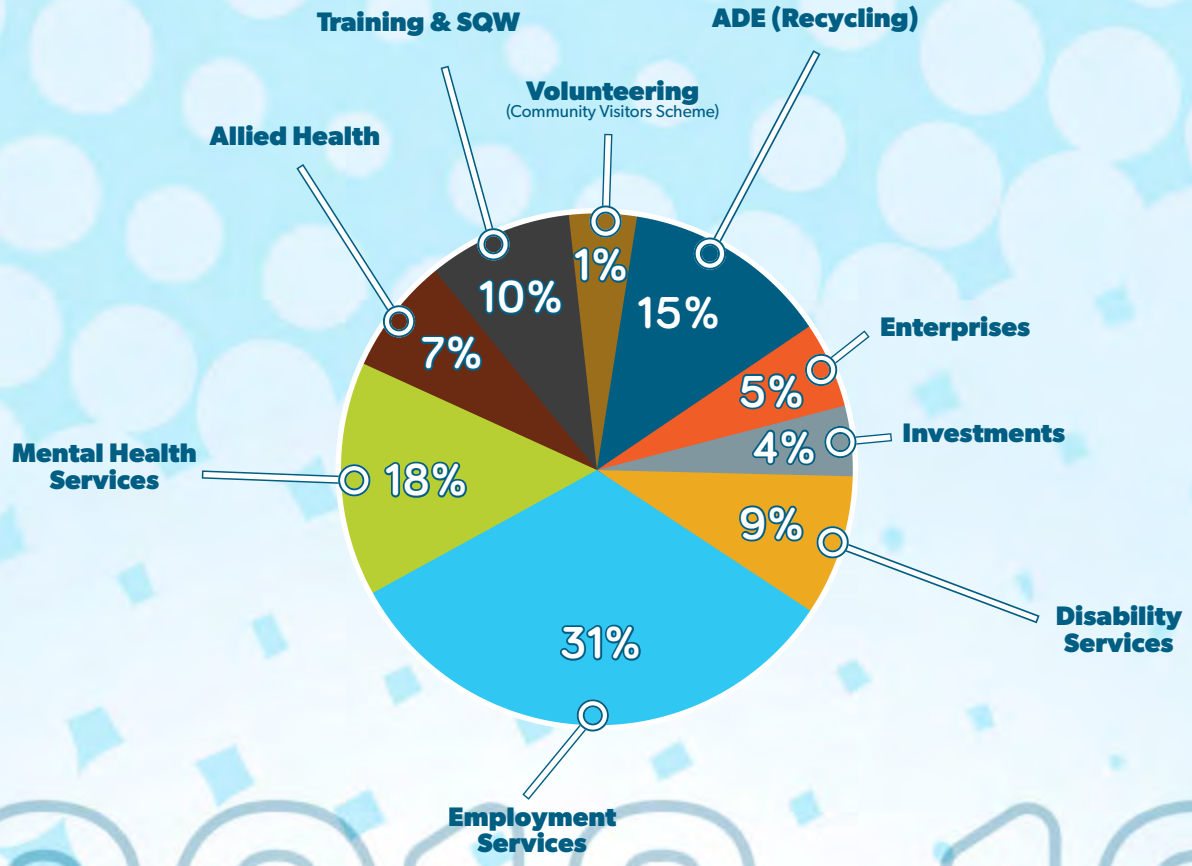


Neil McPhilips
Deputy Chair

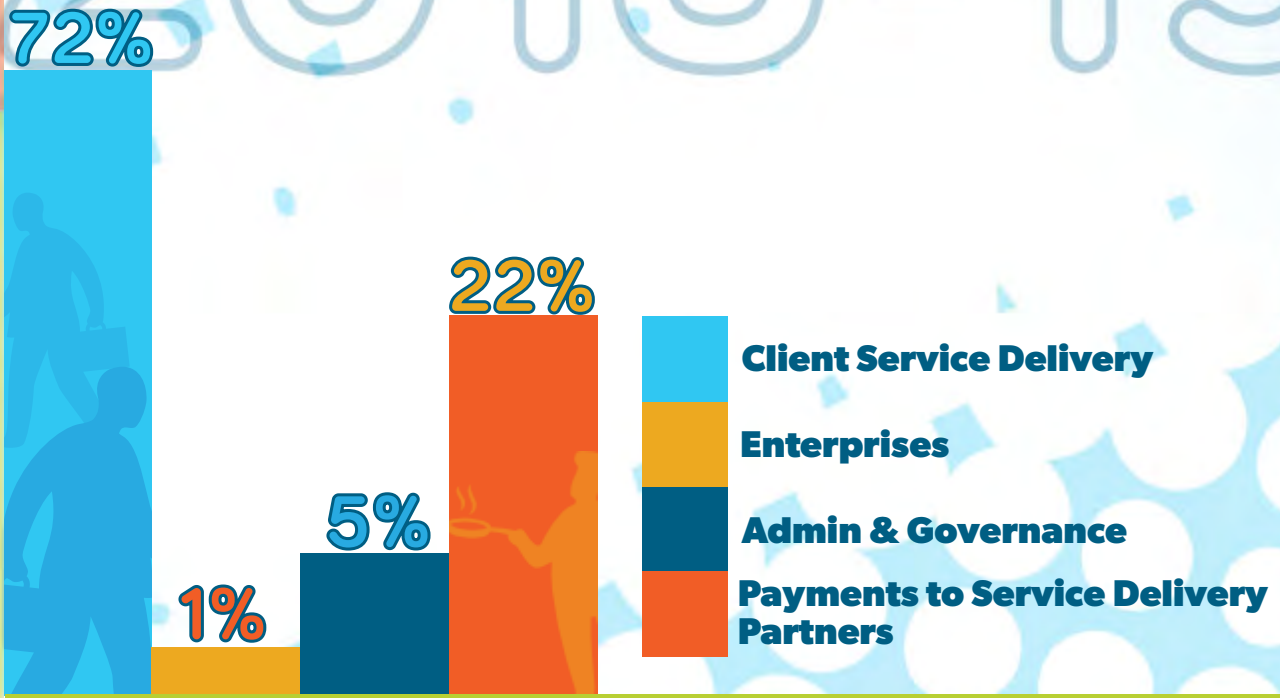


George Martin
Director (Retired)

