



**IMPACT
COMMUNITY
SERVICES**

STRONGER
TOGETHER

2019-2020
**ANNUAL
REPORT**





At IMPACT Community Services we have adapted the way we operate throughout the pandemic to make being COVIDSafe a part of everyday life.

We have implemented practices that create the safest environment for staff and clients.


This response includes the appointment of a Pandemic/Endemic Officer who has worked with senior management and staff to ensure we adhere to this new way of living for the foreseeable future.



IMPACT Community Services is led by its purpose, to provide opportunities that make a difference to the quality of peoples' lives. Guided by our core values, we want our actions to have a positive impact every day and define what makes us unique. Throughout this challenging time, we continue to transform to better connect with and meet the needs of vulnerable members of the communities we serve. We know the best solutions are found through listening, understanding and working with others.

**We're committed to a
better tomorrow.
Let's do this together.**

Our approach



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

Our values

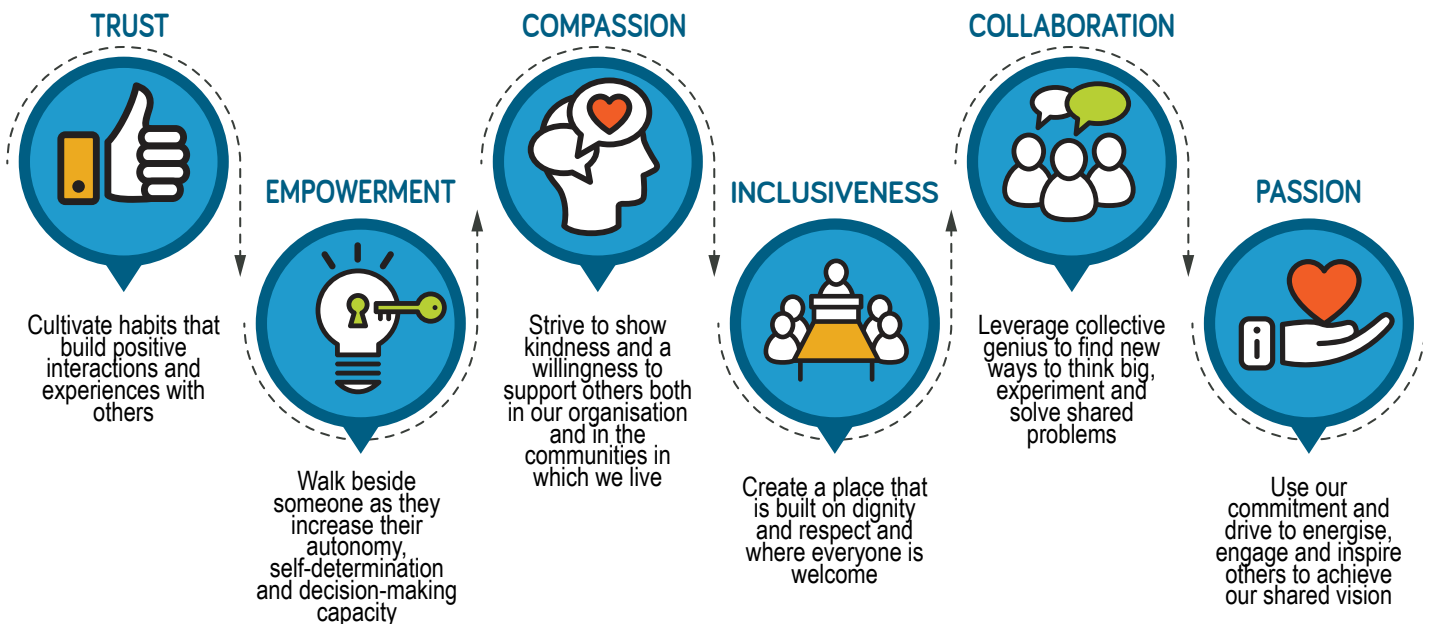


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MANAGING DIRECTOR'S REPORT

At IMPACT Community Services, 2020 will be remembered as a year of possibility. This is not meant to sound trite or diminish the fact that it has been an incredibly challenging year for many. Instead, it is to recognise the tremendous commitment demonstrated by our team, a group of talented individuals who have opened themselves up to new ways of working that until this year, had been earmarked for our distant future. Now, it would be easy to reflect on the last 12 months and attribute our agility and significant growth in capability to the effects of COVID-19. Instead, I would like to recognise those at the core of our remarkable achievements this year. Our people.

The word 'commitment' can be overused, and at times applied in a manner that shows appreciation towards people for simply 'showing up'. This is not our experience. At IMPACT, our team, led capably by our General Managers Steve Beer, Sue Conquest, Paea Ruka, Nathan Spruce and Rob Henderson, have committed to achieving high performance while enhancing service provision, exploring, experimenting, researching and trialling new and innovative ways to do what they do best – providing services that enable people to reach and realise their full potential. Has it been easy? No. Have we got it wrong sometimes? Most definitely. However, our people have persisted and found ways to navigate through the challenges and uncertainty, and along the way, have uncovered new and exciting possibilities.

Working from home, transitioning accredited training delivery to a virtual platform, creating minimal viable/valuable products (MVP), learning and practicing design thinking, improving thought capability, and transforming service delivery to meet COVID safe standards are just a few of the possibilities that our people have started to realise. I cannot understate how proud I am of our team of incredible humans, their openness to possibility and how grateful I am for their dedication towards pursuing IMPACT's purpose.

Thank you also to the IMPACT Board of Directors for their ongoing support, wisdom and guidance. A clear vision, strong leadership, effective governance and strategic insight are some of words used to describe the skills of a Director, and whilst IMPACT's Directors meet all of these criteria, they have other important qualities that are not always found in a position description. Our Directors are volunteers who genuinely live and breathe our vision, whilst also remaining committed to creating opportunity and possibility for some of the most vulnerable in our community. I feel blessed to be working with such a talented and inspiring group of people and thank them for their ongoing contribution.

A special mention this year must go to retiring Board Chair David Batt, who after nine years of dedicated service must step



down from the IMPACT Board. Dave epitomises what it is to be a volunteer Director, providing unwavering support to the organisation and its people. According to Winston Churchill 'We make a living by what we get, but we make a life by what we give'. Thanks Dave, for all that you give to our community and for the many hours that you have given during your time on the IMPACT Board. You have certainly left the organisation better off than when you started.

Looking forward, I am excited about what the future holds and am keen to progress our work with partners and stakeholders. We aim to continue to enhance our core services, while preparing for new possibilities and opportunities as they emerge. We are prepared to be bold and step into uncharted territory. We are prepared to stumble a few times while we find our way through these changing times. Yet I am confident, that we have the right team to lead the organisation into the future.

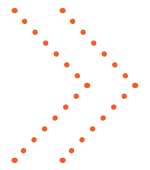
Tanya

Tanya O'Shea | MANAGING DIRECTOR

MEET THE BOARD

David Batt - Chair

A former police officer, David is the Member for Bundaberg. He was honoured to receive Rotary's Paul Harris Fellow for his leadership during the 2010/11 flood when he was the region's Local Disaster Management Group Acting Chair. David is a graduate of the Australian Institute of Company Directors and holds an Advanced Diploma of Public Safety, a Diploma of Local Govt (Administration) along with a Diploma in Policing and an Advanced Diploma in Investigative Practices.



Neil McPhillips - Deputy Chair

With an extensive background in regional economic development and diverse business interests, Neil has a passion for the community of the Bundaberg region. He is accredited in Board and Business Governance.



Dr Talitha Best - Secretary

As a Clinical Psychologist, researcher and academic, Talitha has expertise and experience in the education and training sector, research, clinical governance and delivery of health care services. She is a member of Australian Institute of Company Directors and Women on Boards.



Leanne Rudd - Treasurer

Owner of The Money Edge, Leanne is a registered tax agent who provides professional financial services and business advisory services to small and medium size businesses. She is a member of CPA Australia and the Australian Institute of Company Directors.



Professor Helen Huntly - Director

Having worked in the regional university sector for more than 30 years, Helen is Vice President (Academic) of the Tertiary Education Division at CQUniversity. She is a passionate regional Queenslander interested in ensuring equal education and training opportunities.



Vanessa Fryer - Director

Vanessa is Enterprise Business Analyst at Medibank Private. Her time in professional services and industry has given her a wide breadth of experience across the business, finance and technology sectors to provide governance and delivery assurance over strategic projects.



Martin Barrett - Director

Martin is Managing Director of Auswide Bank. He holds a Bachelor of Arts (Economics) from Murdoch University, an MBA from the University of Western Australia and a Graduate Diploma in Banking and Finance.



Tanya O'Shea - Managing Director

Tanya joined IMPACT Community Services in 1999 and worked in a range of management positions prior to being appointed as Chief Executive in 2011. See full details on page 9.

BOARD APPROVED PROJECTS



2019-2020

Client Benefit Fund

\$5,000

Employment First Aid Program
gap-fund/continuation

\$112,610

Innovation Hub

\$22,000

LOOKING AHEAD

2020-2021

Client Benefit Fund

\$5,000

Digital Sign

\$40,000

DV Virtual Reality Project

\$15,000

CHAIR'S REPORT

It is with a heavy heart I sit and pen my eighth and final Chair's Annual Report for the 2019-20 financial year at IMPACT Community Services Ltd.

Although I still feel I have plenty to give this wonderful organisation my time has come to an end after nine and a half years, just shy of my long service eligibility!

The year for IMPACT can only be described as outstanding under unprecedented circumstances with the Covid-19 pandemic and this in no small part is due to the leadership of our Managing Director Tanya O'Shea and her Executive Management Team who have led IMPACT through the response and continued recovery to a 'new normal'.

Achieving a strong financial position early in the year supported the organisation in getting us through this global predicament when it struck.

