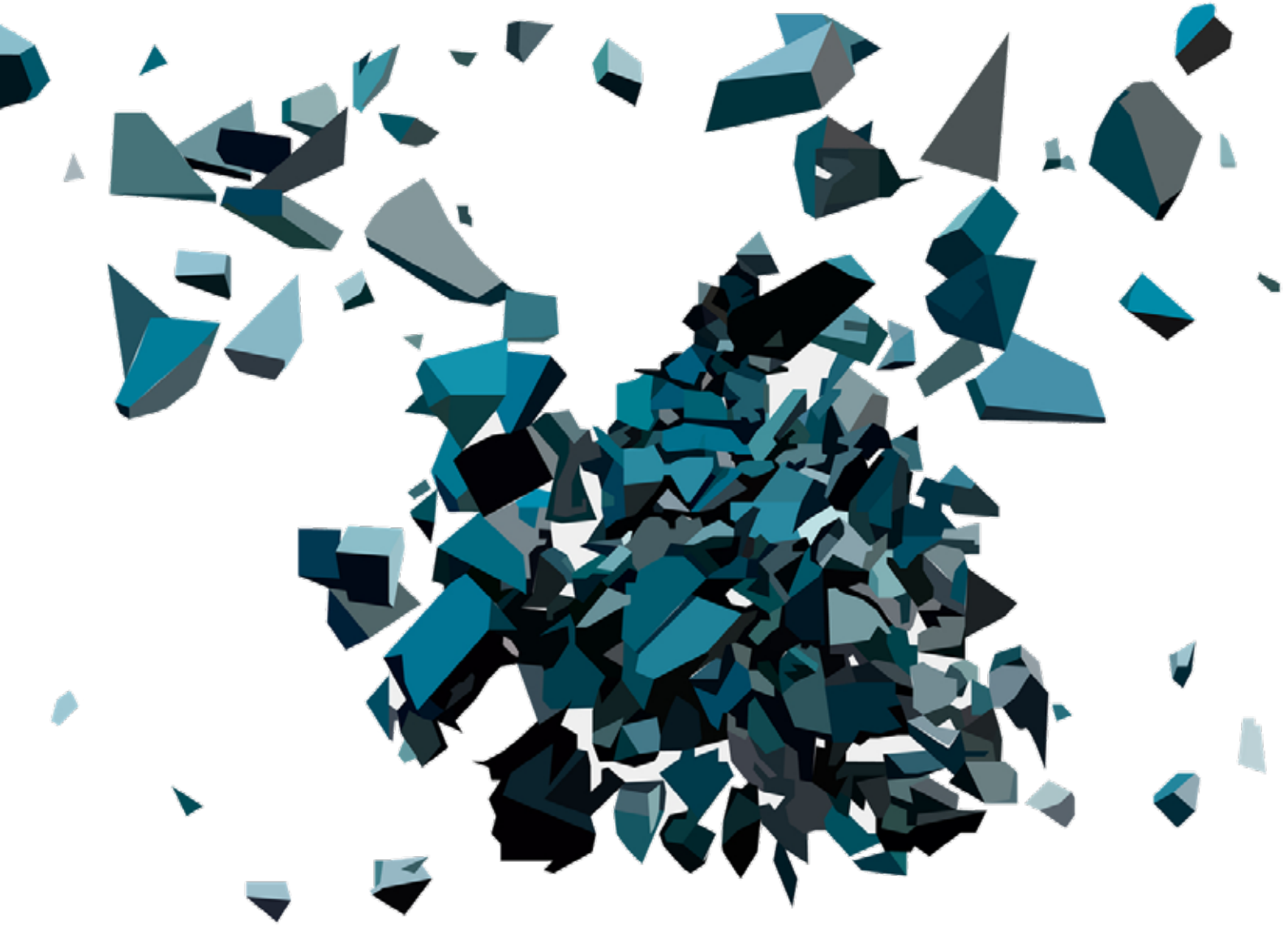




**tasc**  
breaking new  
ground



# **TASC NATIONAL LIMITED**

Annual Report 2017-2018

# ANNUAL REPORT



Board of Directors

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# Our Vision

Social Justice for All

## Our Mission

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

## Our Operating Values

*Dedication* - we are dedicated to the cause of social justice

*Open honest and respectful communication* - The people we connect with at TASC 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!

*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 services* – we are here for our clients above all else – our clients need us to be at our best every day

*Driven and tenacious* – we show persistence in achieving outcomes 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 demonstrates pride in our commitments

*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

## TASC Strategic Plan 2017-2019

### Strategic Objectives

- 1 Diversify and secure funding
- 2 Actively grow services and geographic reach
- 3 Further develop internal capability and efficiency
- 4 Strengthen profile and reputation



# **Breaking New Ground**



# Chairperson's Report

**It is humbling to be part of an organisation that focuses on nothing else other than caring for people. In some ways our vision, 'Social Justice for All', belies the truth that this can only be achieved by a consistently courageous and caring approach to the task of helping people who are the downtrodden in our society.**

**I believe that TASC National steps up to this challenge and exceeds expectations.**

TASC is increasingly a pillar in the community in providing its essential services. We sometimes contemplate (but never accept) how things would be without it. No doubt, a disaster, setting a cloud over our society would be the result. Within the organisation it is the Board of Directors who are charged with undertaking this contemplation. It is part of the reason we drive forward to ensure that such a disaster does not occur. The continuation of sufficient funding is vital.

Recently I was present when news broke that we had been successful in obtaining new funding to the tune of almost \$500,000. The genuine excitement on the faces of the staff responsible was beautiful to see. The new horizons afforded by this funding will inspire all involved. We are thankful to Government and our funding bodies for having the faith in us to deliver the related services. We are thankful for all of the funding that we receive on behalf of the people who need it most. Funding success results from a long history in delivering on the commitments that we undertake. Our track record for the successful delivery of an increasingly diverse array of essential services is second to none.

With the increasing requirements for accountability and good governance we have not rested on our laurels and we will not. Simply doing the same over and over again will never be sufficient.

We have committed to develop new funding sources to help reduce the usual susceptibility that not-for-profits face. It is pleasing to see that, whilst still in the early stages, two of our three new businesses -TASC's Psychology and Counselling Service and the

Coordination of Supports under the National Disability Insurance Scheme are heading in the right direction towards being successful. Our Incorporated Legal Practice, TASC Law Pty Ltd, will be developed at a slower rate to ensure that it will also be successful.

We have also committed to continue the processes of Board assessment and renewal to ensure that the right expertise continues to be on hand. As Dan Toombs said last year in his report, the Board has been bolstered by the inclusion of new members who have been inspirational. I thank all Board members for their support and dedication to the cause. They have stood up when difficult decisions have had to be made. Without them the ship would have not have a reliable compass.

Our fellow Board member and friend, Kurt Alexander, has tendered his resignation, to take effect at the appropriate time next year. I thank Kurt for his wise counsel and commitment.

The captain of the fleet, Philippa Whitman, has continued to be not just a great hands on CEO, but an inspirational leader who has facilitated the development of our staff by providing both support AND challenge. Many of our staff now excel in management and leadership roles as a result of Philippa's belief in them.

You will probably see throughout this Annual Report the smiling faces of many 'at the coal face' staff members. I sometimes wonder at their resilience when I know that theirs are roles that require them to walk with those who are under siege, inept and disadvantaged in so many ways. To be able to do this, and keep doing it, in the face of great personal cost is heroic.

I also thank the many people who have volunteered their time and effort in aid of the work carried out by TASC.

My call for the future is that we can remain as part and parcel of our communities to ensure that there is indeed 'social justice for all' and that injustice is defeated.

**Michael Maguire**  
Chairperson



**TASC is increasingly  
a pillar in the  
community in  
providing its  
essential services**

# CEO Report

TASC is currently in its 36th year as a not-for-profit Community Legal Centre. Having commenced in Toowoomba in 1982, TASC National now provides Legal, Advocacy, Psychology, Counselling and Social Services from offices in Toowoomba, Ipswich, Warwick and Roma. We also provide outreach Legal and Advocacy services that incorporate areas as far north as Mackay to the far reaches of the Maranoa in South West Queensland.

This year, we have completed our transition from an Incorporated Association to a Company, TASC National Limited. The TASC Board demonstrates a broad base of skills and experience and, with an appetite for measured growth, the Board has reinforced its commitment to the TASC Strategic Plan 2017-2019. Our focus is innovation, collaborative practice and improved access to assistance in our regional communities through geographical expansion and the continuing development of TASC outreach services.

The past year has been one of significant development and organisational change. Whilst we have continued to meet and sometimes exceed the targets, deliverables and performance expectations of our Government funding bodies, we have operated three distinct Community Legal Services from our offices in Ipswich, Toowoomba and Roma. We have consolidated our generalist and specialist Legal and Advocacy programs into two cohesive and distinct operational units - TASC's Legal Services and the Queensland Social Justice Centre.

The TASC Strategic Plan 2017-2018 identifies opportunities to diversify and develop funding sources in order to grow our services and extend our reach. In the past year, we have continued with the development of three business models - TASC's Psychology and Counselling Service; the Coordination of Supports under the National Disability Insurance Scheme and our Incorporated Legal Practice, TASC Law Pty Ltd. - to provide complementary legal and non-legal services to lessen our reliance upon government funding, and to continue to ensure a secure future for the organisation.



second year of operation. Our Psychology Practice operates on an outreach basis in Roma with the support of the Roma community, and, more recently, our practice in Toowoomba has expanded with a resident senior Psychologist.

