

2020-2021

# ANNUAL REPORT

**IMPACT**  
COMMUNITY SERVICES



**8887**

COMBINED HOURS OF NDIS SUPPORT  
WERE PROVIDED BY IMPACT IN 2020-21

*Working together, creating diverse  
opportunities & improving lives since 1978*

We work with individuals in helping them create a sustainable and independent lifestyle with the personal and professional skills to live, grow and prosper.



# MEET THE IMPACT STAFF



## OUR PEOPLE, THEIR QUOTES...

### Did you know?

**IMPACT had 184 staff members as at 30th June 2021, this included 49 casual, 113 full time and 22 part time employees.**

“Our people are our greatest asset, they enjoy making a difference. In return, our staff are provided significant employment benefits. We believe in ‘growing our own’ and leveraging collective genius to find new ways to think big, experiment and solve shared problems.”

**Tanya O’Shea**  
**IMPACT Community Services,**  
**Managing Director**

<b>STEVE BEER</b> GENERAL MANAGER HEALTH & SUPPORT	<b>IMPACT IS A PLACE THAT GROWS PEOPLE</b>
<b>KAREN CRAFT</b> PEOPLE & CULTURE MANAGER	<b>THERE ARE NO BARRIERS TO WORKING AT IMPACT</b>
<b>LESLEY ALLEN</b> TEAM LEADER - POSITIVE START PARENTING	<b>TRUST IN A RELATIONSHIP IS SO IMPORTANT TO OUR CLIENTS</b>
<b>VERONICA DANIEL</b> ICHS RECEPTIONIST, AGNES WATERS	<b>WE ARE HERE TO HELP THE COMMUNITY</b>
<b>TANYA O’SHEA</b> MANAGING DIRECTOR	<b>THE ONLY BARRIERS WE HAVE IN FRONT OF US ARE THE ONES WE PLACE ON OURSELVES.</b>

Cover photo: Supported employee, Clayton enjoying his work at the Material Recycling Facility

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Photo: A family day out at the Bundaberg Botanic Gardens



Live

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As a charitable organisation, IMPACT supports people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. By aligning all programs and services to the Live, Grow, Prosper continuum, IMPACT helps individuals and families build resilience and reconnect with the community in a positive way, creating an improved quality of life.

# ABOUT IMPACT COMMUNITY SERVICES

## IDEAS TO REALITY

If the past 12 months have taught us anything it's that the IMPACT team is not short of ideas. Without any action though, an idea is just an idea. This is where IMPACT's culture of innovation shines.

It all started with a very simple but powerful question: What If?

What if we had infinite funding? What if we could change the service model? What if there were no KPIs? What if we could build programs exactly the way we wanted?

By asking our team What If? everyone felt more empowered than ever to share their ideas – no matter how big or small.

Asking this question resulted in a culture of try, test, and learn; a culture of exploring every and all possibilities with the knowledge

and acceptance that not all the ideas are going to work but by giving them a go, everyone involved gets the opportunity to learn and try something new.

If an idea works then that's fantastic. But, if it doesn't that's fine too. By going through the process of trying something different, we gain new perspectives and experiences – benefiting the way we work and think into the future.

This past year has really set the scene of what we can achieve when we put our ideas into action and I'm excited for what we can accomplish in the next 12 months.

Next time you're stuck for ideas or want to explore new possibilities, ask yourself: What if?

*Nathan Spruce*  
**General Manager – Innovation**

Grow

**OUR MISSION:** Build a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

**OUR VISION:** Improving Lives

# Prosper

## **BUILD TRUST IN RELATIONSHIPS**

Cultivate habits that build positive interactions and experiences with others



## **EMPOWER OTHERS**

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



## **BE COMPASSIONATE**

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



## **CELEBRATE UNIQUENESS**

Be part of a place that is built on dignity and respect, applauds individuality and where everyone is welcome



# Our Core Values



## **WORK TOGETHER**

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



## **CREATE POSITIVE IMPACT**

Show commitment and drive to energise, engage and inspire others to achieve our shared vision



## **STRIVE FOR EXCELLENCE**

Pursue continuous growth, high performance and improvement





# MEET THE BOARD



## Leanne Rudd

### Chair

Owner of local company, The Money Edge, Leanne has a passion for business. She provides professional taxation, financial and business advisory services to small and medium businesses. Leanne is also a member of professional accounting body CPA Australia and the Australian Institute of Company Directors.



## Neil McPhillips

### Deputy Chair

With an extensive background in regional economic development and varied business interests, Neil is passionate about the Bundaberg region. Neil also boasts accreditations in Board and Business Governance.



## Vanessa Fryer

### Treasurer

As a Technology and Operations Strategy Lead at Medibank Private, Vanessa is responsible for creating and embedding strategic planning capability across the division. She also has experience in providing governance and delivery assurance over strategic projects in the finance and technology sectors.



## Associate Professor Talitha Best

### Secretary

As a Clinical Psychologist, researcher and academic, Talitha has a wealth of experience in the education, health and clinical governance sectors. Talitha is also a member of Australian Institute of Company Directors, Women on Boards and a Fellow of the College of Clinical Psychologists, Australian Psychological Society.



## Giovanna Lever

### Director

Having worked across the agriculture, education, health, community, development, tourism and sport sectors for more than 20 years, Giovanna has had vast success in building and transferring brands and businesses across Australia, New Zealand and Southeast Asia.



## Luke Sinclair

### Director

As CQUniversity's Associate Vice-President for the Gladstone and Wide Bay Burnett Regions, Luke is responsible for the business development and growth of the university in these locations. Luke fosters opportunities for regional engagement and research while overseeing the pastoral care of students and staff.



## Martin Barrett

### Director

Martin is the Managing Director of Auswide Bank and possesses a Bachelor of Arts (Economics), an MBA, 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, recently transitioning to the role of Managing Director. Tanya has completed a Bachelor of Psychology (Hons), MBA and Masters in Mental Health. Tanya is a Director of Surf Life Saving Queensland, a Chartered Manager, fellow and member of the Institute of Managers and Leaders, a member of the RDA WBB Board, a graduate and member of the Australian Institute of Company Directors and member of the Australian Psychological Society and Australian Human Resources Institute.



