

# IMPACT

COMMUNITY SERVICES  
*Improving lives since 1978*



## CAPABILITY STATEMENT



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## ACKNOWLEDGEMENT OF COUNTRY

*We wish to acknowledge 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.*

Indigenous dancers at the NAIDOC Elders lunch hosted at IMPACT



# IMPACT AT A GLANCE

As a not-for-profit organisation, IMPACT supports people who may be experiencing disadvantage, poverty or exclusion from community, social, and employment networks. By aligning our programs and services to our Live, Grow and Prosper continuum, we assist individuals and families to build resilience and reconnect with the community in a positive way so they realise an improved quality of life.

Our results speak for themselves, with 98% of the 5500+ people we work with each year, achieving positive outcomes, and happy to recommend us to a family member or friend. Join us in making a difference today!

## MISSION & VISION

### 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

### Our Values

#### 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

#### Celebrate Uniqueness

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

#### Be Compassionate

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

#### 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

# ORGANISATIONAL BUSINESS STRUCTURE

## Live, Grow & Prosper

IMPACT's business model is a complex, diverse and ever developing mix of 25+ stand-alone programs and services that when combined form a unique holistic wrap around service model that allows clients to seamlessly move between services, reducing waiting time and ensuring they get the help they need, when they need it. All our supports and services are provided under one of three pillars; Live, Grow or Prosper.



- Live: develop the skills to live independently, improve quality of life, and meet basic needs;
- Grow: enhance personal development, acquire new knowledge and skills, and foster self-improvement;
- Prosper: empower individuals to achieve success, realise their full potential, and thrive in their personal and professional lives.

## GEOGRAPHICAL AREA

IMPACT has the capability to deliver programs and services across Queensland.



### IMPACT Office Locations

- BUNDABERG (HEAD OFFICE)
- AGNES WATER
- GIN GIN
- CHILDERS
- HERVEY BAY
- KINGAROY

## IMPACT BOARD EXPERIENCE

### Chair



**Leanne Rudd**  
Finance

### Deputy Chair



**Martin Barrett**  
Finance  
Risk management

### Director



**Vanessa Fryer**  
Governance  
Technology

### Director



**Luke Sinclair**  
Business Dev.

### Director



**Giovanna Lever**  
Marketing  
Communications  
Strategic Leadership

### Managing Director



**Tanya O'Shea**  
Administration  
Wellbeing

# CAPABILITIES

IMPACT Community Services is capable of delivering contracts of up to \$2 million per year.

## LIVE

### Disability



### Community Supports



COMMUNITY NAVIGATORS

### Mental Health



### Physical Health



### Family parenting



## GROW

### Registered Training Organisation

RTO: 0115



### Jobsearch Independence



### Skilling Queenslanders for Work



## PROSPER

### Employment Support



### New Image Laundry [major clients]



### Recycling Social Enterprise [major clients/partners]



### Working Relationships



# INCLUSIVITY AND DIVERSITY

Inclusivity and diversity are embedded throughout IMPACT, which is proud to be one of 30 Diversity Council of Australia recognised Inclusive Employers in the country. Our Workplace Diversity and Inclusion Policy and Action Plan (POL021) outlines IMPACT's commitment to understanding individual differences of people from a broad range of abilities, backgrounds and cultures.

IMPACT has an in-house inclusivity and diversity champion who hosts regular staff meetings to discuss how the organisation can create more welcoming spaces for everyone. An example of our inclusive focus includes our IMPACT headquarter's reception space where we proudly share the "Together we Move" artwork.



**Artwork** - Together We Move aligns IMPACT's three pillars, Live, Grow and Prosper, with a contemporary Indigenous view, taking inspiration from a little-known story about the Burnett River.

*"A public art display like this breathes life into what were once thriving stories upon these lands and that are not otherwise made easily assessable today."*

Robert McLellan, Gooreng Gooreng man and Traditional Owner and First Nations' Arts and Cultures Panel Member, Queensland (pictured right).



# ENVIRONMENTAL SOCIAL GOVERNANCE

## Environmental

IMPACT is committed to robust environmental practices aligning with key United Nations Sustainable Development Goals (SDGs). We actively promote responsible consumption and production (SDG 12), contribute to climate action (SDG 13), and support industry, innovation, and sustainable infrastructure (SDG 9) while making sustainability a core principle.