TASC's Coordination of Supports for persons accessing the National Disability Insurance Scheme (NDIS) has commenced as our second new business model in the past year. This service reflects much of the work that our Advocacy Team has done throughout the history of TASC - identifying the needs of our clients, working with them to ensure that their voices are heard, and creating solutions together with our clients. Modern, innovative practice combined with strong, independent advocacy has seen our Coordination of Supports role grow steadily to produce measurable, positive outcomes for our clients.

In the last year, TASC's Legal Services have expanded to incorporate the work done at our Ipswich, Toowoomba and Roma Community Legal Services with an increase in specialist services in Disability Law, Human Rights issues, Mental Health Review Tribunal representation and Duty Lawyer representation in both the Ipswich and Toowoomba Child Protection and Domestic and Family Violence Courts. Our busy lawyers have continued our Women's Outreach Legal Service with regular attendances in Warwick, Stanthorpe, Tara, Chinchilla and other areas of South West Queensland.



TASC's community access has expanded over the past year with a new Employment Law clinic at our Roma Office in addition to our regular clinics in Toowoomba and Ipswich. We also conduct general legal clinics at the Kingaroy Courthouse, the University of Southern Queensland Toowoomba campus and Carbal Medical Centre in Toowoomba. TASC's new Elder Abuse Prevention Service clinics, brokered with Relationships Australia (Queensland) have also commenced in Mackay, and Rockhampton, with a further clinic soon to commence operations in Gladstone.

In the past year, TASC has taken steps to incorporate a legal practice, TASC Law Pty Ltd. The business model of this Practice will be focused on meeting the unmet legal need faced by our clients where their ineligibility for not-for-profit or free legal services might otherwise restrict their access to legal assistance, or where the legal assistance required is not otherwise available to them in an affordable way. TASC's Social Justice Principles will be promoted in our new Law Practice and will be reflected in the service that we provide to our clients.

For many years, TASC's Queensland Criminal Justice Centre has provided support to persons with impaired capacity facing the Criminal Justice system, and their families and carers in need of information and assistance. In the past year, the Centre has matured as the Queensland Social Justice Centre – TASC's Agent for Social Change. All the work done through the Centre has Human Rights and the achievement of Social Justice at its core – Advocacy, Seniors' advice and support, Psychology, Counselling, Access to NDIS services, Access to regional services. All staff working within the Centre, with its mix of persons, programs, skills and experiences, contribute significantly to this social change for our clients.

To make this change real, and to be practical in applying the principles of Social Justice to the work that we do, TASC focuses on steps to integrate international human rights principles into our work. We frame issues in terms of international human rights standards; and identify human rights-based strategies to use in our work. All TASC programs are monitored to ensure that both Human Rights and Social Justice remain and are promoted as part of our core, best practice and reflect TASC's values and Social Justice Principles.

TASC has welcomed a new President, Michael Maguire, in the past year. As a young lawyer motivated by principles of Social Justice, Michael was a founding member of TASC in 1982. His commitment remains strong 36 years later, and it is wonderful for the whole organisation to have Michael oversee our progress through this time of new opportunity and development. My sincere thanks to Michael and the whole TASC Board. Their consistency and unwavering support personify the strength and certainty of our organisation for the future.

I would like to take the opportunity to thank the TASC staff - all of whom make significant contributions to our organisation. The impact that a positive outcome for a client has for staff members is a wonderful thing to experience – honest and real. (News of clients' successes circulate through the office faster than morning teas disappear at TASC). My thanks also to an extraordinary Management Team who support, assist and sometimes indulge me more than I could ever expect or deserve. To Sib Redfern, Terri-Ann Dwyer, Katrina Potter, David Manwaring, Jess Deane, Catherine Kirkwood and Adam Waterhouse – it is my honour to work beside you all.

**Philippa Whitman**  
CEO

**"The past year has been one of significant development and organisational change"**

# About TASC

**TASC is the largest regional Community Legal Centre in Queensland. We deliver a broad suite of services to our clients through TASC Legal Services and the Queensland Social Justice Centre.**

**TASC Legal Services** include:

**Ipswich Community Legal Service** – generalist consultation, advice and referral services with a focus in Civil Law, Family Law and Domestic and Family Violence

**Toowoomba Community Legal Service** – generalist consultation, advice and referral services with a focus in Civil Law, Family Law and Domestic and Family Violence

**Roma Community Legal Service** – generalist consultation, advice and referral services with a focus in Criminal Law, Civil Law, Family Law, and Domestic and Family Violence

**Disability Law Project** – providing legal advice and representation for adults and children with impaired capacity (mental illness, intellectual disability or acquired brain injury) who have been charged with a criminal offence

**Regional Women's Outreach Legal Service** – providing legal advice, information and referrals to women in rural and remote areas of South West Queensland

**Family Relationship Centre, Ipswich & Toowoomba** – providing individual legal advice and group legal information sessions in respect to Family Law parenting matters; and legal representation in mediations involving parenting disputes

**Seniors' Legal and Support Service, Ipswich & Toowoomba** – providing legal and support services for seniors concerned about or affected by elder abuse, mistreatment or financial exploitation

**Elder Abuse Prevention Service, Mackay, Gladstone and Rockhampton regions** - providing legal information, advice or referral to seniors who are concerned about elder abuse, or financial exploitation

**Queensland Statewide Tenant Advice and Referral Service QSTARS** – providing Queensland renters with high quality, free, independent tenant advisory services that will assist tenants to manage and sustain their tenancy

**TASC Human Rights Service** – protecting and promoting Human Rights and Social Justice in Queensland and nationally by using a combination of systemic and individual advocacy, law reform activities, legal assistance (representation and advice) and web based resources.

**Community Legal Education Placement Program** – hosting the Family Law Clinical Placement Project in partnership with the University of Southern Queensland enabling Family Law Students to develop practical legal skills through comprehensive work experience under the supervision of TASC's qualified legal practitioners.

***Mental Health Review Tribunal (MHRT) Representation Service*** – providing legal representation at Mental Health Review Tribunal Hearings for minors and adults in respect to Fitness for Trial reviews; Applications to perform electroconvulsive therapy and hearings where the Attorney-General is to appear or to be represented (e.g, at a Forensic Order Review)

***After Hours Legal Clinics, Toowoomba and Ipswich*** – utilising volunteer legal practitioners to provide expert legal advice and referral services relating to Civil and Family Law issues

***Health/Justice Clinic, Carbal Medical Centre*** – providing generalist consultation, legal advice and referral services in respect to matters involving Family Law, Child Protection, Domestic and Family Violence, Civil Law and Criminal Law

***University of Southern Queensland Student Consultation Clinic*** – providing students with free legal advice, information and referrals in respect to matters involving Civil Law, Family Law, Criminal Law and traffic matters

***Community Legal Education*** – providing presentations to school students and community stakeholders relating to issues of legal and social relevance in collaboration with Legal Aid Queensland

***Duty Lawyer Services, Domestic and Family Violence*** – providing free legal advice and assistance to parties appearing at callovers in the Magistrates Court at Ipswich and Toowoomba in respect to Domestic and Family Violence Protection Order Applications

***Duty Lawyer Services, Child Protection*** – providing free legal advice and assistance to parties appearing at callovers in the Magistrates Court at Toowoomba in respect to Child Protection matters

***Kingaroy Legal Advice Clinic*** – providing free legal advice from the Kingaroy Courthouse on a fortnightly basis in respect to matters involving Family Law, Child Protection, Domestic and Family Violence, Civil Law and Criminal Law

***Counselling Notes Protect Service*** – providing assistance and legal representation to victims of sexual assault in respect to matters of involving privilege and protection from disclosure of counselling notes

***Forms Clinic, Toowoomba and Ipswich*** – providing (non-legal) assistance to people with limited literacy skills struggling to complete forms

***Community Access Point Program, Toowoomba*** – volunteer attending at the Magistrates Court to provide people with information and referrals to TASC services

The **TASC Queensland Social Justice Centre** combines our broad range of Advocacy, Psychology and Counselling Services and is TASC's Agent for Social Change. These services are:

***Disability Rights Advocacy Service - Ipswich, Toowoomba and Roma*** providing Advocacy and Regional Advocacy services for justice and equity in the lives of people with a disability

***National Disability Advocacy Program – Rights, Education and Advocacy Service – Ipswich, Toowoomba, Roma, Nanango, Gympie and surrounds*** providing extended Advocacy services to members of the community in need of advocacy services and support

***TASC Mental Health Rights Service – Toowoomba*** providing Advocacy services to persons in acute mental health care facilities

***Rights, Education and Advice Program – Toowoomba*** providing comprehensive advocacy to assist people funded under the Community Managed Mental Health Program to navigate mental health service systems

***TASC Psychology & Counselling Services Limited – Toowoomba, Roma and surrounds*** providing Psychology and Counselling Services including private consultations, Mental Health Care Plans, Employee Assistance Program consultations, National Disability Insurance Scheme referrals and capacity assessments.

