

# IMPACT NEWSLTR

## #10

SEPT -  
NOVEMBER  
2024

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### PARTNERING FOR SUCCESS

One of our key partners in this endeavour is genU training, a leading training organization dedicated to empowering individuals through education and skill development. Find out more inside!



## RIO TINTO - ATAL WORK READY PROGRAM

MORE INSIDE!

RIO ATAL WORK READY PROGRAM PARTICIPANTS

# IMPACT SERVICES ARE PROUD TO HAVE BEEN AWARDED ONE OF THE RIO ATAL WORK READY PROGRAMS IN MIDLAND.

The program aims to equip participants with skills for ongoing employment in diverse job sectors and industries, tailoring its approach to meet each individual’s unique needs and aspirations.

ATAL comprises of an 18-week work readiness training, with the first 6 weeks outside of the gate, leading to 12 weeks inside the gate for those participants looking for a role within Rio Tinto. At the completion of the 18 weeks, participants can transition to ATAL-nominated roles and receive continued support during their employment.

This is a fantastic course and we kicked it off with a smoking ceremony, delicious spread featuring kangaroo stew, chicken curry and rice, and finished it off with damper and Johnny cakes. A huge thanks to Uncle Pat for the mean feed—it was a real treat for the crew!

Our participants are fully engaged and motivated, and we’re absolutely loving the time we spend with them.

The participants also had a visit to the Rio Tinto Operations Centre, thanks to the generous support of Superintendents Alison Gillett and Danny Clark, Advisor Indigenous Support Rianne Ware and guest speakers Ash Ward and Kashayla Austin for facilitating the tour. The group was given an exclusive tour, which included an in-depth look at the Operations Centre.

The participants were deeply inspired by the experience. They toured the control room and visited the various hubs, gaining valuable insights into Rio Tinto’s operational processes and technologies. This opportunity provided a comprehensive overview of the company’s operations, offering a unique perspective on the industry



PARTICIPANTS ENJOYING LUNCH



PARTICIPANTS EXPERIENCING VIRTUAL REALITY



PARTICIPANTS GROUP PHOTO

# WE DID IT! CELEBRATING OUR WINS AT THE ALBANY CHAMBER AND INDUSTRY AWARDS

Impact Services recently won the Albany Chamber and Industry Award for Business with Over 10 Employees, and our very own CEO, Kerry Fry was awarded the Business Person of the Year award!

Our dedication, hard work, and commitment have been recognised at the highest level.

These awards are a testament to the strength and quality of our team and our commitment to changing people's lives through quality service excellence. Winning the Business with Over 10 Employees award highlights our organisation's leadership in the industry and our impact on the community.

Additionally, the Business Person of the Year award recognises outstanding individual leadership and vision—qualities that inspire us all every day.

Thank you to the Impact team for their hard work, passion, and dedication. Each of them plays a vital role in our achievements, and these honours belong to every one of us.

Let's keep up the great work as we continue to create lasting change in the community.



AWARDS ATTENDEES



KERRY'S SPEECH



STEPHEN, KERRY AND HHG MATTHEW LILLY



GROUP PHOTO AT THE AWARDS



STEPHEN AND KERRY AT THE AWARDS

# PARTNERING FOR SUCCESS: IMPACT SERVICES AND GENU

At Impact Services, our mission is to create meaningful employment opportunities and foster community growth. We believe in the power of collaboration to achieve these goals. One of our key partners in this endeavour is genU training, a leading training organization dedicated to empowering individuals through education and skill development. genU training has worked in collaboration with Impact Services since the inception of the Workforce Australia contract. Both organisations share similar and aligned values largely based around supporting individuals to be the best versions of themselves through support and education.

## A SHARED VISION FOR COMMUNITY IMPACT

genU shares our commitment to enhancing the lives of individuals and strengthening communities. With a rich history of providing innovative and inclusive training programs, genU has been a vital partner in helping us equip our clients with the skills they need to succeed in the workforce. genU originated in Geelong, VIC in the 1950's as a non for profit – profit for purpose organisation committed to help support people in their local community. Fast forward to 2024 and genU training as part of genU has established itself as one of the leading registered training organisations across Australia in the employment services sector.

