



**tasc**  
creating solutions  
together



# Annual Report 2018-2019

Ipswich | Roma | Toowoomba | [www.tascnational.org.au](http://www.tascnational.org.au)

## 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 ORGANISATIONAL 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

***“We acknowledge the Traditional Custodians of Country throughout TASC’s areas of service and recognise their continuing connection to land, waters and culture.***

***We pay our respects to their Elders past, present and emerging.”***

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# FOREWORD

One of our long-serving TASC staffers observed recently that in general our clients appear more desperate than ever before.

You will read in this report the stories of some of the people we have supported and how we have made a tangible difference.

We support people who:

- Have intellectual disability, mental illness or acquired brain injury
- Experience exploitation, abuse or violence
- Are from culturally and linguistically diverse backgrounds
- Often live in regional, rural and remote communities where access to services is limited
- The majority experience some form of disadvantage
- Almost all have low incomes.

TASC team members work with our clients to take action on their behalf, and to promote, protect and preserve their legal and human rights.

This past year we have continued to serve communities across Toowoomba, Ipswich, Roma and the south west of the state. Our services are holistic and collaborative and offer individuals and their families access to lawyers, advocates and social workers who are able to address their immediate and ongoing needs, mostly at no cost.

Our employees are supported by a team of volunteers and pro-bono professionals who enable us to extend our services to give clients support in a range of areas they would otherwise find difficult to access. We collaborate extensively with and make referrals to community organisations and social support agencies.

The Legal Services team at TASC gives access to law and justice, consultation, advice and referral services across criminal, civil and family law; seniors and disability law; and domestic and family violence. The team also provides legal representation at hearings related to mental health. Through the Queensland Statewide Tenant Advice and Referral Service (QSTARS), TASC provides renters with free and independent tenancy advisory services.



Our advocacy team, the Queensland Social Justice Centre (QSJC), works side-by-side Legal Services, providing advocacy support to our clients, including those within the National Disability Insurance Scheme. Disability advocacy, mental health advocacy and education remain the focus of this team. The QSJC also arranges referrals to our lawyers and other specialists as well as to external service providers.

Our people promote the principle of social justice for all, ensuring access to services, human and legal rights, and enabling individuals to participate in the decisions that govern their lives.

In June this year, TASC National gained special consultative status with the United Nations Economic and Social Council (ECOSOC). The Council was established by the United Nations Charter, under the authority of the General Assembly, to promote economic and social development and the observance of human rights and fundamental freedoms for all. ECOSOC consults with non-governmental organisations who are recognised as possessing specialist experience or knowledge in these areas.

TASC representatives will now be able to actively engage with ECOSOC and its subsidiary bodies in activities, conferences and events of the UN and sit as observers at ECOSOC public meetings, the Human Rights Council and other intergovernmental UN bodies. Additionally TASC will be able to make written submissions or oral presentations relevant to ECOSOC's work.

TASC is the Queensland representative at the National Ethnic Disability Alliance (NEDA). NEDA believes in an inclusive Australia where cultural diversity and disability rights are valued as essential aspects of an equitable society. NEDA advocates at the federal level for the rights and interests of people with disability, their families and carers so that they can participate fully in all aspects of social, economic, political and cultural life.



This year has seen some changes in our organisation.

The TASC Psychology and Counselling Service operated for the past two years in Toowoomba and Roma. We recently made the difficult decision to close this service, which had not achieved the expected outcomes.

On the staffing front, CEO Philippa Whitman has recently resigned after seven years of service. We thank Philippa for leading TASC through a period of growth and change; and we acknowledge her determination and commitment. Three very able and passionate managers – David Manwaring, Manager of Legal Services and Principal Lawyer; Terri-Ann Dwyer, Manager QSJC and Sib Redfern, Manager Corporate Services – are working with their respective teams to collaboratively and tirelessly support our clients and deliver on our service agreements. To our TASC National team members and volunteers I express my gratitude.

The TASC National Board is in the process of appointing new directors. Two of our long-standing directors – Justin Searle (Treasurer) and Kurt Alexander – have retired from the Board this year. We thank them and our existing board members sincerely for their service to TASC and for their dedication to good governance.