***National Disability Insurance Scheme*** – Queensland Wide– providing Coordination of Supports to understand and implement their Plan under the Scheme.

***Forms Clinic – Ipswich & Toowoomba*** – assisting people complete forms as and when needed

# Rural Women's Outreach Legal Service

## Case Study

**Margaret first came to TASC through our Rural Women's Outreach Legal Service. She was an elderly lady living on a pension in small town in South West Queensland. Margaret had been involved in a traffic collision. The incident occurred when another driver attempted to overtake her as she was conducting a U-turn. Margaret's vehicle was damaged such that it was unable to be driven; and due to the cost of insurance premiums, her vehicle had been uninsured.**

When Margaret first spoke with our lawyer she had received correspondence from a legal firm acting for the other driver's insurance company. They claimed that Margaret was at fault, and they were demanding that she pay several thousands of dollars. Margaret was distressed and didn't know what she should do. She did not believe that she had caused the collision, and she certainly could not afford to pay what was being asked of her. Our advice lawyer was able to explain the process and help Margaret understand her legal rights and obligations so that she immediately felt more in control.

Margaret's case was then referred internally to the TASC Toowoomba Community Legal Service Civil Law Program. Our civil lawyer worked for months attempting to negotiate an out of court settlement for Margaret; but to no avail. The insurance company seemed intent on obtaining an outcome through litigation.

Margaret was adamant that she had not caused the collision and as a result of the incident, she was now without a vehicle. As an elderly female in a rural community, she felt anxious and isolated. Margaret knew that she needed to fight on - but how would she stand up against a major insurance company with deep pockets, with no means to pay her own legal expenses?

Fortunately, the TASC legal team were there to help. Our lawyers continuously liaised with the solicitors for the insurance company, and we prepared and filed court documents on Margaret's behalf. We also reached out to an experienced barrister who generously agreed to represent Margaret at her trial on a pro bono basis. This saved Margaret several thousands of dollars in legal fees which she would otherwise have been unable to pay.

Margaret was ultimately successful at the trial. The Magistrate remarked that he considered that the other driver had provided evasive and unreliable evidence; and he had preferred Margaret's version of events. The claim against Margaret was dismissed and she was awarded a sum in the vicinity of \$10,000 on her counterclaim.

Margaret was able to use the money to repair her car and regain her independence.

This was a real 'David and Goliath' situation, and one of our most celebrated cases this year! Thanks to the dedication and tenacity of the TASC legal team, and good for you Margaret!





# Disability Law Project

## Case Study

**Paul\* was referred to the TASC Disability Law Project from the duty lawyer assigned to the criminal law call over in the Toowoomba Magistrates Court. Police alleged that Paul had assaulted and threatened people, damaged vehicles, and created a public disturbance by running through oncoming traffic. Paul was being held under an involuntary treatment authority within the acute mental health unit.**

Paul was a man in his sixties. Prior to his arrest he had been living on a disability pension in public housing, with his long term partner. Paul had no previous criminal convictions and the offending appeared to be out of character.

Our lawyer and social services advocate learned that Paul had been experiencing mental health issues for a number of years. He had previously been diagnosed with Borderline Affective Disorder with features including mania and psychosis. Additionally, at the time of the offending Paul had been experiencing financial and relationship stress, and had ceased taking his prescribed medication. Paul had limited recollections of the incident.

Over a course of several weeks, our team liaised extensively with Paul's treating doctors, his family supports and the Mental Health Court Liaison Service. We needed to obtain evidence to build Paul's defence based upon the principles of unsoundness of mind.

Our lawyer was then able to attend Court and make an Application on Paul's behalf seeking that the charges be dismissed under the Mental Health Act 2016. This application was successful.

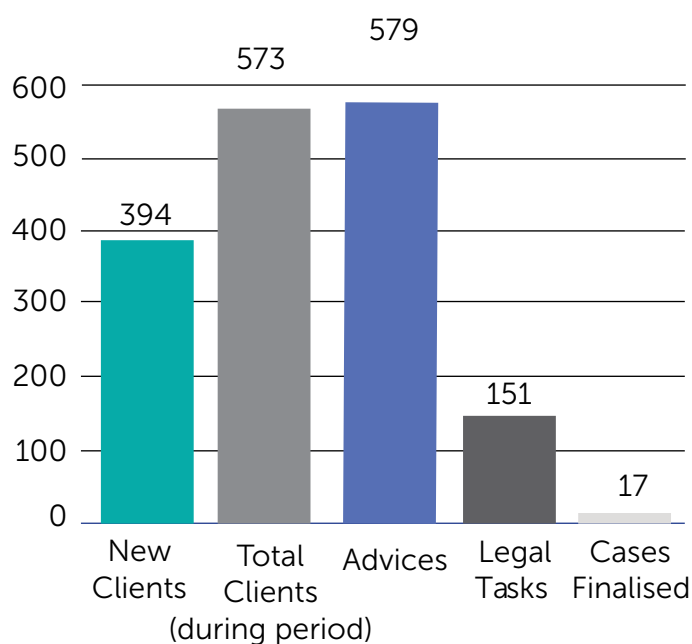
Paul was not able to afford to pay for private legal representation. If it were not for TASC and the collaborative approach of Disability Law Project, it is unlikely that a Magistrate would have received a complete picture of Paul's mental health circumstances. This undoubtedly would have exposed Paul to penalties for offences committed while he was experiencing unsoundness of mind.

By the time the Court proceedings were finalised, Paul had resumed his medication and functioning happily again within the community. Good luck Paul. We wish you well in the future.

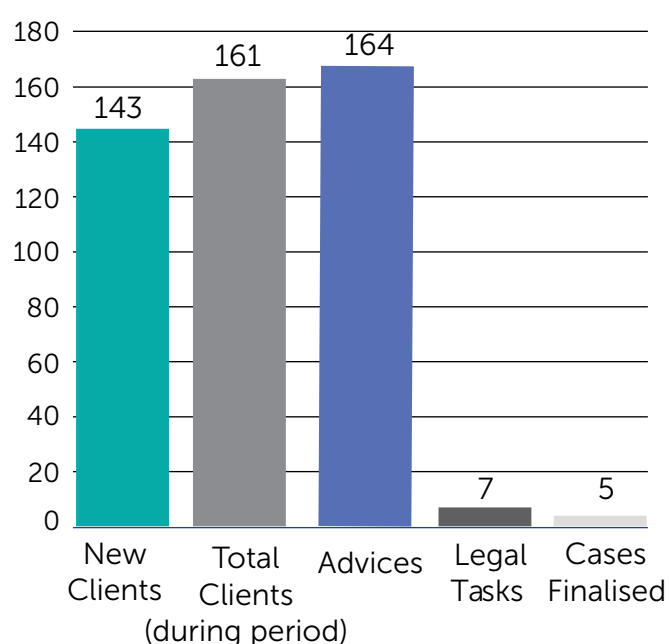
# Legal Statistical Highlights

PERIOD: 1 JULY 2017 - 30 JUNE 2018

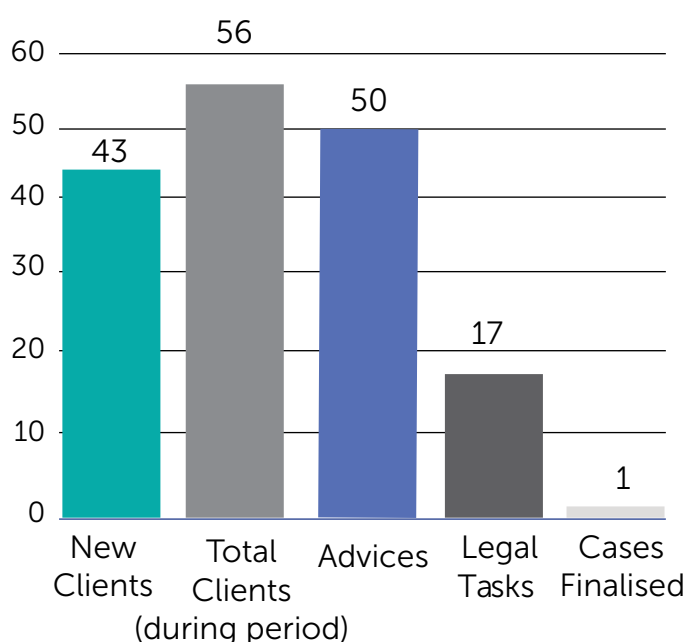
Toowoomba Community Legal Service



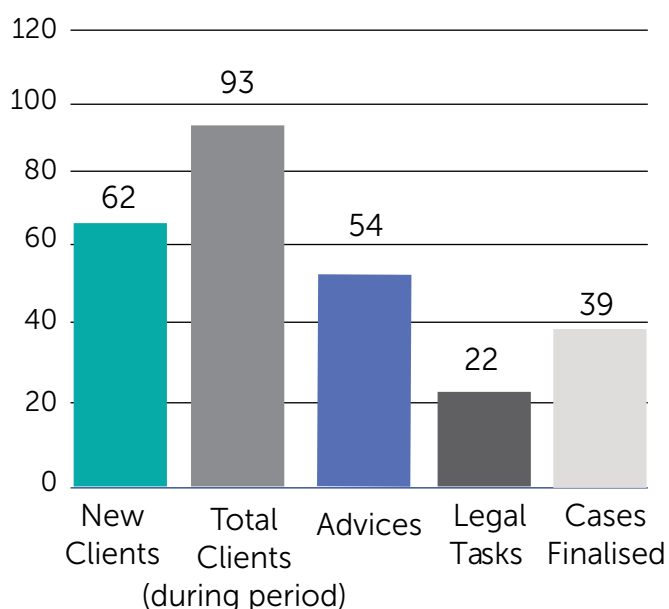
Family Relationship Centre (Ipswich & Toowoomba)