INCOME SOURCES



2018-19



SERVICE DELIVERY COSTS

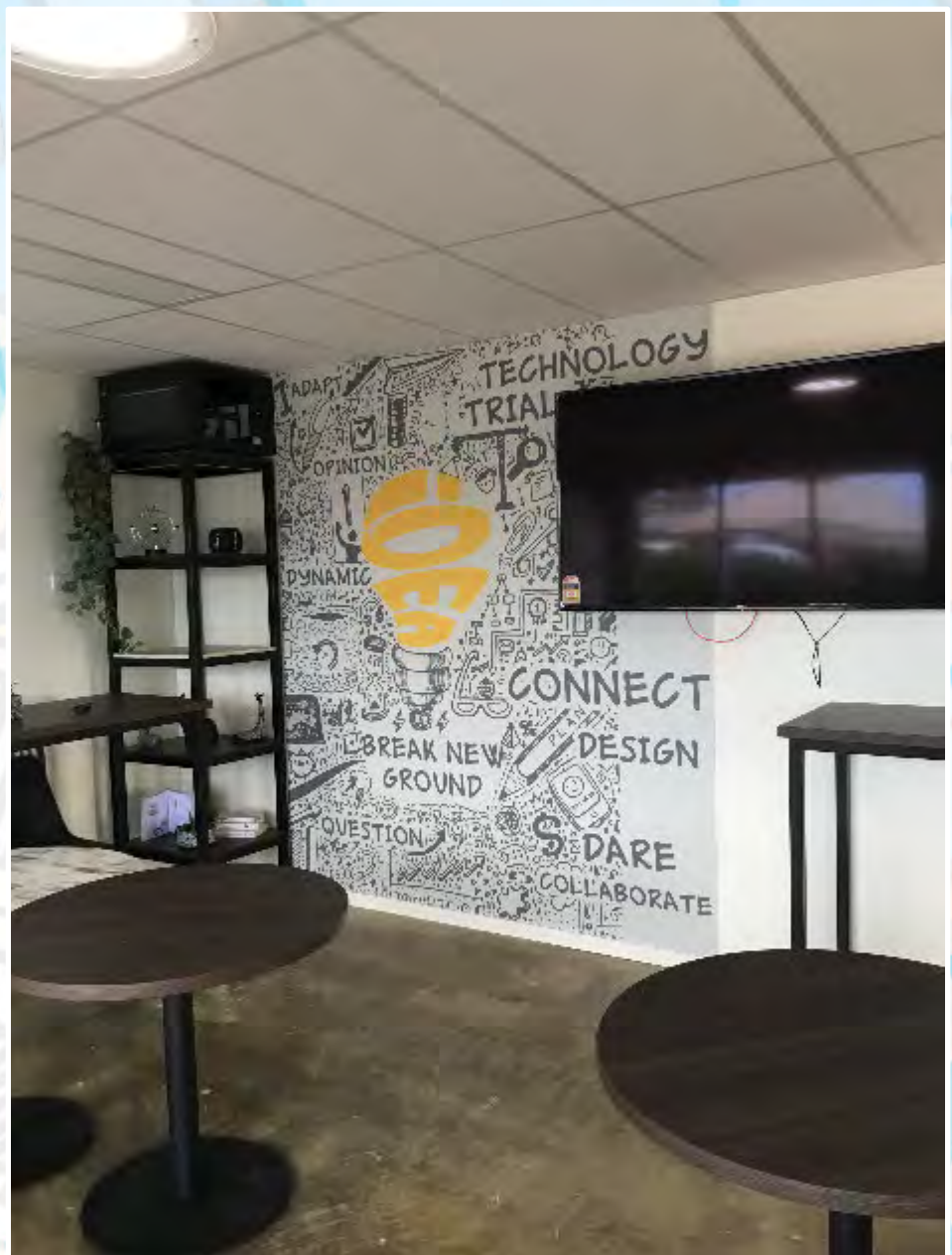
INNOVATION

All good ideas have to start somewhere and in the not to distant future we hope to see lots of new ideas flow from our new Innovation hub: Innovate@108

Thanks to support from the St. John's Grace Fund IMPACT has been able to transform our old canoe shed into a space that oozes creativity and is a space that will allow ideas to run free.

Innovation is in our DNA and drives how we operate; we want Innovate@108 to expose people to a different way of thinking, to release potential and unearth hidden skills and the desire to create a curious and an entrepreneurial mindset.

IMPACT's Innovate@108 idea is only one step in our strategy to challenge people to think outside of the box. If you have an idea and are just not sure how to bring it to life then this is the space to be and meet people just like you!!!



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IMPACT TURNED 40!!

2018 was a milestone year for IMPACT as we celebrated our 40th Birthday in style with a community celebration at our head office. Over 300 people attended and enjoyed a night of music, storytelling and festivities.

If you missed the video there is a link to it below.

Over 40 years we have amassed hundreds, no thousands of photos and to pay homage to staff present and past a slide show was put together with a massive 999 slides! Needless to say it was an amazing event only to be eclipsed by our 50th!!

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GETTING STRATEGIC

Strategic planning... words that are associated with being locked away in a board room for 2 or 3 days and usually elicit a grumbling undercurrent and audible moaning. Well, not this time. Wanting to mix the process up a little IMPACT enlisted the help of the Sparrowly Group; a Sydney based strategy team lead by Bundy Girl Giovanna Lever.

Sparrowly's approach to strategic planning was a little different and highly participatory. For example what do you think you would get if you asked your staff friends or colleagues to list what they would start doing, stop doing and continue doing.... For us it resulted in over 100 post-its being collated into 4 clear themes which formed the backbone of our future planning sessions.

This was the start of a 6 month journey that has now left IMPACT with an ambitious and highly exciting Strategic Plan for the next 3 years



OUR PEOPLE



LIVE

GROW

1912

1991 2001 2010 2020



PROSPER

EMERGING LEADERS

As a corporate member of Institute of Managers and Leaders, IMPACT fully understands and supports the development of staff to meet emerging opportunities and plan and build for the future; any organisation is only as good as its staff.

As part of our commitment to developing our leadership strength, IMPACT took the decision to support those staff taking up team leader and management positions with formal management training from the IML.

5 staff were selected to attend the Foundations of Intentional Leadership; a 12 week course designed specifically to support emerging leaders gain practical skills to help them navigate their new role and management responsibilities. FOIL supports the "transition from doing work to getting work done through others; a shift from delivery to direction"

Participants attend 6 face to face sessions where they mingle with peers from other organisations and discuss how they have implemented what they have learnt and listen to each other's experiences. After graduating the learning does not stop there, 4 months of 1 on 1 mentoring and coaching assists the participants embed their learning into practical workplace projects to build real world skills.

2 of the 5 graduated earlier in the year and the organisation is already seeing the benefits:

Jannene Thorn

Jannene Thorn: Being a new manager the FOIL Program helped me to increase my skills in this role. FOIL gave me a deeper understanding of what it means to manage and lead a team. I learnt lots of new practical strategies and how to implement them within the work day. I now have a well-developed Tool Kit to draw from and perform to the best of my ability.

Jannene's key take aways...

- *Continually practice your skills*
- *Continue your learning and development*
- *Don't be afraid to step out of the comfort zone*



Matthew Tribodo

Being fairly new to a leadership role, I found all aspects of the IML FOIL program to be helpful both professionally and personally. Throughout my working career I have completed many training and development courses in several different industries.

The difference I found with IML is that it's "real" – from the program content and processes, to your fellow participants, to the trainer and also the mentoring. It was very reassuring to see that no matter what industry you are in, the problems we face as new leaders-managers were all very similar across the board. This I felt allowed us to better learn, develop and gain new skills, not only directly from the program but each other as well. I feel that the skills, tools and knowledge I have gained, have now better equipped me to tackle the day-to-day challenges of a being a new leader.



The tools I gained have allowed me make those hard decisions, have the difficult conversations and deal with the changes more effectively and most importantly, with confidence.

”

START-UP SPECIAL

Have you ever thought of starting your own business or bringing an idea to life? The chances are the answer is yes .. but imagine having only 54 hours to do it! This is the goal of a start-up weekend. Chief Executive, Tanya, and staff Nathan and Jack rose to the challenge and took part in 2 Start-up programs in consecutive weekends.

Tanya took part in the Global female Leaders start-up in Brisbane and Nathan and Jack in Bundaberg.

At each event participants pitched their ideas to their fellow Start-upers and the most popular ones were selected as the ideas to be worked on. Each of the successful pitchers then worked furiously to coral a team together with a mix of skills to bring their idea to life. With the teams decided, that is when the hard work started.

Over the next 2 days the teams developed, validated (or invalidated) their ideas; wrote hundreds of post-its, drank coffee, spoke with consumers and redesigned their idea. We were bombarded with ideas and support from a bank of coaches who gave up their time to support the event; for 2 days we endured coach whiplash as their feedback either validated an idea or sent us back to the drawing board with our tails between our legs.

The event culminated in each group having to pitch their idea to a crowd of onlookers and a judging panel; 5 minutes to pitch and then 3 minutes of questions.

The hard work paid off with Tanya's team winning the Brisbane event with an App that uses psychometric testing to improve team performance.



At the Bundy event Jack's team took out first prize with Date Doctor; an App for time poor people to design the perfect date and Nathan's team came second with the Monti-box a subscription based educational product that provides families with educational activities for kids aged 0-5 based on the Montessori principles



It was a phenomenal experience and something all three would happily do again; if you are looking for a quick fire event to meet new people and test your resolve and creativity, we cannot recommend it highly enough

PARLIAMENT HOUSEWE'RE BACK!!!!

After attending the inaugural event in 2018, IMPACT was once again invited by Dave Batt MP and Stephen Bennett MP to showcase our services at this year's **Parliament House Wide Bay business event**. This year we chose to quiz State members about recycling; is it the yellow bin or the green bin?



We also taught them how to race a Sphero and introduced our virtual reality concept for people in aged care facilities.

With over 40 businesses on display, it was a fantastic night for our local businesses to chat with State MPs and we are very much looking forward to next year!!

CELEBRATING OUR WINS

You know you are doing it right when you are nominated for an award ...or two or three or four. This year saw IMPACT and staff nominated for no less than 4 awards and winning one of them.

Patrick, one of our recycling workers was nominated as a worker that goes above and beyond in supporting his team members in this year's Buyability Award and made it as a State finalist but was just pipped at the post in the counting.



Winner! Winner! Winner!

“Every employer needs a Patrick in their toolbox, someone that knows the business and what makes it work; he is a human Swiss Army Knife great for any job, any size, any time! He’s a line worker, a forklift driver, a truck driver, a machine operator, a spokesman, the “Go to Man” and so much more! Patrick is a mentor to existing staff and a buddy to new ones. He chairs the workers meeting to ensure everyone can make suggestions and is their voice at monthly staff meetings. His work ethic is second to none, he’s punctual, follows direction and the first to volunteer to work over; he’s a role model.”

David Maxey Fisher won one of CoAct Steve Lawrence Awards for innovation with his Indigenous Community Access Program and was also national finalist for the same amazing initiative in the NESAs category for Indigenous Collaboration.