Looking ahead, we will be actively promoting our newest initiative: the Coordination of Supports for National Disability Insurance Scheme participants. It is widely known that many participants in the NDIS are struggling to access the services they need. The Coordinators of Supports at TASC are working with individual NDIS clients to coordinate the supports, striving to ensure that each individual is able to obtain the services that he or she wants. If an individual is eligible for the NDIS, they are eligible to access our service.

TASC receives government funding from the Commonwealth and State Governments. We are also hugely grateful for the generosity of those people who have made donations or given in-kind support to us over the past year. Much appreciation goes to our colleagues in other agencies who help us in our work with the most vulnerable and marginalised in our society.

Please continue to support us in whatever way you are able so that we can carry on empowering individuals and building awareness of social justice issues affecting the communities we serve.

Michael Maguire  
Chair of TASC National Board and Acting CEO



# CASE STUDY 1

## Legal Services

### **TASC assists Father with child custody.**

TASC assisted a Father of two children who had separated from the Mother years earlier. The children had been living primarily with the Mother and spending regular time with the Father. **The Father came to TASC because, out of the blue, the Mother had told him that she intended to permanently relocate to Melbourne with the children.** She was leaving within a week of his appointment with TASC.

TASC sent correspondence to the Mother on the Father's behalf informing her that the Father did not agree to the relocation and that he would take further action if she continued with her plans. TASC did not receive a response to this letter. However, the Mother's departure was delayed by a week for unknown reasons. This allowed TASC and the client time to draft an urgent application for recovery order to the Federal Circuit Court.

### **TASC drafted and filed all of the required Federal Circuit Court documents and the Father arranged urgent service upon the Mother before she moved away.**

The Mother then continued with her relocation, promising the Father that she would inform him of her new contact address once she was down in Victoria. This did not occur and once the Mother was gone, she did not allow contact between the children and the Father.

The matter went before a Judge in the Federal Circuit Court and the Mother did not appear. The case was adjourned to allow the Mother a second chance to appear. She did not come to court on the next occasion and a warrant was issued for her arrest.

### **It took the Federal Police several months to locate the Mother and children with the help of TASC and the Father.**

The Mother appeared in the Federal Circuit Court and was not able to give the court a satisfactory reason why she relocated the children a considerable distance from the Father. The court gave the Mother two options; she could either relocate herself and the children back to Queensland or she could release the children to the Father and they would live with him in Queensland while the Mother would remain in Victoria. The Mother chose to remain in Victoria and the Father drove down there to collect the children.

While the case is ongoing, the children have now settled into school and into a routine with the Father. They are attending school every day (something that had not been occurring before) and they are making friends.

If TASC had not urgently assisted the Father to make a court application, the children would likely still be in Victoria and it is uncertain as to whether or not they would have had communication with their Father. **As a result of the efforts of TASC and the Father, the children are now back in Queensland,** they are attending school and they are settled into a routine.