- **Recycling Impact:** By sorting yellow-top Bundaberg Regional Council bins and managing recycling contracts like Drummuster and Visy, we diverted around 6820 tonnes of recyclables from landfill in FY23, resulting in substantial CO2 savings equivalent to approximately 9299 tonnes.
- **Containers for Change Scheme:** Responsible recycling of an additional 3370 tonnes of materials in FY23, including aluminium cans, milk containers, and glass, translated into CO2 savings of approximately 4525 tonnes.
- **Solar Energy:** Installation of solar panels at our New Image Laundry social enterprise significantly reduced electricity consumption over a 2-year period, saving approximately 26.23 metric tonnes of carbon dioxide.

## Social

IMPACT's mission aligns with key UN SDGs, and we are committed to improving health and well-being, advancing education, promoting gender equality, fostering economic growth, reducing inequalities, and forging meaningful partnerships.

- **Community Support:** Annual support of 5500+ individuals on their journey to improving their lives.
- **Client-Centred Services:** A 98% client recommendation rating.
- **Social Impact:** Delivery of 35+ contracts across 11 different local, state, and federal government departments, showcasing expertise in navigating complex social landscapes.
- **Community Engagement:** A community awareness level of 80%+ for the past 3 years, demonstrating effective engagement, mobilisation, and collaboration across community.
- **Prosper:** Empowering 40+ individuals to transition from our laundry social enterprise into open employment within a 5-year period.

We are committed to staff achieving personal and professional growth, providing access to self-care plans, ongoing training and professional development, and an in-house leadership development program through the Institute of Managers and Leaders. We also support staff to volunteer with community groups, offering 2 hours of paid volunteering per month.

## Governance

At IMPACT, we place a strong emphasis on transparent and accountable governance to ensure the highest standards of operation. Our commitment to excellence is reflected in our adherence to various policies and frameworks, including:

- Safety Management System Policy [WHS001]
- Enterprise Risk Management Framework
- Environmental Management System Policy [POL023]
- Quality Management System [ISO 9001:2015; ISO4500:2018]
- Risk Management [POL002]
- Insurance [\$20m Professional Indemnity & Public Liability; Work Cover]
- Corporate Management of IT & Data; People & Culture; Finance & Marketing

Our commitment is further validated through rigorous performance assessments, including internal and external auditing, organisational, client, and community surveys, third-party recognition, and testimonials.

# INNOVATION AND CONTINUOUS IMPROVEMENT

At IMPACT, our passion for improving lives and creating a positive impact drives our commitment to innovation and continuous improvement. We cultivate strong partnerships, empower our collaborators, and deliver high-quality services tailored to their unique needs.

- **Building Businesses:** Our laundry social enterprise exemplifies our success, growing from processing 1.5 tonnes a month to more than 80.
- **Embedding Innovation:** Thinking outside the box is more than a concept; it's a core practice with an internal dedicated innovation stream.
- **Diversification:** Our recycling enterprise has diversified in recent years and now manages multiple contracts, providing sustainable employment for 38 individuals, including 24 with disabilities.
- **Effective Communication:** Our recent mental health advocacy project effectively lobbied decision-makers for early well-being interventions and peer support workers.
- **Collaboration:** We recently partnered with CQUniversity to provide students with real-world exposure to pressing psychosocial issues in the community.
- **Fostering Positive Change:** Our commitment to positive change in the social enterprise and entrepreneurship spaces, as demonstrated through our engagement with StartSomeGood, underscores our dedication to pioneering and sustainable approaches.

## AWARDS



- Australian Scholarships Inaugural 2023 Not-For-Profit Leadership Award
- COEX 2023 Change Maker Awards in the Small Operator of the Year
- CoAct 2023 Innovation Award

## KEY CONTACTS

Business name: IMPACT Community Services Limited

Address: 108 Bargara Road, East Bundaberg, Queensland 4670

Phone: (07) 4153 4233 || Email: [mail@impact.org.au](mailto:mail@impact.org.au) || Website: [www.impact.org.au](http://www.impact.org.au)

ABN: 42 950 261 731 || ACN: 634 943 552



**Tanya O'Shea**

Managing Director  
[toshea@impact.org.au](mailto:toshea@impact.org.au)

0409 594 862



**Nathan Spruce**

Innovation General Manager  
[nspruce@impact.org.au](mailto:nspruce@impact.org.au)

0417 900 475