Although Covid-19 has been the talking point for many, our IMPACT team had already completed plenty of work in the early part of the year in what seems an eternity now, pre-covid. The team completed a HR audit, industry benchmarking, ICT roll out as well as transitioning IMPACT to a Company Limited by Guarantee and our leader Tanya moving from CE to Managing Director all in the first six months.

Covid-19 saw us pivot quickly in all areas of the business with many staff taking on the new role of working from home and meeting online in the Microsoft Teams environment. We also needed to continue with our training, and this also became an online classroom with the trainers and the students performing well under the circumstances thrust upon them.

Project Compass commenced which has given the leadership team the opportunity to have regular conversations about strategy and our Quality Working Group is also meeting regularly which is being capably led by Board member Vanessa Fryer with its intent to assist in providing a voice to our clients directly to the Board.

A huge thank you to all Board members who again have given freely of their precious time to assist in the strategic conversations which continue to keep IMPACT rolling toward our mission to work with individuals to enable them to realise and reach their full potential. It's been many months since we have met in person but our 'online learning' with Zoom and Teams meetings have run quite smoothly with only a few technical hiccups. I would like to thank our previous treasurer Grant Hutchings for the many years of service he gave the Board before retiring at last year's AGM.

Thanks to all staff for another fantastic year especially under such trying circumstances once again. The Board is very proud of our people – the ones who come to work every day and make positive changes to the lives of our clients. Thanks to our executive management team of Steve, Paea, and Sue as well as our two new General Managers Nathan and Rob for another great effort from each of you and our amazing Managing Director – Tanya. As well as a change in title and a seat at the board table, Tanya has been the face of IMPACT across Bundaberg and the state at so many events flying our flag.

Some of Tanya's noteworthy achievements this year have included being part of the winning team at the Techstars Global Women's Startup Weekend, being a team member of the IML Great Debate, being selected as an Australian Rural Leadership Foundation (ARLF) Panel Member, but above all I believe being awarded the CQUniversity Australia Alumnus of the Year for Industry Excellence was a wonderful achievement and so well deserved.



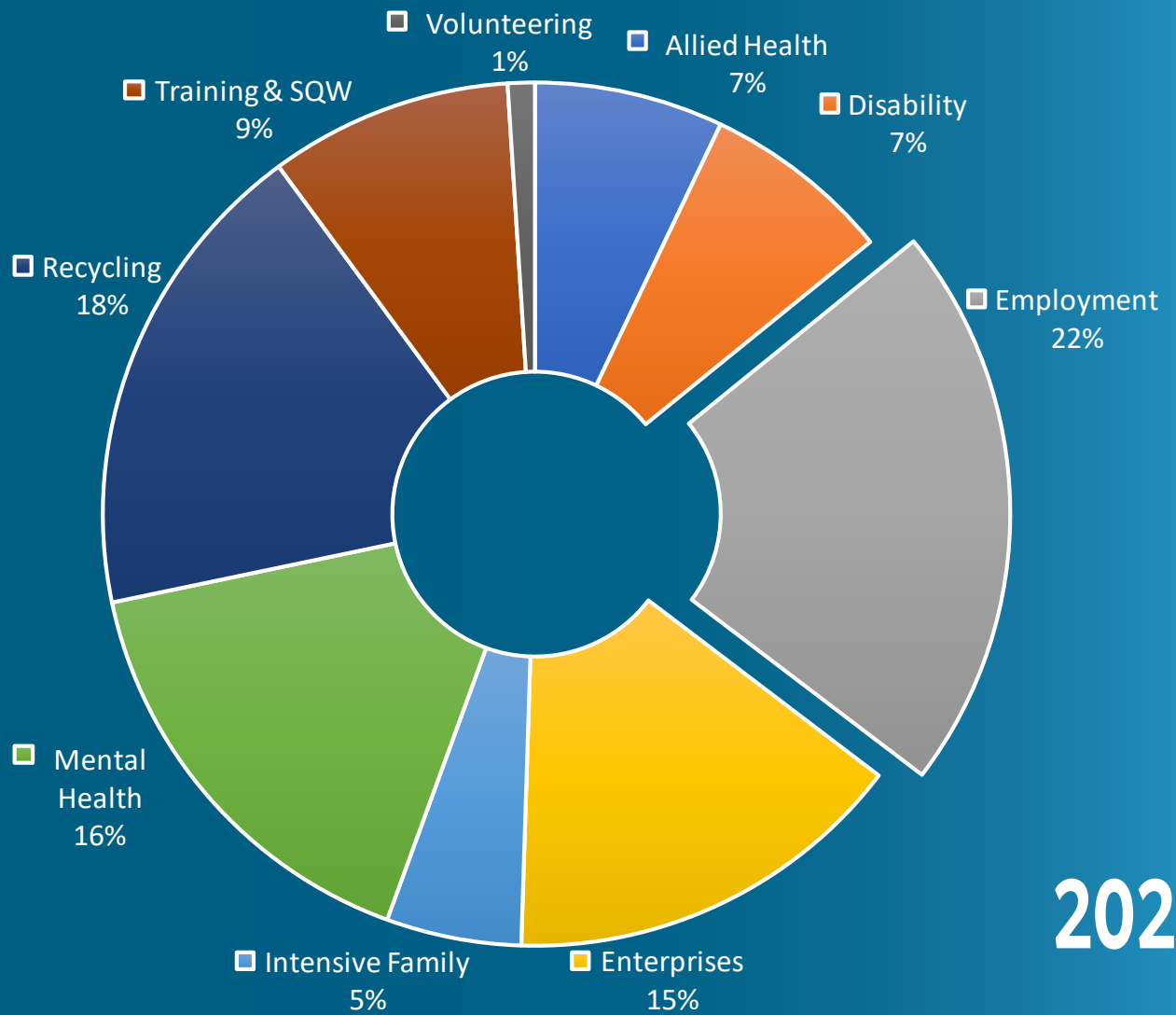
IMPACT Community Services has been many things to many people over the past 41 years and I have been privileged to have been part of the IMPACT journey since March 2011. We have been through floods, funding cuts and restructures, but I know I will leave the organisation in good hands with the current Board membership and Senior Management and the governance structures and strategies we have formed to take IMPACT to the next level. My hope is that all future IMPACT Board members come to fall in love with the place and the people as much as I have over the years - the staff, our clients and the positive changes we get to make by transforming the lives of the disadvantaged members in our community. It is proof to me that we are all Stronger Together.

To see the smiles on the faces of our graduates and to hear the stories of their journeys, to listen to the IMPACT Community Choir fill the room with song and with love and everybody singing along with them or to share in the thrill of winning National Awards with our amazing staff are just some of the highlights I have been honoured to be a part of. It really has made the years at IMPACT so wonderful but even the more difficult to walk away from and say a final goodbye.

David

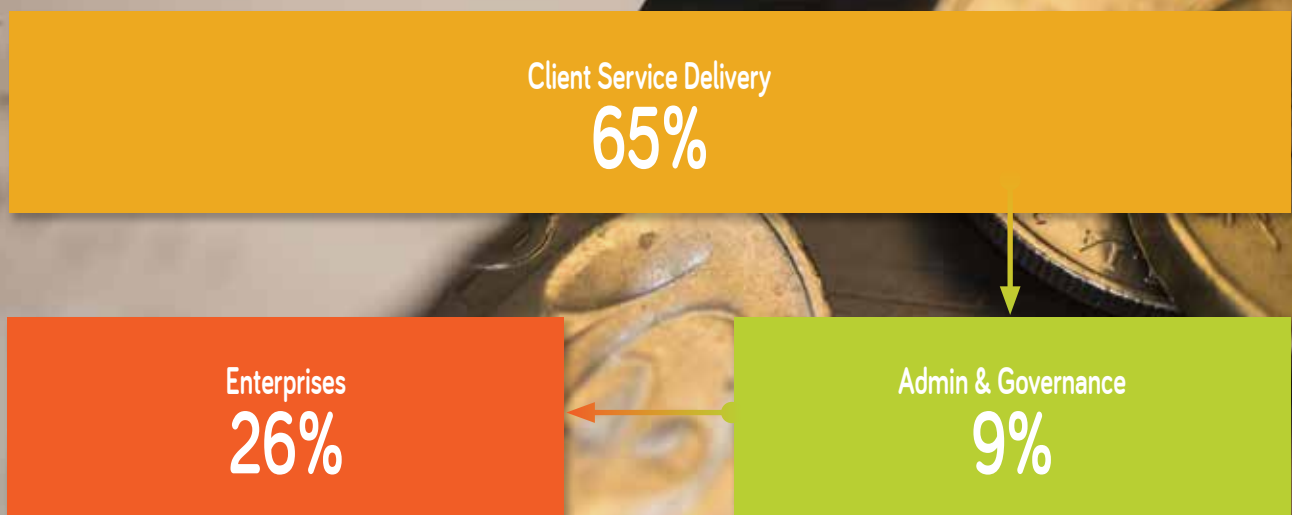
David Batt | BOARD CHAIR

KEY INCOME SOURCES



2020

SERVICE DELIVERY EXPENSE BREAKDOWN



MEET OUR EXECUTIVE MANAGEMENT TEAM

IMPACT's executive management team grew by two during the 2019-20 financial year.

Innovation General Manager Nathan Spruce and Enterprises General Manager Robert Henderson joined the senior leadership ranks.

Both were promoted from within the organisation.

The pair bring a wealth of experience and expertise to a team that now consists of Managing Director Tanya O'Shea, GM Health & Support Steve Beer, GM Employment & Training Paea Ruka and

GM Corporate Services Sue Conquest.

During the year IMPACT also changed its legal structure from an Incorporated Association to IMPACT Community Services Limited; a company limited by guarantee.