# CASE STUDY 2

## Legal Services

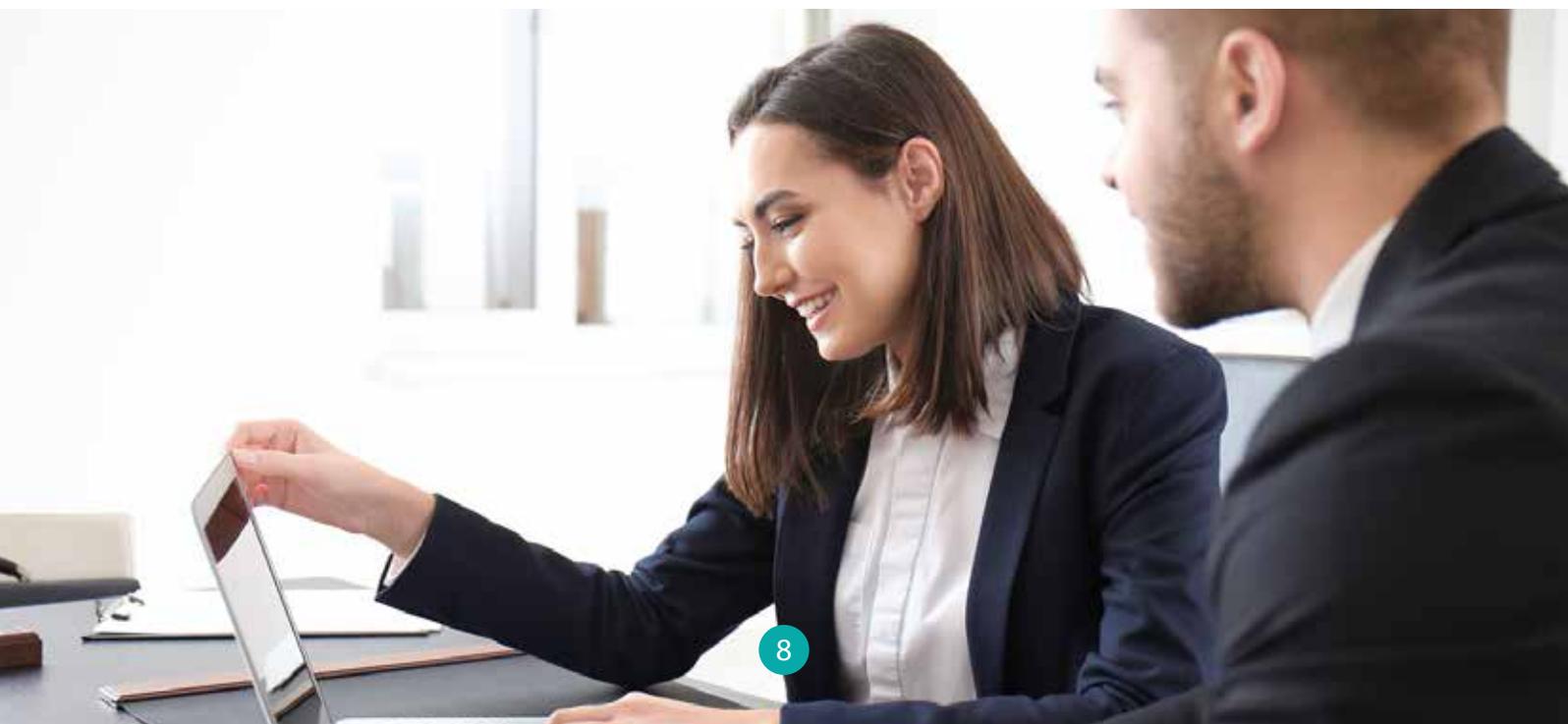
### Debt can become overwhelming.

The client is a male market gardener from Ipswich. He presented with a Queensland Urban Utilities account for approximately \$3,500 dating back to 2013. **A debt collection company had approached him for payment. He had not been aware of an issue** with the account until that contact.

In the floods of 2011 and 2013 our client lost everything, twice. **The strain associated to this loss resulted in a diagnosis of severe depression.** The floods had also caused backpressure on the water pipes into our client's land causing slow leaks in two places that did not become evident until much later. In 2014 his wife, who took care of all business accounts noticed a spike in the Utilities bill. After contact with Queensland Urban Utilities it was determined the reasons were likely leaks in pipes somewhere on his land. He was asked to hire a plumber, take photos and send all accounts for repair to their office for an account adjustment. He found two leaks that he repaired himself and sent off the details for reimbursement.

Unknown to him the application for refund was denied and since this time the outstanding account accrued interest. Over this period he was also diagnosed with testicular cancer and needed surgery. In May this year, his wife left their marriage. She had looked after all the business accounts and until the approach from the debt collection agency he was unaware of a problem. His language difficulties precluded him from fixing the problem himself.

**TASC was asked for help to find a solution.** During the meeting, we confirmed with the collection agency they had been hired to collect the debt. We called Queensland Urban Utilities and were advised the original application for the adjustment to his account had been rejected. The application had been lodged out of time. **We negotiated with the company who agreed to withdraw the collection agency instruction, revisit the adjustment application and in the interim approved a payment plan which removed the financial stress from the situation. Our client walked out of the office with a smile.**



# CASE STUDY 3

## Senior's Legal and Advice Service (SLASS)

### When neighbours are not good friends.

Our client is a 73-year-old male. He was a musician in the sixties with some fame in England. On the door to his room is an old band photo. He has an uncanny resemblance to Michael Nesmith from The Monkees.

