



**tasc**  
creating solutions  
together

# TASC

## Services Booklet



# Our vision is Social Justice for All.

Our mission is to provide legal, advocacy and social services to vulnerable and marginalised members of our communities. To provide a voice and support our clients through creating solutions together.

**TASC Toowoomba was founded in 1982 as a small legal service for disadvantaged people. Today, TASC is a large innovative not for profit organisation delivering legal, advocacy and social services across Toowoomba, Ipswich, Roma and South West Queensland.**

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# Ipswich Community Legal Service

## **The Program/Service**

The Ipswich Community Legal Service provides generalist consultation, advice and referral services with a focus in Civil and Family Law. The service provides access to qualified solicitors who can explain your legal rights and obligations, and outline various options and steps you can take to solve your legal problem.

## **Service area**

Ipswich and Region

## **Are you eligible for this service?**

Vulnerable or marginalised members of the community, subject to a general assessment and eligibility criteria and a conflict of interest check, are eligible for this service.

## **What does the service provide?**

Free legal advice and assistance in generalist legal matters, with a focus on Civil Law and Family Law including consultation, advice and referrals to private solicitors or other avenues of legal or advocacy assistance; help with the preparation of court documents and the provision of self-help material to assist people who need to represent themselves in court.

## **How do I access services?**

Contact us for an appointment. Ph: 07 3812 7000

## **Cost of service**

We provide free advice and representation to eligible clients.

**Funded By:** Department of Justice and Attorney-General and the Legal Practitioners Interest on Trust Account Fund.

# Toowoomba Community Legal Service

## **The Program/Service**

The Toowoomba Community Legal Service provides consultation, advice and referrals in generalist legal matters, with a focus on Civil and Family Law, in addition to providing Legal and Advocacy support to clients with a disability facing the Criminal Justice System. The service provides access to qualified solicitors who can explain your legal rights and obligations, and outline various options and steps you can take to solve your legal problem.

## **Service area**

Toowoomba and Region

## **Are you eligible for this service?**

Vulnerable or marginalised members of the community, subject to a general assessment and eligibility criteria and a conflict of interest check, are eligible for this service.

## **What does the service provide?**

Free legal advice and assistance in generalist legal matters, with a focus on Civil and Family Law (with the exception of Property Settlements).

Service includes initial consultation, advice, referral to private solicitors or other avenues of legal assistance; help with the preparation of Court documents and the provision of self-help material to assist people who need to represent themselves in Court.

## **How do I access services?**

Contact us for an appointment **Ph: 07 4616 9700**

## **Cost of service**

We provide free advice and limited representation to eligible clients.

**Funded By:** Department of Justice and Attorney-General and the Legal Practitioners Interest on Trust Account Fund.

# Roma Community Legal Service

## **The Program/Service**

The Roma Community Legal Service provides initial consultation, advice and referrals in generalist legal matters, with a focus on Civil and Family Law, in addition to providing Legal and Advocacy support to clients with a disability facing the Criminal Justice System. The service provides access to qualified solicitors who can explain your legal rights and obligations, and outline various options and steps you can take to solve your legal problem.

## **Service area**

Roma and Region

## **Are you eligible for this service?**

Vulnerable or marginalised members of the community, subject to a general assessment and eligibility criteria and a conflict of interest check, are eligible for this service, subject to a conflict of interest check.

## **What does the service provide?**

Free legal advice and assistance in generalist legal matters, with a focus on Civil and Family Law (with the exception of Property Settlements).

Service includes initial advice, referral to private solicitors or other avenues of legal assistance; help with the preparation of Court documents and the provision of self-help material to assist people who need to represent themselves in Court.

## **How do I access services?**

Contact us for an appointment **Ph: 07 4523 6600**

## **Cost of service**

We provide free advice and limited representation to eligible clients.

**Funded By:** Department of Justice and Attorney-General and the Legal Practitioners Interest on Trust Account Fund.

# Ipswich Family Relationship Centre

The Ipswich Family Relationship Centre is a joint venture between TASC Ipswich, The Ipswich Family Relationship Centre and South West Brisbane Community Legal Centre.

## **The Program/Service**

Free individual legal advice and group information sessions on parenting issues and limited Family Law matters.

## **Service area**

Ipswich and Region

## **Are you eligible for this service?**

Vulnerable or marginalised members of the community, subject to a general assessment and eligibility criteria and a conflict of interest check, are eligible for this service.

## **What does the service provide?**

Individual legal advice on parenting issues

Information sessions in conjunction with Ipswich Family Relationship Centre

## **How do I access services?**

Contact Ipswich Family Relationship Centre for an individual appointment or group session on **07 3423 6958**.