## Professor Helen Huntly

### Director

Helen has worked in the regional university sector for more than three decades. At present, Helen is the Academic Vice President of the Tertiary Education Division at CQUniversity. As a resident of regional Queensland, Helen is passionate about ensuring equal education and training opportunities for all.

# 2021

## CHAIR'S REPORT



While writing my first Chair's report, I'm reflecting on how far we have come over the last 12 months. When I took on the position of IMPACT Chair, I wasn't sure what the role would entail but I felt honoured, enthusiastic, and privileged to be involved in such a wonderful organisation.

The resilience of IMPACT never ceases to amaze me. The strength and drive of the organisation has much to do with the dedicated people working within it. The IMPACT team is incredibly passionate about the work they do - always working with the goal of 'improving lives' front of mind.

Since becoming involved with IMPACT I have watched the team grow and develop in such a positive way - enhancing the lives of staff and

clients along the way.

Thank you to Managing Director Tanya O'Shea and the leadership team who remain focused on the organisation's vision and making a real difference in the local community.

I would also like to thank my fellow directors - you have each given your time so freely to help with the great work of IMPACT. Welcome to our two newest Board members, Giovanna Lever and Luke Sinclair. We are grateful and excited by the varying experience, expertise, and ideas you bring to the table.

Over the past 12 months the Board has adopted the latest technology to enable us to hold online meetings and have a flexible approach to collaborating. This new approach has allowed us to

progress with ease and grow both as a Board and an organisation.

The Board recently held a Strategic Action Planning session and whilst we attempted to meet face-to-face it was not to be. With a spotlight on the future of IMPACT and its continued success, we are excited by the possibilities and forthcoming strategic direction.

Every time I visit IMPACT, I'm moved by the smiling faces that greet me and I love hearing about the progress of our wonderful programs and services. I really feel as though this organisation is truly contributing to something amazing.

*Leanne Rudd*  
**Board Chair**



# MEET IMPACT'S EXECUTIVE LEADERSHIP TEAM



## Tanya O'Shea

**Managing Director || 1999 to current**

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

Tanya has a holistic leadership style and balances a strong academic and practical background in business management, governance, and human behaviour.



## Nathan Spruce

**General Manager - Innovation || 2009 to current**

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

Nathan brings more than 20 years of experience managing an apprenticeship training company and language schools across Britain, Europe and America.



## Rob Henderson

**General Manager – Enterprises || 2019 to current**

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.



## Steve Beer

**General Manager - Health & Support || 1991 to current**

CMgr FIML.

With over 30 years service at IMPACT Community Services, Steve contributes a significant understanding of community social services, health, training and employment sector services.



## Paea Ruka

**General Manager - Employment & Training || 2017 - Sep 2021**

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.



# 2021

## MANAGING DIRECTOR'S REPORT



As I write this year's report, I am feeling incredibly fortunate. Fortunate to be physically and mentally healthy. Fortunate to be living in a regional area virtually unaffected by lockdowns. Fortunate to be working for an organisation that genuinely values the health and wellbeing of its people and has a vision focused on improving peoples' lives.

When reflecting on the last 12 months, it is evident the current environment brings challenges that many of us have never faced before. Lockdowns, separation from loved ones, loss of power and control in decision-making, loss of income and loss of connection with others. People are facing increased levels of uncertainty, anxiety, and concern for the future. A vision of improving lives therefore sounds like an ambitious undertaking, yet it is one that IMPACT employees take incredibly seriously.

By definition, 'improving lives' means 'improving the health and wellbeing of individuals, families and communities'. Whilst this statement conjures images of altruism and idealism,

it is only words on a page until we put them into practice.

IMPACT's commitment to improving lives includes the implementation of three pillars – LIVE, GROW, PROSPER. In practice, every IMPACT program and service must fit within our vision and align to at least one of the pillars.

Our programs provide people with the opportunity to learn new skills. We help people like Chris, who lost his job as a political reporter when regional newspapers began downsizing. After deciding to return to university, Chris recognised he still needed a job to pay the bills in the interim. This led Chris to enrol in IMPACT's Certificate III in Hospitality. Chris completed the course and is now working as a barista while he continues to study.

Sadly, losing a job in today's society is not uncommon and what people do after the blow is what's most important. IMPACT has been helping people in the community for over 40 years, providing programs and support services that assist people like Chris in taking the next step –

and for many, that next step is life changing.

As well as improving the lives of our clients, IMPACT's three pillars also help us improve the lives of our employees. Underpinned by a 'grow your own' philosophy that encourages the growth and development of our people, IMPACT actively supports and encourages staff to achieve their career goals. We value our team's skills and talents whilst encouraging them to pursue different opportunities and build on their ambition.

At IMPACT, 'improving lives' is not just something we talk about, it's something we aim to do every day. This annual report is about celebrating and sharing how we bring our vision to life throughout our organisation, programs, and the wider community.

To our Board of Directors, team members, clients, families, funding bodies, supporters - you are the reason we do what we do. Thank you for your support again this year.

*Tanya O'Shea*  
Managing Director

Despite much uncertainty remaining in the world, IMPACT has remained focused on the task at hand and has had another successful 12 months. Here is a snapshot of just some of the key highlights from the year that was.

# >> 2020/21 HIGHLIGHTS

## TECHNOLOGY AT IMPACT

IMPACT's use of technology is progressing in leaps and bounds.

Over the past 12 months IMPACT's website has been redesigned to improve visibility, user experience and increase behind the scenes access to analytics and insights.

As a result of the revamp, the IMPACT website is now receiving

double the views – reaching more than 10,000 views each month.

IMPACT is also delving into the world of podcasting and implementing two new programs in the digital space.