Each year the States; best students are recognised at the Queensland Training Awards and IMPACT is proud to say one of our students, Debbie Wallace, was a finalist in the North Coast regions. Debbie, unfortunately did not win her category but to be selected as a finalist from all the region's students she is a winner in our eyes!!!

SWARMING FOR SUCCESS

Collaboration is something IMPACT excels at so when we were asked to run a design swarm with SLS Sunshine Coast's Camp Commando summer camp, we jumped at it. A design swarm involves working with a group of people to identify multiple solutions to a single problem.



For SLS Sunshine Coast this meant working with over 123 young people to identify the reasons why volunteer lifesavers were leaving the club at around 14/15 years of age.

The first challenge was condensing the swarm into just 2 hours, bearing in mind this process usually takes around 6 hours; challenge accepted, challenge completed.

10 teams created a fictional persona to be the star of their ideas, brainstormed the reason why their persona would leave and what could be done to keep them at the club. It was an amazing success and in a little over 2 hours 10 groups had not only brainstormed the reasons why young people were leaving but they had created 10 video storyboards bringing their solutions to life.

“ Thank you so much for sending Nathan down to us to run the hackathon! It went exceptionally well and the feedback from the participants and leaders alike has been really positive ”

123
young
people

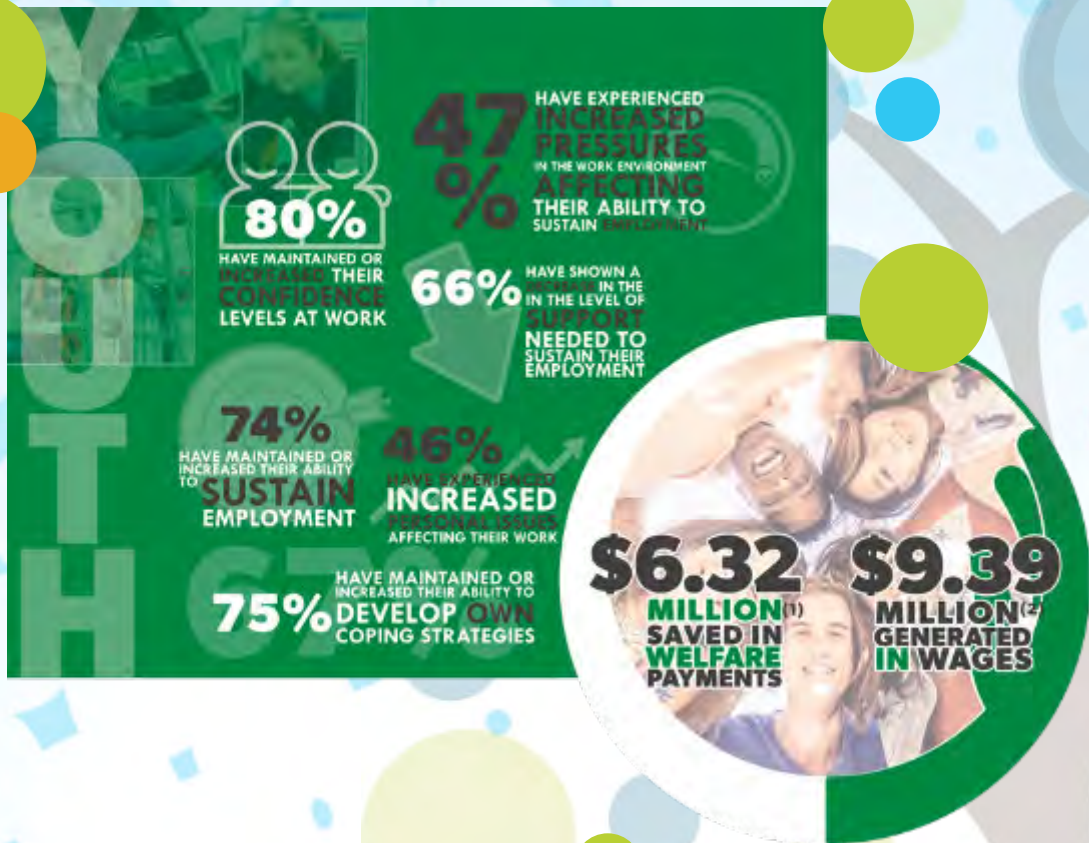
10
stories to
stay

SOCIAL IMPACT

At IMPACT we not only want to see our clients thrive and achieve their goals, we want to show them just how far they have come. This year we invested significant time in developing a series of measures to show the positive effect of engaging with our services. We chose Employment First Aid as the service to trial this approach with and have been blown away by the results....

Simply put, our social impact is the measure of the change we want to see in our clients or what we would measure to consider our services a success.

We collected data for 6 statements and this is what we found ...



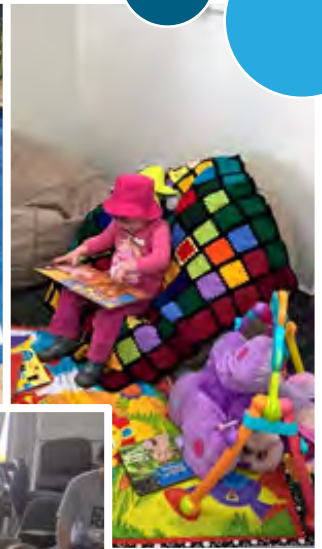
This is just the start of a much longer journey for IMPACT and social impact measurement and 2019/2020 will see IMPACT roll this approach out across all of our services.

197
reasons to
leave

POSITIVE START

Where would we be without our families and no one knows this better than IMPACT's Positive Start Parenting team who specialise in providing families with the support they need to build strong foundations to plan for the future.

Activities that such as parent education, group social outings, peer led exercises, cooking groups and access to community events support parents develop essential skills to provide the best home and family life.



89
families
successfully
exited achieving
their goals

441
children

83
group
sessions

464
parents

Meet Mary

When Mary joined the Positive Start Parenting Program, things were not looking great for her future. She was homeless with three young boys and a fourth on the way. She had escaped extreme domestic violence, suffered from Post-Traumatic Stress Disorder, and moved into a house that she later found to have been causing detrimental effects on her asthmatic son. After 40 admissions to hospital for asthma-related conditions in just three months, Mary moved her family out to live in their car. Thankfully, with the advocacy of staff in the program, Mary secured emergency accommodation through Regional Housing.*

Just one week after joining the program, Mary went into premature labour at just 23 weeks pregnant. The next 7 weeks were very intense with Mary being flown to Royal Brisbane Women's Hospital and having to relocate the whole family to Brisbane. Thankfully Positive Start workers were there every step of the way to support her.

At just 30 weeks baby Lincoln was born and, 4 weeks later, flown back to Bundaberg. Positive Start Parenting support workers went into overdrive to make sure that Mary received the support that she needed.*

Mary was assisted with obtaining a divorce from her violent husband, childcare arrangements were sought after, school visits to the principal were attended, shopping trips arranged with a premature baby and a demanding pre-schooler, support at paediatrician appointments and Regional Housing meetings, as well as working with Centrelink to secure a Carer's Payment. Support workers also assisted Mary into getting into another more permanent house and retrieving her 14-year-old son from his violent father.

At this point in time, Mary is getting married, her children have started afresh in a new school, Regional Housing and Qstars are working to enable her to gain private rental opportunities and Lincoln continues to thrive with no sign of the predicted Cerebral Palsy diagnosis.

The road has not been easy for Mary and her family but Positive Start Parenting Program has always been there to support her. Mary is grateful for all the support and assistance that she has received from the Positive Start Parenting team and with the foundations she has now built and personal goals in place looks forward to a bright future for her children.

**Names changed to protect their identities*

I would like to commend IMPACT especially Positive Start Program for helping and support my family in every way possible. Positive Start has gone out of their way to help myself and my wife see our daughter even when no staff is available they have juggled things around to make it work. Without Positive Start and IMPACT myself and my wife wouldn't of handled our situation. Thanx.



FAMILY MENTAL HEALTH SUPPORT SERVICE

It's amazing what a little support can do for a person. It can result in confidence boosts, new friendships, less stress and an overall happier disposition. It can also serve as an inspiration to some, a little motivation once they know someone else believes in them and wants them to succeed. This was the case for seventeen year old Edwin who had just finished his senior year at Bundaberg State High School.



After an isolating and lonely adolescence, Edwin decided it was time to take control of his life and seek help from an outside source. He found a support worker who signed him up to the Family Mental Health Support Services (FMHSS), where he expressed his interest in finding employment. The support worker assisted him with his resume and after consultation, he was referred to the Get Set 4 Work Program to enhance his employability skills. With support, Edwin chose to undertake a Certificate III in Hospitality at IMPACT, where he was able to form friendships and boost his confidence and self-esteem.