## **Cost of service**

We provide free advice and representation to eligible clients.

## **Contact details**

Phone: **07 3423 6958**

**Funded By:** Australian Government Attorney-General's Department

# Toowoomba Family Relationship Centre

The Toowoomba Family Relationship Centre is a joint venture partnership between TASC, The Toowoomba Family Relationship Centre and Legal Aid Queensland.

## **The Program/Service**

Free individual legal advice and group information sessions on Parenting issues and limited Family Law matters.

## **Service area**

Toowoomba and Region

## **Are you eligible for this service?**

Vulnerable or marginalised members of the community, subject to a general assessment and eligibility and a conflict of interest check, are eligible for this service.

## **What does the service provide?**

Individual legal advice on parenting issues.

Information sessions in conjunction with Toowoomba Family Relationship Centre

## **How do I access Services?**

Contact Toowoomba Family Relationship Centre for an individual appointment or group session on **07 4699 5444**.

## **Cost of Service**

We provide free advice and representation to eligible clients

## **Contact details**

Phone **07 4699 5444** or **1300 348 248**

**Funded By:** Australian Government Attorney-General's Department

# Disability Law Project

## **The Program/Service**

The Disability Law Project provides free legal services to adults and children with a mental health illness, intellectual disability or impairment and/or acquired brain injury, who face criminal charges or who have been charged by Police and are to appear before either the Magistrate's Court or the Children's Court.

## **Service area**

Toowoomba, Ipswich and Region

## **Are you eligible for this service?**

Any adult or child with a mental illness, intellectual disability or impairment and/or acquired brain injury, who faces criminal charges or who has been charged with a criminal offence, subject to a conflict of interest check.

## **What does the service provide?**

Limited legal representation for people with a mental health illness, intellectual disability or impairment and/or acquired brain injury, who have been charged with a criminal offence.

Eligible clients may be assisted in summary trials in the Toowoomba Magistrate's Court of Queensland (in respect of capacity and fitness for trial issues).

## **How do I access Services?**

Self-referral

Referral by a family member, friend or allied person

Referral from any professional working in this sector

Contact us for a Toowoomba appointment on **07 4616 9700**

Contact us for an Ipswich appointment on **07 3812 7000**

## **Cost of Service**

We provide free advice and representation to eligible clients

**Funded By:** Legal Practitioners Interest on Trust Account Fund



# Seniors Legal and Support Service

## **The Program/Service**

The Seniors' Legal and Support Service provides legal and support services for seniors concerned about or affected by elder abuse, mistreatment or financial exploitation.

## **Service area**

Ipswich, Toowoomba and region

## **Are you eligible for this service?**

Our services are tailored towards older people (60 years and over) who are at risk of and/or experiencing elder abuse or financial exploitation, subject to a conflict of interest check.

## **What does the service provide?**

Information, advice and support regarding elder abuse or exploitation in addition to information and referrals. Service also includes short term counselling and representation in Court or before Tribunals in certain circumstances.

## **How do I access services?**

Contact us for an appointment **Ph: 07 4616 9700**

## **Cost of service**

We provide free advice and limited representation to eligible clients.

**Funded By:** The Department of Communities, Child Safety and Disability Services

# Queensland Social Justice Centre

## **The Program/Service**

The Queensland Social Justice Centre is a web based resource that focuses on issues of Social Justice and addresses areas of Criminal Law, Disability Law and Disability Advocacy. It is a practical guide for lawyers and other persons working with people with a mental illness, an intellectual disability and/or acquired brain injury facing charges in the Criminal Justice System.

## **Service area**

Queensland

## **Are you eligible for this service?**

This web-based portal is available to anyone, particularly defendants, support workers, families and professionals working with defendants with relevant disabilities in the criminal justice system in Queensland.

## **What does the service provide?**

Legal information, advice and support to persons with capacity issues facing the Criminal Justice System. Limited representation is also available.

Advocacy Services and support for clients; Advocacy information for support staff, family members and professionals working in the sector

## **How do I access services?**

Through our hotline: **1300 008 272**

Through our website: **[www.qsjc.com.au](http://www.qsjc.com.au)**

## **Cost of service**

Free

**Funded By:** Legal Practitioners Interest on Trust Account Fund

# Rural Womens Outreach Legal Service

## **The Program/Service**

The Rural Womens Outreach Legal Service provides free legal advice, referrals and information to women in rural and remote areas of South West Queensland.

## **Service area**

South West Queensland

## **Are you eligible for this service?**

All women in rural and remote South West Queensland are eligible for this service subject to a general assessment and eligibility criteria, subject to a conflict of interest check.

