

IMPACT

COMMUNITY SERVICES



SERVICES GUIDE

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

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



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



Who we are

IMPACT Community Services is a charitable organisation that helps disadvantaged individuals improve their lives by addressing poverty, exclusion, and limited social and employment opportunities. Through our Live, Grow, Prosper approach, we offer programs and services that foster resilience, community engagement, and an enhanced quality of life.

At IMPACT, we celebrate the diversity of our people. Named last year as one of Australia's 30 most inclusive employers, we celebrate and embrace our team's unique perspectives, backgrounds, and talents.

Our culture of wellness empowers our team to thrive and contribute to IMPACT's overall success in delivering outstanding programs.

Our LIVE, GROW & PROSPER pillars

Live, Grow & Prosper are IMPACT's three pillars that operate like a continuum, where people can join one of IMPACT's programs at any stage during their life journey. Every program and service that IMPACT provides must:

1. Fit within IMPACT's mission

2. Align to one of IMPACT's pillars

- ▶ **LIVE** (Support and Health): 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)
- ▶ **GROW** (Training): accredited and non-accredited training opportunities that support IMPACT clients to upskill or change careers
- ▶ **PROSPER** (Employment and Social Enterprises): provides individuals with supports to get and keep a job; creates employment opportunities to support people in employment through one of IMPACT's social enterprises

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





LIVE - Disability & Mental Health

Supporting the community with mental health concerns and assisting NDIS participants to build independence and confidence is paramount at IMPACT Community Services. We want every one of our participants to experience the best life has to offer. Our support services promote choice and control and are tailored to suit a participant's specific needs.

Live - NDIS

The NDIS provides Australians under the age of 65 and with a permanent and significant disability with the reasonable and necessary support they need to enjoy a fulfilling life. IMPACT work with NDIS participants in reaching their plan goals.

IN-HOME SUPPORT

This support is for people with disability or a mental health condition who need in-home or personal support to remain living independently in their own homes.

INDEPENDENT LIVING SUPPORT

This helps build capacity and independence by assisting/mentoring with cooking, cleaning and household chores. IMPACT Community Services assists clients to connect socially with the community and ensure they can get to the shops, bank and to personal appointments.

INDIVIDUALISED LIVING OPTIONS (ILO)

ILO is a special program for people with disabilities or special needs. It helps them live independently and make their own choices. Everyone deserves the chance to live their life to the fullest, no matter what their abilities are. Our ILO program provides support, resources, and tools to help them achieve their goals and live a meaningful life.

NDIS MENTAL HEALTH SUPPORT

Supporting people with psychosocial functional impairment who have a National Disability Insurance Scheme (NDIS) plan.

NDIS ACTIVITIES

IMPACT Community Services offers a broad range of activities, person designed, centre based, and community based, that not only develop key life skills, but many of which also help participants broaden their pre-vocational skill set. And they're great fun.

Our staff work hard to promote social interaction. IMPACT has spent years helping people improve their lives in line with their goals and passions by creating diverse and inclusive opportunities.

- ▶ Woodworking classes
- ▶ Creative cooking classes
- ▶ 4 wheel drive club
- ▶ Social events

NDIS SUPPORTS IN EMPLOYMENT

IMPACT Community Services plays an important role in providing supported employment opportunities to people with moderate to severe disability across our region.

We offer an opportunity for people with disability to contribute and connect to their local community and provide a wide range of employment opportunities at the Material Recycling Facility. We offer a supported work environment where our staff help individual workers identify areas to grow their skills and undertake any training they may need.

Live - Mental Health

COMMONWEALTH PSYCHOSOCIAL SUPPORT (CPS)

Service areas: Bundaberg, Sth Burnett & Discovery Coast. (Subject to eligibility)

Commonwealth Psychosocial Support is a recovery focused, strengths based Mental Health support program. CPS is for participants with severe mental illness not accessing the National Disability Insurance Scheme (NDIS) 16 yrs+ who suffer severe mental illness and may need extra support with their day-to-day living.

This program aims to strengthen the capacity of participants to live independently, safely and productively in their community by focusing on capacity building via phone, virtual or individual & group settings.

GROUP BASED PEER RECOVERY SUPPORT (GBPRS)

Service areas: Bundaberg, Nth Burnett, Fraser Coast & Discovery Coast. (Subject to eligibility)

The Group Based Peer Recovery Support Program is designed to provide individuals aged 18+ with access to activities that are led and self-managed by peer workers and aim to empower and support the individual.

Our support is delivered by working through group processes and sharing life experiences with people who have similar experiences, and to help develop support networks for crisis situations.

