

IMPACT NEWSLTR

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JANUARY /
FEBRUARY
2024

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EXPLORE ISHAR MULTICULTURAL WOMEN'S HEALTH CENTRE

But what exactly is ISHAR? Well, ISHAR Multicultural Women's Health Services is more than just a health center. It's a sanctuary that embraces women from all walks of life and cultural backgrounds. Find out more inside!

EXCITING NEWS FROM IMPACT SERVICES!

READ MORE INSIDE



FROM THE LEFT: DARJA KRAGT, MARNI ALLEN, FRANCOISE WARD, CHANTELLE DELLA-BONA, RENEE LAMB, AND MAUREEN MACDONALD
FRONT LEFT: NICOLE MOORE, PETRO DEVERNEUIL AND KATHRYN MAWDESLEY
ABSENT: DANIELLE CLARKE AND STEVIE PATERSON

**WE ARE THRILLED TO ANNOUNCE THE SUCCESSFUL
COMPLETION OF OUR FIRST 'MY LEADING IMPACT'
2023 LEADERSHIP PROGRAM!**

'MY LEADING IMPACT' 2023 LEADERSHIP PROGRAM

In partnership with Dr. Darja Kragt from the Leading Lab, this transformative journey aimed at empowering leaders and fostering a deep understanding of the responsibilities that come with effective leadership.

Our participants, comprised of Managers, Team Leaders, and Senior Consultants, have showcased dedication and wonderful growth throughout this enriching 6-month program. Individual coaching sessions and interactive workshops were tailored to promote the essential skills and qualities vital for effective leadership within our business.

Through this program, our leaders have cultivated a strong foundation, refined their leadership ability, and embraced the ethos of impactful leadership within our growing business.

Congratulations to all our leaders who have completed this remarkable program! Your commitment and enthusiasm have been the driving force behind the success of 'My Leading Impact,' and we look forward to witnessing the continued impact you will make at Impact Services.

A CHRISTMAS STORY

Impact staff worked tirelessly over Xmas to make sure that Xmas was special for those kids that may be in foster care.



ANITA MORGAN, GAIL LANE, AZLINA ASMAD, TERRI ASH, VERA BOWMAN, GEMMA FEENEY & ANNELIZE SCHOEMAN

CERTIFICATE IV – EMPLOYMENT SERVICES

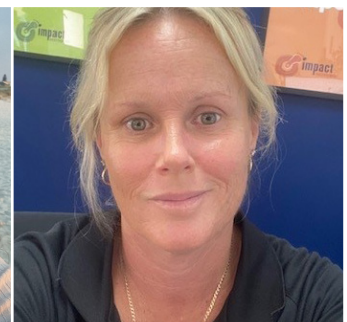
We are delighted to congratulate Marni Allen, Tanya Conway, Renee Lamb and Nikki Moore for successfully completing their Certificate IV in Employment Services in the final quarter of 2023!

This accomplishment reflects their commitment to professional development and their dedication to living our Impacts CORE values. As a team, we love seeing our people grow and thrive!!

Great work Marni, Tanya, Renee and Nikki! We're grateful to have you on board and look forward to your continued growth at Impact.



MARNI ALLEN



NIKKI MOORE



RENEE LAMB



TANYA CONWAY

GOOD NEWS STORIES

Here at Impact Services, we have so many good news stories we would love to share however some clients would prefer not to discuss their barriers so this edition we would love to show off about our clients' successes and the great employers that give them a chance.

Joondalup Office

One of the early clients at the Joondalup site struggled initially with attitude and difficulty cooperating with the Career Consultants (CCs).

He frequently missed job search requirements and arrived late for appointments, displaying agitation. Despite past experiences of being let down and unpaid work, compounded by personal challenges including breakups and childcare responsibilities, the client persisted.

Over time, he showed improvement and positivity during appointments, eventually securing full-time employment with a gold mining company, which he sees as a long-term prospect. He is now content and fulfilled in his current role.

Mirrabooka Office

Our client, a determined young man, was diagnosed with autism last year but remained undeterred in his quest for employment independence. Despite initial shyness, he gradually gained confidence with support from Impact Services.

Refusing to switch providers, he diligently searched for job opportunities and secured a Yard Hand role with the help of Impact Services. His employer, one of the world's largest mineral drilling contractors, supported him by allowing his support worker during the initial settling period.

Within weeks, he progressed so well that he purchased an e-scooter with his savings from the job. Now, almost three months into his role, he continues to excel, showcasing the power of determination, support in overcoming challenges.