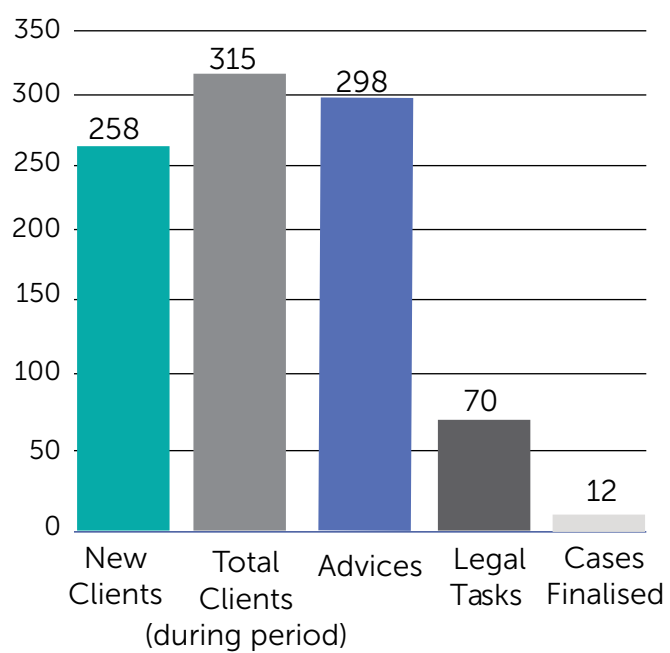
Rural Women's Outreach Legal Service



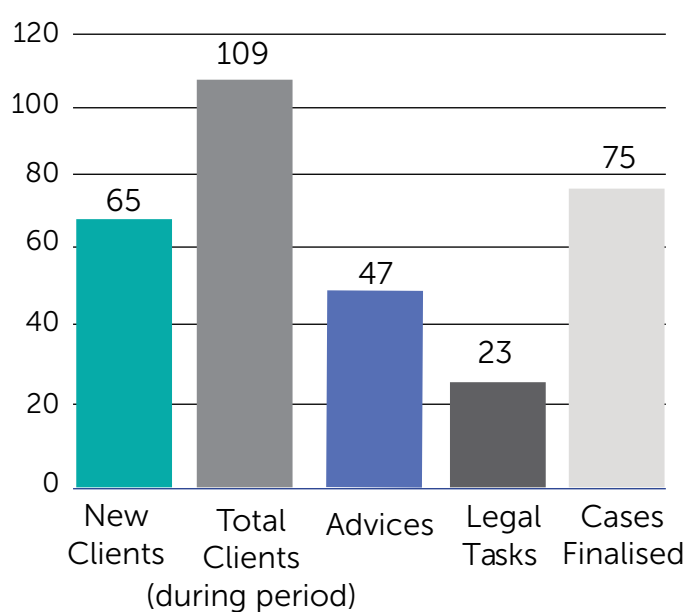
Disability Law Project



Ipswich Community Legal Service



Roma Community Legal Service



# Queensland Statewide Tenant Advice and Referral Service Case Study

**TASC Queensland Statewide Tenant Advice and Referral Service (QSTARS) aims to provide all Queensland renters with high quality, free, independent tenant advisory services that assist tenants to manage and sustain their tenancy**

**A local service provider made a referral to TASC QSTARS seeking assistance for a woman and her children residing at a women's refuge for women escaping domestic violence. Claire\* arrived in Australia three years ago and identified as a woman from a culturally and linguistically diverse background. Claire was seeking assistance to terminate her current lease agreement she shared with the person exhibiting the violence and wanted to secure other long term housing.**

The Tenancy Advocate worked with Claire, her support worker and interpreter to gather the relevant information about Claire's tenancy situation and to see what options were available to Claire. This was further complicated as Claire had no documentation that she could reference from her tenancy due to her needing to flee a violent situation and be relocated in another part of the country. Working collaboratively with Claire and the team at the Shelter enabled us to gather a verbal timeline of events and other details that allowed us to make enquires on her behalf. At all times we were mindful of maintaining Claire's confidentiality and privacy and ensured Claire authorised any actions before we took them.

We discovered that the owner had not lodged the bond with the Residential Tenancies Authority and all attempts to engage with the owner proved fruitless. It was important to ensure the protection of Claire and her children from any reprisals from her previous tenancy so a significant amount of work was done to lay the foundation to challenge any future compensation claims from the owner.

The Tenancy Advocate used translating services to draft a letter in Claire's preferred language to supply her with progress and options available to her. This letter was also supplied in English. The purpose of this drafted response was to provide Claire with clear communication on the outcomes of the investigations made, findings and options available should a change in her circumstances occur. The letter drafted in English was provided to further support Claire's wish to re-locate and engage alternative services. Copies of critical supporting evidence were also supplied.





QSJC Team

The Tenancy Advocate not only assisted Claire to navigate her tenancy rights and obligations but also to link her in with support services such as -

- Rent Connect to assist with Bond Loans, Rental Grants and Housing Assistance
- Women's Refuge to assist with obtaining a Domestic Violence Order
- Financial supports specifically allocated to assist people who have experienced domestic and family violence
- Community Supporters to link with culturally diverse community
- Internal referral to TASC Family Law Solicitor to provide advice associated with parenting arrangements

Claire has relocated and since secured long term housing in her preferred location. Services provided by the QSTARS program have assisted Claire in establishing appropriate supports to address complex needs relating to domestic and family violence, and the fundamental need for housing. Co-ordination of support and appropriate referrals in a timely manner have assisted Claire to become aware her rights and obligations whilst renting in Queensland, create safeguards to avoid further financial loss, establish access to finances for new housing and reduce the homelessness period whilst engaging in activities that protect her and the welfare of her children.

# Disability Rights Advocacy Program Case Study

**The Disability Rights Advocacy Program promotes and protects the rights of people with disability to create thriving, equitable and inclusive communities.**

**Ben\* approached our Social Justice Advocates as he was wanting to exercise his rights and preferences around making decisions about his life and financial affairs. Ben had been the subject of longstanding orders around guardianship and administration, which meant the Queensland Civil and Administrative Tribunal (QCAT) had deemed Ben incapable of managing his daily life decisions, such as where he lived, what healthcare he received and what his money was spent on.**

Ben was diagnosed at early age with an intellectual disability and as an adult was living successfully with his partner in their community. Despite previous attempts to revoke the Guardianship and Administration Orders without success, Ben reached out to TASC to work collaboratively with him and his supporters.

In our initial contact with Ben, the Advocate was able to provide valuable information about the relevant processes and systems regarding guardianship and administration. The Advocate facilitated further support by writing a letter to Ben's Doctor requesting assessments needed to gain clarity regarding Ben's capacity to manage his financial matters. This also provided a collaborative approach to assisting Ben, as he was informed of the processes and was reassured as he had the support of TASC.


Through these reports and information it was verified that Ben was able to make simple decisions and that he required some external support such as family to make more complex financial decisions.

The Advocate then met with Ben's family and provided information and support in preparing for the QCAT hearing such as rehearsing questions that may be asked by the QCAT Member.

At the QCAT Hearing the Member recognised that Ben was self-sufficient in his day-to-day living and had strong family support. His parents answered all of the required questions from the Member and were supportive of their son to manage his own finances with their help when needed. The QCAT Member revoked the Guardianship and Administrative Orders and Ben was able to begin to manage his own personal and financial affairs.

This successful outcome for Ben was meaningful and life changing; he is now able to have the freedom to make simple financial choices, without having to ask permission from an external agency managing his finances. Over time, Ben began focusing on self-improvement, education and employment. He was able to successfully secure part-time employment.

Through this specific case, we see the ripple effect where a small change can have a significant impact within a person's life.

A photograph of two women standing in an office. The woman on the left has dark hair and is wearing a dark blue sweater, holding a pen and papers. The woman on the right has blonde hair and is wearing a blue shirt under a maroon blazer, also holding papers. They are both smiling at the camera. The background shows office shelves with framed pictures and a small plant.