The integrated approach between Individual Recovery Support Program (IRSP) and 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.

Access to the group is prioritised for people who are not NDIS eligible.

FAMILY MENTAL HEALTH SUPPORT SERVICES (FMHSS)

Service area: Bundaberg (Subject to eligibility)

FMHSS provides flexible and responsive services aimed at early intervention and support to assist vulnerable families with children and young people with, or at risk of, developing early signs of mental health conditions.

FMHSS does this by providing support through community-based initiatives to assist children and youth up to 18 years of age and their families or carers through provision of accessible, responsive, high-quality and integrated community mental health services.

These services support parents to reduce stress and enable young people to develop their capabilities, increase their wellbeing and actively participate in community and economic life. Services work with children and young people with the support of their families or carers to address risk factors and to strengthen protective factors.



COMMUNITY ACCESS PROGRAM - MENTAL HEALTH PSYCHOSOCIAL SUPPORT

Servicing ages 18+ servicing Bundaberg and Childers regions (Subject to eligibility)

The Community Access Program (CAP) is designed to empower participants and help them achieve long-term and sustainable self-determination. Through a range of services and support, we aim to enhance their overall well-being and provide them with the tools and resources needed to thrive. This includes assistance to access online services and learn how to navigate the internet safely.

Supports are delivered in various settings, including individual consultations, group sessions, and interactive forums. We understand that different individuals have unique preferences, and we strive to provide a flexible and inclusive environment for all participants.

Live - Mental Health Stepped Care Support

STREAM 2 - CHILD AND YOUTH ENHANCED PRIMARY MENTAL HEALTH (CYCC)

Servicing ages: 12-25, Service areas: Discovery Coast, Nth Burnett & Bundaberg (Subject to eligibility)

Stream 2 is clinical care co-ordination for youth aged between 12-25 years of age who are at risk of developing mental health conditions or have a diagnosed mental health condition. The treatment is an evidence based, collaborative & social support service on prevention and early intervention.

STREAM 4 - CLINICAL CARE CO-ORDINATION

Servicing ages: 18+, Service area: Discovery Coast (Subject to eligibility)

Stream 4 delivers clinical care coordination services for people in the Discovery Coast area with complex/severe mental health conditions within a primary health care setting to address clients' mental health and physical health needs.

LIVE - Family & Parenting

Parenting is a continuous learning curve, which is why we take a holistic approach with the well-being of the child top of mind. Whether it's support to strengthen your family unit, help to keep your children safe and in the family home, parenting strategies, or returning your child from out-of-home care, we're here to support you with the most up-to-date developments and approaches.

INTENSIVE FAMILY SUPPORT (IFS)

Service areas: Bundaberg, Fraser Coast & Nth Burnett regions

IMPACT Community Services' Intensive Family Support (IFS) service works with families experiencing multiple and/or complex needs who have children unborn to 18 years of age 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.

POSITIVE START PARENTING (PS)

Service area: Bundaberg

IMPACT Community Services' Positive Start Parenting is for mums, dads & carers with children aged up to 12, but may include youth up to 18 who need a little help and support.

This program provides a range of services focused on supporting families, strengthening relationships, improving the wellbeing of children and young people and increasing participation of people in community life to enhance family and community functioning.

Positive Start Parenting provides support to children and families based on an early intervention and prevention approach. Services actively seek to identify issues that are, or could, impact on child or family outcomes and provide interventions or appropriate referral before these issues escalate.

LIVE - Support

Through our support services, we help individuals and families build resilience and reconnect with their community for an improved quality of life. Everybody's journey is different and we do not judge. We offer a diverse framework of wrap-around support services, not just a quick fix.



AGED CARE VOLUNTEER VISITORS SCHEME (ACVVS)

Service areas: Bundaberg, Monto, Gayndah, Childers & Gin Gin.

Formally known as the Community Visitors Scheme (CVS), IMPACT Community Services' Aged Care Volunteer Visitors Scheme (ACVVS) is a friendship program that links volunteer visitors with people who are isolated and live in aged care facilities or alone at home throughout the Bundaberg and North Burnett regions. The ACVVS is aimed at enriching the quality of life of residents in isolation and providing a sense of connection for our volunteers.

Our ACVVS volunteers take great pride in becoming a regular friendly visitor and enriching the quality of life for these people. IMPACT's ACVVS is a valuable community volunteering opportunity that has been improving the lives of our isolated aged since 1992.

COMMUNITY NAVIGATOR (CN)

Service areas: Bundaberg & Childers

The Community Navigator program is designed to help eligible persons between 18-35 who were on the Cashless Debit Card (CDC) or income management, with the support and guidance they need to overcome any of life's obstacles and achieve greater independence and wellbeing.