As both parents have intellectual disabilities and receive Centrelink payments, Edwin was very keen to find a job and start earning money. After enquiring at KFC and a very successful job interview, he secured employment. Many referral pathways have been put in place for this family

such as; financial counselling at UCC, Artius, Partners in Recovery (to help youth's mum with her NDIS application and ongoing support through IMPACT. FMHSS also helped the family to secure housing through the private rental market, as well supporting the family with food vouchers and hampers wherever possible

As part of Edwin's hospitality training, he recently assisted to cater and serve at the Yarnin with the Elders NAIDOC Luncheon for 90 people. The event was a great success and the hospitality students were praised for their catering and excellent service. And to think this all began when someone else started supporting him and believing in his future.



Meet Maddy

It is never too early to start thinking about your future. At what age did you start thinking about yours? What inspired these thoughts?

For one thirteen year old girl, it was the tragic loss of her mother in a car accident. Maddy was placed in the care of her great grandmother and struggling to cope, with no thoughts for her future. After being referred to Pierson's counselling service for further support, Jane expressed her interest in gymnastics. Pleased to see a positive emotion, Maddy's support worker assisted her great grandmother to access the Grandparents Program which financially supported her participate in gymnastics at the PCYC and even compete in competitions.

Unfortunately, school was a different scenario and due to mixing in the wrong circles Maddy started experiencing issues at school but with the advocacy of the Support Worker was accepted into a different school that better suited Maddy's learning style.



The Young Carers Program provided financial assistance with school uniforms, a school laptop and school books, a huge financial relief for the struggling family. Fast forward to today and Jane is now excelling at school, is heavily involved in sport and has made some close friendships with her peers. The support worker arranged for the Maddy to access the guidance officers if needed, giving her yet another avenue for further support. With a bright academic and sporting future ahead of her, Maddy is now more confident and happier than she was before. She has come a long way since the loss of her mother and her progress just goes to show how, with the right support and determination, it really is never too early to start thinking about your future.

Over
150
clients

196
attendees
at our
forums

START-UP CATALYST: TANYA HEADS STATE



Not one to miss an opportunity, IMPACT CE Tanya, was selected as one of only **16** to travel to Denver and San Francisco to experience how start ups are born and grown in the USA. The busy schedule enabled her to connect with accelerator programs, landing pads, coworking spaces and the best things about the whole trip, other than the shopping, was Tanya brought all that intelligence back to IMPACT to incorporate into the Innovate@108 space; not to mention adding many new connections to IMPACT's network.

COMMUNITY TRANSITION SUPPORT



In January 2019 IMPACT partnered with the Department of Social Services and INDUE financial services to become the Local Partner to support card recipients transition to the new system. Sandy and her team assist clients register their card, learn how to check the balance of the accounts and set up new direct debits for regular payments.

Since opening in February, IMPACT has supported **1091** people with their enquiries and supported them transition to the card.

DIGITAL VOLUNTEERS

IMPACT CVS volunteers are amazing. Each week they jump in the car and give up their spare time to spend it with a lonely person in an aged care setting to have a chat, play games or simply enjoy a cup of tea together.... but this year we have been able to make the service even more special incorporating Virtual Reality into the visits.

Imagine going back and visiting your old home or visiting some far away place or wanting to see what it is like when you jump out of a plane..... Well thanks to virtual reality that is exactly what our Community Visitors Scheme clients can do.

By simply popping on the headset and choosing where they want to go, clients are transported as if by magic to their destination.... the beach, The Eiffel Tower or even into space and once there, they use a nifty little controller to move about and interact with their surroundings ... Where would you go?

Did you know IMPACT has delivered CVS throughout Bundaberg, Childers, Gin Gin, Monto and Gayndah for almost 30 years!



VISITS
2292

VOLUNTEERS
89

IMPACT COMMUNITY HEALTH SERVICE

Name change but still the same great service ...

This last year saw some massive changes for our health service in Agnes Water ... a completely new look and the addition of a raft of new services.

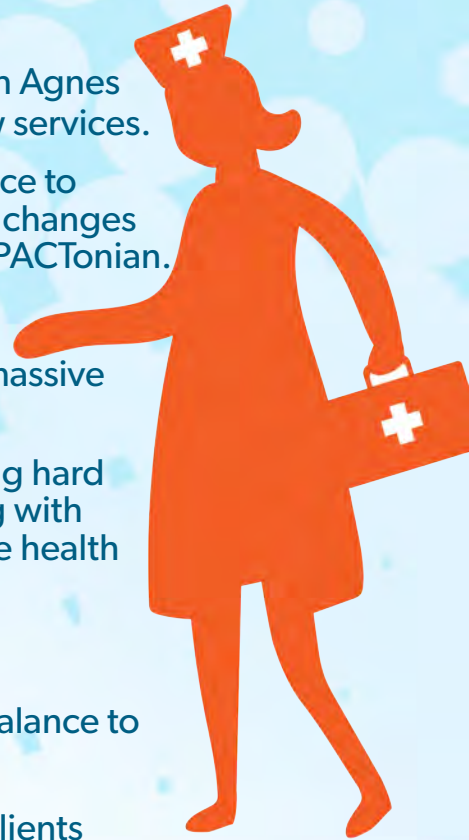
One of the highlights of the year was the rebranding of the service to IMPACT Community Health Service; this meant a whole heap of changes to signs, letterheads, logos and the creation of a new Health IMPACTonian.

And with all this going on the team kept their eye firmly on the ball and smashed their health targets for 2018/19 delivering a massive **4747** occasions of services.

Know your community: Pam and her team have been working hard getting out and about all over the Discovery Coast and speaking with community members to find out exactly what they want from the health service and to put it in place.

This has resulted in 2 new services:

- The Up and Active Program to improve physical health and balance to reduce the risk of falling
- Funding for a new Community Access Nurse who will assist clients access additional services, support with discharge from hospital and help with the management of chronic diseases.



99%

WE EXPECT YOU TO BE TREATED WITH RESPECT, LISTENED TO, SEEN ON TIME AND SATISFIED WITH YOUR VISIT. DID WE MEET THAT EXPECTATION? 99%

100%

WERE YOU HAPPY WITH YOUR WAITING TIME TO SERVICE? 100%



“

Awesome as usual. I always feel so much better when I leave.

So lucky to have the clinic out here

Always feel better after being listened, understood & left feeling purposeful

Pip is a respectful caring and compassionate nurse.

Positive, helpful and respectful of my needs

Got in quickly and got the info I needed

Feel up lifted and had a great appointment – made my day!

Lovely ladies who listen, care and help you feel wanted and cared for

”

NDIS: SING, SHINE AND SAY COOEE!!

Every day as individuals we make decisions to live our best possible life and Janenne and her team support IMPACT's NDIS clients do just that. The past 12 months have been about developing programs and activities that the clients want to do to live life to the fullest! Activities that build personal capacity and confidence and activities that are just fun to do.

Clients have learnt new fishing skills not only catching them but learning about the different types of fish in our local rivers. Clients have also been living out their imagination creating animee characters and stories and bringing their ideas to life creating drawings and books

And let's not forget Rob's shed where clients learn to build garden furniture and massive back garden games which the team then donate to local playgroups and charities.



NDIS clients
90

*"Brent does great work. He always helps me out, bigtime!" John P
(Brent had helped him set up internet banking on his phone so he doesn't have to pay in person, in cash which was sometimes a struggle.*

"Very pleased with the services so far." New participant

"IMPACT is fun because we do all different things every day." Amber

"I like IMPACT because it has good staff and cooking." Clare

6746
occasions
of service

It's not just fun and games though ... the NDIS team pride themselves on supporting clients reach their independence goals. Meet Fiona and Sammy ...

Case Study Fiona

Fiona suffers from long-term agoraphobia, bipolar disorder and borderline personality disorder but despite this was determined to complete face-to-face Cert IV Mental Health Peer work; and with IMPACT's support she did just that! She gained an amazing amount of insight into her own mental health symptoms during the course and discovered a new way to approach the world, treating people like peer work "clients" to be able to take a step back and avoid triggers by not taking other people's actions personally.

Fiona was also supported to successfully access the National Disability Insurance Scheme (NDIS), and has since returned to the volunteer workforce, as a Mental Health Peer Worker, for the first time in over 10 years. IMPACT continues to support Fiona maintain her employment through her NDIS Plan. Needless to say she is proud beyond belief of what she has achieved and is looking forward to what the future may throw at her. Nice one Fiona!!!