## TAILORED TRAINING PROGRAMS

genU's expertise in developing customized training solutions has allowed us to provide our clients with relevant, practical skills that are directly applicable to the job market. From vocational courses to professional development workshops, our collaboration ensures that participants receive high-quality training that sets them up for success. It has been a pleasure to support Impact Services on their own journey in working with them to create specific and tailored programs for not only their participants but also their staff.

genU training has delivered industry specific Conflict Management and Personal Safety Training to all the WFA frontline staff for Impact Services across Joondalup, Mirrabooka and Midland. The training is hands on and extremely practical including several role-played scenarios performed by genU staff and the participants. This allows staff to experience the emotional response conflict creates in the human body and then the skillsets to then manage them accordingly.

Impact also invested in their staff with implementing Mental Health First Aid for their staff as well. Mental health affects all walks of life and does not discriminate. This training allowed the Impact staff to strengthen their knowledge of mental health and has put them in a better position to be able to support people who are struggling with mental health as well as manage their own.

For WFA participants we have been part of several pre-employment programs and delivered training ad hoc to support this process as well as delivering our short course skill set training with the Retail Service Experience, C.A.F.E Food and Beverage Essentials and Pick Packing Warehousing.



NICOLE MOORE AND GENU TRAINING



GENU TRAINING GROUP PHOTO

# GOODNEWS STORY

Impact Services has teamed up with Palmerston once again to support young Aboriginal teens facing challenges in their personal and schooling lives. This initiative aims to enhance the participants learning, foster positive attitudes towards others, improve their outlook on life and cultivate their standing in the community. By doing so, we hope to develop and improve their future employment prospects and promote a happier, healthier lifestyle.

A key component of our program is connecting the group with their culture and heritage. Elders and respected Aboriginal community members join with the group to share their wisdom on traditional Aboriginal laws including connection to Country and traditional fishing and hunting practices.

Our program runs one day a week for eight weeks, culminating in a three-day camp where the teens are able to put their new perspectives and skills into practice.

To be able to attend the camp, participants agree to a few simple rules:

- Attend school for at least three days each week.
- Show respect to each other and the community.
- Actively participate in all activities.
- Have fun!

The results of this program have been remarkable. Those who actively participated in the program had a noticeable increase in attendance at school, discovered skills they were unaware they possessed, have an improved respect and understanding of others and gained valuable insights into themselves, their culture, and their community.

Most importantly, they've forged valuable connections for their futures and discovered numerous ways to lead happier, healthier lives, steering clear of boredom and harmful behaviours.



MASON, DEREK FROM PALMERSTON, BELDON, DEVON, AND RYLIE



CLIFTON, MASON, DEVON, AND BELDON EXPLORING THE TREE TOP WALK



DANNY FROM IMPACT SERVICES, KYRELL, BELDON, DEVON, CLIFTON, MASON, AND DERECK FROM PALMERSTON



BELDON WITH HIS CATCH

# EMBRACING KAMBARANG



Image designed by  
Ségolène Savoye de Puineuf

As we transition into the Noongar season of Kambarang, we find ourselves in a time of remarkable change and natural beauty. Kambarang, which typically spans from September to November, is a season that invites us to celebrate the wonders of growth and renewal in the natural world. Let's explore the significance of Kambarang and how we can connect with its essence.

## A Season of Growth and Renewal.

Kambarang is often referred to as the season of birth and renewal in the Noongar calendar. During this time, the land awakens from its winter slumber, and there is a palpable sense of life returning to the environment. As temperatures rise, the days grow longer, and the land bursts forth with new growth, Kambarang reminds us of the resilience and vitality of nature.

### *Wildflowers in Bloom*

One of the most striking features of Kambarang is the explosion of wildflowers across the landscape. These vibrant and diverse blooms adorn the earth with a breathtaking tapestry of colours. Noongar people have a deep connection to these wildflowers, and they play a significant role in their cultural practices. It's a time when the land generously offers its beauty for all to admire.

### *Connecting with Kambarang*

As we embrace Kambarang, we can take inspiration from the Noongar people's deep connection with the land. It's a season that encourages us to witness the beauty of nature's rebirth and to reflect on our own renewal and growth.

Consider spending time in nature, taking leisurely walks to admire the wildflowers or simply basking in the warmth of the sun. Engage in activities that help you connect with the land, such as gardening or outdoor picnics. Kambarang invites us to appreciate the cycles of life and the interconnectedness of all living things.

### *Honouring Indigenous Wisdom*

Kambarang is not only a season of physical renewal but also a time to honour the wisdom of Indigenous cultures, like the Noongar people, who have lived in harmony with the land for generations. Their deep respect for the environment and their sustainable practices serve as a valuable lesson for all of us.

# WE'RE THRILLED TO WELCOME MICHAEL STEVENS

AS OUR NEW OPERATIONS MANAGER FOR THE PERTH METRO REGION!