In 2017 **our client was admitted to hospital** with a condition the doctors believed was terminal. Within a few days of being admitted, and **while under heavy medication, his next-door neighbours had him sign an Enduring Power of Attorney. Within two weeks, the neighbours marketed his property for sale. It was sold approximately six months later.**

In the interim, our client had recovered. He was relocated to an aged care facility **where he discovered he no longer had a home.** The house, a small pretty Queenslander was no longer his place of residence. Some of his furniture was sold and he had no idea if he still owned any personal chattels or where those items were stored.

**TASC was engaged to help unravel his legal situation.** He has been our client for nearly five months. In that time **he has legally regained his full mental capacity and had the neighbours' EPOA revoked. TASC along with external support services have found him a rental home and organised to have his remaining possessions returned to him.** In the next few months, TASC will lodge an application with QCAT using the changes in the Guardianship and Administration and Other Legislation Amendment Act 2019 to apply for compensation. While this action will not recover his lost home, we are hoping it will provide enough funds for him to buy a new one.



# CASE STUDY 4

## Queensland State-wide Tenant Advice and Referral Service (QSTARS)

### **There is no place like home, especially when you are unwell.**

Our client is elderly, has disabilities, and is quite unwell. **She had been a tenant for over two years without any tenancy issues**, in fact the lessor had offered her another 12-month tenancy. Due to the client's failing health she was reluctant to sign another 12-month contract, not knowing if she would be able to fulfil this commitment. Our client felt the agent was harassing her to enter into a new tenancy agreement.

The agent conducted a routine inspection of the premises, and it became apparent the tenancy agreement had now lapsed onto a periodic agreement. The agent again requested our client sign a new tenancy agreement. During this routine inspection a few issues were raised by the agent with regards to the care of premises, reference being made to some items stored in the garage, and back patio area, along with the carpets requiring cleaning. Due to the client's illness there had been a couple of accidents on the carpet. The agent again requested the new tenancy agreement be signed.

Subsequently the agent issued a breach notice to the tenant to have the issues noted during inspection rectified. Our client rectified the issues only to receive a Notice to Leave from the agent for failure to remedy a breach. **The agent provided our client with 14 days notice to vacate.**

**Our client sought assistance from TASC and our tenancy advocate wrote to the agent requesting further information as to the grounds of the Notice to Leave.** The advocate was able to ascertain the grounds for terminating the tenancy did not appear to be significant enough to terminate the tenancy, and the tribunal may not rule the tenancy is terminated and advised the agent of this.

The agent lodged their application to QCAT to have the tenancy terminated. This process placed additional stress on our client who was in and out of hospital due to her illness. **TASC prepared a counter application for the client, requesting the tenancy is not terminated, outlining the steps the client had taken to rectify the breach, provided supporting evidence the breach had been rectified, and requested the client be allowed to attend the hearing via phone due to health reasons.**

Our client was able to successfully represent herself at the QCAT hearing via phone, and **the tribunal ruled the grounds were not sufficient to terminate the tenancy.**



# CASE STUDY 5

## National Disability Insurance Scheme (NDIS) Coordination of Supports

### **People with a disability can live a “typical” life.**

Five years ago, Mr B was diagnosed with paranoid schizophrenia and spent nearly a year receiving intensive clinical support at Baillie Henderson mental health hospital. At this point, his whole life changed! Not by choice, he was relocated to Toowoomba from the South Burnett, separating him from his family and community.

Mr B’s driver licence was taken off him due to medical reasons. He became too unwell to work and due to medication and idleness, he became obese. Like many people who experience a life-changing illness, Mr B had lost so many essential aspects of his life.

Mental health recovery is not about a cure. **It is about regaining volition, renewing identity and acquiring strengths through experiences.** Mr B is on a recovery journey and TASC Support Coordination is walking this path with him.

Through Mr B’s NDIS Plan, a TASC Support Coordinator has been able to assist Mr B with acquiring a medical waiver for driving. He is now able to drive independently to visit his family in the South Burnett and does so once every three months. This has become a very important part of Mr B regaining his identity and improving his social connectedness. The NDIS has allowed Mr B to work with an exercise physiologist and occupational therapist to regain his driving skills, become more independent at home and lose some weight.

Mr B feels empowered!

People with a disability deserve the same rights as everyone else and that includes going on a holiday. During a six-day holiday this year, Mr B will go four-wheel driving in the sands of Fraser Island, enjoy a river cruise and experience the Reefworld Aquarium on the Fraser Coast. This is the first holiday that Mr B has been on since experiencing mental illness. The next step for TASC Support Coordination is to assist Mr B achieve his goal of securing employment in landscaping.