This program also delivers education and skills training to participants meeting CDC card eligibility and people from priority groups including those who are (with the inclusion of other participants if there is capacity in the program):

- ▶ Unemployed
- ▶ People with a disability
- ▶ Young people under the age of 18
- ▶ Aboriginal and Torres Strait Islanders

LIVE - Health Services

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.

IMPACT COMMUNITY HEALTH SERVICE (ICHS)

Locations: Agnes Water, Turkey Beach, Bororen, Miriam Vale, Rosedale, Baffle Creek & Lowmead, Service area: Discovery Coast

ICHS is federally funded by the Primary Health Network (PHN) to provide Chronic Disease Allied Health Programs and Community Nursing Services to residents in the Discovery Coast region.

Our Health Precinct supports the attraction and retention of health services to our region, housing a range of co-located and visiting service providers.

Our services include:

- | | |
|--|------------------------------|
| ▶ Chronic Disease Allied Health Management | ▶ Skin Screening |
| ▶ Community Nursing Services | ▶ Hearing and Sight Services |
| ▶ Women's Health | ▶ Mental Health Services |
| ▶ Child Health | ▶ Immunisation Programs |
| | ▶ Telehealth Services |

FOUNDATIONS FOR LIFE (FFL)

Service area: Bundaberg

THE objective of IMPACT Community Services' Foundation for Life program is to improve access to high quality and appropriate antenatal and postnatal care for vulnerable and at-risk women aged under 25 and their partners in the Bundaberg region.

This program also aims to improve the attendance of pregnant young mothers (under 25) at antenatal appointments and support optimal maternal and infant health and support positive health behaviours of mothers during and after pregnancy.



GROW – Training

At IMPACT Community Services we have created a holistic approach to gaining skills and employment. Whether the client is a recent school leaver, returning to the workforce, upskilling or looking for a new career, we are able to help find the right pathway for them. We offer training delivery that is suited to both face to face and/or after hours learning.

GROW - Registered Training Organisation (RTO)

Service area: Bundaberg

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

Our RTO specialises in delivering training to the Hospitality and the Aged Care/Home and Community and Disability sectors. Students have several avenues to apply for funding to assist with the cost of the course.

Students complete practical training in our on-site, fully equipped commercial kitchen or simulated activities such as manual handling in our on-site ward.

CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT (DISABILITY)

This qualification provides the skills and knowledge required for entry in the Disability Services sector.

IMPACT provide training that combines theory with hands-on practical activities, plus a 120-hour Vocational Placement. Graduates of Certificate III in Individual Support (Disability) typically apply for work as:

- | | |
|------------------------------|------------------------|
| ▶ Disability support workers | ▶ Support workers |
| ▶ Personal care workers | ▶ Respite care workers |

CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT (HOME & COMMUNITY)

This qualification provides the skills and knowledge required for entry in the Home & Community sector. IMPACT provide training that combines theory with hands-on practical activities, plus a 120-hour Vocational Placement. Graduates of a Certificate III in Individual Support (Home & Community) typically apply for work as:

- ▶ Personal care workers
- ▶ Home care workers
- ▶ Support workers
- ▶ Respite care workers

CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT (AGEING)

This qualification provides the skills and knowledge required for entry in the Aged Care sector. IMPACT provide training that combines theory with hands-on practical activities, plus a 120-hour Vocational Placement. Graduates of a Certificate III in Individual Support (Ageing) typically apply for work as:

- ▶ Personal care workers
- ▶ Home care workers
- ▶ Support workers
- ▶ Respite care workers

SIT30616 CERTIFICATE III IN HOSPITALITY

This qualification provides the skills and knowledge useful for entry to the hospitality sector. Obtain your RSA (Responsible Service of Alcohol) Certificate & become a qualified Food Safety Supervisor. Graduates with a Certificate III in Hospitality typically apply for work as:

- ▶ Bar attendants
- ▶ Function hosts
- ▶ Waitpersons
- ▶ Restaurant hosts
- ▶ Kitchen hands
- ▶ Barista
- ▶ Short order cook



GROW - Skilling Queenslanders for Work (SQW)

GET SET FOR WORK (GS4W)

Service area: Bundaberg

The GS4W program delivers an individualised, wrap-around, supportive, community-based service and one-on-one case managed support to eligible people aged 15 to 19 years. The young adults receive the guidance and support needed to build personal resilience and make life choices which create positive life goals.

Support includes one-on-one assistance and group activities that contribute to skill development, goal setting & job ready skills, helping youth build effective networks in the community. The aim is to assist with participation in quality training and job search support to improve employment prospects.