Michael is a dynamic leader who knows how to get teams motivated and exceeding expectations.

With nearly 25 years of experience in Retail, Sales, and the last 10 years in Employment Services, Michael is all about results and leadership. He's got a real passion for coaching and mentoring, which has helped teams turn things around and help teams hit their targets. We're excited to have him on board!

Michael has got a solid track record in leading strategic initiatives, managing staff effectively, and making sure everything runs smoothly. He's also contributed to tender submissions and grant applications, helping his previous organisation grow and thrive. With his collaborative spirit, attention to detail, and customer-focused approach, we're confident Michael will help Impact Services reach new heights in the Perth Metro region.

## Workforce Australia

Employment Services

Delivered by  
Impact Services



MICHAEL STEVENS

### What do you love about your work?

What I love most about my work is witnessing our teams make a real difference in people's lives every day. Whether we're helping individuals build their skills or finding and negotiating employment opportunities for them, we have the chance to make a meaningful impact and support their growth. It's incredibly rewarding to be part of such transformative work—what's not to love about that?

### What do you like doing in your spare time?

In my spare time, I like to hang out with my family, cook, go camping, or just unwind and relax. It's all about enjoying downtime and doing things I find fun.

### What is your favourite saying?

You miss 100% of the shots you don't take. - Wayne Gretzky

### What is your favourite food?

All things Mexican

# IMPACT SERVICES WELCOMES PETER TALIANGIS

## AS OUR NEW BUSINESS DEVELOPMENT MANAGER

Peter brings a wealth of experience in business development, strategic management, and sales leadership. With a Master of Business Administration and extensive qualifications in marketing and finance, Peter is well-equipped to drive Impact Services' growth. His core competencies range from real estate sales and property management to government funding and sponsorship acquisition, making him a versatile leader with a proven track record of success across diverse industries.

Peter's career highlights include managing property portfolios, generating millions in sales, and growing revenue streams for major organisations like Swan Districts Football Club and the Perth International Arts Festival. His expertise in strategic relationship building and marketing will be invaluable as he works to expand Impact Services' partnerships and business opportunities.

We are excited to have Peter's entrepreneurial flair and leadership skills on board to help us achieve our future goals.



- Labour Hire
- Apprentice and Traineeship recruitment
- Cultural awareness and inclusion training
- Cultural safety training
- Cultural consultancy
- Pre employment programs



PETER TALIANGIS

### What do you love about your work?

Getting to truly understand the needs of an organisation and provide a pathway to their success.

### What do you like doing in your spare time?

Swimming and watching sport (live or on TV)

### What is your favourite saying?

Presentation is everything

### What is your favourite food?

Grilled Fish



# GREAT SOUTHERN NOONGAR FESTIVAL

Impact Services recently attended the City of Albany Great Southern Noongar Festival held in the centre of the Albany's CBD. Multiple stall holders attended the event to showcase local Aboriginal art, services, food and cultural exhibits. Activities from the yarning circle around a fire with local elders through to damper making and young dancers performing vibrant cultural dances.

We meet with local community members providing them with insights to our services, advice and information on job and career opportunities. It was great to meet with students who were looking for apprenticeships and traineeships in the Great Southern and surrounds. It was a spectacular day celebrating culture, connection, and community.



IMPACT SERVICES AT NAIDOC FESTIVAL



NAIDOC FESTIVAL



NOONGAR BOYS DANCE



NOONGAR GIRLS DANCE



NOONGAR GIRLS DANCE



NOONGAR BOYS DANCE

# CELEBRATING OUR CAREER STARS

At this year's Deadly Jobs and Careers expo we presented the Impact Service Dedication Award to Shae-Anne Flugge and Monique Krakouer. We recently met up with them and delivered a brand-new laptop to Shae-Anne and an iPad Pro to Monique to help them with their studies and further career development.



TANYA, MONIQUE KRAKOUER AND BELINDA



TANYA, LEXIE MORTIMER, SHAE-ANNE FLUGGE, BELINDA, AND SHIRLEY BADGER

# EXCITING HIGHLIGHTS FROM THE WELD AUSTRALIA EVENT AT SKILLHIRE!

On August 22nd, Belinda, Tanya, and Nick had the fantastic opportunity to attend the Weld Australia event hosted by Skillhire, where they witnessed the impressive Soldamatic Welding Simulator in action.

The Soldamatic Welding Simulator is a game-changer for both aspiring and seasoned welders. It allows students and jobseekers to experience welding without the usual hazards—there's no sparks, no burnt clothes, and no wasted resources.