**Thanks to the NDIS and Support Coordination through TASC, Mr B can begin to live a “typical” life again!**

# CASE STUDY 6

## National Disability Advocacy Program (NDAP)

### **Client wants a say in what happens in her own life.**

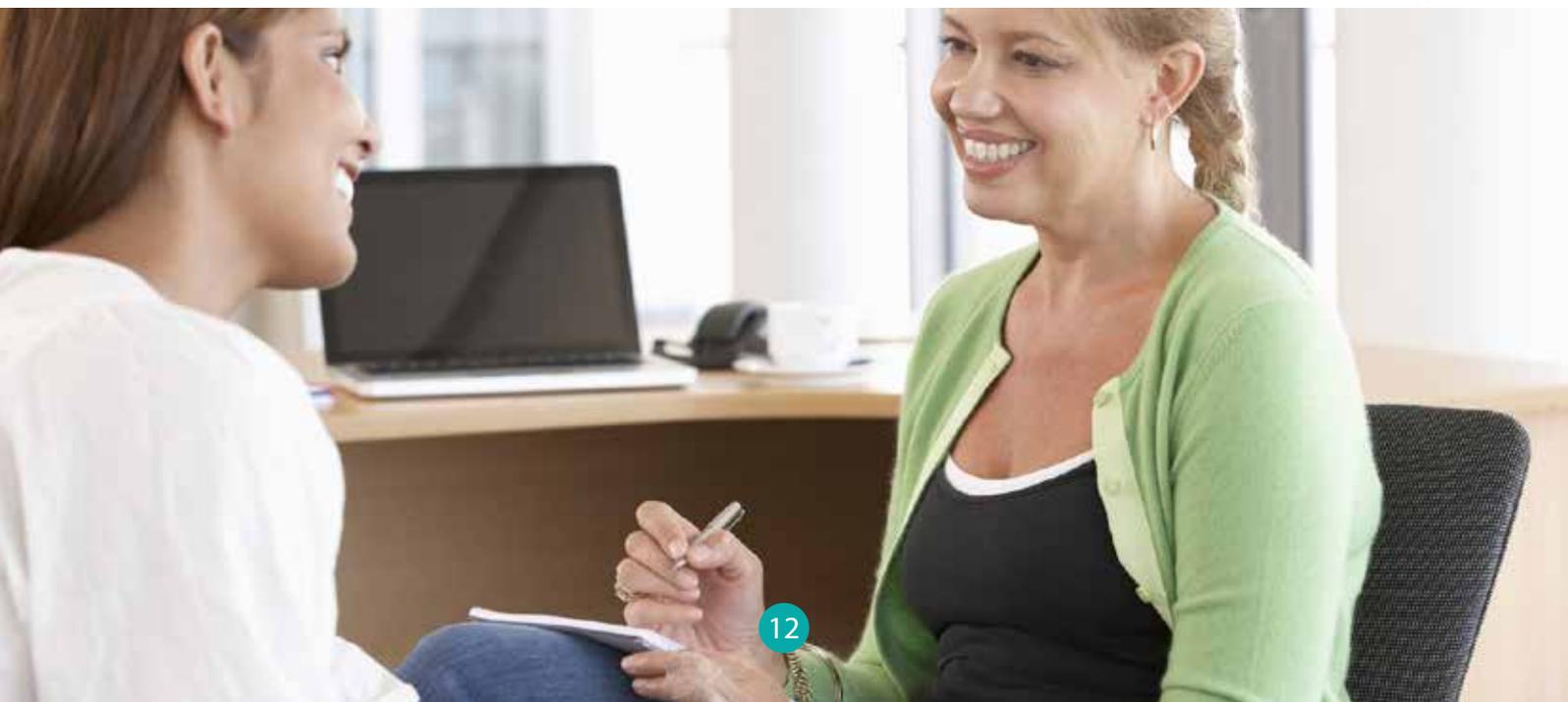
The Client was referred to TASC's National Disability Advocacy Program by an employee of a service provider, upon hearing of a plan to relocate the Client from her existing residence. The relocation would impact on the current care arrangements and see the Client living in shared accommodation. The Client had not been consulted or included in any decision-making and a relocation was contrary to the Client's expressed wishes.