**"We see the ripple effect  
where a small change can  
have a significant impact  
within a person's life"**

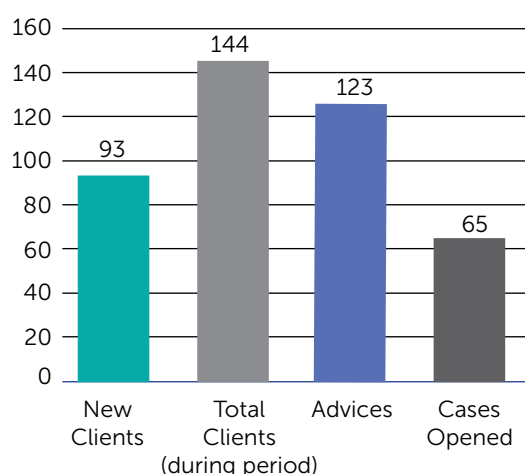
Tenancy & Social Justice Advocates



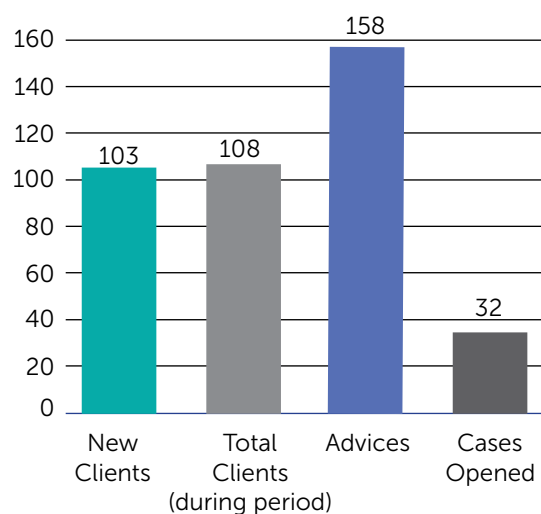
# Statistical Highlights

**PERIOD: 1 JULY 2017 - 30 JUNE 2018**

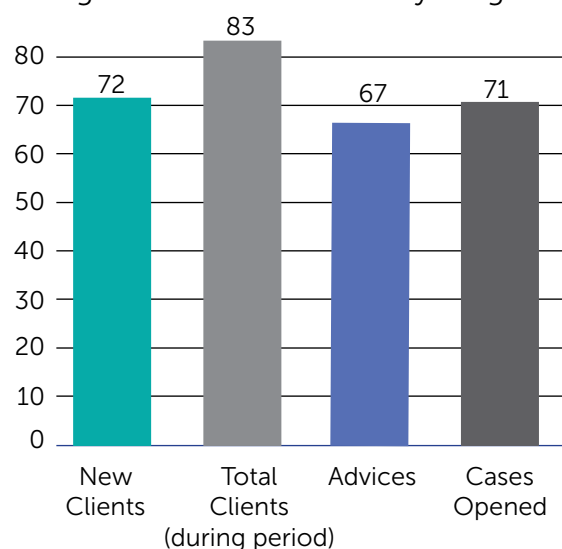
Disability and Regional Disability Advocacy



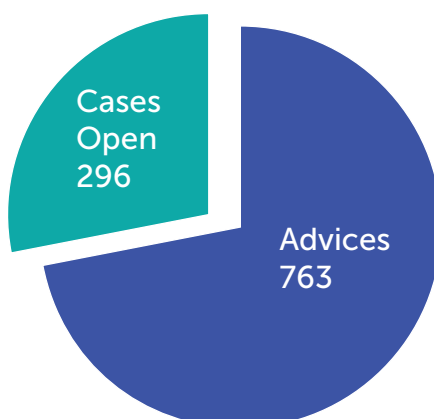
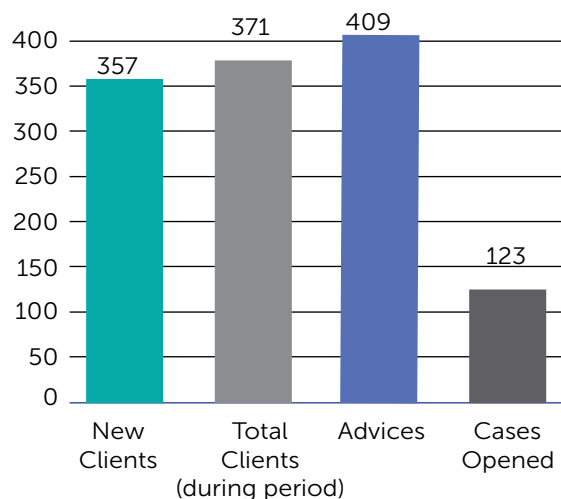
Seniors Legal and Support Service



Rights Education Advocacy Program



QLD Statewide Tenant Advice & Referral Service





National Supports Coordinator



# Seniors Legal and Support Service Case Study

**"Where, after all do universal human rights begin? In small places, close to home - so close and so small that they cannot be seen on any maps of the world. Unless these rights have meaning there, they have little meaning anywhere. Without concerned citizen action to uphold them close to home, we shall look vain for progress in the larger world." - Eleanor Roosevelt**

Our client, an elderly 80 year old male was referred to TASC's Seniors Legal and Support Service (SLASS) via a local service provider. The work undertaken to uphold his rights was underpinned by United Nations Principles for Older Persons (1991). Our client's independence, care and dignity were at risk as a result of his home situation where he resided with his adult son. On previous occasions our client asked his son to leave due to his unacceptable behaviour, however the son would return and our client felt disempowered to say no.

The SLASS Solicitor conducted a legal consultation with our client and his daughter, who attended as a support person. Our client was advised of his legal options in regard to revoking the son's right to reside at the property and the son's behaviour as domestic violence. The Solicitor reviewed the requirements and processes for an application for a Domestic Violence Order (DVO) and the standard conditions and additional conditions which may be attached to an order. The Solicitor also explained ouster orders and consequences if a respondent (his son) breached an order. Our client expressed his reluctance to ask his son to move out, or to seek a DVO, as he felt uncomfortable putting his son in either position. The Solicitor raised the option of non-legal consultation with the SLASS Social Worker, to which our client agreed.

The SLASS Social Worker contacted our client's daughter who was listed as the first point of contact for communication with the client. The daughter advised she and other family members were very concerned about our client's wellbeing in relation to the son's behaviour and provided information about his long history of aggressive behaviour. The Social Worker

explained how clients in this situation often needed time to 'digest' information and pathways and, as there were no capacity concerns with the client, the decision was his to make. This decision was often more difficult when the abusive party is a child and the parent-child relationship may be significantly impacted.

The SLASS Social Worker reviewed the current network of service providers utilised by our client and the scope for additional service provision to meet care needs. Safety planning and provision of respite for our client were also reviewed and discussed. The daughter contacted our client to share this information and organise an appointment time. The Social Worker compiled and mailed an information pack pertaining to elder abuse, human rights and supports provision to our client for his perusal.

Several days later, our client's daughter contacted TASC to advise that our client had asked his son to leave the premises that morning. The son had been extremely upset about our client's decision, but packed his belongings and left the property. He indicated that he wanted no further contact with our client or other family members.

With TASC's assistance our client's concerns were heard and validated and he was empowered to act. He was better informed about legal pathways and support options, and equipped to make a decision which supported his best interests and emotional, physical and financial wellbeing. His daughter advised that the interactions with SLASS provided the necessary information and support for our client to come to a decision.. Without TASC's assistance our client could have continued to experience elder abuse increasing the risk to his emotional, physical and financial wellbeing.

This matter emphasised the importance of creating awareness for elder people of what constitutes abusive behaviour and the avenues available to them. It is important for SLASS work practice to uphold the right of the client to self-determination and sensitively facilitate their expression of what constitutes best interests.

# What Our Clients Are Saying

“

“TASC’s service made a big difference at a very difficult time in my life. Without this help, the outcome would have been very different. Thank you for helping me achieve a measure of justice. This support helped me find my personal power and get my life back on track”

“

“I couldn’t have wished for a better Advocate. She was helpful, kind and efficient”

“

“I found the help that I received was very warm, friendly and comforting. Your Tenancy Advocate went out of her way to make me feel at ease”

“

“I consider the TASC group to be somewhat of a hidden gem. I had tried several avenues for information and help re my quandary, with no avail. It was only by accident that I discovered TASC. I was interviewed personally and I wasn’t bulldozed into doing this, that and the other “on line”. The outcome was successful and I am grateful for the assistance.”

“

“The service helped me deal with many issues and gave me professional and sensitive service”

“

“The service TASC provides was unavailable to me elsewhere. If not for the support and advice of the kind and professional staff, I may not have endured this difficult and stressful process with my health intact. Thank you TASC, our community and its people need you!”