## PODCAST

[Unmasked – Domestic and Family Violence in Australia](#)

The aim of IMPACT's pilot podcast will be to connect those in need with experts who can help.

Unmasked will explore domestic and family violence within Australia, interview experts in the field and share evidence-based

approaches to help survivors grow and heal from their trauma.

The podcast will also talk to experts about ways in which the community can work together to put a stop to family and domestic violence altogether.



## DUNGEONS AND DRAGONS

[Making connections](#)

IMPACT understands that starting conversations with others can be difficult for some, particularly those who are most comfortable in their own company or people who live with a disability such as Autism Spectrum Disorder (ASD).

To help clients better connect with others outside of the online world, IMPACT introduced a program called Dungeons and Dragons (D&D).

D&D is an online fantasy storytelling game where players can take on roles and complete mystical battles against creatures to get themselves out of trouble.

While there are many online gamer options available to D&D enthusiasts, IMPACT's program provides the opportunity for players to take part in the game in-person to provide a unique experience and create opportunities for social interactions between clients – providing them with social skills they can use in their everyday life.



## THE IMPACT CHOIR CONTINUES TO SHINE

IMPACT's choir is made up of local people with a disability or psychosocial barrier, support workers, volunteers and staff who find joy in singing. The choir has been going strong for more than a decade but at the height of COVID-19 the group was required to take a back seat.

As the restrictions began to ease, choir members were eager to return to weekly rehearsals even though things looked a little different with social distancing and other health precautions in place. Choir members were also keen to get to know Jo, their newly appointed Choirmaster.

Jo has a passion for teaching, music and is loving the challenge of leading IMPACT's choir – something she's never done before.

Prior to joining IMPACT's choir, Jo was one of the busiest singing teachers in the region with students travelling from Agnes Water, Childers, Gin Gin and Tairo for their lessons with her.

Before becoming a singing coach, Jo was trained by many outstanding teachers including Jonathan Welch OAM who conducted The Choir of Hard Knocks.

Throughout her career, Jo has fronted some of Melbourne's top cover bands which supported the likes of Concrete Blonde, John Paul Young and Renee Geyer.

Now, Jo's stage is the community venues of Bundaberg, helping bring joy and improving the lives of the choir members and everyone around them.

## LIGHTS, CAMERA ACTION

In line with the world's ever-increasing reliance on technology and social media, IMPACT is implementing a new program called Lights, Camera, Action. This program will teach clients digital skills and help them better connect with themselves and others safely via social media and other popular online platforms.

Exploring different visual mediums can be a communicative experience for someone who struggles to voice their thoughts, emotions, or views verbally. This program will help clients express individual creativity and familiarise themselves with different digital platforms arming them with a greater understanding and more confidence within the digital world we now find ourselves in.

## WE ARE STRONGER TOGETHER

Since the world began navigating its way through the COVID-19 pandemic, it became increasingly obvious that working together makes the community stronger.

Given the current circumstances it's no surprise IMPACT's weekly Stronger Together column is becoming increasingly popular.

Managing Director Tanya O'Shea has been writing the weekly column since October 2020 and each week she explores key issues within our local community, with a focus on how to become more resilient.

Stronger Together has been published in every edition of the Bundaberg Today newspaper since it began and is published on IMPACT's website every Friday.

Tanya's column is another example of how IMPACT is connecting with the local community to help improve lives.

# 2020/2021 FINANCIAL BREAKDOWN

## SERVICE DELIVERY EXPENSE BREAKDOWN



CLIENT SERVICE  
DELIVERY

60%



ENTERPRISE

28%



ADMIN & GOVERNANCE

12%

## BOARD APPROVED PROJECTS

### 2020-2021

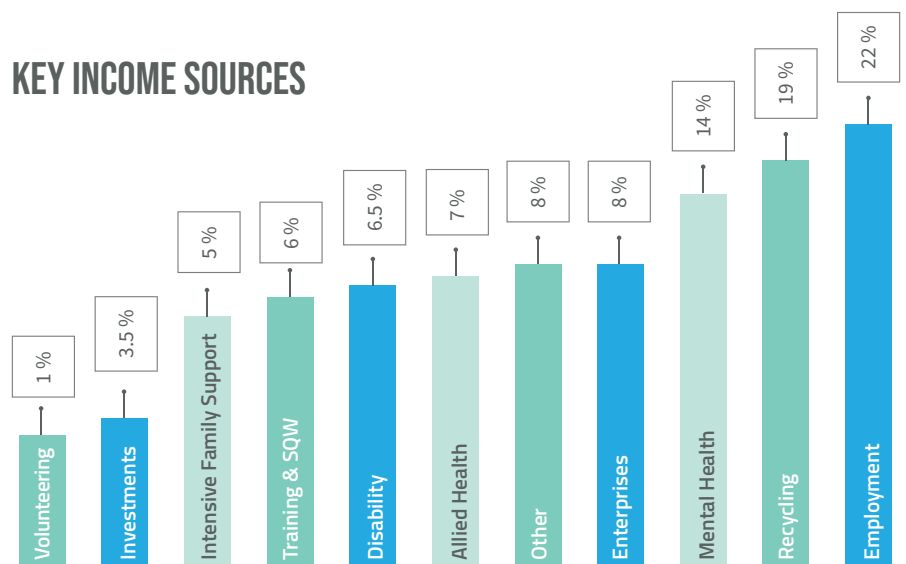
Client Benefit Fund.....	\$5,000
Digital Sign.....	\$40,000
DV Virtual Reality Project .....	\$15,000

## LOOKING AHEAD

### 2021-2022

Client Benefit Fund.....	\$4,000
Growth Fund.....	\$50,000

## KEY INCOME SOURCES



# MEET CLAYTON



Clayton is one of IMPACT's supported workers at the Material Recovery Facility. He's a 24-year-old with a remarkable story.



## CLAYTON'S FRESH START

Straight out of school, Clayton was eager to get a job but had no luck finding work.

In 2018, Clayton enrolled in IMPACT's Transition to Work (TTW) program which helps young people find secure employment.