## **What does the service provide?**

Initial advice and referral for divorce, parenting, Criminal Law matters, child support, domestic violence, child protection, Civil Law, Consumer Law, in addition to neighbourhood disputes and consumer credit problems. The service provides face-to-face meetings and video conference by appointment.

## **How do I access services?**

Contact TASC or your local Neighbourhood or Community Centre for Face-to-face, telephone, video conference or TTY appointment.

## **Cost of service**

We provide free advice and representation to eligible clients.

**Funded By:** Australian Government Attorney-General's Department

# Disability Advocacy and Regional Disability Advocacy

## **The Program/Service**

The Regional Disability Advocacy Service advocates for justice and equity in the lives of people with a disability. This is done by speaking, writing and acting for the individuals to ensure needs are being met and rights are upheld in the wider community. The service strives to empower and encourage individuals and communities to advance the interests of people with a disability and their families.

## **Service area**

Toowoomba and South West Queensland

## **Are you eligible for this service?**

Our services are provided to people with a disability or mental illness, subject to a conflict of interest check.

## **What does the service provide?**

Individual advocacy services.

Encouragement for individuals and communities to advance the interests of people with a disability and their families

A network including individuals and organisations to advocate against unfair and unjust actions effecting the lives of people with a disability.

An effective, efficient, flexible and accountable service that evolves, works out and reflects advocacy principles and practices

## **How do I access services?**

Self-referral

Referral by a family member, friend or allied person

Referral from any professional working in the sector

## **Cost of service**

We provide free advice and limited representation to eligible clients.

**Funded By:** The Department of Communities, Child Safety and Disability Services

# Community Managed Mental Health Program

## **The Program/Service**

The Community Managed Mental Health Program is a collaborative interagency model involving approved non-government service providers (Queensland Health and the Department of Communities) that brings together clinical and non-clinical supports to improve the quality of life of people eligible for the Program.

## **Service area**

Toowoomba and region

## **Are you eligible for this service?**

Only Community Managed Mental Health Program clients, as identified by Queensland Health, are eligible for this service.

## **What does the service provide?**

Comprehensive advocacy to assist people funded under Community Managed Mental Health Program to move from Queensland Health extended treatment facilities to sustainable community living.

## **How do I access services?**

Through authorised referral agents only.

## **Cost of service**

We provide free advice and limited representation to eligible clients.

## **Contact details**

Phone TASC on 07 4616 9700 or 1300 008 272

Funded By: Queensland Health

# Queensland Statewide Tenant Advice and Referral Service - QSTARS

## **The Program/Service**

QSTARS provides all Queensland renters with high quality, free, independent tenant advisory services that will assist tenants to manage and sustain their tenancy.

## **Service area**

Toowoomba and South West Queensland

## **Are you eligible for this service?**

Our services are provided to people that live in a rental property (private or public housing) or rooming accommodation, subject to a conflict of interest check.

## **What does the service provide?**

Advice and assistance to understand tenancy rights and responsibilities and support to resolve tenancy issues. The service also helps tenants talk to their lessor or agent and assists with writing letters or filling in tenancy forms. QSTARS provides assistance for the preparation of a QCAT tenancy tribunal hearing and our Advocates can attend these tribunal hearings as a support person.

## **How do I access services?**

All Queensland renters can telephone QSTARS on **1300 744 263** for free advice. You will receive expert advice and assistance and may be referred to a regional QSTARS office for further support.

## **Cost of service**

We provide free advice to eligible clients.

**Funded By:** The Queensland Department of Housing and Public Works and is managed by Tenants Queensland.

# Community Legal Education Program

## **TASC hosts the Family Law Clinical Placement Project annually in partnership with the University of Southern Queensland (USQ).**

The Project provides an invaluable opportunity for Family Law students to develop practical legal skills by engaging directly with clients facing social disadvantage in Toowoomba and South West Queensland under the supervision of TASC's qualified legal practitioners.

Students are assessed on their ability to interact with clients, undertake legal research and draft legal correspondence and documents.

Students may be invited to attend community legal education presentations such as the Family Law Information session delivered at the Family Relationship Centre in addition to stakeholder meetings.

Students are introduced to other local practitioners, professionals and other service providers working within the area of Family Law.

Students also gain exposure to other legal and advocacy services provided by TASC.

**Funded By:** Australian Government Attorney-General's Department

# Forms Clinic - Ipswich and Toowoomba

## **The Program/Service**

This free service commenced in Toowoomba and Ipswich in response to a need to assist people to complete forms.

We can also provide referrals to our Lawyers and Advocates for advice and assistance.