Case Study Sammy

Sammy first came to IMPACT with significant barriers; a long-term eating disorder, agoraphobia, borderline personality disorder and a history of suicide attempts but with IMPACT's support has made tremendous progress on addressing these barriers and carving out a new future. She has remained out of hospital for 12 months, is voluntarily managing her eating disorder with her QLD Health dietician and has returned to volunteer work four days a week with the local RSPCA. Sammy is now proactively working toward recovery-focused goals and has invested in improving her mental health and response to symptoms. She has also volunteered to assist a colleague with accessing mental health and addiction supports and is considering how she can give back to other people in the community with mental illness.

One of our NDIS participants who has held her learners license for nearly 6 years but has never been able to get anyone to take her for lessons managed to secure funding in her NDIS package to pay for professional driving lessons with Rite Moves in Bundaberg. The participant began the first of her lessons extremely anxious but excited and after 12 lessons went for her practical driving test passing it on the first try! This is life changing for the participant now allowing her the independence to drive her son to kindy and Drs appointments and catch up with friends without having to rely on anyone else. A great achievement!



Hours of support
22662

CHOIR



The IMPACT Choir needs no introductions. Since 2011 when they started with only 5 members the team have been delighting the region with their performances year on year and with no less than an impressive 30 performances this year is clearly no exception.

The Choir just keeps building and building and is going from strength to strength and now boasts a massive 60 members. For 2019/20 we would love this to be over 100!!!!



441
children

Over
30
performances

over
500
songs sung

STREET OUTREACH

June 2019 saw the Street Outreach Service van start its engine for the last time.

IMPACT, along with many other community supporters, started the SOS journey in 2012 when the region had no homeless support services and there was a much needed gap to fill and this would not have been possible without the support of the IMPACT Board and generous local organisations such as The St John's Grace Fund, Shalom College, The Waves and Alowishus Delicious to name just a few.

We took this hard decision based on feedback from our volunteers, supporters and stakeholders who highlighted a reduced need for the service due to increased local support for the homeless from new services such as the mobile shower unit, Oldies Angels, church groups, pay it forward initiatives and the reintroduction of DrugArm to Bundaberg.

For IMPACT, this is a positive outcome as there are now several services supporting the homeless community when only a few years back there was almost none and we do not want to continue duplicating the support these new services are offering.

IMPACT looks forward to supporting these organisations deliver their services in our region and will continue to look for other identified gaps in the community to support the community live, grow and prosper where resources and service provision is lacking.

IMPACT would like to take this opportunity to thank all of our SOS volunteers and supporters for their time and contributions over the last 7 years; you have made a real difference to so many people. Thank you.

over
800
occasions of
service



28
volunteers

over
100
community
support visits

INTENSIVE FAMILY SUPPORT

Intensive Family Support has really kicked some goals this last year in supporting families overcome significant barriers and trauma to stay together. Mel and her team provide essential support to families from Bundaberg to Monto to improve their health, relationships, community connections, build self-esteem and develop strong family bonds.

The success of this specialised team is down to a culture of collective values committed to providing quality support to families and they do this through sharing their own personal stories of difficulty and triumph in a way their clients can easily relate to

Sharing a really personal story can be difficult but these IFS client decided that it was important people understand just how difficult life can be but if you are willing to ask for help and can build a strong relationship with the right person ... then anything is possible.

Prior to working with IMPACT's IFS program Jenny's family would not and could not reach out for help; feelings of distrust, fear, shame and judgement would simply hold her back. The reason for this was simple in all her years Jenny had only been confronted with a string of broken promises and intergenerational trauma. Over a 9 month period the IFS team worked with Jenny and her family to repair the mistrust and create a real connection which eventually lead to Jenny and her family securing a rental property and establishing a positive rental history, easing the pressure and fear of homelessness. With a stable roof over their head the family can now start planning for the future.

The IFS team plays an incredible role in walking alongside families to access legal advice, police intervention, medical assessments, therapeutic support and providing incidental counselling to ensure supports meet the client's needs.

“

“The amount of support I have received since working with IMPACT IFS does not compare to other services.”

“If it wasn't for IFS, I wouldn't be here.”

“Where was IFS, 10 years ago when I needed this support?”

”

8026
hours of support
provided

14
families partially
met their goals



7286
contacts

6
families fully
met their goals

over
35
families being
assisted at any
one time

CODER DOJO

To code or not to code that is the question and if you ask the little ninjas that attend our Dojo (Japanese for Place of the Way), the answer is most definitely to code.

CoderDojo is a free, volunteer-led community based club for young people aged 7 to 17 to learn code, build a website, create an app and explore IT in a social and creative environment. The Dojo focuses on peer learning, youth mentoring and helps participants realise their potential and build their future through the coding community.



The Dojo is led by IMPACT's IT Manager, Brett and a band of volunteers who have been teaching Bundy's youth all sorts of IT skills to get their creativity flowing.

The dojo is a place for exploration, teamwork and furious typing; participants have learnt how to control and race a Sphero, build R2D2, fly a drone and maybe even start their career. Coding is the future people!!!!

TRAINING FOR THE FUTURE



The training team have been busy; they delivered 14 Certificate 3 courses and supported over **250 trainees**. Of the courses that have already completed a massive **82% competed their full certificates** and another **82% securing employment**. Very well done to the team and more importantly to the trainees that have embraced change and taken the first steps to a new career.

As a trainer there are stories you will always remember and this year that story belongs to Debbie.

254
trainees

82%
employment
outcomes

Debbie's Story

Debbie suffered from anxiety and depression and spend a lot of time at home, seldom going out. Prior to undertaking training, she didn't have a social network outside of her daughter and support worker.

Before enrolling in this course, Debbie had only driven from Childers to Bundaberg on her own twice. She got accepted into the course but due to her daughter's already overloaded schedule, she needed to be able to drive herself to class on a daily basis. Though driving long distances was a fear of Debbie's and the first two weeks were mentally and physically exhausting, Debbie persisted.

Debbie's daughter and support worker were a constant source of support and when Wayne, her tutor, told her she had high literacy and numeracy skills was just the lift she needed. Wayne encouraged Debbie, even when she wanted to give up and have some time off. She proved to Wayne and to herself that she had what it takes. According to Debbie, Wayne made the classroom environment interesting, with his style and presentation being easy to listen to.

Debbie had 10 days absence due to health issues and though she returned to class as soon as she could, she had fallen behind in her work. Her Peer Support Worker helped her to catch up and they changed Debbie's class days to have Thursdays off as the drive was getting too much for her. Instead Sandy would go to Debbie's home and go through her class notes and books with her.

When Debbie was unwell, she was losing her drive to continue the course. Wayne and Sandy were most encouraging and consistent and other students were very understanding, empathetic and compassionate. Debbie completed Vocational Placement at CPL (Choice, Passion, Life) in Bundaberg, working with peers and clients with disabilities. This Certificate enabled her to put into action all the new-found skills gained during her training.

Debbie soon commenced employment as an Outreach Support Worker with Bridges Health & Community Care. Her outlook on life has improved drastically, in addition to her health.

Debbie is an IMPACT Volunteer in the Community Visitor Program and a volunteer at CPL in Bundaberg. She looks forward to continuing these volunteer activities throughout her work/study life. Due to the support Debbie received from IMPACT Community Services, she feels there is no limit to what she can achieve now and her confidence is at an all-time high. Debbie is forever grateful for everyone who has supported her throughout her journey and very much looks forward to her future.

82%
completion
rate

Debbie's story has also been recognised at a regional level as a finalist in the Queensland Training Award's North Coast region.

TRANSITION TO WORK

The TtW team know their stuff; but the most important thing they know is how to connect young people with local employers. Laura, Troy, Sam and Skye work with Bundy youth to find out what their long term goals are and set in motion a series of events to help them get there. They help with training, coaching, tickets and transport; if there is a barrier to employment, they have a solution

Lachlan's persistence pays off

When Lachlan came to IMPACT for help finding work, he was just 15 years old, and had been living away from his family since he was 13. After leaving school in grade 8, Lachlan had already been unemployed for 18 months. In spite of his unusual circumstances, the IMPACT team saw

Lachlan enrolled with Transition to Work and was soon connected with The Skills for Education and Employment program (SEE). The SEE program provided Lachlan with face-to-face language, literacy and numeracy training to support him better understand his employment options.

Since Lachlan was too young to have a driver's license, IMPACT's TtW team supported him by driving him around town so that he was able to drop off his resumes to potential employers and they provided work clothing to make sure he looked the part for any interviews.

When Lachlan came to IMPACT, he already knew what he wanted to do with his life. He wanted to become a

mechanic and for five months he had been volunteering his time at a local mechanic in order to gain experience in the industry. Thanks to the resumes he dropped off around town, Lachlan was offered a Mechanical Apprenticeship with a local employer.