Tanya O'Shea, Managing Director

Master in Business Administration (Human Resource Management), Masters in Mental Health Practice, Bachelor of Psychology (Hons), GAICD

Tanya joined IMPACT Community Services in 1999 and worked in a range of management positions prior to being appointed as Chief Executive in 2011. Her strong academic and practical background in business management and mental health has enabled Tanya to apply sound business principles to the governance and strategic vision of an organisation that delivers a diverse suite of 25+ programs. Tanya has a Masters in Business Administration (Human Resource Management), Masters in Mental Health Practice, Bachelor of Psychology (Hons), GAICD and is active in a number of community and leadership organisations. As Managing Director, Tanya also holds a seat on the Board of Directors.



Steve Beer, General Manager Health & Support

Diploma of Management

With over 25 years' service at IMPACT Community Services, Steve contributes a significant understanding of community social services, training and employment sector services. He has spent more than 15 years in management roles. Memberships are maintained in a range of mental health and youth committees.



Nathan Spruce, General Manager Innovation

Honours Business & Language, Diploma of IT, Certificate of Management

Nathan brings more than 20 years of experience managing language schools and an apprenticeship training company across Britain, Europe and America. Since moving to Australia in 2011 and commencing with IMPACT Community Services, Nathan has held senior management roles in employment and commercial enterprises.



Sue Conquest, General Manager Corporate Services

Bachelor of Commerce. (BCom)

Sue has worked extensively in finance and information management over the past 30 years in varying industries including retail, hospitality, manufacturing and agriculture. Sue has played the lead role in ensuring effective technology, communication and workflows at IMPACT.



Paea Ruka, General Manager Employment & Training

CMgr FIML

There are few in the Bundaberg region's employment services sector with more experience and know-how than Paea, who has worked in the industry for nearly two decades. She joined the team at IMPACT Community Services in 2017.



Rob Henderson, General Manager Enterprises

Rob had a distinguished career in senior management in the retail field, including positions with Coles-Myer and Bunnings. He moved into the community services sector with the Endeavour Foundation before joining IMPACT, where he oversees our social enterprises.

LEADING US
INTO THE
FUTURE



OUR IMPACT



OUR TEAM

178 staff as at June 30
48 casual : **22** part-time : **108** full time

Supporting more than
5000 people
during the past year

23 supported employees provided job opportunities through IMPACT's social enterprises

78 Clients attended
67 Positive Start group activities.

More than **100** volunteers supported
28 in-home residents and **150+** aged-care residents with average contacts of twice a month through our **Community Visitors Scheme**

1241 occasions of services through our **Family Mental Health Support Service**

IMPACT Community Health Service delivered **4723** individual occasions of service and **376** group activities that attracted **3944** participants

206 NDIS participants, with an average of **90** active at any one time

Intensive Family Support reached out to **250** families, **144** engaged in case management support. IFS funded to support **73** families

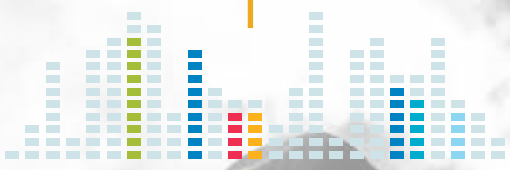


LIVE



GROW

DIGITAL & SOCIAL



in 12 months to 30 June
15874 website users
 (5% increase last 6 months)
 & **56,762** pages viewed



how most users got there?
8600+ organic searches, **3825** directly,
2611 social media links &
650+ referral links



Engagement **68%**
 females, **32%** male
 audience with highest age
 groups between **25-34**



Social media followers
 and connections as at 30
 June **5500+**



2,598,573

containers collected at IMPACT's
 Container Refund Point



392,754kg

of product washed at
 New iMAGE
 Laundry



7800 tonnes

of waste processed at the
 Material Recycling
 Facility

jobactive had **1059**

participants with **468**
 achieving key outcomes
 and **46** indigenous clients
 achieving placements

280 Transition to
 Work participants placed into
 employment or education
 against target of **242**

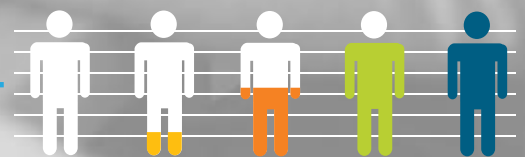
21 Extreme Turnabout
 participants, **16** completed
 study, **6** employment
 outcomes

123 people completed
 Cert III qualifications with
 IMPACT's Registered
 Training Organisation with
87 gaining employment

100% completion
 rate in
 Get Set For Work
 with **30** participants
 completing some kind of study
 & **18** into employment

100% pass rate as
20 participants completed
 their **22**-week traineeships
 in Certificate I in Conservation
 and Land Management with
 Skilling Queenslanders for
 Work

PROSPER



2019-20 HIGHLIGHTS



★★★★★ STAR STELLAR JOBACTIVE TEAM SHINES BRIGHT

It has been a tough year for Bundaberg's unemployed, but despite the challenges IMPACT Community Services' jobactive team came through with flying colours.

IMPACT was designated the top jobactive provider in the region by the government and given a five-star rating.

To receive those five stars an organisation's performance at securing people sustained employment must be 30% above the national average – that means not just finding people jobs but finding them a lasting position with an employer.

IMPACT's jobactive recruitment consultant David Maxey-Fisher said building and

maintaining good relationships with employers and clients was the key.

"We stuck to a people-first approach," David said.

"That helped us maintain good outcomes for our clients."

The big changes started in November with the lifting of mutual obligations due to the impact of the bushfires and that continued through the COVID-19 restrictions.

Clients were under no obligation to contact their job network providers and that was the challenge that David and the team rose to.

"People need to have hope," David said.

"Our team visited employers regularly, even when there were no candidates for positions or jobs available, just to maintain a good relationship.

"And our post-placement support team continues to visit them when we have been able to match jobseeker to employer and offer both all the support they need."

The strength of the team's communications had another unexpected bonus.

The conditions needed to navigate COVID-19 restrictions meant closer communication between IMPACT's Bundaberg and Childers teams.

In an era of social distancing the team actually became closer, sharing workloads and helping each other.

David said the team appreciated the recognition, but their focus remained with getting on with the the job of finding the right candidate for the right job at the right time.

COVID CASUALTIES

COVID-19 had a big impact on all of IMPACT's services, but not all were effected in the same way.

Some of our much-loved supports were really hit hard and decisions had to be made to ensure everyone's safety.

One such initiative was the Community Choir. Unfortunately this hugely valuable support was forced to stop once COVID arrived.

Another program which saw a big reduction in numbers was our Tenancy Skills Training.

Fortunately this program is now back up and running at pre-COVID levels.

Our popular Dollars and Sense course, which teaches tenancy skills, operates out of Independence House.

IMPACT is an accredited trainer for the Tenancy Skills Institute (TSI), which is funded by the Queensland Government.

ROLL OF HONOUR

Supporting more than **5000** people across **25+** programs requires a big team effort.

In 2020, several IMPACT Community Services staff reached milestone marks with the organisation.

30 YEARS

Anne Marie Wyatt & Derek Heidke

20 YEARS

Tanya O'Shea

15 YEARS

Greg Redgard & Peter Beddie

10 YEARS

Aileen Ostrofski

5 YEARS

Lesley Allen



IMPACT STUDENT A FINALIST IN QUEENSLAND'S TOP TRAINING HONOURS

Sharon Bengtsson-Meehan's career dreams were shattered by a head-on collision, but Sharon has risen above her own disability to place as a finalist in the Queensland Training Awards.

And everyone at IMPACT couldn't be prouder of her achievement.

The awards celebrate the state's top training achievers, and that description certainly fits Sharon and her difficult but rewarding journey to a new career.

Sharon, who studied a Certificate III in Individual Support (Disability) was a finalist in the Darling Downs region of the training awards.

Her teenage dreams of becoming a diesel fitter or serving in the Army were shattered in 2012, when a drug-affected driver smashed head-on into a car in which Sharon was a passenger.

That crash claimed the life of Sharon's mother, Sandra, and left the then-15 year-old in a wheelchair.

Her experience relying on the help of a carer showed her what a huge difference a good carer can make. So she decided to become one herself.

"The whole experience made me decide that I could get out there and make a real difference," Sharon said. "There are things I am able to see that other people might not

because of what I've been through."

Sharon had trouble finding a training provider who could accommodate her disability but then she spoke to Elise Cottam, one of the trainers at IMPACT, and her journey was underway.

IMPACT's then SQW Coordinator, Deniese Wilcox, advocated on behalf of Sharon to have her included as a Community Work Skills participant and study with "no out of pocket expenses" through the Queensland Government's Skilling Queenslander for Work initiative.

"We were equipped to assist Sharon who is a determined young lady prepared to work hard to beat the odds," Deniese said.

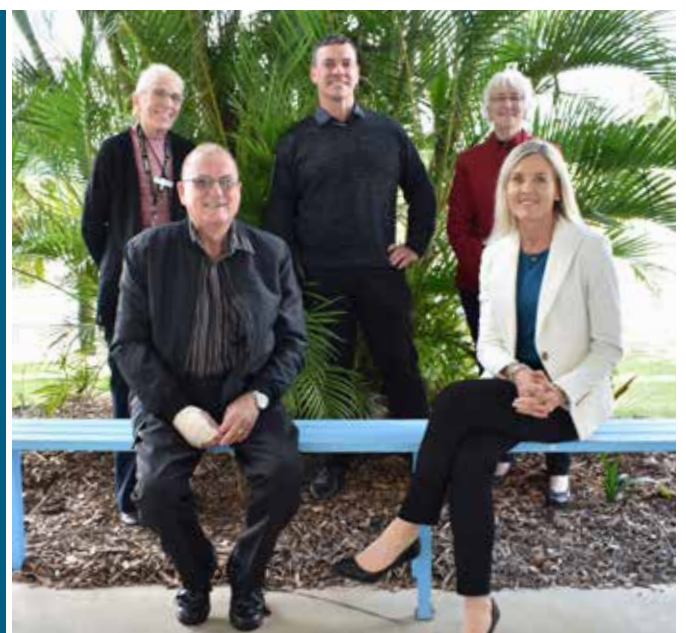
AMAZING EFFORT

If there was a list of people that should be named a Saint, Roy McGuinness is sure to be at the top.