## **Service Area**

Ipswich and Toowoomba Regions

## **Who is eligible for this service?**

Vulnerable or marginalised members of the community, subject to a conflict of interest check.

## **What to bring to an appointment**

All relevant paperwork, forms or other related information.

Clients are also welcome to bring a support person to the appointment.

## **How to access the service**

In Ipswich, contact us for an appointment on **07 3812 7000**.

In Toowoomba, contact us for an appointment on **07 4616 9700**.



# Free Legal Service

## Night Clinics

### **The Program/Service**

The Free Night Clinics are held in Toowoomba on Monday nights and Ipswich on Wednesday nights. The Monday Night Clinic in Toowoomba provides an initial consultation in family law ONLY. The Wednesday Night Clinic in Ipswich provides an initial consultation in family, civil and generalist law. Consultation at both clinics is provided by private qualified solicitors and occur on a fortnightly basis.

Refer to our website for dates and times.

### **Service Area**

Toowoomba, Ipswich and Region

### **Who is eligible for this service?**

People unable to afford a private legal practitioner or obtain Legal Aid assistance, subject to a conflict of interest check.

### **What to bring to an appointment**

All relevant paperwork, forms or other related information. People are also welcome to bring a support person to their appointment.

### **Cost of service**

Free

### **How to access the service?**

Contact us for a Monday Night Clinic appointment in Toowoomba. **Ph: 07 4616 9700**

Contact us for a Wednesday Night Clinic appointment in Ipswich. **Ph: 07 3812 7000**

# University Of Southern Queensland (USQ)

## Student Consultation Clinics

### **The Program/Service**

The USQ Student Consultation Clinic provides free advice and information referrals to students in general matters with a focus on civil, family, criminal/traffic and generalist areas of law.

The Clinic is located at USQ The Hub. Please check our website for dates and times.

### **Service Area**

Toowoomba USQ Campus

### **Who is eligible for this service?**

Students of USQ unable to afford to see a private legal practitioner or obtain Legal Aid assistance, subject to a conflict of interest check.

### **What to bring to an appointment**

All paperwork, forms or other related information. People are also welcome to bring a support person to the appointment.

### **Cost of service**

Free

### **How to access the service?**

Check our website at [www.tascnational.org.au](http://www.tascnational.org.au) for updates

Contact us for an appointment. Ph: 07 4616 9700

# Our Values

## **Dedication**

We are dedicated to the cause of social justice and our actions, thoughts and efforts focus first and foremost on this.

## **Open, Honest and Respectful Communication**

We communicate openly, honestly with fairness, respectfulness and dignity. The people we connect with at TASC won't always remember what we said or did, but they will remember how we made them feel - we strive to make that a positive memory.

## **Innovation and Adaptability**

In a changing landscape, we stay on our toes in being innovative and adaptable to meet and overcome the challenges we face in delivering social justice and we are not afraid to take educated risks to achieve great things.

## **Collaboration**

We respect and welcome the opinions of all and value the diversity that each and every one of us brings to the team.

## **Client Focused**

**We are here for our clients above all else – as marginalised people in our community, our clients are the ones who need us to be at our best every day.**

## **Driven and Tenacious**

We show persistence in achieving outcomes that we know are right and do so in an ethical manner that engenders respect from all involved.

## **Accountability**

Each of us is willing to be held accountable for our actions (and inactions) and demonstrate pride in our commitment.

## **Balance**

We give a lot to others every day and believe in balancing this through flexibility, being family friendly and supporting each other in achieving work/life balance.



## Our awards:

- » 2006 Minister's Award for Excellence
- » 2006 Consumer Advocacy Award
- » 2006 Queensland Disability Award
- » 2006 National Human Rights Law Award
- » 2007 Winston Churchill Fellowship
- » 2008 Catholic Social Justice Award
- » 2009 Australian Leadership Award
- » 2009 National Disability Award - Minister's Lifetime Achievement Award
- » 2015 Inclusive Community Champions Award
- » 2015 Heritage Bank Business Excellence Awards Finalist
- » 2016 Heritage Bank Business Excellence Awards Finalist

**TASC provides a range of free services to the vulnerable and marginalised members of our community.**

### Toowoomba

223 Hume St  
PO Box 594  
Toowoomba QLD 4350

Ph: 07 4616 9700

### Ipswich

60 South St  
PO Box 38  
Ipswich QLD 4305

Ph: 07 3812 7000

### Roma

96 Arthur Street  
PO Box 794  
Roma QLD 4455

Ph: 07 4523 6600

### Warwick

69 Guy Street  
Warwick QLD 4370

Ph: 07 4616 9700