Split Set Mining Systems

We are thrilled to share the inspiring journey of one of our clients who has been with Impact since the beginning. A member of the First Nations community, he faced some issues but remained determined to secure employment. Through discussions about job options and fines, he attended sessions at Outcare and engaged in Allied Health programs.

A turning point came when we connected him with Split Set Mining Systems who valued attitude over resumes or qualifications. The company offered to train individuals as machine operators and was open to giving anyone a chance. Despite challenges, including a two-hour walk to the interview due to transportation issues, the client's determination impressed the company.

Although initially unable to start due to ID issues, the company held the position for the client, who eventually obtained the necessary documents. Three months later, with their support, the client began working and quickly proved himself. They took him under his wing, arranging transportation and supporting him in his role.

This heartwarming success story showcases the power of determination, supportive employers, and the positive impact of our programs in empowering individuals to achieve their goals. Without the support of the employer our client could not have achieved such a great result.

Split Set Mining Systems in Perth, WA, stands out as an exceptional employer known for giving individuals from diverse backgrounds, including our clients, a chance at employment. They have branch offices all over Australia and prioritize attitude over qualifications and are willing to provide training for roles like machine operators.

With their supportive approach and commitment to offering opportunities to those who may face barriers elsewhere, Split Set Mining Systems demonstrate a commendable dedication to fostering inclusivity and empowering individuals to succeed in the workforce.



BUNURU NOONGAR SEASON



Image designed by
Ségolène Savoye de Puineuf

The Noongar Season 'Bunuru' is represented by the colour orange and is the hottest time of the year. Bunuru is the hottest time of the year with little to no rain. Hot easterly winds continue with a cooling sea breeze most afternoons – if you're close to the coast.

Traditionally this was, and still is, a great time for living and fishing by the coast, rivers and estuaries. Because of this, freshwater foods and seafood made up major parts of the Noongar people's diet during Bunuru.

Bunuru is also a time of the white flowers with lots of white flowering gums in full bloom, including jarrah, marri and ghost gums.

Another striking flower to look out for is the female zamia (*Macrozamia riedlei*). Being much larger than its male counterpart, the huge cones emerge from the centre of the plant with masses of a cotton wool like substance.

As the hot and dry weather continues, the seed cones change from green to bright red, indicating they're ripening and becoming more attractive to animals, particularly the emu, that will eat the toxic fleshy outer layer.

MEET GAYLE MURTAGH: OPERATIONS AND ALLIED HEALTH MANAGEMENT PROFESSIONAL

Meet Gayle Murtagh, a seasoned professional with a distinguished career spanning operations, budgetary performance, strategic direction, contractual obligations and servicing, and Allied Health management.

With an unwavering commitment to enhancing the lives of clients and a knack for establishing activation/contact centres and fostering Allied Health in Employment Services, Gayle has consistently delivered excellence throughout her professional journey.

In her current capacity as Operations Manager at Impact Services, Gayle channels her expertise towards integrating the delivery of Allied Health services and Workforce Australia with the organisation's overarching vision.

She assumes a pivotal role in charting the strategic direction, ensuring steadfast adherence to contractual obligations, and upholding operational excellence.

Before her tenure at Impact Services, Gayle spent an impressive 16 years as the Operations Manager at atWork Australia.



GAYLE MURTAGH

What do you love about your job?

Where do I begin? I am extremely passionate about Employment Services, love working with teams to achieve both contractual and organisational goals.

Impact allows me to be innovative, work with the teams to make change.

When you are not working where can we find you?

Cooking and hanging out with my family and friends.

What is your favourite saying?

Pick your battles.

What is your favourite food?

Italian

EXPLORE ISHAR MULTICULTURAL WOMEN'S HEALTH CENTRE

In February, the vibrant atmosphere of ISHAR Multicultural Women's Health Centre in Mirrabooka welcomed Impact Services Allied Health Team to a unique meet and greet session. This event, hosted between Impact Services & ISHAR's Team, aimed to foster connections between community service providers and female participants, particularly those facing language barriers or in need of interpreter services for medical and allied health appointments.

But what exactly is ISHAR? Well, ISHAR Multicultural Women's Health Services is more than just a health center. It's a sanctuary that embraces women from all walks of life and cultural backgrounds.

With a mission to provide inclusive, holistic, and culturally sensitive services for women and their families, ISHAR warmly welcomes individuals of any sexual orientation, anyone identifying as a woman, and those assigned female at birth. Their commitment to promoting healthy communities is evident in their LGBTQIA+-friendly approach.

organise such events with various community service providers. These gatherings serve as invaluable opportunities for attendees to familiarise themselves with the organisation and its extensive array of services.