GS4W offers training options for the participants to get “skilled up” to work in different work spaces, including:

- ▶ Cafés
- ▶ Bars
- ▶ Aged care facilities
- ▶ Disability services
- ▶ Community care settings
- ▶ Construction sites

WORK SKILLS CONSERVATION PROJECTS (GREEN GANG)

This is a 22-week traineeship Certificate I in Conservation and Land Management in Bundaberg

The Conservation Projects provide paid employment opportunities to eligible Queenslanders while at the same time funding projects that leave a visible and long lasting impact on social infrastructure and services in a local community. At IMPACT Community Services the traineeship, referred to as the Green Gang, may include projects that: create, repair and upgrade public spaces and facilities; undertake re-vegetation, regeneration and river or foreshore restorations.

Over the years, trainees have planted thousands of trees, erected fencing, installed irrigation, completed restoration projects, painted footbridges and installed protective cages for baby turtles. Recent projects they have worked on include:

- ▶ Baldwin Swamp wetland rehabilitation
- ▶ Mon Repos nature reserve
- ▶ Barolin nature reserve
- ▶ Elliott Heads foreshore
- ▶ Burnett Heads foreshore
- ▶ Riverview nature reserve
- ▶ Coonar wetland
- ▶ Hummock - Maureen Schmidt nature reserve
- ▶ Moore Park foreshore

YOUTH SKILLS (XTREME TURNABOUT)

Service area: Bundaberg

Youth Skills offers customised training to support young people aged 15–24 years who are engaged with Youth Justice Services or Queensland Corrective Services to gain nationally recognised skills and vocational qualifications up to and including a certificate III level.

XTREME Turnabout offers no pressure, no must dos, no obligations or requirements, just lots of help and support!

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. At IMPACT Community Services, this program offers a creative and dynamic approach to intervention, including:

- ▶ Xtreme activity days
- ▶ Job search assistance
- ▶ Learner-driver training
- ▶ Life skills development

GROW - Workfit

Service areas: Bundaberg and Hervey Bay

WORKFit’s ultimate goal is to provide participants with the tools to independently develop their skills and improve employability. This flexible program enables them to enter at any stage, depending on their needs.

WORKFit consists of four stages that utilise a unique blend of one-on-one support and technology. WORKFit aims to enhance individuals’ resilience and improve their prospects of acquiring and retaining their desired job. The areas WORKFit focuses on are:

- ▶ JOBHHelp - Ongoing support to maintain employment and ensure long-term job retention
- ▶ JOBScan - Digital resume evaluation and improvement for increased interview prospects
- ▶ JOBGym - Identification and acquisition of new skills to expand job opportunities
- ▶ ADAPTABLE - Resilience training to thrive in a dynamic work environment

All of our WORKFit services can be utilised in conjunction with other local employment providers or anyone seeking additional support.



PROSPER – Employment & Social Enterprises

At IMPACT Community Services our goal is to help more people transform their lives by enjoying the benefits of being part of the workforce. No matter what your story, IMPACT can provide you with the support and training you need.

Prosper -Employment

WORKFORCE AUSTRALIA

Service Areas: Bundaberg, Gin Gin & Childers

Through Workforce Australia, we create a personalised support plan and connect job seekers to a range of government initiatives to help them find work sooner.

We 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.

Our carefully tailored support includes:

- | | |
|---|--|
| ▶ Help looking for suitable jobs | ▶ Assistance with work-related items |
| ▶ Practical job search tools and training | ▶ Post-placement support to help you thrive at work |
| ▶ Referrals to jobs and employers in your local area | ▶ Support to complete Work for the Dole or other eligible activities |
| ▶ Work-ready skills and training, including short courses and work placements | |

NATIONAL PANEL OF ASSESSORS (NPA)

Service Area: Queensland

The National Panel of Assessors is part of the Department of Social Services' Disability Employment Services and provides a range of assessment services to support people with a disability in the workplace.

At IMPACT Community Services, our professional team conduct assessments across all the Employment Service Areas in Queensland. They determine the level of support an employee requires in the workplace.

Prosper - Social Enterprises

Each of IMPACT's social enterprises are run as independent businesses. By diversifying into commercial markets, IMPACT, as a not-for-profit organisation, can have a more



proactive and financially stable future. Profits made in these enterprises are used to support IMPACT's other support services, particularly where government funding is not available.

NEW IMAGE LAUNDRY (NIL)

NEW IMAGE Laundry (NIL) is one of the few successfully-operating social enterprises in the Wide Bay region supporting vulnerable people, and one of the few businesses whose profits go back into the local community.

