

# Join the IMPACT Team



*IMPACT Community Services supports people who may be experiencing disadvantage, poverty or exclusion.*

*Through our programs and services, we help individuals and families to build resilience, reconnect with the community and reach their full potential.*

*The charitable organisation started in 1978 and today has some 180 employees.*

*Our people are our greatest asset. They enjoy making a difference in the community and actively contribute to IMPACT's vision, mission, values, policies and procedures.*

*In return, our staff are provided significant employment benefits and enjoy a culture of collaboration. We believe in 'growing our own' and leveraging collective genius to find new ways to think big, experiment and solve shared problems.*

*If you are passionate and driven to energise, engage and inspire others, we'd love to hear from you!*

**Tanya O'Shea**  
Managing Director

## LIVE, GROW & PROSPER with IMPACT Community Services

- 9-day fortnight
- Bonus day off on your birthday
- Flexible work arrangements
- Salary sacrifice
- Mentoring
- 2hrs paid per month to volunteer for a worthy cause of your choice
- Free confidential counselling for you and your family through EAP
- Opportunities for advancement with our 'internal first' approach to hiring
- Professional development with regular inhouse learning and external coaching
- Tertiary study assistance towards course costs up to \$1000 per year
- Gain experience in other IMPACT departments and projects
- Rewards and gifts of appreciation, performance and achievement
- Private health insurance discounts for you and your family
- Support to quit smoking
- A culture of self-care
- Industry placements to keep your knowledge and experience up to date
- Professional membership reimbursement to stay up to date with best practice
- IMPACT reimburse staff for Working With Children (Blue Card) and NDIS Worker Screening cards once probation is passed

LIVE

GROW

PROSPER



MEET ANTON RANGER

When asked what makes IMPACT Community Services stand out from other employers, Anton Ranger responds with just one word: “positivity”. In his line of work, so-called ‘burn out’ is common.

“Some days as a disability support worker are hard, but the people - staff and participants – make it enjoyable to come to work every day,” Mr Ranger said.

“There is real camaraderie here; a friendly banter between staff. Managers have an open door policy and we are encouraged to debrief and talk openly in a confidential setting.

“We know we can drive out of here and leave it all behind at the end of the day, and pick it up in the morning.”

He said staff and clients were made to feel like they’re part of a team.

“I get a real kick out of seeing how much participants have achieved in 12 months and then helping them set new goals,” Mr Ranger said.

“There is a culture here at IMPACT that says all goals are worth pursuing. While some people may say certain outcomes are unrealistic for our participants, we see the value in the process.

“A drivers licence, for example: it may not be possible for all clients to attain the plastic card in their wallet at the end of the day, but we can help them learn road rules and develop comprehension skills. We can be a shining light to steer them in the right direction to reach their full potential.”

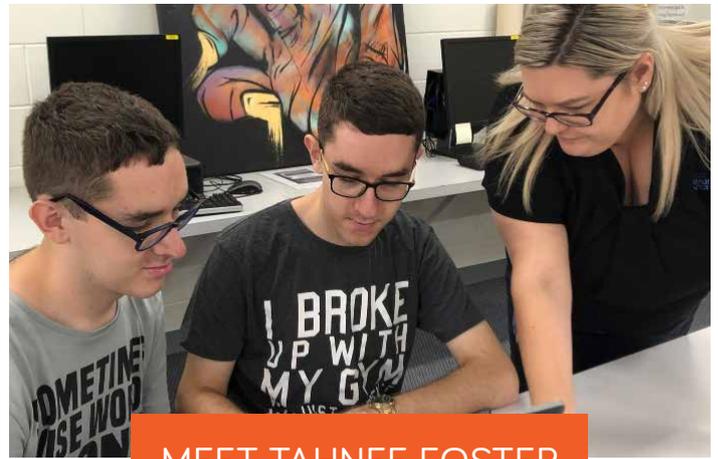
Mr Ranger said staff were encouraged to follow their individual interests and strengths at IMPACT.

“I’ve played in bands most of my life, and enjoy being involved in the IMPACT Community Choir. And at various times they’ve called on my previous work experience to contribute to other programs and teams,” he said.

The father of four had a varied career interstate and overseas in radio, aged care and remote indigenous services before his search for a better lifestyle led him to IMPACT.

“Bundaberg ticked all the boxes – great outdoor lifestyle, affordable and not too populated, but with all the amenities,” Mr Ranger said.

“Working at IMPACT, with a nine day fortnight and family first policy, has given me work-life balance.”



MEET TAHNEE FOSTER

From a young age, Tahnee Foster’s dream was to become a youth worker. She had been working at IMPACT Community Services’ Gin Gin office as a Job Active employment consultant when she was given the opportunity to transfer to Bundaberg.

“I enjoyed the variety of working in a dual role, as training assistant and community work skills facilitator, but I wanted to help young people before they get to employment services,” Ms Foster said.

“Sometimes it’s the basic building blocks they’re missing, such as knowing what’s appropriate to wear to a job interview. More often than not, there are serious issues preventing young people from getting a job – like housing, personal safety or confidence.”

Ms Foster said her colleagues and the management team at IMPACT encouraged her to apply for a youth worker position and formalise her practical skills with a qualification.

“Flexible work hours and paid study leave enabled me to study Certificate 4 in Youth Work while working full time,” she said.

“I have been supported to progress through the organisation, and collaborate with different departments and programs. We are a big family; I love the team.”

Tahnee now helps about 30 young people a year through the Get Set for Work program.

“The thing I enjoy most about my role at IMPACT is seeing kids develop confidence professionally and personally,” she said.

“A lot of the kids I work with may be very shy, have behavioural issues, troubles at home, or problems with substance abuse.

“There is nothing more rewarding than helping them grow, feel safe, achieve a reliable income and have a stable home. It’s wonderful to help people become secure, and I get to do that as a job.”