After **28 years** of making meaningful friendships with people in aged care, Roy has regretfully hung up his volunteer boots to focus on his health and family.

The 75-year-old began with IMPACT's Community Visitors Scheme in

1992 which was when the pilot program first rolled out in Australia, making Roy one of the longest serving CVS volunteers in the country.



IMPACT GROWS TALENT THROUGH LEADERSHIP PROGRAM

Jenna Williams has been supported every step of the way on her journey to leadership at IMPACT Community Services.

IMPACT has a rich history of growing its own workforce and Jenna is the latest in a long line to benefit from the organisation's approach of embracing on-the-job professional development.

Jenna, 33, joined IMPACT's finance team in 2017.

Since then she has worked hard to upskill and in October, 2018, she took on the team leadership position.

Last year Jenna was selected by IMPACT management for

a Foundation of Intentional Leadership program, run through the Institute of Managers and Leaders.

Jenna said she nominated for the program because she wanted "to be the best I could for the team to help them succeed."

She said the 12-week program, which involved workshops in Brisbane and regular

coaching sessions, armed her with the tools she needed to lead others.

IMPACT has also helped Jenna by financially contributing to her further studies in the accounting field.

"I've never worked for an organisation that cares so much about its staff as IMPACT," Jenna said.

English than maths," put in place a plan to go to university to one day become a drama teacher.

But that pathway wasn't for her.

Jenna's career took off on a different trajectory after she landed a role at IMPACT.

She'd done some finance work at a previous job which helped get a foot in the door.



"I've really enjoyed the on-the-job learning," said Jenna, who is a Zumba instructor outside of work.

"I didn't think I'd end up where I am, but I love the role and we've got a really good team where

everyone gets along

and we all pitch in to help each other."

She said the organisation's leadership created a positive environment.

IMPACT'S Chief Executive Tanya O'Shea and many senior staff have all risen through the ranks.

"The management here focuses on developing staff," Jenna said.

"When it comes to professional development, they really are invested."

Jenna, a mum to seven-year-old Owen, said her journey into the world of finance wasn't what she'd initially envisaged.

After completing her studies at Bundaberg North State High School, she moved to Brisbane and "having always been better at

LIVE

You have an opportunity to improve your life through our diverse range of support services at IMPACT. If you are in need of support for disability, mental illness, unemployment, youth and young parents, isolated seniors, we can help. IMPACT Community Services embraces an inclusive environment that welcomes everyone!

GROW

IMPACT is a Registered Training Organisation that prides itself on quality training with follow-up support. Our trainers are passionate about their role and they look forward to helping you reach your full potential.

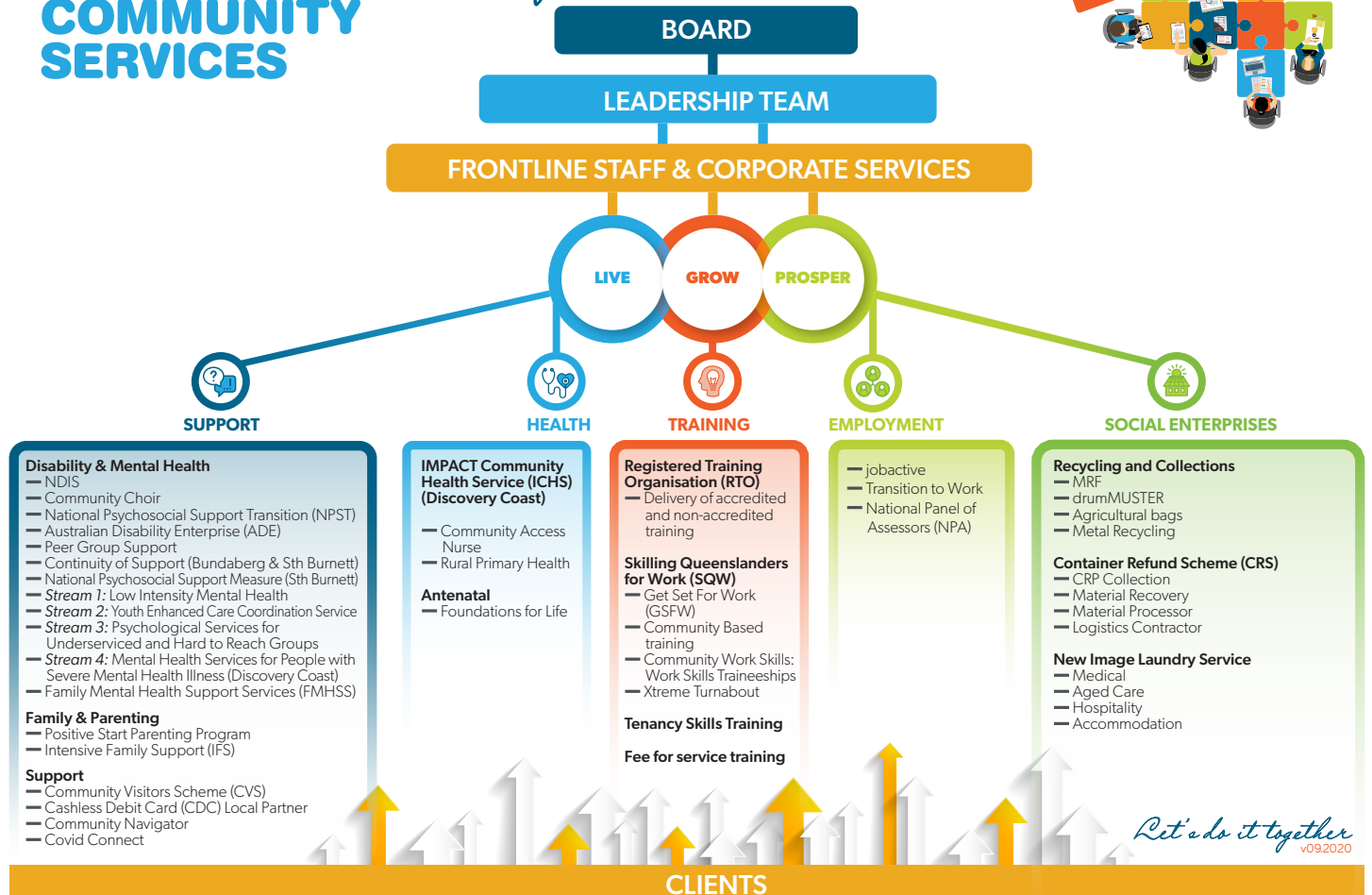
PROSPER

If your organisation is looking to hire new staff, or you're looking for a job, IMPACT are here to support your search efforts. Our employment support will give you the best opportunities for a prosperous future.

IMPACT Community Services is in the business of improving the lives of people who need some support. As well as our frontline staff who work tirelessly to help deliver the supports and programs we provide, IMPACT has the backing of a skilled and experienced corporate services team. This team features specialist staff in the areas of People & Culture, IT, Finance, Data Systems, Marketing & Communications, Workplace Health & Safety and Compliance. The support of this group helps others in the organisation to enable people to realise their potential and **Live, Grow and Prosper**.

IMPACT COMMUNITY SERVICES

Organisational Chart





Impact Community



Stronger Together

JAN 2020

COMMUNITY NAVIGATOR

“Community Navigator is a great program. It fills in a lot of gaps in services and offers support for people who need a hand to make positive steps ahead.”

IMPACT Community Services Community Navigator program is tailored to help those who are eligible between the ages of 15-35+ (primarily Cashless Debit Card recipients) with the support and guidance they need to overcome any of life’s obstacles and achieve greater independence and well-being. IMPACT’s specialist support workers can assist to access appropriate services, including financial counselling, education, training, communicating with landlords and real estates and to support your individual needs.



Lleyton came very close to being homeless during the COVID-19 lock-down, but IMPACT Community Navigator Steven Hull was able to help the 18-year-old and his heavily-pregnant girlfriend find a new house to live in.

Lleyton had experienced a lot of difficulty trying to secure a new home, mainly because of his young age.

“I found it difficult to get a home because I had no rental history,” he said.

“But IMPACT helped us out a lot, printed out all the papers we had to sign, and they even took them in for us.”

Steven and his team even helped Lleyton secure a bond loan through regional housing.

Community Navigators were with him every step of the way, letting him know what his rights were and what support and services were available.



Lleyton came close to being homeless.

MAY 2020

COVID CONNECT

“There are those who can’t hit the ground running or whose circumstances are compounding the effects of the COVID-19 restrictions. And we’re here to help anyone who asks.”

Covid Connect helps people struggling to cope with the impact of the coronavirus lock-down and ongoing changes. It offers supports such as welfare checks and monitoring for people at risk, mental health assistance, facilitation of access to support services, delivery of education/activity kits to families in isolation and assistance to people facing eviction or homelessness due to COVID-19.



When COVID-19 hit, Paul Davies and his wife were isolated.

Paul had registered with a local supermarket but their home at Delan fell outside the area covered by the delivery service. And they had no family or friends who could help them out.

Paul contacted IMPACT and his shopping list was taken down and a support worker drove the 40 minutes to their home to make sure they got what they needed.

Paul is a retired policeman and his wife was a registered nurse, both very familiar with working on the frontlines during an emergency and were becoming frustrated that they weren’t able to get the proper help.

“We are self isolating out here at Delan, and are both in our 70s and have existing major health issues,” Paul said.

“My wife, especially, suffers lung problems due to her tracheotomy and no way can she come anywhere near other people even in normal situations where they might have a cold.

“Again, thanks to the people at IMPACT we have a little less to worry about.”