Speaking of services, ISHAR offers an impressive range of support options, including GP services, psychologists, dietitians, social workers, and counselors. Their offerings extend to Women's Health, Family & Domestic Violence support, Empowering Youth initiatives, Mental Health services, Community Education, Social Support, Advocacy, and various exercise classes throughout the year.



NINA RODRIGUES (ALLIED HEALTH PRACTITIONER AT IMPACT), KIM DUONG (CLIENT SERVICES DELIVERY MANAGER AT ISHAR) & MATTHEW STEWART (ALLIED HEALTH PRACTITIONER AT IMPACT)

One of the most remarkable aspects of ISHAR's services is their accessibility. For Medicare card holders, all services are provided free of charge, making crucial healthcare accessible to all. Additionally, for those without Medicare benefits, the costs are kept minimal, ensuring that financial constraints don't become barriers to receiving essential care.

Exciting news also comes with the opening of ISHAR's new branch in Cannington. This expansion promises quicker service provision, particularly beneficial for female participants who can travel to access these facilities.

In summary, ISHAR Multicultural Women's Health Centre stands as a beacon of inclusivity, offering a comprehensive range of free or low-cost services tailored to the diverse needs of women and their families. Whether it's healthcare, support, or empowerment, ISHAR is there, ensuring that no woman is left behind.

For more information about ISHAR and its services, visit their website or contact them directly. Let's continue to support organisations like ISHAR as they work tirelessly to build healthier, happier communities for all.

HOW MANY ABORIGINAL EMPLOYEES DO WE HAVE RIGHT NOW?

36
Indigenous
Employees

Total Staff
108

72
Non-Indigenous
Employees

Employee numbers as of January 2024

GREAT SOUTHERN DEADLY JOBS AND CAREERS FORUM 2024 – SAVE THE DATE!

Due to the ongoing success of our annual event, we are excited to advise you the date has been set for Great Southern Deadly Jobs and Careers Forum 2024.

Our event is gaining momentum each year and is becoming an integral opportunity for businesses, training organisations, service providers and agencies to showcase their training, employment and career pathways to the students and community of the Great Southern region.

Last year we had over 20 exhibitors and over 300 students and community members attend - we're hoping you will help make this year's event even bigger!

Please keep an eye out for further information, including sponsorship packages in the not-too-distant future.

We're looking forward to seeing you there!

**GREAT SOUTHERN DEADLY JOBS
& CAREERS FORUM 2024**

**WEDNESDAY 5TH JUNE
ALBANY RETRAVISION STADIUM**

CREW WE WORK WITH!

You may remember Cobey Brader our hard working printer undertaking his charity motorbike ride last year.

Well the group of charity riders raised more than 26K was raised for the kids Cancer Support group by riding off road from Mundaring to Albany on customised postie motorcycles.

Cobey would like to thank all event sponsors along with everyone who donated and stay tuned as they prepare for the launch of The Mundal 1000 charity Ride for Kids Cancer Support Group in 2024.



GUILDERTON ON A TRIAL RUN

APPRENTICESHIPS

Jayson Pickett Commenced his Apprenticeship with Ventia's SKAO project as a first-year Electrical apprentice. Jayson is a single dad who has just gained his driver's licence and brought his first car whilst starting his apprenticeship. Jayson is working tirelessly to be a role model for his young son.



JASON AT WORK

Violet Heffernan-Backshell commenced her Apprenticeship as a FIFO Electrical apprentice flying into regional WA on Ventia's SKAO project building the largest telescope in the southern hemisphere. Violet is an incredibly driven young lady who has completed her pre-apprenticeship in Electrical. Violet is excelling in all aspects of her Apprenticeship and leading the way for young women in the industry.

When asked what Violet loves about her work she says

"Being able to travel for work and having the privilege to experience and explore parts of Australia I have not yet seen. Also knowing I am also able to speak up about things that make me comfortable and being supported".



VIOLET AT WORK

WORK AND DEVELOPMENT PERMIT SCHEME (WDP)

The Work and Development Permit Scheme is a partnership between the Department of Justice, Legal Aid WA, and the Aboriginal Legal Service of Western Australia.

Impact Services are one of several sponsors for this WDP scheme.

Here are some of our stats since Impact Services began as a sponsor.

- Total permits Lodged: 58
- Permit Hours: 1216
- Recorded Hours: 476
- Debt Cleared: \$31,804.00
- Drivers Licences restored: 13

Fines can be worked off via number of ways. If you, or someone you know think they could benefit from this service, please reach out to us and we can help with advice.



Government of Western Australia
Department of Justice



Work and Development
Permit Scheme

In hardship? Can't pay your court fines?