When he finished TTW, a position was vacant at Material Recovery Facility and Clayton was the perfect fit for the job.

He was excited by the opportunity and quickly became part of the recycling team, impressing everyone with his reliability, work ethic, etiquette, and enthusiasm.

After just 13 weeks of work, Clayton had saved up enough money to buy himself a car. The reliable income and full time work also gave him the confidence and financial security he needed to start paying for things like driving lessons, fuel and ultimately, his license.

Recently when Clayton's mum passed away, he went above and beyond to help his dad organise the funeral and was instrumental in helping his family work through the grief of losing someone so special.

After what was a very difficult time, Clayton was keen for a fresh start.

He continued to stick to his budget and save as much money as he could with the aim of purchasing his very own home.

In April this year, Clayton became a first-time homeowner and bought a lovely house in Bundaberg where he now lives with his dad and siblings.

Prior to moving into their new place, Clayton and his family had lived in public housing for a long time so adjusting to life without mum and moving into a different living environment was hard. Even so, Clayton didn't let it get him down. He took on the role of looking after everyone and did everything in his power to ensure the move and readjustment went as smoothly as possible.

Clayton always talks about how he's grateful for IMPACT. Knowing he had the ongoing support he needed gave him the confidence to navigate his own way through the paperwork involved with buying his car, getting his license, and buying his own home – asking for help whenever he had questions or wanted advice.

The last few years have been monumental for Clayton. He's been carrying a lot of weight on his shoulders, and he's achieved so much.

He is not only a huge support for his dad and siblings, but his work colleagues too.

Last year, he even offered to be designated driver for the Christmas Party and drove all the way to Bargara and Innes Park to collect three fellow staff members to ensure they didn't miss out.

Clayton is a selfless young man who always puts others first. He's very hard working and a true delight to be around.

The team at IMPACT is so proud of him and looks forward to seeing what else he achieves in the future.

# MEET SORELLE MACKINNON

Sorelle MacKinnon is IMPACT's new Manager of Disability and NDIS Support Services.

## GROWING OUR OWN LEADERS

Sorelle has been a staff member at IMPACT for almost a decade. During that time, she's been a Disability Support Worker and has worked in Family and Mental Health Support Services, Home, Age and Community Care as well as spending some time with other Support Workers at our Materials Recovery Facility.

Now, she's one of IMPACT's Managers.

After five years in a senior support role, Sorelle felt she was ready to step into the management position which oversees all of IMPACT's Disability and NDIS clients.

Like many IMPACT employees, Sorelle has lived family experience with mental health conditions. Her first-hand understanding has taught her how to work with vulnerable people and has helped her recognise exactly what they need to live, grow, and prosper within the community.

Sorelle's personal beliefs and values align with IMPACT's core mission and vision focused on improving lives.

"IMPACT is an amazing organisation to work for - it's the reason I'm excited to go to work in the morning, every single day," Sorelle said.

Sorelle has made a tremendous effort to get to where she is today and is thankful for IMPACT's investment and commitment to its staff.

As an organisation, IMPACT is focused on growing its own leaders and showcasing the talent of staff.

IMPACT regularly sponsors staff to enrol in a program called the Foundation of International Leadership (FOIL) run by the Institute of Managers and Leaders (IML). Four staff members are currently completing the program.

Sorelle is one of IMPACT's recent FOIL graduates of the program, completing the course online when COVID-19 was at its peak in 2020.

Prior to working at IMPACT, Sorelle didn't see herself as a leader, but the guidance and support provided by the organisation and her colleagues changed that.

Sorelle continually feels inspired and encouraged by IMPACT and is grateful for the opportunity to complete the FOIL program which taught several leadership skills.

"The course teaches you critical thinking and organisational thinking," she said.

"It also taught me how not just to manage people, but to identify their strengths and help them become better.

"It gives you structure and direction on how to work with people and gives you the skillset to be more successful."

Sorelle is not the first leader IMPACT has grown and she certainly won't be the last.

“ This program has helped me progress into what I want to do, to practice goal-setting and the incredible amount of support lets me know I’m not in this alone. If I face difficulties, I know that Transition to Work team is going to do everything in their power to help me and provide whatever assistance they can. It’s been a major stress-reliever for me and has helped me on the right path on where I want to go. I’m so happy that I found Transition to Work.

## TESTIMONIALS

*Jessica*  
Transition to Work client

“ The team is so great, everyone just wants to help. They all bent over backwards to help me, they’re beautiful. I’m no good with computer skills, but they worked with me and helped me write up a resume. Without them I’d still be in that tent.”

*Scott*  
Jobactive client

“ I don’t know what I would have done with myself if I hadn’t signed up for this course.

*Chris*  
Certificate III in Hospitality

“ The staff are really easy to talk to. Everyone at IMPACT is so friendly and its been a huge help in my life.

*Ross*  
Positive Start participant

“ It changed me and gave me a better career pathway.”

*Sachin*  
Transition to Work client

“ IMPACT really helped me. I found it difficult to get a home because I had no rental history. But IMPACT helped us out a lot, printed out all the papers we had to sign, and they even took them in them for us.

*Stevenson*  
Community Navigator Client

“ I just love it! It’s brilliant here, I love it. You’re free to do what you want and get so much support. IMPACT has inspired me to look at starting my own little business.”

*Norman*  
NDIS Participant

# OUR IMPACT TEAMS

IMPACT COMMUNITY SERVICES HQ



MATERIAL RECYCLING FACILITY





**IMPACT COMMUNITY HEALTH SERVICE**



**NEW IMAGE LAUNDRY**

# 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 health, youth and young parents, healthcare and isolated seniors, IMPACT Community Services embraces an inclusive environment that welcomes everyone!