Leigh Cooper is IMPACT’s COVID Connect support worker.

INTENSIVE FAMILY SUPPORT

“The coronavirus has brought many challenges to the Intensive Family Support (IFS) team, but our team has risen to these and continues to offer a valuable resource to struggling Bundaberg families.”

IMPACT Community Service's Intensive Family Support service works with families experiencing multiple and/or complex needs who have children unborn to 18 years of age. The service delivers parenting support through tailored interventions to build the skills and capacity of parents and carers to safely nurture and protect their children.



Rose*, 31, is a stay-at-home mother of three who relies heavily on Centrelink assistance to provide for her young family while breeding her purebred dogs for additional income.

Her eldest child, 9, has violent behavioural management issues and, along with her 5-year-old, has not been formally diagnosed with a disability. Rose's 3-month-old is at risk of suffering developmental delays due to the violent nature of the siblings.

Rose feels isolated, judged by others and is afraid her current situation will never improve. Her biggest fears involve having Child Safety remove her children, the baby's father taking full custody, and having her children develop criminal behaviour that requires legal intervention.

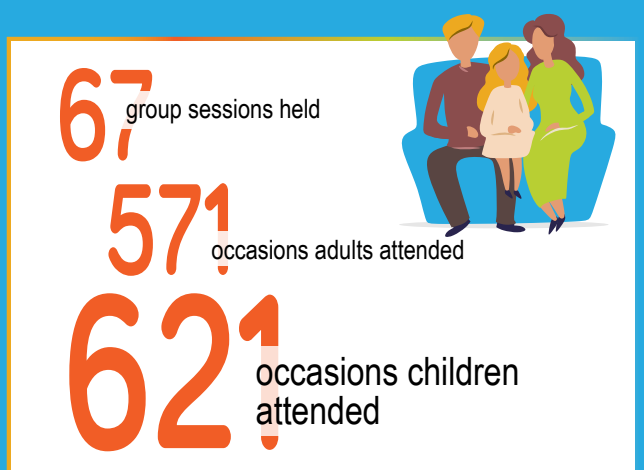
Rose suffers from her own childhood trauma which has led to her own children being subjected to unhealthy role models and violent tendencies. Without intervention, Rose's children could spiral into a world of crime, violence, instability and contribute to further intergenerational trauma. IFS has ensured that Rose is on the road to recovery and receiving the help she needs.

*Name for story purposes only, client identity private.

POSITIVE START PARENTING

“Everyone is so friendly here. Giving birth without my family close by was hard. I want to thank IMPACT for the ongoing support.”

IMPACT Community Services' Positive Start program is for mums and dads with children aged up to 12 (18 in special cases) who need a little help and support. IMPACT's support workers provide life and parenting skills in a safe and child-friendly environment.



Lisa is a new mum who won't forget the support of IMPACT Community Services in a hurry. The PNG woman recently welcomed a son, Michael, into her life.

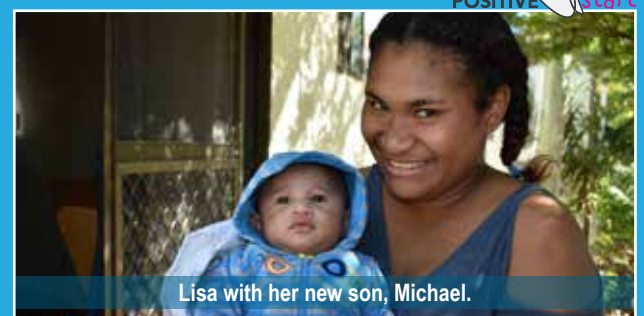
Due to COVID, Lisa was stuck thousands of kilometres from her family for the birth.

With a limited support network in Bundaberg, Lisa was referred into IMPACT's Positive Start program shortly before Michael's due date.

Support worker Lesley Allen attended antenatal appointments with her, and helped Lisa understand the processes and different consents required as she prepared for the baby's birth. Lesley also accompanied Lisa to the hospital where Michael was born a healthy 3500 grams in May.

Lesley applied for funding on behalf of Lisa from IMPACT's Client Benefit Fund to purchase a bassinet, pram and a birth certificate for baby Michael.

Lesley has continued to be there for Lisa and is enjoying watching Michael grow.



Lisa with her new son, Michael.

IMPACT COMMUNITY HEALTH SERVICE

“For a lot of these regional clients and their families, the social isolation is not new for them, as they are already a long way from towns ... But they were grateful for our regional clinics ...”

- Nurse Immuniser and Child Health Nurse
Pip Burton

IMPACT Community Health Service provides health services for residents in the Discovery Coast region, comprising Agnes Water, Seventeen Seventy, Baffle Creek/Wartburg, Rosedale, Lowmead, Miriam Vale, Bororen and Turkey Beach.



IMPACT delivers primary and allied health care services, including clinical services, lifestyle and wellbeing support and access to key health programs. We operate through the Rural Primary Health Service, and by supporting Local Health Services to support the attraction and retention of health services to our region, by offering our facility for use by other health providers to deliver their service locally.

Our primary clinic is situated at 2 Rafting Ground Road, Agnes Water and offers a range of clinical and allied health appointments and programs. We also have outreach clinics in other towns.

During the year, and as a result of COVID-19 restrictions, the popular weekly Up and Active classes were put on hold with the team having to come up with something that would fill the gap.

And that's where 'Engage in U' was born. 'Engage in U' is a way to distribute information to get people moving and to stay healthy while everyone was in lock-down.

COMMUNITY ACCESS NURSE

The Community Access program aims to improve the efficiency, effectiveness and coordination of primary health care services for clients, particularly those at risk of poor health outcomes. By facilitating access to health care services, the Community Access Nurse can assist to link the patient journey between primary and acute health care.

Similar to the Nurse Navigator system used within public hospitals, the Community Access Nurse can provide a central point of contact for clients to assist them to coordinate their access to health services. This is achieved through:

- Educating clients to better understand their health conditions;
- Coaching to enable self-management and active participation in decisions regarding their care;
- Assistance with referrals to health professionals and organisations;
- Assistance accessing aids and



equipment to assist recovery and independence; and

- Assistance coordinating their treatments and follow-ups.

Client demographic: The Community Access Nurse aims to assist those individuals within the Discovery Coast region who:

- Have complex health conditions/needs;
- Have multiple re-presentations into the health system; and
- Are at risk of poor health outcomes.

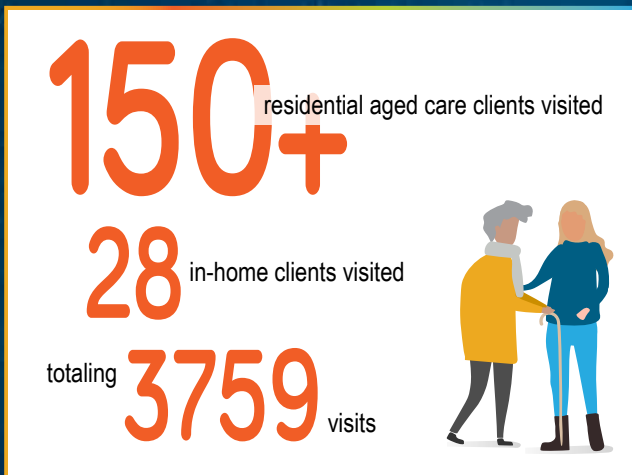
We welcome referrals from hospitals, health professionals and GPs. Clients may also self-refer.



COMMUNITY VISITORS SCHEME

“The volunteers have got to know the residents’ interests, allowing them to download suitable VR material that will promote enjoyable and positive experiences. The diversional therapist at the facility said while the residents may not physically be able to do the things they once had, the goggles were a great way to experience the outside world and stay connected.”

IMPACT’s Community Visitors Scheme is a valuable community volunteering opportunity that has been improving the lives of our isolated aged for more than 28 years. This friendship program is about linking volunteer visitors with people who live in aged care facilities throughout the Bundaberg and Burnett regions. Our volunteers take great pride in becoming a regular friendly visitor and enriching the quality of life of these people.



The IMPACT CVS has a set of virtual reality goggles that can give the user access to National Geographic footage of such adventures as sailing down the Nile, sitting and watching elephants, a trip to space, and sailing through Antarctica, looking at the icebergs. There are also some meditation apps, where you can achieve mindfulness in a rainforest or beautiful gardens.

Volunteer Margie has been visiting Poppy for about 8 months and looks forward to her visits just as much as Poppy does.

“Poppy loves new things,” said Margie, “so she’s not afraid of new technology like this. She’s an innovator. And she loves nature.”

“She has so much history, she knows so much, I love to hear her stories,” Margie said.

Margie used to work in the community sector as a support worker and in aged care and had been out of work for a while.

IMPACT’s CVS offered the perfect opportunity to get back into aged care, and she eventually got work with Poppy’s provider.

And now she is able to provide the adventurous Poppy a much richer and exciting visitor experience with the help of virtual reality.

FOUNDATION FOR LIFE

“It’s a chance for pregnant mums-to-be and those who have recently had a child to get expert guidance in a setting that’s secure and confidential, yet also informal.”

IMPACT Community Service’s Foundation for Life Program aims to improve access to high quality and appropriate antenatal and postnatal care for vulnerable and at-risk women aged under 25 years and their partners in the Bundaberg region. The program also aims to improve the attendance of pregnant young mothers (under 25 years) at antenatal appointments and support optimal and infant health as well as help mothers form positive health behaviours.



SOMETIMES all Bundaberg mums like Tiffany Kelly wants is to get out of the house.

That’s why she loves bringing her boys, including three-month-old Tye, along to IMPACT Community Services’ free Meet the Midwife sessions.

Midwife Klare Craven-Hughes, who has been a midwife for more than 18 years, comes weekly to see her clients but once a month she holds the ‘forum’.

Each week between 10am and midday, Klare takes time to answer pregnancy and birth-related questions.