For experienced welders, it's an excellent tool to hone their precision skills. The simulator offers an incredibly realistic experience. When you look through the welding mask, it appears as if you're performing a real weld.

After completing a weld, the Soldamatic provides a detailed readout of the weld's quality, helping users improve their technique.

The event was filled with excitement and friendly competition. Belinda made history by performing the fastest weld ever recorded on the Soldamatic, while Nick focused on achieving the perfect weld.

Overall, the event was a resounding success, showcasing the future of 'virtual' training and skill development.



NICK EXPERIENCING VIRTUAL REALITY WELDING



BELINDA EXPERIENCING VIRTUAL REALITY WELDING

# CELEBRATING OUR TEAM'S SUCCESS AND ANNOUNCING EXCITING CHANGES

At Impact Services we recognise that our remarkable success to date would not have been possible without the unwavering dedication, hard work, and contributions of our exceptional team members.

Their commitment has driven us to new heights, and as we look to the future, we are committed to continuing this momentum by fostering further growth and achieving business excellence across all our business streams.

In response to our team's invaluable feedback and our sustained growth, we are thrilled to announce some key changes within our organisation. These changes will enhance the way we operate and structure our teams, ensuring that we remain agile and responsive in a dynamic business environment.

Specifically, we will be introducing significant updates to our Recruitment and Contracting Divisions as well as our Employment Division (Workforce Australia).

We understand the importance of keeping our staff informed throughout this transition. Rest assured, we will provide regular updates and insights into these changes, ensuring transparency and collaboration every step of the way. We are eager to share more details with you in our upcoming newsletter.

Thank you for being a part of our journey. Together, we will continue to drive innovation, excellence, and success in everything we do.

Stay tuned for more exciting updates!



# MINDFULNESS AT WORK

**Mindfulness has become a popular term in corporate psychology, but do we truly grasp its meaning? And if we do, do we recognise the numerous benefits it can bring to our professional lives?**

One way to understand mindfulness is to see it as a method for being present and focused in our daily activities. It enables us to enhance our awareness of ourselves, our surroundings, and how these elements interact. The reason mindfulness practices have gained such prominence is that these focus techniques often lead to a sense of well-being and an increased awareness, rather than operating on autopilot. Most of us know about focusing on the breath but there are lots of little things you can do as part of your workday!

Want to give it a try? Here are some examples from AccessEAP ([www.accesseap.com.au](http://www.accesseap.com.au))

- Walking between meetings and taking the opportunity to be aware of our surroundings in terms of what we see, what we hear, and what we feel.
- Being present when interacting with a colleague in a meeting. This may mean allowing ourselves to focus fully on the message of our colleague and not getting distracted by other sounds in the room, or thoughts.
- Taking time to eat lunch mindfully. Pay attention to the taste, the textures, and the smells of the food we are eating.



# CELEBRATING WELLNESS IN SEPTEMBER: IMPACT WELLNESS COMMITTEE'S LATEST INITIATIVE!

We're committed to fostering a workplace that prioritises wellness—especially during busy periods. As we move through September, we're focusing on practical ways to help our team manage mental fatigue and anxiety in the office, ensuring that everyone feels supported and empowered to perform at their best.

## ***Managing Mental Fatigue and Anxiety***

It's no secret that when deadlines are looming and to-do lists are growing, stress levels can rise. Even when we know the tasks aren't life-threatening, the pressure can trigger real anxiety. That's why we're taking steps to address these challenges head-on, promoting mental health awareness and introducing simple practices that make a difference. Early recognition is key. Mental fatigue can sneak up on us, often showing itself in subtle ways like irritability, trouble concentrating, or even physical symptoms like headaches. Recognizing these signs early is crucial, and we're encouraging our team to be mindful of how they're feeling throughout the day.

## ***Practical Solutions for Success***

We're also introducing some practical tools to help manage the day-to-day pressures:

- **Set Realistic Expectations:** No one can do everything at once. We're reminding staff to prioritize tasks and feel confident discussing workloads with their managers when needed. It's not about avoiding work—it's about setting ourselves up for success.
- **Identify Your Triggers:** Understanding what sparks anxiety, whether it's a deadline or the pressure to meet high standards, can be empowering. We're encouraging employees to take control by identifying and addressing these triggers.

