

## IMPACT Community Services

 Location  
Hervey Bay Neighbourhood Centre  
22 Charles Street  
Pialba

 Phone  
 [\(07\) 4153 4233 or 1800 179 233](tel:(07)41534233)

 Email  
[mail@impact.org.au](mailto:mail@impact.org.au)

 Website  
<https://www.impact.org.au/>

 NDIS Supplier  
Yes

 Applicable Ages  
0-12, 12-18

 Inclusions  
All

### Service Areas

Children Services

Family Services

Mental Health Services

Youth Services

### Opening hours

|           |                 |
|-----------|-----------------|
| Monday    | 8:00AM - 5:00PM |
| Tuesday   | 8:00AM - 5:00PM |
| Wednesday | 8:00AM - 5:00PM |
| Thursday  | 8:00AM - 5:00PM |
| Friday    | 8:00AM - 4:30PM |
| Saturday  | Closed          |
| Sunday    | Closed          |

#### Intensive Family Support Services (IFS)

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

#### Family Mental Health Support Services (FMHSS)

## IMPACT Community Services

IMPACT Community Services' FMHSS supports families with children and young people under 18 who are at risk of or affected by mental health issues. They offer counselling, education, crisis intervention, and help navigating the mental health system. No formal diagnosis is needed to access services. Priority is given to vulnerable groups, including Indigenous and culturally diverse families, those in the child protection system, and young people transitioning from out-of-home care. Referrals can come from any source, including self-referrals, and an initial screening ensures FMHSS is the right fit.