The Client, in her early 50s, lives with Huntington's Disease and a wide range of impairments resulting from her disability, including cognitive, physical and communication.

The Advocate met with the Client to ascertain the specific matters of concern and clarify her wishes. The Client sought to remain in her current residence. **The Client was estranged from her family and under the guardianship of the Public Guardian and the financial administration of The Public Trustee.** She also had Support Coordination and multiple service providers under her NDIS plan.

The Advocate contacted relevant stakeholders and attended stakeholder meetings on behalf of the Client. **The Advocate ensured that the Client's wishes were articulated and prioritised in all discussions and decision-making processes.** The Advocate also assisted the Client with matters relating to her current funding arrangements under the NDIS. The Advocate obtained further documentation relating to the Client's needs and submitted this at the NDIS Plan Review. The Client's funding was increased and she was able to continue with her current care arrangements and remain living in her own home.

**The Advocate was able to facilitate the Client becoming better informed and central to the processes which impacted on her life.** This had previously been 'lost' due to the complexities of funding arrangements and the high number of stakeholders. **The Advocate supported the Client in achieving her desired outcome.**



# CASE STUDY 7

## National Disability Advocacy Program

### **Moving interstate with mental health concerns can be frightening.**

Ms W was referred to TASC's National Disability Advocacy Program by an interstate advocacy organisation.

**Ms W has experienced mental and physical disability since she was born.** She lives with constant fear and anxiety. This is often heightened when going through separation of friendships and other relationships.

**Ms W expressed to the TASC Advocate her discontent with a recent relocation to the Darling Downs.** An interstate disability service provider had facilitated the relocation and continuation of their services to Ms W in her new location. This service provider had believed the move would benefit Ms W in terms of increased services and independence, and would remove Ms W from a friendship which the service provider framed as non-beneficial.

Ms W had agreed to move to Toowoomba, however, she advised the Advocate that **she had not fully understood the implications of the move and the impact it would have on her life. She had been disconnected from the social capital and familiarity of her former community and felt socially isolated.**

Ms W was experiencing communication challenges with the service provider staff and her NDIS Support Coordinator was employed by the same organisation.

As requested by Ms W, the Advocate contacted the current service provider and raised Ms W's concerns. The service provider had been unaware of these concerns and worked with the Advocate and Ms W to generate solutions and more positive outcomes. Moving forward, social engagement and assistance with social outings were prioritised. **Ms W was supported in nurturing new friendships and in building confidence and familiarity with her new environment.**

Through the experience of working with an Advocate, Ms W has strengthened her capacity to communicate more effectively with the service provider and have her 'voice' heard. Her right to ask questions has been validated. **Ms W has expressed that she is content to continue living in the Darling Downs.**



# CASE STUDY 8

## National Disability Advocacy Program

**Mr C contacted TASC's National Disability Advocacy Program to seek assistance with an upcoming Mental Health Review Tribunal.**

The Advocate conducted the self-report process with Mr C. This included exploration of personal feelings relating to the current involuntary treatment order, discussion around management of life stressors, and clarification of the outcome sought from the Tribunal Hearing. Mr C sought revocation of the involuntary treatment order.

The Advocate contacted Mr C's Mental Health Caseworker to discuss and review the supports and services in place, and attended the Tribunal hearing with Mr C. The Advocate ensured that Mr C's concerns about the accuracy of the clinical report were articulated. The Advocate also spoke to the Tribunal about Mr C's future plans for his own business and travel, and **Mr C's preference for a voluntary treatment order.**

The Tribunal made the decision to keep the involuntary treatment order in place. **Though Mr C did not get the outcome he desired, he expressed that the involvement of his Advocate resulted in his concerns being better heard and considered by the Tribunal.**

The Advocate was also able to enhance Mr C's understanding of the clinical report and the treating team's ability to revoke the involuntary treatment order. Following the hearing, Mr C was informed of his right to appeal the decision and provided with information about this process.



