

IMPACT

COMMUNITY SERVICES



2021 SERVICES GUIDE

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

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

As a charitable not-for-profit organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks.

By aligning our programs and services to the Live, Grow, Prosper continuum, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

Live, Grow, Prosper pillars

Live, Grow and 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; supports people to get a job in 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 people with mental health concerns and assisting NDIS participants to build independence and confidence is paramount here 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 the participant's specific needs.

NDIS

Helping NDIS participants build their independence is paramount at IMPACT Community Services. 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 Community Services strives to support our participants in reaching their NDIS plan goals.

We provide a range of personal & group activities which build life skills, including:

- | | |
|-------------------------------------|------------------------------|
| ▶ Fitness groups | ▶ Fishing |
| ▶ Cooking classes, workshop classes | ▶ Watching local music bands |
| ▶ Art & craft groups | ▶ Community Choir |
| ▶ Excursions to the beach | ▶ Hobby groups |
| ▶ 10-pin bowling | |

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.

At IMPACT Community Services we help with personal care, domestic assistance, social support, life skills development and services.

ATTENDANT CARE/PERSONAL CARE

Our personal care support assists people with disabilities to address daily personal care needs.

IN-HOME ACCOMMODATION SUPPORT

This helps build and retain personal 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.

MENTAL HEALTH SUPPORT

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

COMMUNITY CHOIR

The IMPACT Community Choir began in 2011 and now consists of more than 80 people who love to sing.

Our choir members are people with a disability or psychosocial barrier, support workers, volunteers and IMPACT staff and we meet each Wednesday at IMPACT to rehearse and learn new songs.

Australian Disability Enterprise (ADE)

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.

National Psychosocial Support Measure (NPSM)

NPSM referral service is only available in the South Burnett.

Psychosocial support services help people with severe mental health conditions to build skills to manage their mental wellness, improve their relationships with family and others, and increase social and economic participation.

The support is for people experiencing severe mental health conditions who are currently being managed in the primary care setting via a General Practitioner (GP) and/or a Psychiatrist.

Continuity of Support (CoS)

The Continuity of Support (CoS) Service provides support for clients who 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 and 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.

Mental Health Stepped Care Support

STREAM 1 - LOW INTENSITY STEPPED CARE

Servicing ages 18+

Stream 1 is a low intensity mental health service which forms part of a Stepped Care Approach. Low-intensity interventions are brief psychological interventions with reducing contact, together with a low intensity mental health worker.

The focus is on the presenting problem, and the low intensity mental health worker facilitates and supports the use of a range of self-help materials.

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

Servicing ages between 12-25

Stream 2 is 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 3 - UNDERSERVICED GROUPS STEPPED CARE

Servicing ages 18+

Stream 3 offers psychological services for underserved and hard to reach groups and consists of goal oriented psychological strategies that are of most therapeutic value to clients with common mental disorders of moderate severity.

STREAM 4 - CLINICAL CARE CO-ORDINATION

Available in the Discovery Coast only, servicing ages 18+

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.

Group Based Peer Recovery Support (GBPRS)

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)

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.

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)

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.

Children & Parenting Support (Positive Start)

IMPACT Community Services' Positive Start parenting program support service 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 increase participation of people in community life to enhance family and community functioning.

Positive Start 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 programs and 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. At IMPACT Community Services, we offer an excitingly diverse framework of wrap-around support services, not just a quick fix.

Community Navigator (CN)

IMPACT Community Services' Community Navigator program is tailored to help those who are eligible between the ages of 15-65+ with the support and guidance they need to overcome any of life's obstacles and achieve greater independence and wellbeing.

This program also focuses on building strong, resilient, cohesive and harmonious communities to ensure that individuals, families and communities within the Cashless Debit Card trial site, have the opportunity to thrive, be free from intolerance and discrimination, and have the capacity to respond to emerging needs and challenges.

Cashless Debit Card (CDC)

Indue has invited IMPACT Community Services to be a "Local Partner" and provide services for Indue in relation to the Cashless Debit Card program introduced by the Commonwealth Government.

As the Cashless Debit Card Local Partner, we provide free one on one support to residents of the Hinkler electorate. Our team assists individuals with navigating the setup of the card and ongoing support, through to referrals to other appropriate services such as financial counselling, accessing meals/food, housing and much more.

Community Visitors Scheme (CVS)

IMPACT Community Services' Community Visitors Scheme (CVS) 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 Burnett regions, it is aimed at enriching the quality of life of residents in isolation and providing a sense of connection for our volunteers.

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

Volunteer opportunities are available in Bundaberg, Monto, Gayndah, Childers and Gin Gin.

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 Services (ICHS)

Located in Agnes Water, 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

▶ Community Nursing Services

▶ Women's Health

▶ Child Health

▶ Skin Screening

▶ Hearing and Sight Services

▶ Mental Health Services

▶ Immunisation Programs

▶ Telehealth Services

Foundations for Life (FFL)

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.

Registered Training Organisation (RTO)

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. Currently we offer:

- ▶ Certificate 3 Guarantee
- ▶ JobTrainer

- ▶ Skilling Queenslanders for Work
- ▶ Fee for service

Students complete practical training in our onsite fully equipped Commercial Kitchen or simulated activities such as Manual Handling in our onsite ward.

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

CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT (DISABILITY)

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

At IMPACT Community Services we 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
- ▶ Personal care workers

- ▶ Support 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.