It’s a chance for pregnant mums-to-be and those who have recently had a child to get expert guidance in a setting that’s secure and confidential, yet also informal.

Often there’s a big turnout as mums, like Tiffany, also form valuable friendships and networks amongst themselves.

Participant Tiffany Kelly, said “It’s really good for me.”

“My two kids love to play, while I get out of the house and can speak to people, Klare is very knowledgeable.

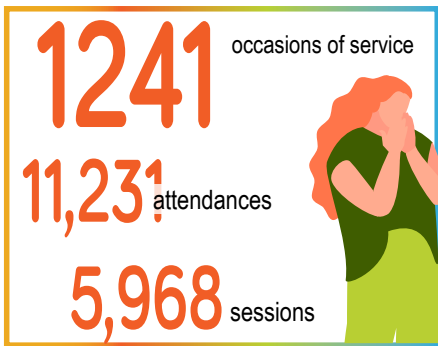
“Everyone gets on so well.”



Midwife Klare Craven-Hughes with Tiffany Kelly and her baby Tye and Madison Pashley and her son Ryder.

FAMILY MENTAL HEALTH SUPPORT SERVICE

“The client began attending our group regularly and expressed how much she really enjoyed having some time out for herself and having other parents to talk to, swap ideas with and to know she is not alone.”



FMHSS aims to improve mental health outcomes for children and young people, and their families via early intervention support to assist vulnerable family members who are at risk of, or affected by, mental illness. These services support parents to reduce stress and enable young people to reach their potential.

GROUP BASED PEER RECOVERY SUPPORT PROGRAM

“When we have a group it’s all participant led; we might go fishing, have a coffee or go for a walk.”

This is for those aged 18 years and over experiencing a severe mental health illness (either episodic or persistent) and who have had contact with mental health services within the past three months. Access to the group is prioritised for people who are not NDIS eligible. The integrated approach between Individual Recovery Support Program (IRSP) and Group Based Peer Recovery Support Program allows for the delivery of wrap-around supports at different levels of intensity and frequency that align to the individual’s needs.

Supply delivered by a mix of online and face-to-face weekly sessions

CONTINUITY OF SUPPORT

“This is great for people not eligible for NDIS who still need support.”

Continuity of Support is for clients who have previously accessed services under Partners in Recovery (PIR), Support for Day to Day Living in the Community (D2DL) and Personal Helpers and Mentors (PHaMs) as at 30 June 2019 who are ineligible to receive services under the National Disability Insurance Scheme (NDIS).

COS WILL ENSURE CLIENTS CONTINUE TO RECEIVE APPROPRIATE SUPPORT USING A RECOVERY AND STRENGTHS-BASED FRAMEWORK.



Samantha* 13, suffering ADHD and an intellectual disability, was experiencing thoughts of self-harm, anxiety, and depression when she was referred into the Family Mental Health Support Service.

When she was signing up to the program it was identified her mother was also experiencing severe anxiety and financial difficulties.

FMHSS staff worked both one on one as well as in groups with the client to provide education and support around understanding and coping with anxiety through the on-line Brave program. A mental health care plan was also established and a referral organised into headspace to access regular counselling.

FMHSS staff assisted the family with transport to and from appointments which eased the financial burden.

A referral to financial counselling was made to assist the mother with

managing her budget and to get on top of bills; again support was also provided to access these appointments.

The mum attempted suicide and disclosed this to support workers. A referral was made to Edon Place to access counselling and FMHSS workers supported her to attend the program’s parent social group on a weekly basis to help overcome her anxiety and build an informal support network.

Support staff provided daily welfare checks and phone calls to mum over the next few weeks to ensure client wellbeing.

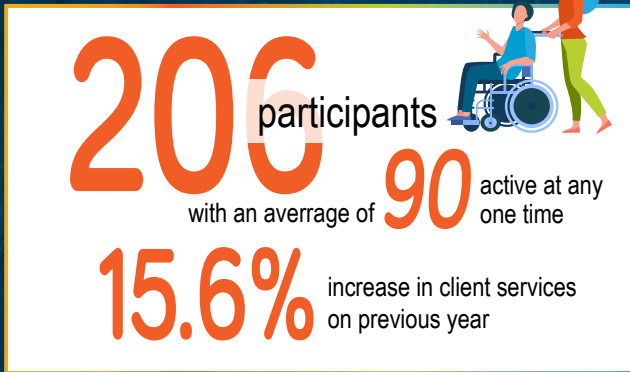
The family was supported to implement some basic daily routines and also access the NDIS for Samantha* from start to finish.

With appropriate supports in place the family is moving forward into a bright future.

*Name for story purposes only, client identity private.

“For many of our participants it’s been a challenging year, but we’ve managed to maintain connections.”

Helping NDIS participants build their independence is paramount at IMPACT Community Services. We want every one of our participants to experience the best life has to offer throughout their IMPACT journey.



Jaimi Nalder-Dann’s eyes come alive as he picks up the sandpaper and starts working. Jaimi loves making things with wood.

As he smooths the surface on his latest project, a timber seat that you could imagine being used in the next Game of Thrones set, Jaimi’s face is a picture of focus.

Jaimi is one of a dozen or so NDIS participants who join Rob Wallace every week for specialised training in Rob’s Shed. It’s one of many group activities IMPACT delivers.

By providing opportunities through individual or group support, we encourage participants to be independent, participate in the community and build life skills.

IMPACT support staff work closely with you and your family, carers and supporters for the ideal outcome.



AUSTRALIAN DISABILITY ENTERPRISES

“Our supported employees learn crucial social and life skills and also gain the truly priceless benefit of a sense of purpose and a feeling that they are making a contribution to the community.”

Bundaberg’s Material Recovery Facility (MRF) is owned by Bundaberg Regional Council, but managed by IMPACT Community Services. All of the waste from council’s yellow-top bins is sorted at the facility on University Drive. IMPACT employs 23 workers with disabilities under the Australian Government’s Australian Disability Enterprise (ADE) for the task.

Scott Blundell works at Bundaberg’s Material Recovery Facility and he’ll tell you he helps keep it running like a well-oiled machine.

One of Scott’s roles is as a greaser; someone who makes sure all the machines are oiled regularly to keep them in top working order.

Like everyone at the facility, Scott is keen and enthusiastic about his work.

Scott has been at the MRF for 10 years, where he does picking off the line, baling, cleaning and greasing; working every day from 7.30am to 4.30pm in a nine-day fortnight.

Apart from the camaraderie and friendship, working at the MRF has given him a great opportunity to get ahead.

He has been able to save up and buy a Holden Astra which he bought last June.

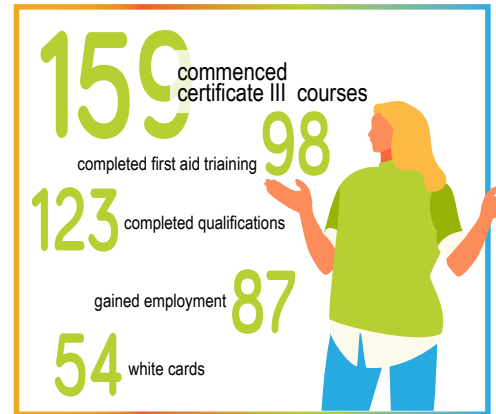
IMPACT’s Enterprises General Manager Rob Henderson said the MRF provided people with disabilities full-time employment and a place to learn valuable skills as well as playing a key recycling role in the community.



TRAINING SERVICES

“There is a great wealth of experience and knowledge within IMPACT’s training staff and there is no such thing as a stupid question. They are all very friendly and supportive.”

IMPACT Community Services is a Registered Training Organisation (RTO Code 0115) with industry-qualified and experienced staff who bring current real-world skills directly to the classroom. Our range of training courses has been developed with a focus on the Bundaberg region’s employment landscape and the sectors where job opportunities are on the rise. IMPACT offers CHC33015 Certificate III in Individual Support (Disability, Ageing and Home & Community), SIT30616 Certificate III in Hospitality, a two-day professional cleaning course and fee for service training.



Andrew Lloyd is an experienced plasterer and tiler but he made a drastic career change into disability support and hasn’t looked back.

Andrew grew disillusioned with his chosen trades and signed up at IMPACT for the Certificate III in Individual Support

(Disability) course.

“All of my years in trades work I would rarely show my softer side to anyone other than my wife and kids,” Andrew said.

“But now I think about people, I think about their safety and their feelings.

Andrew plans to spend some time working in the disability support field before one day running his own business in the sector.

Andrew loves the work he’s now doing and has no regrets about the pathway he’s taken.

WORK SKILLS TRAINEESHIP

“Our courses not only teach participants the skills they will need, but also help build up self-esteem.”

At IMPACT Community Services the Work Skills Traineeship is a 22-week traineeship Certificate I in Conservation and Land Management, supervised by Rob Alder. The course may include projects that: create, repair and upgrade public spaces and facilities; undertake re-vegetation, regeneration and river or foreshore restorations.

We have seen an impressive start to 2020-21 with the second class of 20 participants mid-way through IMPACT’s course at end of June.



Tristan moved from Cunnamulla to Bundaberg after he secured a 22-week traineeship in Conservation Land Management.

Tristan said he was enjoying the traineeship and was optimistic about his employment prospects.

It’s a far cry from the journey of rejections he encountered in the years after finishing his grade 12 at school.

“There aren’t too many programs like this out there and so I put my application in,” Tristan said.

He said the course’s supervisor Rob Alder, who takes on 10 trainees each intake, was preparing him well for the workforce.

For Rob, Tristan displayed the approach employers wanted – discipline, punctual, polite, someone who follows instructions and works well with others.

Tristan’s group planted hundreds of trees in the Steptoe St. area, erected fencing, installed irrigation, restored and painted footbridges, helped with projects at Baldwin Swamp and installed protective cages for baby turtles at Elliott Heads and Moore Park.