Lachlan is thrilled to be working toward his dream of becoming a mechanic. He is currently laser-focused on finishing his apprenticeship and, when the time is right, has plans to get his driver's licence. Lachlan's employer is thrilled with his level of motivation and is confident that he is going to make a great mechanic someday



transition
TO WORK

Memorable moments: Youth Sports Day

This amazing team building day helped the TtW team build an even stronger rapport with our clients and we honestly never laughed so hard. Games such as egg and spoon race, AFL kicking skills and soccer got the teams really fired up and it soon became clear that everyone wanted to win. We loved getting to know the clients on a personal level and it was great to just talk about life in general. Also, a big shout out to The Waves for letting us use their sport facility



290
people
enrolled
into TtW

“Best thing about the day, playing sports, teamwork and meeting new people”

193
placements into
education or
employment

PROSPER

NEW IMAGE LAUNDRY

What a massive year for New Image Laundry! With the official opening of the laundry in March 2018, the last 12 months have well and truly been focussed on growing the business .. and grow it we have now processing over 40 ton month

We haven't however just focussed on growing the business; our second strategy has been to grow the staff and here are two examples of that strategy in motion:

The early part of 2019 saw processing volumes increase and it quickly became apparent that while Laundry Manager, Danny Leary was driving business development that we needed someone at the coalface managing staff and organising day to day operation in his absence.

Donna Kreidemann is the laundry's longest serving employee and has been with us on this journey since IMPACT acquired the laundry in 2013 under our social enterprise development strategy to diversify our operations and generate employment opportunities.

Donna's knowledge has been essential in teaching all our staff the tricks of trade to ensure quality control and best practices are met to allow the laundry to build to the commercial scale it is today. When considering staff to fill the role of second in charge it was also quickly apparent that you simply can't buy 28 years of laundry knowledge and once approached about the 2IC role Donna took no time in putting her hand up to accept the challenge.

Donna has grown both personally and professionally in the role, is excelling in her Institute of Leadership and Management course and she continues to play a Pivotal role in the laundry's expansion and looks forward to many more years at New Image as the second in charge.

Jarrold commenced with New Image laundry in 2017 as a referral from IMPACT's jobactive and had been unemployed for 10 months prior to starting with us. At first he was very shy and unwilling to engage with customers but over a period of a few months, and with Danny's support, progressed to working the front counter and processing orders. Seeing this change in Jarrold, Danny asked him if he would like to drive the truck when the new laundry opens; he was initially a little nervous but rose to the challenge and has never looked back.

Jarrold is now saving for his first investment into the property market something 3 years ago he would have never imagined possible

THE WASH  **TRANSFORM**



“It has been wonderful to watch Jarrod grow as a young man once he was given an opportunity and that’s all it took.” **Danny**

Forest View Nursing Home “The service delivered by Jarrod was excellent”

Gin Gin Motel “Jarrod is simply the best and I hope you make him employee of the month.”

MINING LIVES

PROSPER

JOBACTIVE

The employment services team do a standout job all year long but this year one service has stood tall above all others. The brainchild of recruitment advisor, David Maxey-Fisher, The Indigenous Community Access program, with his team's support has kicked some real goals.

This program has been 3 years in the making and thanks to David's commitment to establishing open, honest relationships and listening with respect and openness, he was able to develop trust within the Indigenous community to create an Advisory Group and collaborate with Yalga-bindji Institute, The Gidarjil Corporation, Central Queensland Language Institute and the PCCC to create ICAP.

This tailored approach to supporting Indigenous jobseekers into work has been a tremendous success and recognised at a national level with ICAP winning CoAct's Steve Lawrence Award for Excellence and qualifying as a finalist in this year's National Employment Services Association Awards.

Since commencing in January 2019 ICAP has supported 17 jobseekers forge their own future and secure employment. Here are **Ashton's** and **Seth's** stories:

Ashton's Story

One participant, Ashton, was initially not sure what to expect from the program particularly since he was in the very first intake. Like many Aboriginal and Torres Strait Islanders, poor experiences with mainstream providers in the past had left a bad taste in his mouth.

His life was complicated which made it extremely difficult for him to engage and truly open up about his barriers with employment.

At the program, he was treated with respect. He was encouraged and given time to and space to engage and learn new skills.

Cooking, while not a vocational interest for Ashton, was a pleasant bonus. He got a good feed and sometimes had leftovers to take home to his family. Before he completed the ten-week program, Ashton successfully obtained a paid traineeship in construction. This sort of opportunity was always something that he had dreamed of but did not actively pursue as he lacked the confidence and the connections to make it happen.



342
employers

17%
youth

14%
indigenous
10%
mature age



Seth's Story

Another benefiting participant from the program is Seth, a gifted Aboriginal painter. Seth paints to feel calm, to express himself and to stay connected to his culture. He explained that his grandfather taught him how to paint and further went on to explain how important respect of elders are to him and his family.

Seth is thoughtful and articulate, and was able to share his life experiences, both good and challenging with other participants in the program. The jobactive team have found that something about being outside and away from a stuffy office environment has an amazing positive influence and frees up the conversation. Seth has become interested in learning new skills and is thinking of not only his future, but future generations to come. He has a newfound desire to find a job that will him provide a great life for his family and his children.

The jobactive team has gotten right behind the Indigenous Community Access Program as a way of better engaging with Aboriginal and Torres Strait Islander job seekers and understanding the barriers they face in gaining meaningful employment. IMPACT have partnered with the Yalga-Binbi Institute, the Central Queensland Language Centre, and Gidarjil Development Corporation to deliver a program that includes unconventional means of engagement such as art, language and culture as well as more traditional pre-employment and foundation skills.

Mentoring is a key component and allows the program to be very flexible, addressing individual barriers in a culturally sensitive and appropriate way. As part of the journey, the jobactive team has gained insights into Australia's shared history, including local issues.

The facilities at Burnett Heads Port and Thornhill Training Facility include commercial kitchens and outdoor areas, giving the participants a space to learn how to make a perfect cappuccino one day and how to find and prepare bush tucker the next. The Yalga-Binbi bus transported the participants from IMPACT each morning and returned them each afternoon. A key part of the program is to provide access to networks that make it easier for the participants to successfully transition into work and paid traineeships.

clients
801

346
placements

PROSPER

CANS FOR CASH!!

In November 2018 the Queensland State Government introduced the Containers for Change recycling initiative. As IMPACT has been involved in the recycling industry since 2001 when we took over the operating of the Material Recovery Facility where **we employ 27 people** with a disability to manually sort recyclable material from waste, tendering for these contracts was a simple decision.

And a good decision it was, **winning all 3 contracts!!!** Under these new services IMPACT provides refund services to the public looking to exchange their containers for cash, we provide the logistic services for all the other Bundy based refund points and we process all the refunded containers ready to be recycled.

These contracts not only allow us to help prevent valuable recyclable materials going to landfill but they also **allowed us to create 2 new positions.**



RECYCLING WINS!

What is truly inspirational about supported employment is what it can achieve; almost a year ago, IMPACT would pick up 13 of our workers and drive them to work and at the end of their shift back home again. Fast forward to today, with help from their Support Workers, 7 employees have now achieved their goal of not only getting their licence but also buying their own car to travel independently to and from work.

This is such a massive success, as those of us who drive, will know, being able to drive opens up a whole world of opportunities.....Hmmm where to next!!!!



over
5000
tons of
paper

7500
tons recycled

17M
bottles and cans
(enough to stretch
from Brisbane to
Perth)

SAVING THE ENVIRONMENT!