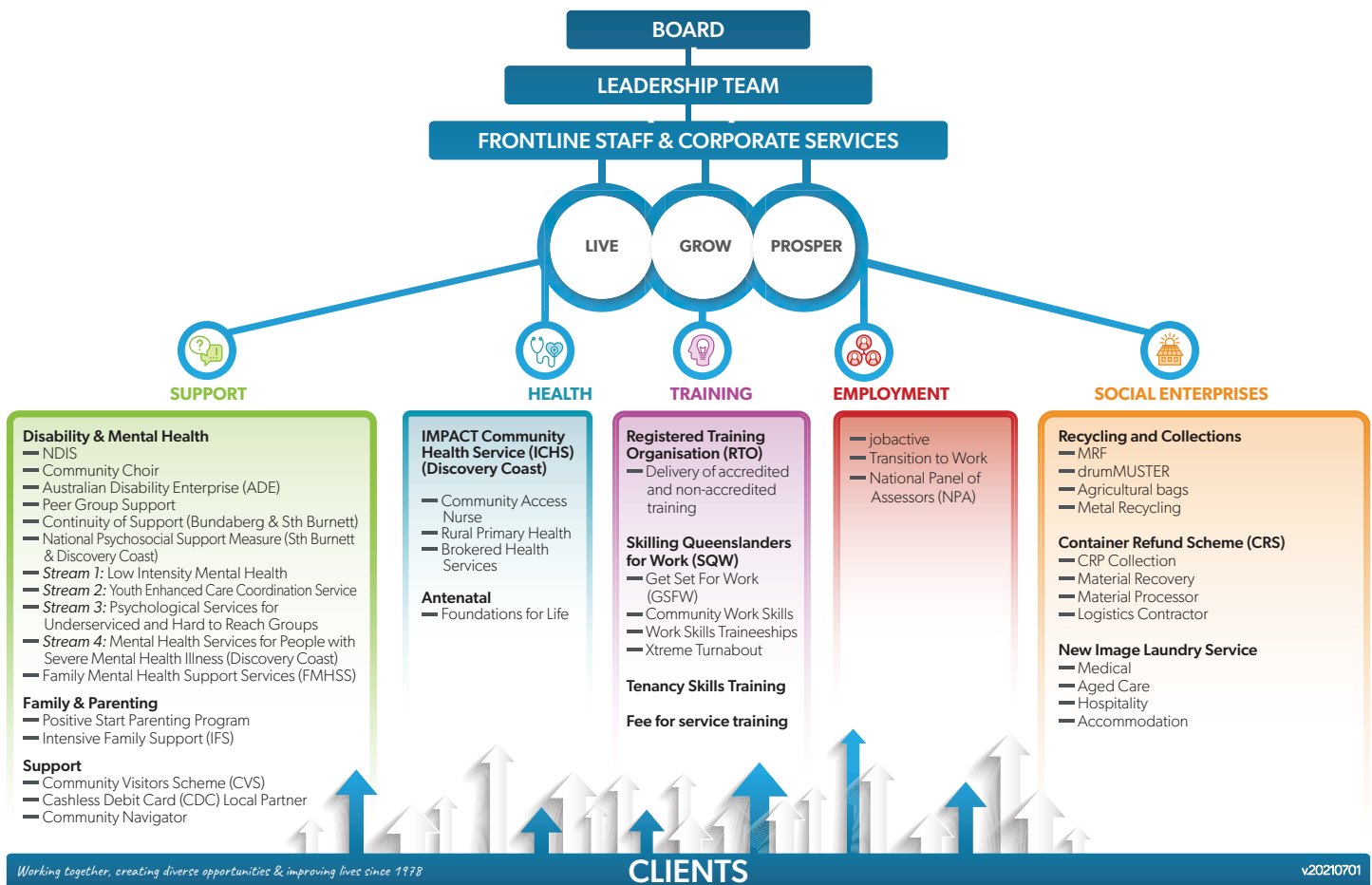
# Grow

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.

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

# Prosper

## ORGANISATIONAL CHART



IMPACT Community Services works to improve the lives of people who need support. As well as frontline staff who work tirelessly to help deliver programs and services, 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 realise their true potential and Live, Grow and Prosper.

Support programs that enable IMPACT clients to access assistance with basic needs and to stabilise circumstances (health care, social supports, housing, food, inclusion and wellbeing activities, safety)



# LIVE

## HEALTH & SUPPORT





## COMMUNITY CHOIR

The IMPACT Community Choir began in 2011 and members meet each Wednesday to rehearse and learn new songs. IMPACT's choir members

are people with a disability or psychosocial barrier, support workers, volunteers, and IMPACT staff.

## CONTINUITY OF SUPPORT (COS)

COS provides support 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) but are ineligible to receive services under the NDIS. COS ensures clients continue to receive appropriate support using a recovery and strengths-based framework.

**153**

**AS AT 30 JUNE, IMPACT WAS SUPPORTING 153 CLIENTS WITH MENTAL HEALTH CONDITIONS.**

**9**

**AS AT 30 JUNE, IMPACT WAS ASSISTING 9 CLIENTS THROUGH CONTINUITY OF SUPPORT.**



## NDIS

The NDIS provides Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary support they need to enjoy a fulfilling life. Helping NDIS participants build their independence and reach their NDIS plan goals is paramount at IMPACT Community Services.

Long term IMPACT Staff member Sorelle MacKinnon recently took on the role as NDIS Manager and is helping spearhead several new programs. Read more about Sorelle on Page 14.

## MENTAL HEALTH STEPPED CARE SUPPORT

IMPACT provides Mental Health services throughout Bundaberg, the Wide Bay Burnett and the Discovery Coast. Through various programs, IMPACT helps individuals and families build resilience and reconnect with their community for an improved quality of life. Because everyone's journey is so varied, IMPACT offers four streams of wrap-around mental health support services to provide long term results.

## GROUP BASED PEER RECOVERY SUPPORT (GBPRS)

The GBPRS Program is designed to provide individuals aged 18+ with access to activities that are led and self-managed by peer workers with the aim to empower and support them.

IMPACT's support is delivered by

working together as a group, sharing life experiences with people in similar situations and developing support networks for crisis situations. Access to GBPRS is prioritised for people who are ineligible for NDIS.