## ***Practical Tips for Day-to-Day Relief***

In addition to breathing exercises, we're sharing easy-to-implement strategies that can help reduce stress throughout the day:

- **Break Tasks Into Manageable Steps:** Avoid feeling overwhelmed by dividing projects into smaller, more manageable pieces.
- **Time Blocking:** Dedicate focused time for high-priority tasks, free from distractions.
- **Check in with Yourself:** Regularly assess your mental state and take a few deep breaths when needed. It's okay to step back when things feel overwhelming.

## ***The Power of 4-7-8 Breathing***

A key part of our wellness focus is teaching the 4-7-8 breathing technique, which helps activate the body's relaxation response. This technique, which can be done in just a few minutes, has been proven to calm the mind and reduce anxiety.

How to Do It:

- 1 - Sit with your back straight and exhale completely through your mouth.
- 2 - Inhale quietly through your nose for a count of 4.
- 3 - Hold your breath for a count of 7.
- 4 - Exhale completely through your mouth for a count of 8.
- 5 - Repeat the cycle four times.



# FINES FORGIVENESS

Impact Services are a sponsor for Fines Forgiveness. What does this mean to you?

It means every hour you spend with us doing some form of engagement such as: career guidance, resume writing, job applications, training or courses, allows us to reduce your court fines by \$70 an hour.

To date we have removed \$37,000 worth of fines from our clients which has allowed 13 people to get their licences returned to them. If you believe this may affect you or a family member then give us a call and see if we can help you.

## 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: 79
- Permit Hours: 1464
- Recorded Hours: 564
- Debt Cleared: \$46,310.00
- 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.

### THE ECONOMIC VALUE IMPACT SERVICES HAS GENERATED

The total values to the end of June 2024



Government of Western Australia  
Department of Justice

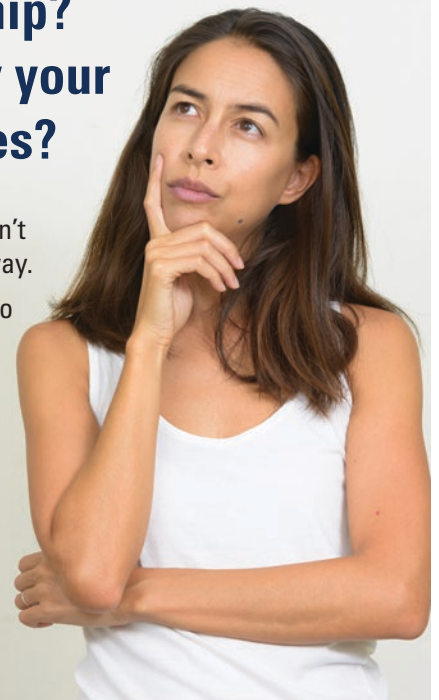


Work and Development  
Permit Scheme

### 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](http://www.justice.wa.gov.au/wdp) or contact 9235 0235 (from mobile phones) or 1300 650 235 (from landlines).

# PEOPLE AND CULTURE CONTRIBUTION

We are delighted to introduce our new team members!



**ALLISON BERVELING**  
GUIDANCE CONSULTANT



**BRODIE STOREY**  
FIELD OFFICER



**CHERIE DICK**  
GUIDANCE CONSULTANT



**DALLAS SINCLAIR**  
SKILLS DEVELOPMENT  
CONSULTANT



**GARTH HILTON**  
TEAM LEADER



**JOANNE THOMAS**  
SKILLS DEVELOPMENT  
CONSULTANT



**LOUISE CAMPBELL**  
AUDIT OFFICER



**MICHAEL STEVENS**  
OPERATIONS MANAGER



**PETER TALIANGIS**  
BUSINESS  
DEVELOPMENT  
MANAGER



**SARITA ABBOTT**  
GUIDANCE CONSULTANT

## WELCOME BACK

**KAY LINDSAY**  
EMPLOYER  
ENGAGEMENT  
CONSULTANT

**MURIAL TE TAI**  
RECEPTIONIST

## UPCOMING AWARENESS DAYS & EVENTS

12 September	R U OK? Day
10 September	World Suicide Prevention Day
10 October	World Mental Health Day
5-12 October	WA Mental Health Week
16 October	International Pronouns Day
16 October	International Day for Tolerance
November	November
19 November	International Men's Day
25 November	International Day for the Elimination of Violence against women
28 November	World Compassion Day

# CONNECT WITH US

## 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

## Business Development Contact

Peter Taliangis  
St Georges Terrace, Perth WA 6330  
Phone: 0466 949 225  
Email: peter.taliangis@impactservices.com.au

## 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](http://www.impactservices.com.au)