“We do everything with the crew, even help them look for jobs once the course is completed,” Rob said.



GET SET FOR WORK

“This program is ideal for young people with priority given to those who have already left school or are at risk of disengaging from school.”

The Get Set for Work program offers an individualised service to eligible people aged 15 to 19 years. It aims to assist with participation in quality training and improvement of employment prospects. Support includes one-on-one assistance and group activities that contribute to skill development and goal setting. The program helps youth build effective networks in the community.



Young mum Tiana Paulsen wanted to be a good role model for her three-year-old daughter, so she joined IMPACT Community Services' Get Set for Work program to obtain some extra support and fine-tune her skills to improve the chances of employment.

Tiana worked with IMPACT's youth support team and then went out on several resume drops to build up her confidence in talking with employers.

All was going well until Tiana's confidence was rattled when she encountered racism while applying for work. The Get Set for Work youth worker assisted Tiana by giving her some confidence boosting and assisting her with applications.

Within four weeks Tiana had scored an interview with a local supermarket and two weeks later, she had her first shift with them & successfully gained meaningful employment.



Tiana Paulsen.

Today, Tiana is still employed at that supermarket and is preparing for her next challenge, which is getting her driving licence.

Despite the challenges, Tiana is well on her way to fulfilling her dream and being the perfect role model for her daughter.

**GET SET
4 WORK**

GROW

XTREME TURNABOUT

“Xtreme Turnabout encourages positive choices, providing opportunities to improve participant's education and their lives, in a caring and supportive environment.”

Xtreme Turnabout supports young people who are engaged with Youth Justice Services or Queensland Corrective Services. The program focuses on stabilising the young person's situation and supporting their transition to training and work, while maintaining an ongoing commitment to judicial service orders.



Tony* called IMPACT's Xtreme Turnabout youth worker Heather Vickers extremely distressed, seeking any support that could be provided.

Tony was 16 and for the past couple of years had been living from couch to couch, trying to find a permanent home for himself. He had a traumatic history and was struggling with his mental health and personal relationships.

With support Tony was able to access accommodation through the Youth Shelter, and a few days later he was offered a room in shared independent accommodation, where he has been now residing for over 12 months. Heather supported Tony to obtain his 15+ card to provide him photo identification.

He has since enrolled in study to complete his education and continues to work tirelessly to improve his situation and personal relationships.

Xtreme Turnabout supports young people to make positive changes in their lives, to support those in need and to encourage individuals to create and reach their individual goals.

**Tony is not this participants real name. This has been changed to protect his identity.*

TRANSITION TO WORK

“We maintained strong connections in the community and with participants which shows in our healthy placements activity for both employment and education.”

Transition to Work is an Australian Government initiative designed to help and support young people (15-24) who are early school leavers and those who have had difficulty entering employment after school. At IMPACT the program aims to give young people pre-employment support so that they feel confident before they enter the workforce. Support includes providing tailored career advice, preparing a resume and developing job search techniques.

This year saw TtW place **280** people into employment or education with a target of **242**, exceeding the target by a whopping **15.7%**.



Jessicah Mann, 21, describes herself a hard worker and someone who loves a good challenge – the perfect combination of qualities for someone enrolled in IMPACT Community Services' Transition to Work (TtW) program.

When Jessicah found herself without a job she decided to sign up for TtW. She was immediately impressed with the amount of support she received.

“I know that if I need anything at all, I just call and my mentor will help me out the best they can,” Jessicah said.

The TtW team also helped Jessicah with the practicalities of living while looking for work.

Jessicah receives regular check-ins from the team to see how she was doing in her part-time administration position and if there was any assistance she needed.

Jessicah is currently working towards moving into a new career. Thanks to the assistance from TtW she is dedicated to her goals and knows to ask for help if she hits any snags.

“TtW helped me out of a rut that I could see no way out of,” she said. “I’ve had regular chats about my future and what I want to do, without ever feeling like I have not been heard.”



Jessicah Mann, a happy TtW participant.

JOBACTIVE

“We stuck to a people-first approach and that has helped us maintain good outcomes for our clients, building lasting relationships with both job seekers and employers.”

At IMPACT our goal is to help more people transform their lives by enjoying the benefits of being part of the workforce. Our jobseeker team create a personalised plan and connect job seekers to a range of government initiatives to help them find work sooner. We also work in partnership with a range of community services and employers to find opportunities that give job seekers the skills needed for the modern-day workforce.



For about four months last year, Scott Feeney lived in a tent with his pregnant partner and their two young boys.

The 34-year-old is now working full time in Bundaberg, providing a stable and happy home for his young family.

Scott said the team at IMPACT Community Service's jobactive program had enabled him to change his life.

“The team is so great, everyone just wants to help,” he said.

“They all bent over backwards to help me, they're beautiful.

“Without them I'd still be in that tent.”

He said the team at IMPACT helped him get a position as a process worker at a Bundaberg farming facility where they had a great working relationship with the organisation's management.

Mr Feeney said his decision to register with the IMPACT team was crucial in enabling him to support his family.



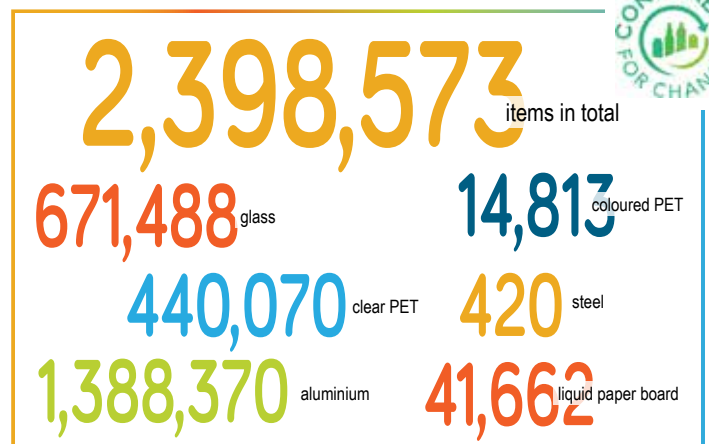
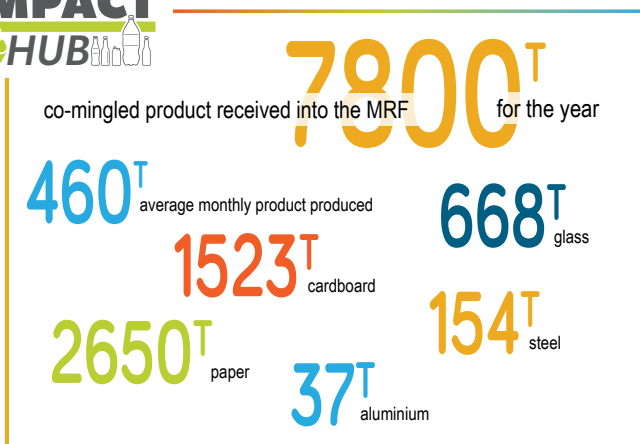
Scott Feeney: “jobactive changed my life”.

RECYCLING & COLLECTIONS

Material Recycling Facility: Household recyclables from the Bundaberg region's yellow-lid wheelie bins are delivered to the Materials Recovery Facility (MRF) which is operated by IMPACT Community Services, under a program established to provide employment and training opportunities for people with disabilities. The household recyclables are sorted and baled into categories, such as paper and cardboard, bottles and steel/aluminium. During the 2019-20 financial year, 7800 tonnes of product was received into the facility.

Container Refund Point: IMPACT operates a Container Refund Point as part of the Containers for Change scheme. The scheme sees 10 cent refunds on eligible containers. While this service went cashless during COVID, it's back to normal operations.

DrumMUSTER: IMPACT also operates the environmentally-driven drumMUSTER. Staff collect containers from primary producers in the Bundaberg area that have been used for agricultural chemicals and process them to be recycled into usable products. The program is back up and running after a hiatus during COVID.



WORKERS at IMPACT

Community Service's Material Recycling Facility and Bundaberg Regional Council officers came to the aid of a distraught retired couple who thought they'd lost \$500.

The money was placed in an old phone book for "safekeeping". However, the book was later put into the recycling bin with the couple realising what had happened after their bin had been collected.

They called Bundaberg Regional Council and were soon speaking with council's supervisor of Waste Collection Services, Tony Noffke.

"I told the lady 'I will try to retrieve your money but I quickly need your phone number as the load has been emptied and I need to go over to see Tim at the recycle plant and find out if the load has been processed or not'," Tony said.

"The lady gave me her number and I raced over to the recycle plant and identified it was still on conveyor belt 2 and told Tim the belt number."

Tim, who is IMPACT's Australian Disability Enterprises Manager, quickly mobilised his team.

"Luckily it was a small load and even luckier, it hadn't been processed," Tim said.

"There was quite a collection of phone books, which we then shook and, lo and behold, the money fell out.

"It was lucky we could get it before it went into the trammel.

"If it had got into the machine, which is like a giant clothes dryer, it would have been mixed with other paper and compacted and we would never have been able to retrieve it."

Tim texted Tony a photo of the money once it was found.

"I was elated," Tony said.

"I rang the lady's number but her husband answered so I told him the money had been found and was ready for pick up.

"At first he was silent then said 'thank you we thought it was gone'. His wife was in the background yelling 'thank you, thank you'."

The appreciative couple picked up the money from the recycling centre that afternoon.

"Our team was very proud that we could help out," Tim said.