# Financial Report Summary

## INCOME STATEMENT

As at 30 June 2018

INCOME	2018	2017	EXPENSES	2018	2017
Grants	2,556,226	2,474,734	Marketing Expenses	40,166	63,677
Donations	843	276	Occupancy Expenses	117,212	132,850
Interest	23,227	29,397	Administration Expenses	2,489,806	2,312,726
Other	147,832	56,221	Depreciation	57,160	66,218
Professional Service Income	81,300	48,717	Other Expenses from Ordinary Activities	342,398	408,468
Rental Income	18,840	13,559	Borrowing Costs Expense	9,444	4,553
<b>REVENUE</b>	<b>2,622,904</b>	<b>2,373,382</b>	<b>EXPENSES</b>	<b>3,056,187</b>	<b>2,988,492</b>

SURPLUS FOR THE PERIOD	2018	2017
Surplus	-227,920	-365,588

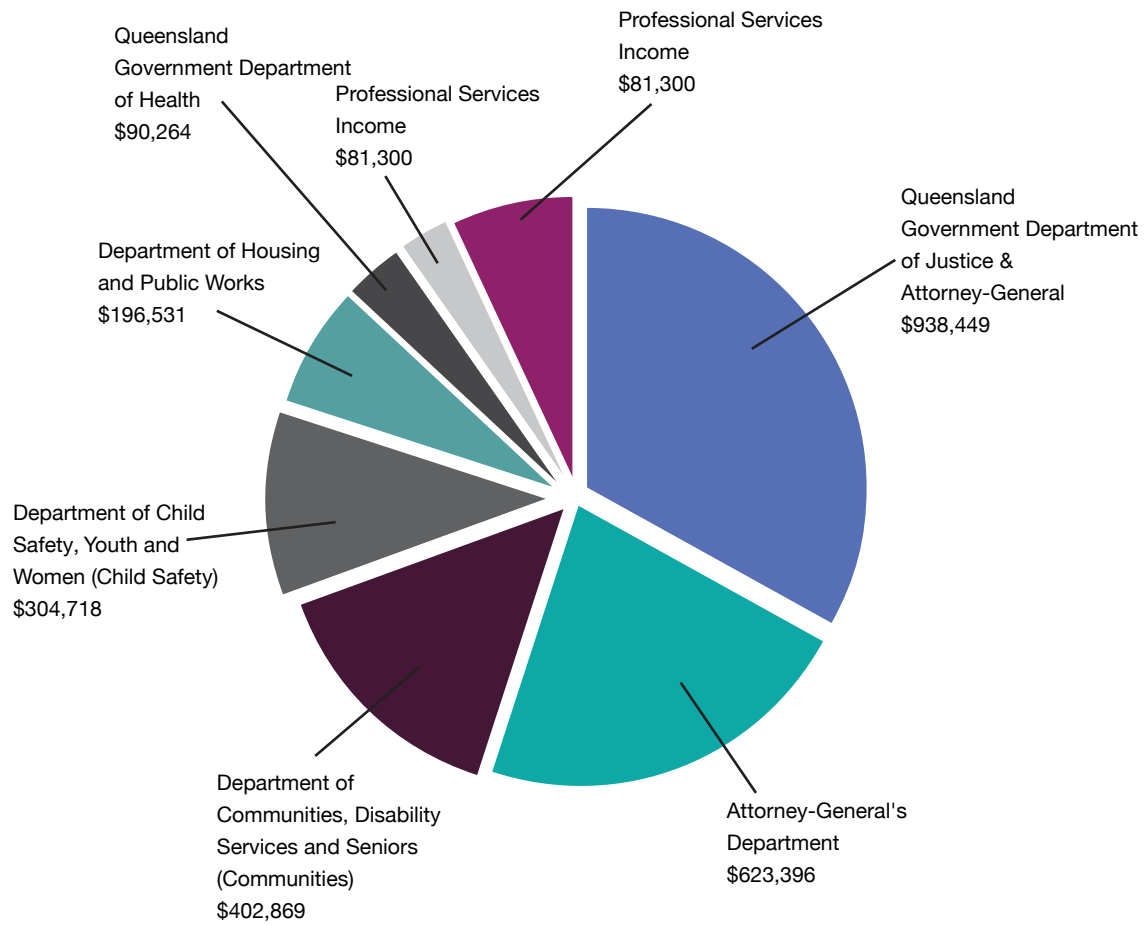
## BALANCE SHEET

As at 30 June 2018

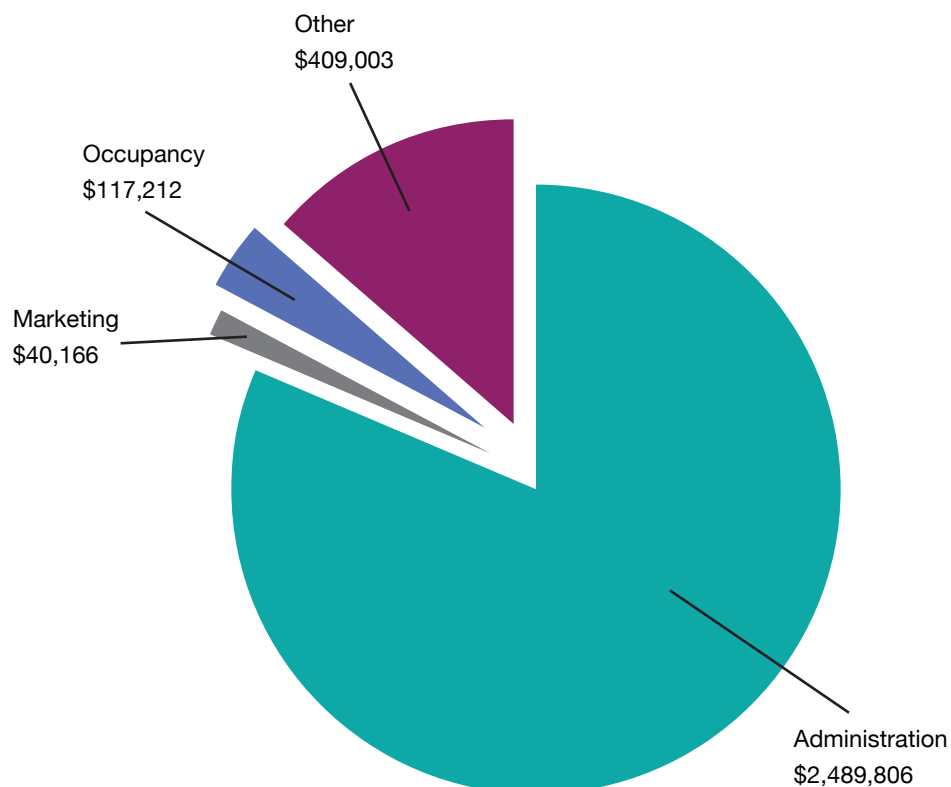
ASSETS	2018	2017	LIABILITIES	2018	2017
<b>CURRENT ASSETS</b>			<b>CURRENT LIABILITIES</b>		
Cash and cash equivalents	849,082	1,050,642	Trade and other payables	181,079	155,963
Trade and other receivables	40,095	34,121	Financial Liabilities	58,199	55,695
<b>Total current assets</b>	<b>889,177</b>	<b>1,084,763</b>	Provisions	162,491	154,497
<b>NON-CURRENT ASSETS</b>			<b>Total current liabilities</b>	<b>401,769</b>	<b>366,155</b>
Property plant and equipment	268,319	318,623	<b>NON-CURRENT LIABILITIES</b>		
<b>Total non-current assets</b>	<b>268,319</b>	<b>318,623</b>	Financial Liabilities	42,077	100,271
<b>TOTAL ASSETS</b>	<b>1,157,496</b>	<b>1,403,386</b>	Provisions	40,995	36,385
			<b>Total current liabilities</b>	<b>83,072</b>	<b>136,656</b>
			<b>TOTAL LIABILITIES</b>	<b>484,841</b>	<b>502,811</b>

EQUITY	2018	2017
Retained Surplus	672,655	900,575
<b>Total Equity</b>	<b>672,655</b>	<b>900,575</b>

## SOURCE OF OPERATING FUNDS - 2017-2018



## USE OF OPERATING FUNDS - 2017-2018



# Directors Declaration

## TASC NATIONAL LIMITED

### DIRECTOR'S DECLARATION

In the directors' opinion:

- the company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the *Australian Charities and Not-for-profits Commission Act 2012* and associated regulations and the *Corporations Act 2001* requirements to prepare and distribute financial statements to the members of TASC National Limited;
- the attached financial statements and notes comply with the *Corporations Act 2001*, the Accounting Standards as described in note 1 to the financial statements, the *Corporations Regulations 2001* and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2018 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors made pursuant to section 295(5)(a) of the *Corporations Act 2001*.

On behalf of the directors



Justin Searle  
Director



Michael Maguire  
Director

28/08/18

Dated .....





Directors

# Directors Profiles

## **Michael Maguire**

Michael has had a long association with TASC – practically, from its inception in the early 1980's. He has been a member of the Board of Directors for 10 years and a volunteer lawyer over a period of 27 years. Michael's background is as a lawyer/principal in private practice and in lecturing at university. He now practices as a mediator based in Brisbane and lectures at QUT and the University of Queensland. Michael has 3 adult sons and a gorgeous baby daughter. His other interests include cycling and travel.



## **Kurt Alexander**

Kurt Alexander has over 22 years of general management, financial management, administration management, project management, industry and business analysis experience. He has 10 years of professional consulting & analysis experience, coupled to this is five years extensive finance, modelling and management training in Australasia and the Middle East. Prior to this he had six years' experience in the United States Navy (submarines) gaining valuable insight into government policies and procedures. Recently Kurt has been involved in developing Virtual Reality platforms as an efficacious mode of therapy to assist veterans with PTSD and other debilitating disorders. Kurt is married with 6 children, loves hunting, fishing, sports of nearly any kind and being among friends.



## **Justin Searle**

Justin is Director at Clear Vision Accountancy Group and has been in the accountancy industry for over 20 years. He has developed firm relationships with other industry partners ensuring the delivers cutting-edge business development and profit optimisation advice Justin specialises in business strategic development, corporate and self-managed super fund structuring. Justin's approach to his business is replicated in his role as Treasurer ensuring TASC always receives, expert, practical advice in keeping up with the organisations. Financial demands as it grows and evolves to meet his clients' priorities. Justin is married with three children and is an avid supporter and sponsor of the Toowoomba Golf Club and Willowburn Football Club.