NIL specialises in commercial linen services throughout Bundaberg and Hervey Bay, offering exceptional commercial laundry services and linent hire to various industries, including aged care, hospitals, medical practices, accommodation outlets, and other businesses.

Established as a reliable and trustworthy partner for over 250 businesses across the Wide Bay region, New Image Laundry has become a leading laundry service provider.

QUEENSLAND PROPERTY & LINEN SERVICES

Service area: Bundaberg

QPLS offers general cleaning services, property maintenance, handyman service and cleaning audits. These services are designed to help property owners and managers take the stress out of having to maintain a property.

QPLS is a single point of call for all home and building cleaning and maintenance requirements. NDIS eligible persons are also encouraged to utilise these services.

- | | |
|-----------------------------|------------------------------|
| ▶ General cleaning & audits | ▶ Domestic handyman services |
| ▶ Yard & garden maintenance | ▶ Linen services |

Material Recovery Facility (MRF)

IMPACT Recycling and Collections is an NDIS Support in Employment managed workplace in partnership with Bundaberg Regional Council. All of the waste from council's yellow-top bins is sorted at the facility on University Drive. IMPACT employs over 25 workers with disabilities under the NDIS Supports in Employment for the task.

The Recycling & Collections facility provides:

- | | |
|-------------------------------------|----------------------------------|
| ▶ Container Refund Point collection | ▶ Logistics services contractor |
| ▶ Processing services | ▶ Material recovery & processing |

The facility processes about 600 tonnes of recyclable waste weekly, equivalent to 40 council truck-loads. The content is hand-sorted, baled, and sold for creating new products. Besides offering valuable recycling services, the facility provides a supportive work environment where staff assist supported workers in skill development and training for a better life.

BUNDABERG DRUMMUSTER

IMPACT Community Services' Material Recovery Facility (MRF) drumMUSTER program offers a convenient and efficient solution for recycling used chemical containers in Bundaberg. IMPACT actively supports the collection and recycling of eligible containers, ensuring they are diverted from landfills and properly processed.

By participating in this program, individuals and businesses can contribute to a cleaner environment by responsibly disposing of containers used for agricultural and veterinary chemicals, ensuring they are recycled or safely destroyed.

NDIS SUPPORTS IN EMPLOYMENT

At IMPACT Community Services' Recycling and Collections (R&C) centre we employ over 25 workers with disability under the NDIS Supports in Employment.

We provide a supported work environment where our staff help individual workers identify areas to grow their skills and undertake any training they may need.



CONTAINER REFUND SCHEME (CONTAINERS FOR CHANGE)

Refund Points: University Drive, Bundaberg & Green Solutions, Windermere Rd Qunaba

As part of the Containers for Change program, IMPACT Community Services offer two Container Refund Points (CRP) where eligible containers are collected and sorted based on their material types. These containers are then transported to IMPACT's Material Recovery Facility (MRF) for processing.

The containers are then prepared for recycling before being sold to accredited recyclers who transform them into new containers and other products. With our commitment to recycling and circular economy principles, IMPACT Community Services plays a vital role in maximising the recovery and reuse of containers in our region.



PARTNER WITH US

Are you interested in joining the IMPACT team, either as an employee or business partner? You may be surprised at the scope of community involvement IMPACT has.

IMPACT is dedicated to supporting, developing, and empowering our people to be their best. Our team delivers services that genuinely make a difference in people's lives, and that fills us with immense pride.



IMPACT Office locations

BUNDABERG (HEAD OFFICE)

AGNES WATER

GIN GIN

CHILDERS

HERVEY BAY

KINGAROY

CONTACT

Recycling & Collections Centre

P: 07 4155 3411

78 University Drv., Bundaberg Q 4670

New Image Laundry

P: (07) 4152 6158

4 Inglis Crt, Bundaberg, Q 4670

ICHS - Discovery Coast

P: 07 4902 2000

2 Rafting Ground Rd, Agnes Water Q 4677

Kingaroy Support Services

FREE CALL: 1800 179 233

6/119 Youngman St, Kingaroy Q 4610

IMPACT Workforce Australia

FREE CALL: 1800 562 228

IMPACT Workforce Australia - Gin Gin

FREE CALL: 1800 562 228

Gin Gin Neighbourhood Centre

4 Dear St, Gin Gin QLD 4671

IFS Fraser Coast

FREE CALL: 1800 179 233

Hervey Bay Neighbourhood Centre

22 Charles St, Pialba Q 4655

WORKFit Fraser Coast

FREE CALL: 1800 179 233

Level 1, 69-73 Main St, Pialba QLD 4655

IMPACT

COMMUNITY SERVICES

Improving lives since 1978

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