Ignoring fines won't make them go away.

You may be able to apply for a Work and Development Permit to clear your fines by doing activities in place of paying the amount owed.



To find out more visit www.justice.wa.gov.au/wdp or contact 9235 0235 (from mobile phones) or 1300 650 235 (from landlines).

PROMOTIONS

We are excited to share some exciting news that reflects the exceptional talent and dedication within our team. We are pleased to announce the well-deserved promotions of Alana Wille and Nicole Torrance.

Alana Wille has continued to strive to always provide an excellent service and make an impact on her jobseeker's lives. Her quiet, calm supportive manner has endeared her to jobseekers who speak highly regarding the level of service she provides. In recognition of her hard work, Alana has been promoted to the position of Senior Career Consultant for our Mirrabooka Workforce Australia office.



ALANAH WILLE

Likewise, Nicole Torrance supports jobseekers with energy and passion and her impact is evident with what jobseekers achieve with her guidance. She strives to always do her best and transfers this energy to those she case manages. In recognition of her hard work, Nicole has been promoted to the position of Senior Career Consultant for our Joondalup Workforce Australia office.

Please join us in congratulating Alana and Nicole on their well-deserved promotions. These advancements are a testament to their commitment to excellence and the positive impact they have had on our team.

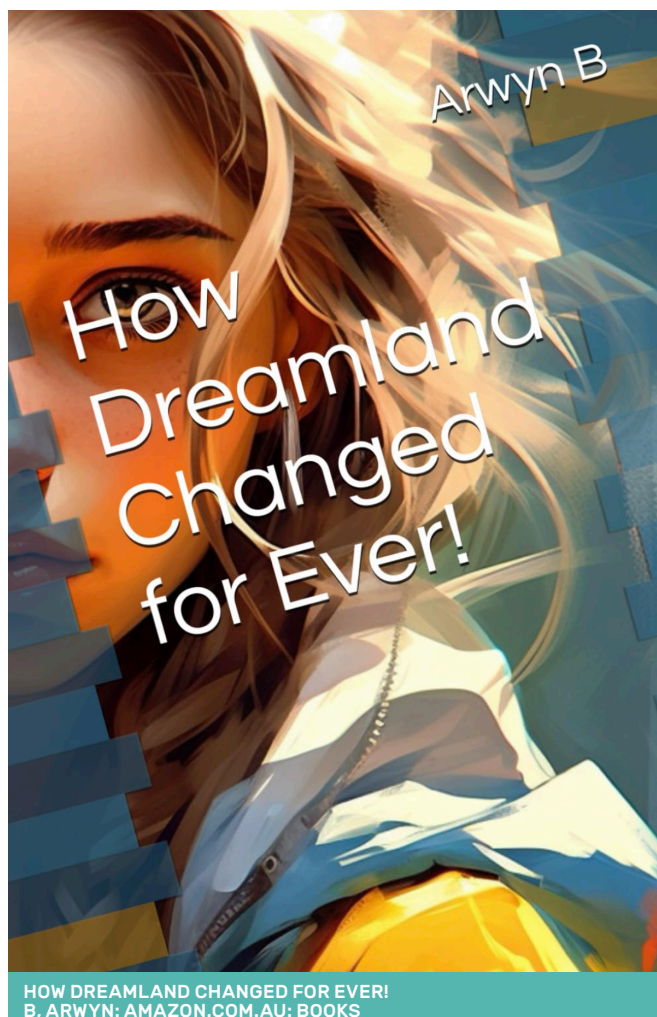
COOL STUFF OUR IMPACT KIDS DO...

Shyla is 11yrs old and the daughter of our Stevie Paterson – Project Manager in Albany. Last October Shyla wrote a book called – **How Dreamland Changed for Ever** targeted at an 8-18 yr old audience.

When asked what inspired her to write the book she advises “I had a dream about it and thought it was a great idea for a book, and some is based on a friend’s own life story.

The first story took me around three days and the second took four and half days, with multiple editing with myself, my mum, and my favourite teacher Mr Blechynden. It wouldn’t have been published without him”.

The book is available from Amazon on Kindle or paperback. Congratulations Shyla – cannot wait to see what you do next!



HAPPY VALENTINES DAY @ IMPACT SERVICES

Perth Impact Services sites celebrated their love for their team members with a morning tea for Valentines Day.

Staff wore red or pink and brought in love themed food.

It's always lovely to show appreciation to each other and what better day to do this.



SLEEP AND RECUPERATION



TIPS FOR HANDLING STRESS (PART 4 OF 4)

Recent research has highlighted the importance of having sufficient, regular, good quality sleep so we can function effectively in our busy lives and help to maintain strong, robust immune systems.