## FAMILY MENTAL HEALTH SUPPORT SERVICES (FMHSS)

FMHSS is a program which provides flexible and responsive services aimed at assisting vulnerable families with children and young people who have or are at risk of developing mental health conditions.

As an early intervention program, FMHSS supports clients through community-based, responsive, high-quality, and integrated mental health services.

# DISABILITY & MENTAL HEALTH

Supporting people with mental health conditions and assisting National Disability Insurance Scheme (NDIS) participants build independence and confidence is paramount at IMPACT Community Services. IMPACT's support services promote choice and control and are tailored to suit the specific needs of each participant.

# 2861

THROUGHOUT THE 2020/21 FINANCIAL YEAR IMPACT'S 22 NDIS STAFF DELIVERED 2,861 SHIFTS, PROVIDED 8,887 HOURS OF SUPPORT, AND WORKED WITH 94 UNIQUE CLIENTS.



# FAMILY & PARENTING

Parenting is a continuous learning curve, which is why IMPACT Community Services has a holistic approach, with the well-being of the child always at front of mind. Whether it's providing support to strengthen family units, helping keep children safe and in their family homes, parenting strategies or returning children from out-of-home care, IMPACT is here to help.

## POSITIVE START PARENTING PROGRAM

IMPACT's Positive Start Parenting Program is a support service for parents and carers with children younger than 12 (18 in special cases) who need a little help and support.

Positive Start is ideal for parents who need advice, have questions, or simply want to meet others in a relaxed and

supportive environment.

IMPACT's support workers work with clients to develop life and parenting skills, offer advice on other community services available to them and provide a safe and child-friendly environment.

## INTENSIVE FAMILY SUPPORT (IFS)

IMPACT's Intensive Family Support (IFS) service works with families experiencing multiple and/or complex needs who have children unborn to 18 years to prevent Child Safety becoming

involved. 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.

80

IN THE 2020/21 FINANCIAL YEAR POSITIVE START ASSISTED 80 CLIENTS.

73

IN THE 2020/21 FINANCIAL YEAR, IMPACT WAS FUNDED TO ASSIST 73 FAMILIES AND WE EXCEEDED WELL ABOVE THIS NUMBER.



## SUPPORT

IMPACT's support programs and services help individuals and families build resilience and reconnect with their community for an improved quality of life. Everybody's journey is different which is why IMPACT offers a diverse framework of support services.

### CASHLESS DEBIT CARD (CDC) LOCAL PARTNER

The CDC is an Australian Government initiative which seeks to ensure welfare payments are spent in responsible and meaningful ways to reduce high levels of social harm. The CDC looks and operates like a regular bank card, but it cannot be used to buy alcohol or gambling products, some gift cards or

to withdraw cash.

When the program began, the Department of Social Services invited IMPACT to be a 'Local Partner' and provide services for the CDC. As a CDC local partner, IMPACT provides free one on one support services to residents in the Hinkler electorate.

### COMMUNITY VISITORS SCHEME (CVS)

CVS is IMPACT's friendship program that arranges for volunteers to visit local people who live in aged care facilities or alone in their own home. CVS has been providing that all-important regular contact for isolated elderly people for more than 22 years.

Program Facilitator and volunteer visitor Heather Hinsby says, "It's a joy, not a job. Volunteering brings benefits to both the visitor and the person visited. The residents have such fantastic stories, they're a hidden wealth of local history."

### COMMUNITY NAVIGATOR (CN)

IMPACT's CN program is tailored to help residents on the CDC overcome life's obstacles and achieve greater independence and wellbeing by providing ongoing support. This support often includes coordinating referrals to appropriate services including financial counselling, accessing food and suitable housing.

CN also delivers education and skills

training to clients meeting the CDC eligibility criteria as well as people from priority groups such as the unemployed, children under 18, Aboriginal and Torres Strait Islander people and people living with a disability. CN also provides support for other in-need participants outside of these groups if program capacity allows.

# 693

IN THE 2020/21 FINANCIAL YEAR, IMPACT SUPPORTED 693 PARTICIPANTS ON THE CDC.

# 2828

IN THE 2020/21 FINANCIAL YEAR, CVS VOLUNTEERS MADE 1,282 VISITS TO 50 AT HOME RESIDENTS AND 2,828 INDIVIDUAL VISITS TO 148 AGED CARE RESIDENTS.

# 108

CN ASSISTED 108 CLIENTS IN THE 2020/21 FINANCIAL YEAR.



## HEALTH

We 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.

# 2871

THROUGHOUT THE 2020/21 FINANCIAL YEAR ICHS EXCEEDED THE SERVICE TARGET BY 24%, ASSISTING 2871 PATIENTS.

# +73%

IN THE 2020/21 FINANCIAL YEAR, THE COMMUNITY ACCESS NURSE EXCEEDED THE SERVICE TARGET BY 73%, PROVIDING 1735 UNIQUE SERVICES TO 501 CLIENTS.

## IMPACT COMMUNITY HEALTH SERVICE (ICHS)

Located in Agnes Water, ICHS is funded by the Federal Government's Primary Health Network (PHN) to provide community nursing and a range of allied health services for people with or at risk of chronic disease living in the Discovery Coast Region, comprising of Agnes Water, Seventeen Seventy, Baffle Creek/Wartburg, Rose-dale, Lowmead, Miriam Vale, Bororen, and Turkey Beach.

THE ICHS clinic is situated at 2 Rafting Ground Road, Agnes Water and offers a range of clinical and allied health appointments, programs and outreach services.

By offering the use of the ICHS facility to external health care practitioners and providers, IMPACT's health precinct is a major contributing factor in attracting and retaining the health care services the region requires.