### **Philippa Whitman**

Philippa is the Chief Executive Officer of TASC. Philippa was admitted as a Solicitor of Queensland in 1983. She has practiced law since that time with a focus on commercial and administrative law, disability law and corporate governance. Philippa owns a small cattle property and spends her free time pursuing those interests.



### **Lesley Beames**

Lesley has spent many years specialising in the people side of organisations. She has been a generalist human resources advisor, training and development consultant and marketing manager. After working in higher education for over 20 years, Lesley is now pursuing her interest in writing and sharing her experience in communication, education and people management.



### **Dene Creegan**

Dene started her career writing ISO9001 manuals for QUT, after a move into IT, she quickly developed a knack for designing Intranet solutions for multi-nationals. Moving to Scotland she became Director of IT for an IT services group, later changing careers to train as Business Practice Manager. During that time, she was appointed the Project Lead on the construction of a purpose built Medical Facility and refurbishment of an NHS Day Hospital. Returning to Australia, Dene continued to build on her Medical Construction and Practice Management skillset and now is the General Manager of 7Springs Health + Dental.



### **Alison Kennedy**

Alison is the CEO for the Toowoomba Hospital Foundation, bringing strong leadership, corporate relations and sponsorship skills to the position. In the first 12 months on the Job Alison has introduced some new and exciting events to the calendar, increased revenue through both fundraising and the commercial arm of the business and has improved on the transparency and awareness of the Foundation in the region



# Volunteers

**Over the last year, over 30 volunteers have assisted TASC to provide our services to the most vulnerable and marginalised members of our communities.**

TASC wishes to thank all our volunteers for their time and commitment.

We thank the Solicitors in both our Toowoomba and Ipswich communities who have assisted with Monday and Wednesday night Legal Clinics.

We thank the many conscientious Volunteers who have worked with the TASC Administration Team completing a variety of small project work and assisting us support our clients.

We thank the Volunteers who have provided important community education on the Legal and Advocacy services we provide.

We thank the Volunteers providing assistance in our Forms Clinic where the practical help provides positive assistance to those in need.

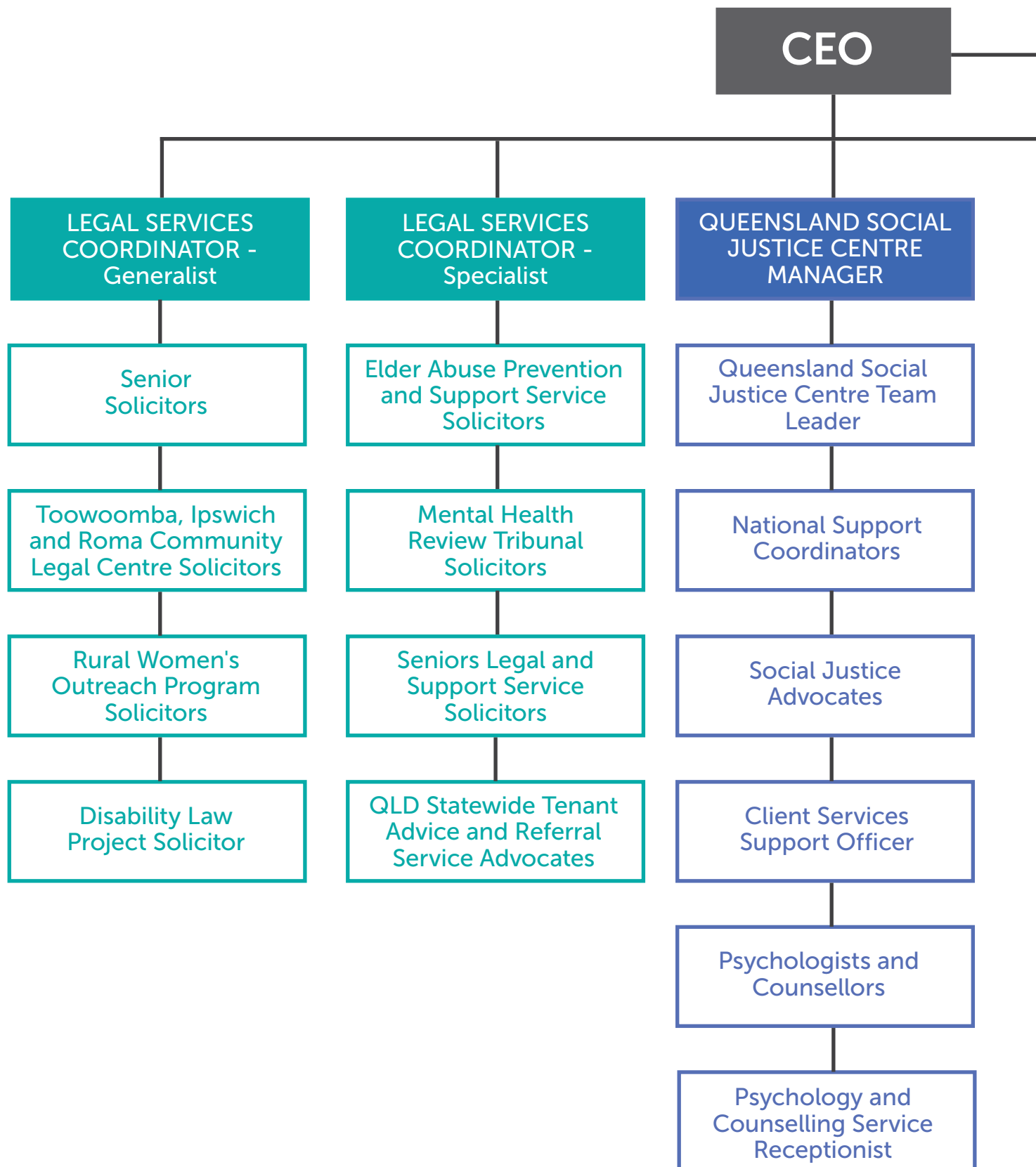
We thank our Board of Directors who navigate TASC's direction in a voluntary capacity.

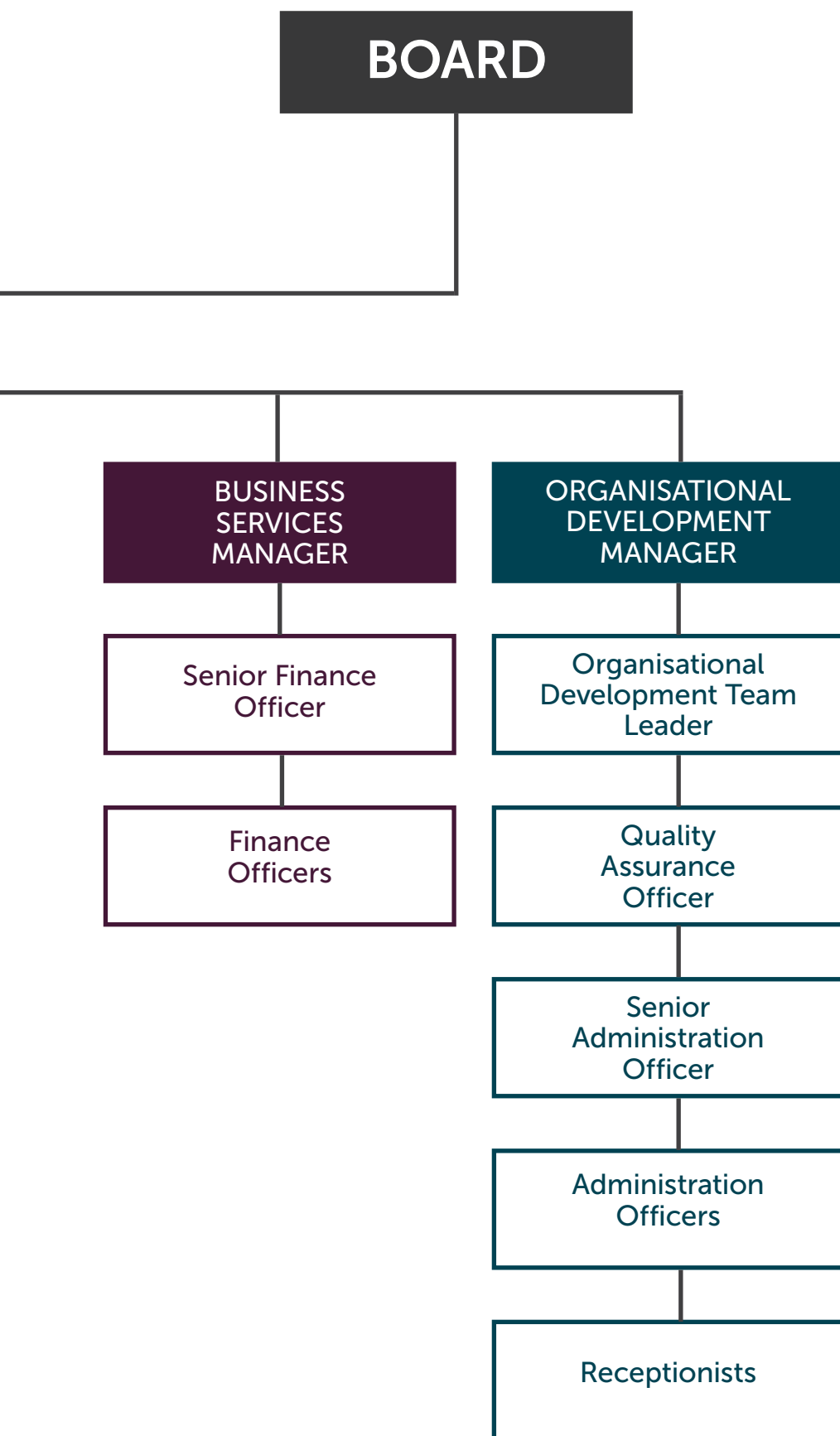
Our Volunteer Program aims to be mutually beneficial to the needs of the volunteers, TASC and TASC's Clients. TASC endeavours to continue to improve the Volunteer Program so that the volunteering experience will be a rewarding and useful for all. We invite people interested in volunteering to contact us at [reception@tascnational.org.au](mailto:reception@tascnational.org.au).