14K
barrels of oil

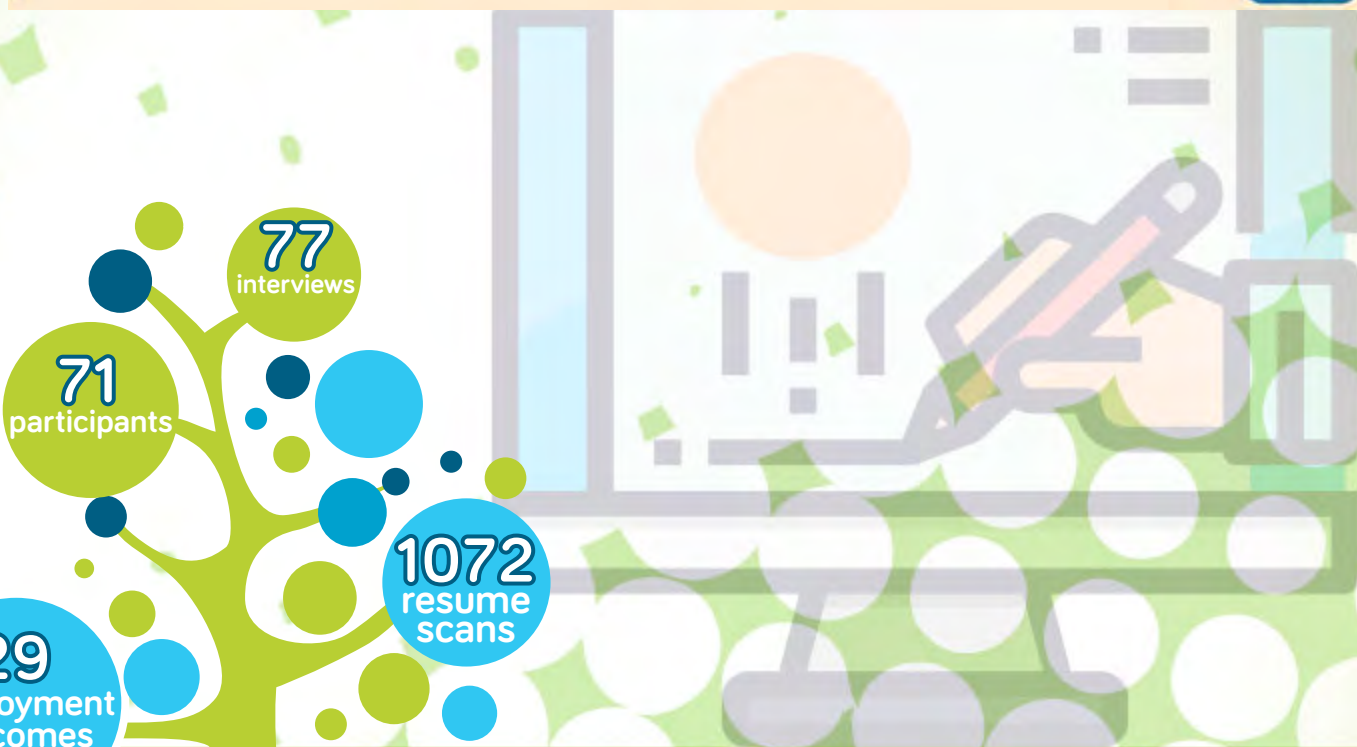
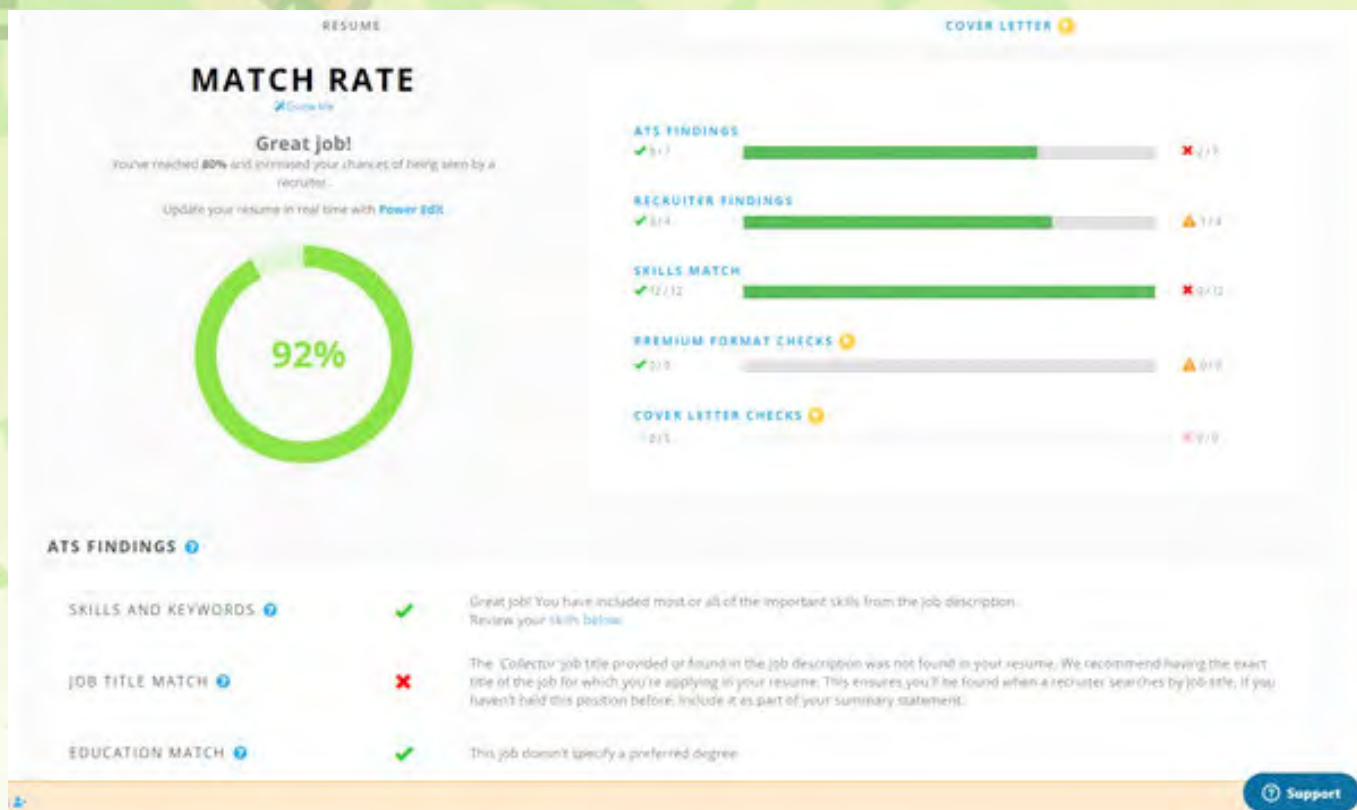
73K
trees

22M
Kwh of electricity

166M
litres
of water

JOBFIT: REDFINING DIGITAL JOBSEARCH

2019 saw IMPACT successfully secure funding under newly announced Regional Employment Trials. IMPACT's idea, JobFit, uses a sophisticated algorithm which compares a jobseeker's resumes with the position description and selection criteria and makes suggestion on how to better tailor the resume to get it noticed. It's all about working smarter, not harder!!!! At the time of writing JobFit had assisted 29 people secure employment!



EMPLOYMENT **EFA**

If there is one thing all of us need and one point in our lives it a little support and the Employment First Aid Team are no strangers to this. Our teams in Rockhampton, Hervey Bay and Bundaberg have been very busy supporting young people across Australia develop the individual skills and strategies to stay in work.

Over a two year period the team has fielded 9361 enquiries from hundreds of young people and employers with a massive 634 young people voluntarily contacting EFA for intensive one on one support. Support for each of these young people is tailored to their exact circumstances; some require support with personal problems, other with their employer but more often than not it is both.

Mentors work with their clients on a one on one basis and help them develop individual strategies to cope with everyday stresses, provide connection to other community support and develop personal capacity and resilience. By connecting with EFA, we have helped over 550 young people maintain their employment and the rest of the figures speak volumes:



Monique's Story

Monique was referred to EFA by her jobactive provider as her complex situation was beyond the level of support their Post Placement Team could provide. She was employed as a Shop Assistant and working about 20 hours a week but due to significant personal issues she feared she would lose her job.

The trust Monique built with EFA Mentor, Bec, allowed her to disclose the barriers that were holding her back; intellectual impairment, mental health anxiety and with two children in the Child Safety System she was feeling overwhelmed with grief and depression.

Monique had been involved in lengthy proceedings to be reunited with her children and not having anyone else to turn to asked Bec to be present at all her future meetings. Bec explained this was outside of her field of expertise but could connect her IMPACT's Positive Start Parenting program; Monique was also supported to connect with headspace and Phoenix House.

Monique's situation became more complicated when her visitation for her second daughter was reduced from weekly to monthly. With Monique's permission, Bec contacted her employer, Wendy, to provide transparency around what Monique was going through. This open communication with Wendy developed a respectful working relationship and allowed Bec to also support Monique with some of Wendy's concerns such as inappropriate language with customers and the use of filters. Another concern Bec helped address is Monique would regularly leave the front desk when she had a question for Wendy instead of using the intercom, significantly increasing the chance of theft.

It was clear that Monique also needed guidance when understanding the chain of command in a workplace. A strategy that the Bec employed to overcome this obstacle was to draw the 'hierarchy' in the workplace on a whiteboard for the Monique to visualise (Ash, store owner at the top, then store manager Wendy, then staff, etc). Bec also used examples from her own position at IMPACT to help Monique understand and respect the different roles the workplace.