## COMMUNITY ACCESS NURSE

The Community Access Nurse program aims to improve efficiency, effectiveness, and coordination of primary health care services for vulnerable patients, particularly those at risk of poor health outcomes. The program provides a great range of support for patients including:

- Educating clients on their health condition/s
- Encouraging clients to become self-managed and having active participation in making decisions regarding their care where possible

- Helping clients with referrals to health professionals and other organisations as needed
- Improving client access to aids and equipment necessary for their recovery and independence
- Assisting with coordinating their treatments and follow-up appointments

## FOUNDATIONS FOR LIFE (FFL)

The objective of IMPACT's FFL program is to improve access to high quality appropriate antenatal and postnatal care for vulnerable and at-risk women aged under 25 living in the Bundaberg region, as well as their partners.

FFL also seeks to improve attendance of pregnant mothers at antenatal appointments and support optimal maternal and infant health. The program also helps teach mothers positive health

behaviours before and after pregnancy.

FFL is funded for two years at a time and after the first year the program is progressing well. In the first year of the funding period, FFL has already completed 95% of the target set for the number of women the program seeks to assist. Additionally, the goal for the number of 'occasions of services' to be provided in the two-year timeframe is 82% complete.



IMPACT Community Services has created a holistic approach to gaining skills and employment. Whether a client is a recent school leaver, returning to the workforce after time off, upskilling or looking to change careers, IMPACT helps find the right pathway. IMPACT offers training delivery suited to both face-to-face and/or after hours learning.



## DELIVERY OF ACCREDITED AND NON-ACCREDITED TRAINING

# GROW





## REGISTERED TRAINING ORGANISATION

IMPACT is a leading provider of Certificate III training courses. IMPACT's Registered Training Organisation (RTO) specialises in delivering training in the Hospitality and Individual Support (Aged Care, Home & Community and Disability) sectors. With industry qualified and experienced staff, IMPACT brings current real-world skills directly to the classroom. IMPACT's range of training courses have been developed with a focus on the Bundaberg region's employment landscape and the sectors where job opportunities are on the rise.

## CERTIFICATE III TRAINING COURSES

IMPACT's Registered Training Organisation (RTO Code: 0115) offers courses in high-demand sectors for the Bundaberg region, with funding available for eligible participants.

IMPACT currently delivers training for:

- SIT30616 Certificate III in Hospitality
- CHC33015 Certificate III in Individual Support (Disability)
- CHC33015 Certificate III in Individual Support (Home & Community)
- CHC33015 Certificate III in Individual Support (Ageing)

Studying with IMPACT provides students with several advantages including:

- Varied course delivery: providing a blended approach of training by combining face to face online theory with hands-on, onsite and practice activities
- Vocational placements: IMPACT organises vocational placements for students with valued stakeholders
- Highly skilled trainers: skilled trainers with strong industry connections
- Subsidies eligibility: students have several avenues to apply for funding to assist with the cost of course

# 118

IN THE 2020/21 FINANCIAL YEAR 118 CLIENTS ENROLLED IN IMPACT'S CERTIFICATE III TRAINING COURSES AND 60 PARTICIPANTS HAVE ALREADY GAINED EMPLOYMENT AS A RESULT.

# 77%

IN THE 2020/21 FINANCIAL YEAR, A TOTAL OF 77% OF CLIENTS ENROLLED IN THE GSFW AND GREEN GANG PROGRAMS SECURED EMPLOYMENT.



## GET SET FOR WORK (GSFW)

GSFW delivers an individualised wrap-around community-based support service and one-on-one case managed support to eligible people aged 15-19 years. The young adults receive the guidance and support needed to build personal resilience, make good life choices, develop their skills, set goals, and get job ready skills – improving employment prospects along the way.

IMPACT's GSFW program offers training options for participants to learn skills necessary to work in varying workplaces.

## WORK SKILLS CONSERVATION PROJECTS GREEN GANG

IMPACT's Green Gang is a 22-week traineeship resulting in a Certificate I in Conservation and Land Management. The conservation project provides paid employment opportunities to eligible Queenslanders and teaches participants the skills necessary to create, repair and upgrade public spaces and facilities, as well as undertaking re-vegetation,

regeneration and river or foreshore restorations.

Over the years the Green Gang trainees have planted thousands of trees, erected fencing, installed irrigation, completed restoration projects, installed protective cages for baby turtles and repaired and painted many footbridges.

## YOUTH SKILLS XTREME TURNABOUT

Xtreme Turnabout supports young people who are engaged with Youth Justice or Queensland Corrective Services or are at risk of offending. This is a no pressure, no obligation, no requirement program – simply available to provide help and support to improve their lives.

This IMPACT program focuses on stabilising participants situations and supporting their transition to training or work, while maintaining an ongoing commitment to any judicial service orders.

## SKILLING QUEENSLANDERS FOR WORK (SQW)

SQW is an initiative funded by the Queensland Government to help students gain the skills, qualifications and experience required to enter and remain in the workforce. SQW works to fund training and support for unemployed or underemployed people, with a focus on young people (including those in and transitioning from out-of-home care), Aboriginal and Torres Strait Islander people, those living with a disability, mature-age job seekers, women re-entering the workforce, veterans, ex-service personnel, and people from culturally and linguistically diverse backgrounds.

# 48%

IN THE 2020/21 FINANCIAL YEAR 48% OF CLIENTS ENROLLED IN XTREME TURNABOUT OBTAINED EMPLOYMENT.

At IMPACT Community Services we have created a holistic approach to gaining skills and employment. Whether we are working with recent school leavers, individuals returning to the workforce or looking for a new career, we are able to help find the right path for everyone.



## EMPLOYMENT & ENTERPRISES

# PROSPER





## EMPLOYMENT

IMPACT's goal is to help more people transform their lives by enjoying the benefits of being part of the workforce. No matter the situation, IMPACT provides clients with the support and training they need to get where they want to be.

### JOBACTIVE (JA)

JA is a Federal Government employment service which seeks to assist Australians get work and help employers find the right staff. IMPACT is a top JA provider in the Bundaberg region and works with job seekers to create personalised plans to help them find the

work they want as soon as possible.