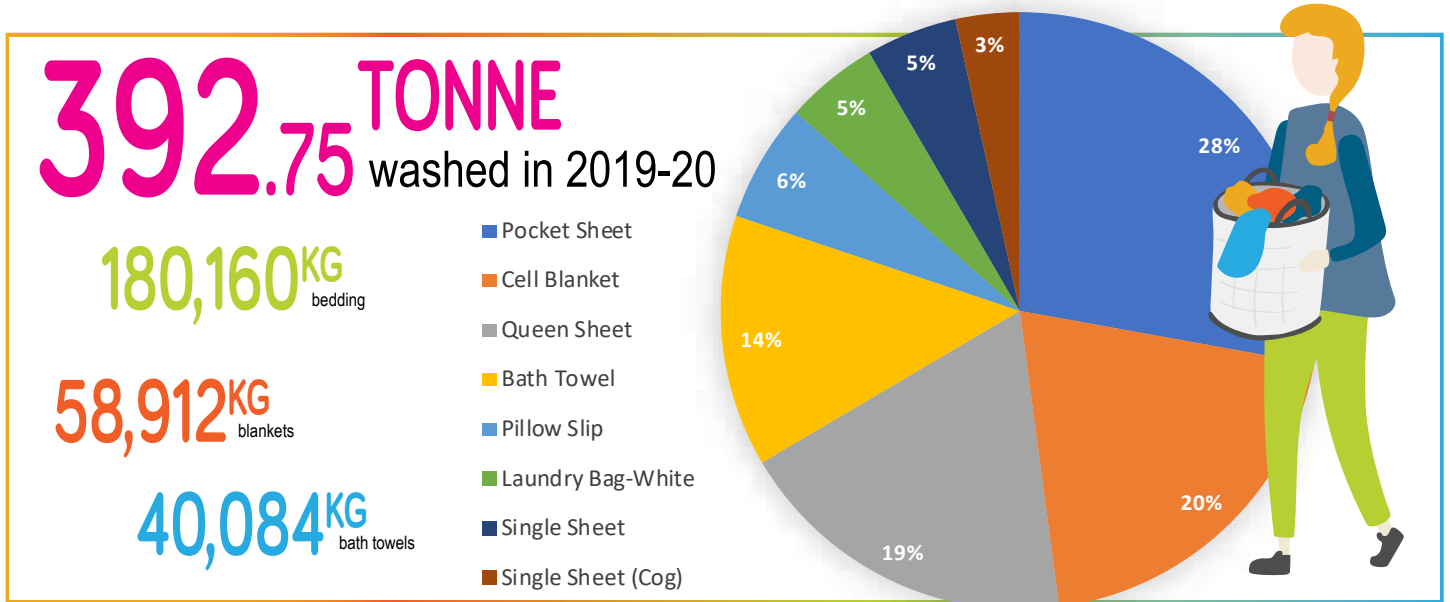


Recycling & Collections supported staff.

NEW IMAGE LAUNDRY

“Do your laundry locally and bolster community services for the disadvantaged.”

New iMAGE Laundry Services is the leading commercial laundry operation based in Bundaberg and one of IMPACT’s two social enterprises. The laundry serves the accommodation, hospitality, medical and allied health industries and also offers a high quality full linen hire service. It also specialises in uniform laundry.



Management Overview:

FOR nearly 30 years Donna Kriedemann has earned a living cleaning up after others.

Donna has stepped into a key leadership role at New iMAGE Laundry, where she is helping power the business to new growth targets.

Donna is second in charge to Daniel Leary at the leading commercial laundry operation based in Bundaberg.

“We’ve got a really good team here at the laundry,” Ms Kriedemann said.

The laundry employs about 20 people.

Whether you are a hospital, a large aged-care facility or a family-run motel, New iMAGE Laundry can structure a pricing system that caters to your individual business needs.

The service operates across Bundaberg and surrounding districts, including Childers, Gin Gin and Bargaara.



NIL Manager, Danny Leary & the New iMAGE Laundry team.

FAREWELL TO IMPACT COMMUNITY SERVICES' CHAIR OF THE BOARD, DAVID BATT

A lot has changed in the nine-and-a-half years David Batt has been on the Board of IMPACT Community Services. New methods of leading the organisation were implemented early in his time, which has encouraged the organisation to grow and adapt in many ways, and his own professional endeavours have changed significantly.

Before joining the Board in March 2011, David had previously been a police officer working as a detective and in child protection, and at the time of accepting the invitation to be on the Board of IMPACT was with the Bundaberg Regional Council as a councillor for 10 years. Most recently, in 2014, David was elected as the State Member for Bundaberg, a position he presently holds.

One thing that has always held true for David is IMPACT's vision to help people of the Bundaberg community better themselves and their families by providing high quality services, training, and employment possibilities. There have been some exceptional highlights for David over the past near decade.



The introduction of the IMPACT Community Choir, Positive Start parenting and the training in hospitality and disability programs have all been highly rewarding for him. "Teenage pregnancies are higher than average in Bundy so those young ladies and young men needed that support, and so we've had a young mums program going for a long time here," he said. "Seeing them change and blossom and be able to become a good mum or dad, that's always the cool stuff."

Going to graduations and finding most participants had jobs lined up before they even finished the course was a great feeling for David. "Even though I've been here for nine years now, you still learn, there's so many things we do," he said.

He has also been with IMPACT for some devastating lows that the team were able to transform into learning possibilities. The flood of 2012-13 pushed water through the whole ground floor of the IMPACT buildings, which is why the main offices of Managing Director Tanya O'Shea and the General Management team are now located upstairs. Similarly, tough financial times have formed a robust outlook towards a diverse funding portfolio.

Since becoming involved with IMPACT Board, David has helped implement various a strategic plans, and has the upmost confidence that the current forward-thinking members will continue to navigate the IMPACT ship through diverse and abundant waters. "In the good days it's

okay because the money keeps rolling in to help programs, but when things get tight, and it's happened here a few times, you need to reduce expenditure or make some more income... and some of those things have been buying into businesses so we're not relying on government funding," he said.

IMPACT's willingness to always fill in the much-needed missing link is something David is proud of. "If there's something that's not happening... we've always been that go-to place that's happy to have a go at something if the community needs it," he said. "That's what I enjoy about it. It's not just the same old same old all the way through. It's about finding that gap and no one wanting to do it, and knowing someone has to do it, that we'll put our hand up and give it a go."

Over the years, David has witnessed the IMPACT Board adapt into a strong goals driven, skills-based team it is today. "I moved from being just a Board member to Secretary or Treasurer, to Deputy Chair to Chair within about two or three years," he said. "And I've been the Chair ever since." Introducing a maximum of three 3-year terms of service on the Board was enacted as a means of keeping diversity and fresh ideas flowing through the organisation.

Diversity is the key to maintaining a steady income stream, and David has enjoyed the many businesses IMPACT have owned throughout his time. From past endeavours of fishing lures, jam making and car detailing to today's recycling facilities and the New iMAGE Laundry, the commercial side of IMPACT has been an adventure for David. He hopes the laundry will one day become an opportunity to run programs with but said employing people with a disability or mental health struggles was a vital practice to continue moving forward.

As Chair of the Board David said the most important key to managing a successful organisation was to remain educated and up to date with training. "You've got to upskill," he said. "Whether you're on a volunteer Board or you're a paid employee, you've still got to be in the right skillset."

The long serving Chair at IMPACT will be sad to leave, but will surely be kept busy with four other Board positions at Across The Waves Sports Club, Bundaberg PCYC, Bundaberg Netball and Shalom College, not to mention his continued role as the MP for Bundaberg. We wish David great success moving forward and thank him for his leadership at IMPACT Community Services.



THE PIVOT TO A VIRTUAL IMPACT



As it has been for a lot of businesses, 2020 has brought many challenges for IMPACT Community Services.

The organisation had to quickly transition to a virtual world brought on by the arrival of COVID-19 lockdowns.

With hundreds of people relying on IMPACT's day-to-day support, the pressure was on Brett Helmore and his IT team to ensure staff could maintain vital connections into the community without face-to-face interactions.

As well as our crucial staff running the life-

changing programs IMPACT is renowned for, the organisation employs specialist staff across a range of corporate services, such as IT, finance, People & Culture, communications and data systems analysis.

For Brett and his IT support team it was all hands on deck those first days of lockdown as they adapted quickly to enable staff to work from home and key supports, such as training, to shift to a virtual offering.

The bulk of IMPACT's internal communications went to the Microsoft Teams format, while SharePoint became the primary

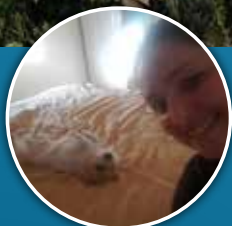
way for management to keep staff updated of major updates.

"We had to work quickly to make sure staff working from home could access all the info and resources that they rely on when working onsite," Brett said.

"We'd never really made proper use of it, but now we had to learn fast, so we had to run a few tutorials."

Even with staff now returning to the office, the communication channels remain a key part of how the organisation functions.





“Teams is very useful technology with lots of useful features like Workflow, and file-sharing,” Brett said.

“In the future it will even have the function that will auto-transcribe a meeting.”

But by far the biggest pivot for IMPACT staff was to virtual training.

IMPACT’s trainers had to master the new tech quickly and adapt their teaching methods to the virtual space.

Brett and his team were there assisting the trainers in the background.

While the changes were brought about by the necessity of the situation, they’re here to stay.

The switch from email as the primary means of communication for key staff announcements to the use of SharePoint and Teams is just the start.

SharePoint will soon become the central communications hub for all staff.

“We’ll upload all our files to the cloud so everyone can access necessary documents without the need for access to our onsite

servers,” Brett said.

“Everything will be more accessible, though obviously we’ll ensure we have the appropriate security in place.”

Brett is happy with the way staff adjusted.

It’s been a challenge but they (staff) embraced it and have done very well,” Brett said.

“It’s up to us to make everything easier for our end users, so they don’t have to think about the techie stuff.”

Major Partners



**IMPACT
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2019-2020
**ANNUAL
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IMPACT Community Services acknowledges the traditional owners of the land on which we live, work and meet. We pay our respects to the Elders past, present and future for they hold the memories, traditions, the culture, hopes and values not only of Aboriginal and Torres Strait Islander people but for all Australians.