Together, our Volunteers have supported TASC with over 500 hours of time. Our volunteers at TASC come from many areas of society. They bring a variety of skills, experience and personalities that contribute to the diversity of the TASC team. The contributions made by all our Probono service providers and Volunteers go a long way towards helping us achieve our Vision of Social Justice for All.



# Organisational Structure





# Our Rural and Regional Partners

## CHARLEVILLE

### **Charleville Neighbourhood Centre**

114-118 Alfred Street

PO Box 327

CHARLEVILLE QLD 4470

Phone: 4654 1307

Email: [coordinator@charlevillenc.org.au](mailto:coordinator@charlevillenc.org.au)

## CHINCHILLA

### **Family Support Centre**

67-71 Middle Street

PO Box 406

CHINCHILLA QLD 4413

Phone: 4662 8528

## CUNNAMULLA

### **Disability Services**

PO Box 10

CUNNAMULLA QLD 4460

Phone: 4655 2886

## DALBY

### **Myall Youth & Community Network Centre Inc.**

Cnr Drayton and Nicholson Street

PO Box 305

DALBY QLD 4405

Phone: 4662 0152

Email: [admin@mycnc.com.au](mailto:admin@mycnc.com.au)

## GOONDIWINDI

### **Care Goondiwindi**

111 Callandoon Street

PO Box 687

GOONDIWINDI QLD 4390

Phone: 4670 0700

Email: [info@caregoondiwindi.org.au](mailto:info@caregoondiwindi.org.au)

## MILES

### **Murilla Community Centre**

73a Murilla Street

MILES QLD 4415

Phone: 4627 2027

Email: [murillacommunitycentre@gmail.com](mailto:murillacommunitycentre@gmail.com)

## ST GEORGE

### **Care Balonne**

84-86 Victoria Street

PO Box 517

ST GEORGE QLD 4487

Phone: 4625 5450

Email: [cdo@carebalonne.com](mailto:cdo@carebalonne.com)

## STANTHORPE

### **Stanthorpe Community Development Service Inc**

8 Corundum Street

STANTHORPE QLD 4380

Phone: 4681 3777

Email: [admin@communityds.org.au](mailto:admin@communityds.org.au)

### **Stanthorpe Court House**

51 Marshall Street

PO Box 308

STANTHORPE QLD 4350

Phone: 4681 1025

## TARA

### **Tara Neighbourhood Centre**

49 Day Street

PO Box 158

TARA QLD 4421

Phone: 4665 3508

Email: [centre@taranc.com.au](mailto:centre@taranc.com.au)

## WARWICK

### **Lighthouse Community Centre**

69 Guy Street

PO Box 195

WARWICK QLD 4370

Phone: 4667 8211



National Supports Coordinator,  
Provisional Psychologist & QSJC  
Manager

# Affiliates

## Professional Memberships

- » Queensland Council of Social Services (QCOSS)
- » Queensland Advocacy Inc. (QAI)
- » National Ethnic Disability Alliance (NEDA)
- » Positive Employer Outcomes
- » Australian Lawyers for Human Rights
- » Australian Institute of Company Directors
- » Community Legal Centres QLD
- » Queensland Law Society
- » Ourcommunity.com.au
- » COTA Queensland

## Professional Accreditations

- » Australian Association of Social Worker (AASW) (Individual)
- » Human Services Quality Framework (HSQF)
- » National Association of Community Legal Centres (NACLC)
- » Mental Health First Aid Gold Skilled Workplace



## Funding Bodies



**Queensland Government**  
Department of Justice and Attorney-General



**Queensland Government**

Department of Housing  
and Public Works



**Australian Government**  
Attorney-General's Department



**Australian Government**  
Department of Social Services



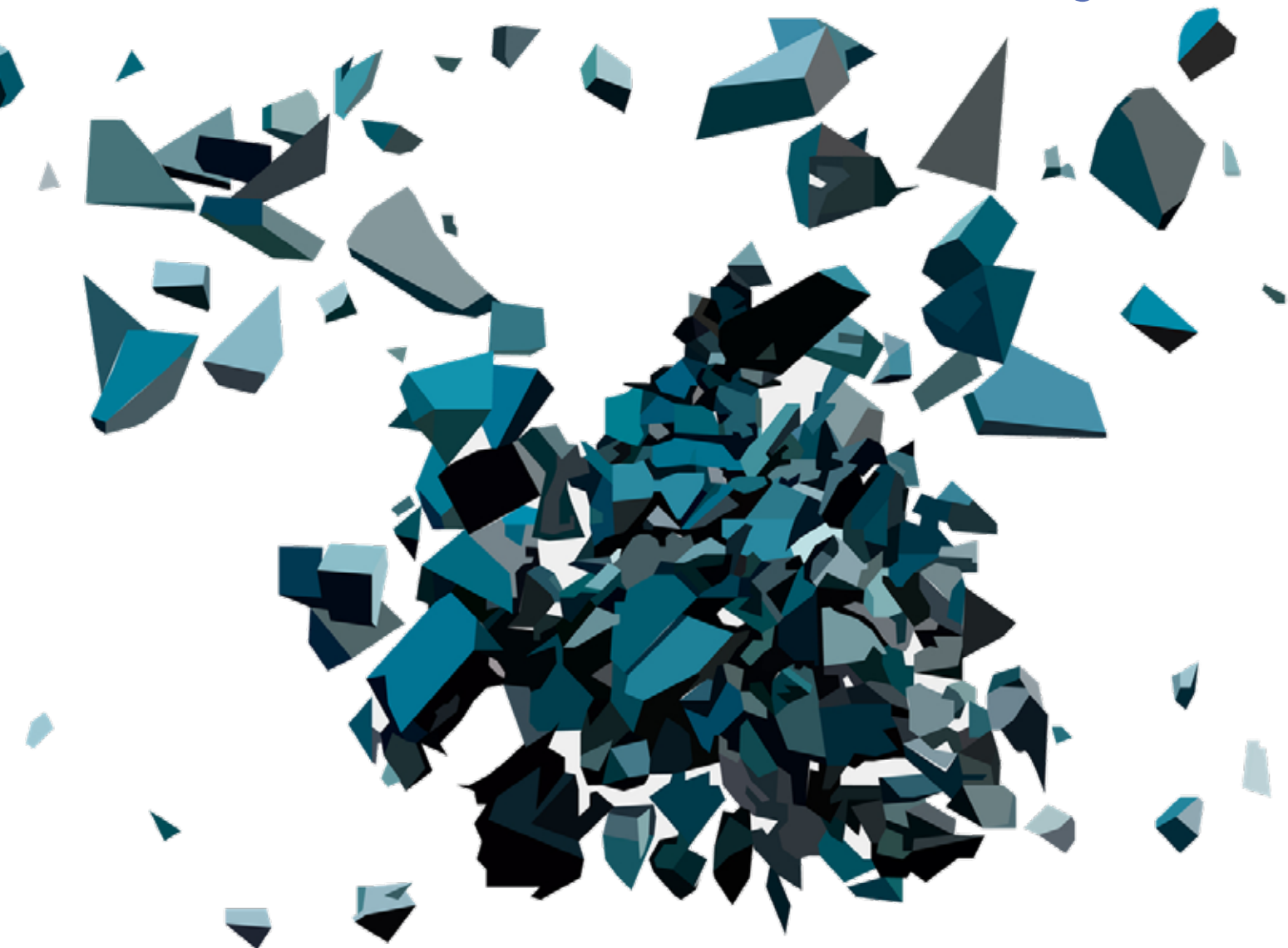
**Queensland Government**  
Queensland Health







**tasc**  
creating solutions  
together



### **TOOWOOMBA**

223 Hume Street

PO Box 594

Toowoomba QLD 4350

07 4616 9700

### **IPSWICH**

60 South Street

PO Box 38

Ipswich QLD 4305

07 3812 7000

### **ROMA**

96 Arthur Street

PO Box 794

Roma QLD 4455

07 4523 6600

### **WARWICK**

69 Guy Street

Warwick QLD 4370

07 4616 9700

[www.tascnational.org.au](http://www.tascnational.org.au)