In the short space of time Bec was working with her, Monique made significant improvements at work and her ability to deal with her personal issues; she is more confident and presents with a much more professional attitude and behaviour. Monique knew it would be difficult asking for help and sharing the problems she was really facing and is grateful EFA was there to support her and help her build for the future.

EMPLOYMENT FIRST AID

I am trying to find a way to deal with the situation I am in. I work casually and study full time. For the next few weeks I am rostered on at work for a lot of shifts and I don't think I will be able to handle my study load while doing these shifts. I was wondering if there's a way i'm able to get out of a few the shifts without being fired?

EMPLOYMENT FIRST AID CAN HELP YOU WITH:

SOCIAL SUPPORT

PROBLEMS AT WORK

PERSONAL PROBLEMS

MENTORING & ADVICE

WORKING CASUAL PART TIME FULL TIME

Hi, I'm a final year uni student and I'm working a casual hospitallity job that I absolutely hate and it's having an impact on my mental health and relationships. I'm finding it really hard to find a new job that will hire me while I am finishing my degree and I'm also quite stressed about finding a full time job when I graduate. I'd love any tips!

FREE YOUTH SUPPORT



SUPPORTING YOUNG PEOPLE STAY IN WORK

WWW.EMPLOYMENTFIRSTAID.COM.AU

IT ALL STARTS WITH HELLO!

1 800 1 18 008
CALL TALK RESOLVE

AN INITIATIVE OF
IMPACT COMMUNITY SERVICES

PROSPER

FMHSS

150
clients

POSITIVE START

464
parents

441
children

89
families
successfully
achieved
goals

83
group
sessions

SWARMING FOR SUCCESS

123
young
people

90
clients

22,662
hours
of support

NDIS

6746
occasions
of support

RECYCLING

27
people
employed

2,678,255
containers processed

average 9109 per day

8422
customers

CVS VOLUNTEERS

2292
visits

89
volunteers

30
performances

CHOIR

60
members

1091
people
supported

COMMUNITY TRANSITION SUPPORT

2018-19

800 occasions of service

100 community support visits

STREET OUTREACH

28 volunteers

77 interviews

JOBFIT

29 employment outcomes

71 participants

processing 40 tons per month

NEW IMAGE LAUNDRY

7286 contacts

35 families being assisted at any one time

IFS

8026 hours of support

82% completed their full certificate

82% secured employment

254 trainees

TRAINING

17 jobseekers supported and secured employment

INDIGENOUS COMMUNITY ACCESS PROGRAM

4747 occasions of service

ICHS

\$9.39M generated in wages

\$6.32M saved in welfare

EFA

THANK YOU

FOR ALL YOUR SUPPORT

Shalom
St Johns Grace Fund
Queensland computers
IML
The generator
ABC Wide Bay
The Sparrowly Group
BMG
Sabrossa Steakhouse
The Burrito Bar
The Red Capsicum

NewsMail
Alowishus
Bundaberg Enterprise Centre
Genevieve Matthews 'The Art of Extraordinary'
Startup Catalyst
Crush Communications
Titan
CoAct
Catholic Parish of Bundaberg
Argent Group
Mary-Anne Sutton 'PCEM'

FAB network
Family Law pathways
Child Health, Bush kids
Edon Place
Phoenix House
Telstra

Nourish cafe
Coating Industries
BMG
Gidarjil
Rosie Blu
Surprise Gifts
RBS Produce
Grace Family Medical Practice
Last Stop Convenience Store

Youth Justice Bundaberg & Hervey Bay
Bundaberg Probation and Parole
Child Safety
Bridges
Headspace
Q Clinic
Max
Neato
APM
PCYC
Youth Hub
Designer Life
Bundaberg High Schools
CEA Program
Bundaberg Mental Health Unit
Bundaberg Police
Legal Aide

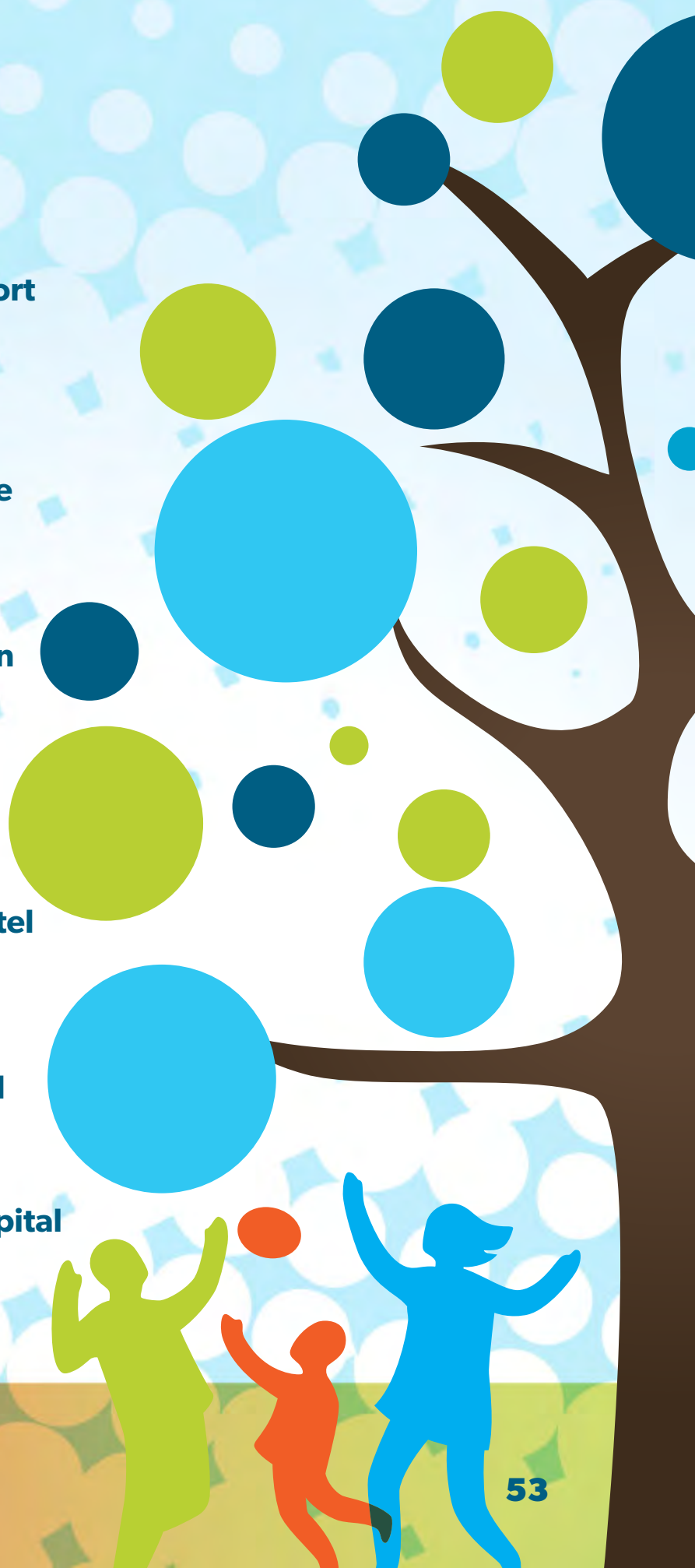
**Meilene
Pioneer Lodge and Gardens
Riverlea
TriCare
Carinity Kepnock Grove
Centacare Bundaberg
Caring Hearts Disability Support
Services
Palm Lake Care
Bolton Clarke Fairways
Forest View Childers
BlueCare Community
Gracehaven Aged Care Service**

**CLS Ability Centre
Carinbundi
Local Personalised Services
AEIOU Foundation for Children
with Autism
Centacare Bundaberg
In Touch Support Services
Churches of Christ Care
ComLink
Gracie Dixon Respite Centre**

**Burnett Heads Lighthouse Motel
Viva and The Edge Café
The Waves Sports Club
The Journey Bargara**

**Dept. of Child Safety, Principal
Child Protection Practitioner**

**Bundaberg Regional Council
Friendlies Society Private Hospital**



OUR SERVICES

LIVE

- Foundations for life
- NDIS
- Discovery Coast Community Health Service (DCCHS)
- Community Visitors Scheme (CVS)
- Personal Helpers and Mentors Program (PhaMS)
- Partners in Recovery (PIR)
- Intensive Family Support (IFS)
- Positive Start Parenting
- Family Mental Health Support Services (FMHSS)

GROW

- Certificate III Guarantee

Skilling Queenslanders

- Work Skills Traineeship
- Community Work Skills
- Xtreme Turnabout (Youth Skills)
- Get Set 4 Work

PROSPER

- JobActive
- Transition to Work
- Employment First Aid
- National Panel of Assessors

Social Enterprises

- Recycling
- New iMage Laundry
- Makka Lures
- Australia Disability Enterprises



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