At IMPACT Community Services we 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 | ▶ Support workers |
| ▶ Home care 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.

At IMPACT Community Services we 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 | ▶ Support workers |
| ▶ Home care workers | ▶ Respite care workers |

Skilling Queenslanders for Work

GET SET FOR WORK (GS4W)

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. The aim is to assist with participation in quality training and job search support to improve employment prospects.

Support includes one-on-one assistance and group activities that contribute to skill development, goal setting & job ready skills. The program helps youth build effective networks in the community.

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

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

WORK SKILLS CONSERVATION PROJECTS (GREEN GANG)

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

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

YOUTH SKILLS (XTREME TURNABOUT)

Xtreme Turnabout supports young people who are engaged with Youth Justice or Queensland Corrective Services.

This program offers no pressure, no must do's, 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

PROSPER – Employment

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.

jobactive (JA)

At IMPACT Community Services our goal is to help more people transform their lives by enjoying the benefits of being part of the workforce. Through jobactive, we create a personalised 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
- ▶ Practical job search tools and training
- ▶ Referrals to jobs and employers in your local area
- ▶ Work-ready skills and training, including short courses and work placements
- ▶ Assistance with work-related items
- ▶ Post-placement support to help you thrive at work
- ▶ Support to complete Work for the Dole or other eligible activities

Transition to Work (TtW)

TtW is for youth & young adults aged 15 to 24 who need extra support on their journey to employment.

IMPACT Community Services helps find apprenticeships, work experience, work placements, traineeships and other job opportunities in the Bundaberg and Childers regions.

By partnering with Transition to Work, we've made it easy to find jobs and appropriate training for school leavers.

IMPACT provides young people with access to our strong network of employers. We also support them with:

- ▶ Identifying employment opportunities in the local area
- ▶ Developing practical skills to get a job
- ▶ Finding and participating in work experience placement opportunities
- ▶ Connecting with education or training
- ▶ Finding appropriate apprenticeships and traineeships
- ▶ Connecting with relevant local community services

National Panel of Assessors (NPA)

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 is one of the few successfully-operating social enterprises in town supporting people with disabilities, and one of the few successful businesses in town whose profits go back into the local Bundaberg community.

NEW IMAGE Laundry specialises in commercial and domestic linen services throughout Bundaberg and surrounding areas. We launder items following Australian Standards AS/NZS 4146.2000 using approved chemicals to ensure sanitisation.

NEW IMAGE Laundry serves the accommodation, hospitality, medical and allied health industries, specialising in uniform laundry and also offers a high-quality full linen hire service.

NEW IMAGE Laundry offers:

▶ Commercial Laundry Services

▶ Commercial Linen Hire

▶ Domestic Laundry Services

Recycling and Collections (MRF)

IMPACT Recycling and Collections is an Australian Disability Enterprise managed 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 20 workers with disabilities under the Australian Government's Australian Disability Enterprise (ADE) for the task.

The Recycling & Collections facility provides:

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

Each week the facility processes about 40 council truck-loads of recycling. This equals about 600 tonnes of recyclable waste. The content is hand-sorted, baled and sold to be made into new products.

The facility not only provides a valuable recycling service to the Bundaberg community but provides a supported work environment where our staff help supported workers identify areas to grow their skills and undertake any training they may need to improve their lives.

CONTAINER REFUND SCHEME (CRS)

IMPACT Community Services was successful in winning three contracts under the Container Refund Scheme (CRS) – refund point, processor and logistics contracts.

The scheme has required some significant changes to processes and infrastructure, and has resulted in the creation of a number of new jobs.

BUNDABERG DRUMMUSTER

IMPACT Community Services' Material Recovery Facility (MRF) drumMUSTER provides Australian agricultural and veterinary chemical users with a recycling pathway for eligible empty agvet chemical containers. Our staff collect containers that have been used for agricultural chemicals and process them to be recycled into usable products.

AUSTRALIAN DISABILITY ENTERPRISE

At IMPACT Community Services' Recycling and Collections (R&C) centre we employ over 25 workers with disability under the Australian Government's Australian Disability Enterprise (ADE).

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.

Work or partner with us

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

We have built strong foundations in our community and with your help we can make them even stronger.

At IMPACT, we support, develop and empower our people to be the best they can. Our people deliver services to the community that make a real difference in people's lives. That makes us proud!

Volunteer with us

Opportunities to volunteer, grow your skills, make friends and have a good time are available at IMPACT. If you have a little spare time, why not try:

- ▶ Community Visitors Scheme (CVS); make friends with a lonely aged person
- ▶ Community Choir; to assist our team on performance and rehearsal days
- ▶ General Maintenance; at IMPACT's Community Centre or our Disability Services House

We truly value our volunteers and welcome you all. Our community needs you!

Employ through us

We make recruiting staff simple! Finding staff for you is our job, so we know what you need to make it work. Employ today with confidence.

Personalised, efficient and effective - that's the way we work at IMPACT. You can expect our services to offer you:

- ▶ Free, no-hassle recruitment services
- ▶ A good understanding of the local labour market
- ▶ Assurance that we'll match staff suitably to your position
- ▶ Personalised service with a dedicated Workforce Solutions Consultant
- ▶ Wage assistance for eligible candidates
- ▶ Ongoing support

IMPACT
COMMUNITY SERVICES

Improving lives since 1978

108 Bargarra Rd, Bundaberg Q 4670

Phone: 07 4153 4233

Free Call: 1800 179 233

IMPACT.ORG.AU