IMPACT works with various local community services and employers to find opportunities to give job seekers the skills they need for the modern-day workforce.

### TRANSITION TO WORK (TTW)

TTW is an Australian Government service to support young people aged 15 – 24 on their journey to gaining secure employment. TTW has a strong focus on practical intervention and work experience to build a young person's skills, confidence, and readiness to engage in employment.

Young people receive intensive, pre-employment support to improve their work readiness and to help them into work or education including apprenticeships or traineeships, work trials, work experience, and other job opportunities in our local area.

**+65%**

**IN THE 2020/21 FINANCIAL YEAR IMPACT'S TTW EXCEEDED THE TARGET FOR BOTH BONUS OUTCOMES AND SUSTAINABILITY OUTCOMES SET BY THE DEPARTMENT BY 65% AND 55% RESPECTIVELY.**

**423**

**IMPACT JOBACTIVE CLIENTS HAD POSITIVE OUTCOMES THROUGHOUT THE 2020/21 FINANCIAL YEAR.**



## SOCIAL ENTERPRISES

IMPACT operates two social enterprises which are both run as independent commercial businesses – Recycling Services and a Commercial Laundry. Revenue from both enterprises is channelled back into IMPACT to assist with funding additional support services, particularly where government assistance is unavailable.

### NEW IMAGE LAUNDRY

New Image Laundry is one of few successfully operating social enterprises in the Bundaberg Region supporting people facing challenges.

The IMPACT owned and operated commercial laundry supplies products and services to the Bundaberg region and surrounding areas. By diversifying into commercial markets, IMPACT can have a more proactive and financially stable future as a not-for-profit organisation as well as providing employment pathways for vulnerable people.

New Image Laundry offers commercial

laundry services and commercial linen hire, laundering items following the Australian Standards and using approved chemicals to ensure sanitisation.

New Image Laundry services the medical, allied health and hospitality sectors and currently employs 17 local people.

New Image Laundry is currently expanding the services it provides with the inclusion of commercial cleaning services, property maintenance, and the provision of contract cleaning staff to the Friendlies Hospital.

**437,058<sub>KG</sub>**

**THROUGHOUT THE 2020/21 FINANCIAL YEAR, NEW IMAGE LAUNDRY PROCESSED OVER 437 TONNES OF LINEN - 11% MORE THAN THE PREVIOUS YEAR.**



Rob Henderson, General Manager - Enterprises with Meaghan Scanlon MP

## RECYCLING AND COLLECTIONS – MATERIAL RECOVERY FACILITY

IMPACT Recycling is an Australian Disability Enterprise (ADE) and operates under agreement with Bundaberg Regional Council (BRC). Kerbside waste collection from BRC’s yellow-top wheelie bins is hand sorted by IMPACT’s 27 supported employees at the facility on University Drive in Bundaberg.

Each week the facility processes an average of 40 BRC truckloads of recyclable waste. Other commercial operators such as Cleanaway and JJ Richards also supply waste material to the Recycling Facility.

The recycling operation also has contracts with Visy Recycling, Red Cycle, Drum Muster Australia, and Farm Waste Australia to collect, sort, bale and sell product for recycling.

To ensure the maximum amount of product is diverted from landfill and is recycled, IMPACT Recycling has also

partnered with Envirosands Australia to process 1500 tonne of glass products each year – items that normally would have been sent to landfill. This product is then used in many products such as Filter Medium, Concrete and Asphalt.

The Recycling Operation is also contracted to the Container Exchange Programme (COEX) and operates three contracts under the Queensland Government’s Containers for Change Refund Scheme (CRS).

- Container refund point in University Drive Bundaberg.
- Processor for all product from the Bundaberg and North Burnett Region.
- Logistics contractor collecting all containers from Refund points in the Bundaberg and North Burnett region.

Since its inception, COEX has required some significant changes to services and infrastructure, which has resulted in the creation of several new jobs.

In the 2020/21 financial year a total of 2,792,449 containers were collected at IMPACT’s Container Refund Point.

- Coloured PET (e.g. Sprite bottles): 18,987 Containers.
- Glass: 692,846 Bottles.
- Clear PET (e.g. Coke bottles): 528,433 Containers.
- Steel: 502 Cans.
- HDPE (e.g. Milk bottles): 51,132 Bottles.
- Aluminium: 1,455,028 Cans.
- Liquid paper board (e.g. Juice poppers): 45,514 Containers.

In addition, the drum MUSTER program provides Australian agricultural and veterinary chemical users with a recycling pathway for eligible empty ‘agvet’ chemical containers. IMPACT staff collect and process the used containers – allowing them to be used to make other useable products and saving them from landfill. 99,196 drums were collected in the 2020/21 financial year.

Farmwaste provides the Agricultural industry a pathway for Bulka Bags to be collected and recycled. Last year 65 tonnes of bags were collected.

Red Cycle plastics were collected from supermarkets in the region totalling 1.6 tonne.

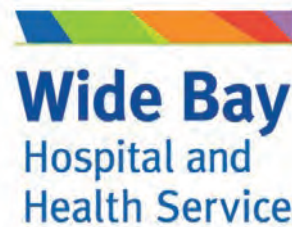
Visy Recycling of cardboard and paper tallied a total of 4160 tonnes being sent to recycling facilities in Brisbane.

IMPACT Recycling not only provides an invaluable recycling service for the local community, but also provides a supported working environment where support workers help staff grow their skills and undertake training to help improve their lives.

# 7247<sub>T</sub>

**THROUGHOUT THE 2020/21 FINANCIAL YEAR, THE RECYCLING FACILITY RECEIVED 8934 TONNES OF PRODUCT – 7247 TONNES OF WHICH WAS RECLAIMED, BALED, AND SOLD TO RECYCLING COMPANIES ACROSS AUSTRALIA, READY TO BE MADE INTO NEW PRODUCTS.**

## MAJOR PARTNERS



# IMPACT

COMMUNITY SERVICES

## KEEP IN TOUCH

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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.