Nine hours a day is the standard health professionals suggest, while realising that for many people, because of multiple competing demands, this is often difficult to achieve.

The importance of short “nana naps” cannot be underestimated, as well as short, still “zone out times” during the day to help us to refresh our brains and bodies.

If we review our sleep pattern there are probably some small things we can do to make our routine healthier – and we’re likely to then be surprised by the difference they make.

It is worth formulating your own list of practical, healthy, accessible, common-sense ways to soothe your bodies and mind, so you can get optimise times of rest and rejuvenation.

Call us on 1800 818 728

Whatever the nature and extent of your concern, feel free to call us. We are available 24/7 to provide immediate help for urgent matters.

Some useful tips

- Aim to go to bed at a similar time as often as you can so you can have enough hours to help repair and heal the body from the stressors of the previous day.
- Spend a quiet period immediately prior to turning in to help your body and mind settle.
- A warm bath or shower before bed can trick the body into calming down, loosening.
- Get to know your body and the effects of alcohol, spicy food and other stimulants too close to your bed time.
- It is preferable to keep your bedroom as distraction - free zones - no internet, phones, TVs, iPads etc.
- Darkening the room so your body automatically prepares itself for rest can be helpful
- If listening to music, keep the volume low enough and the type of music soothing enough, so you are likely to drift off.
- If you regularly wake up during the night and have difficulty falling back to sleep, remember that it may help to get up, have some water or a soothing tea, sit and gaze at the stars or quietly breathe, rather than lying in bed tense and frustrated that you are awake. Once we notice you are feeling more soothed and settled return to bed.
- Some people find it helps to read for a while or have a shower before trying again. It is to do with interrupting the pattern of tension and trying something different that may help to soothe your mind and body.

PEOPLE AND CULTURE CONTRIBUTION

We are delighted to introduce our new team members!

MANAHIL SHAHBAZ
TRAINEE CAREER
CONSULTANT

Midland Workforce
Australia Office



SAVANAH TAMBLING
TRAINEE CAREER
CONSULTANT

Mirrabooka Workforce
Australia Office



CAROLINE MURRAY
ADMINISTRATION
OFFICER

Joondalup Corporate
Australia Office

BELINDA HOPKINS
JOBS AND SKILLS
CAREER DEVELOPMENT
OFFICER

Albany Office

JASMINE MONGER
TRAINEE CAREER
CONSULTANT

Midland Workforce
Australia Office

UPCOMING AWARENESS DAYS

- | | |
|---------------------|--|
| 13 Feb | Anniversary of National Apology to Australia's Indigenous Peoples.
National Apology Day is an anniversary of the Australian Government's apology to First Nations peoples who were forcibly removed from families |
| 21 Feb | International Mother Language Day
Recognising the role linguistic diversity plays in development, intercultural dialogue, building inclusive knowledge societies, preserving cultural heritage, and strengthening cooperation |
| 1 Mar | Zero Discrimination Day
An opportunity to recognise the right of everyone to live a full and productive life, live with dignity, and create a movement to end all forms of discrimination |
| 8 Mar | International Women's Day
Recognising the cultural, political and socioeconomic achievements of women. This year's theme is 'Invest in women: Accelerate progress' |
| 15 to 21 Mar | Harmony Week WA
An opportunity to celebrate cultural diversity in Western Australia |
| 21 Mar | National Close the Gap Day
An opportunity to bring together Australians to create more equitable conditions for First Nations peoples. This year's focus is on drawing attention to health issues experienced by First Nations peoples |
| 31 Mar | Transgender Day of Visibility
Recognising gender diverse people, and welcoming visibility and inclusion of gender diverse people on their terms |

OUR OFFICES

Midland

T099 Midland Gate Shopping Centre
Entrance off The Crescent
Midland WA 6056
Free call: 1800 749 325
Phone: 08 6458 0652

Mirrabooka

Tenancy 7, 8 Sudbury Road,
Mirrabooka WA 6061
Free call: 1800 862 106
Phone: 08 6458 0651

Joondalup

Unit 3 & 4, 40 Central Walk
Joondalup WA 6027
Free call: 1800 862 105
Phone: 08 6458 0650

Albany

59 Peels Place
Albany WA 6330
Phone: 08 9841 0255



Impact Services
aim to reduce their
carbon footprint in
2024. Please find
our QR Code for the
latest newsletter

www.impactservices.com.au

If you would like an article or a good news story
in this newsletter please email the editor at
lesley.clemens@impactservices.com.au