# CASE STUDY 9

## National Disability Advocacy Program

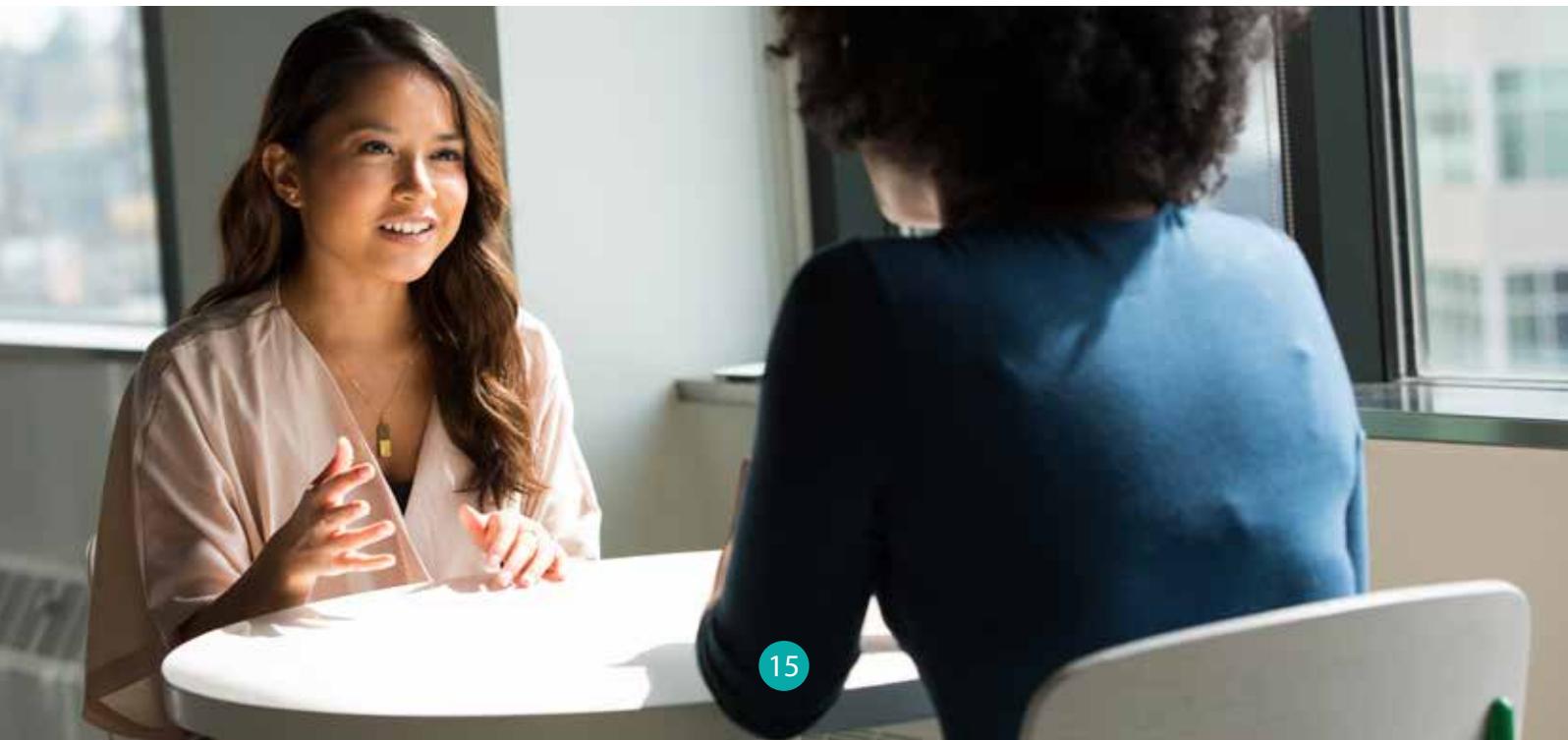
**The Client sought TASC National Disability Advocacy services for assistance in redress for historical child sexual abuse and for ongoing mental health supports.**

The Client first presented to TASC as homeless and emaciated from long-term neglect. The Advocate linked the client into generalist community supports and facilitated referrals to **housing organisations**. Once the Client had accessed secure housing, the Advocate supported the Client to access the **National Disability Insurance Scheme** under psychosocial supports. The Client was successful under the scheme and received a well-supported package based upon her goals.

The Client was then linked into a support agency that provided help with daily living skills, mentoring and general community access. The Client was able to access training and volunteering assistance with a goal of finding employment. The physical wellbeing of the client improved, as did her sense of belonging and connection with her community.

The Client was then able to focus upon **compensation for past institutional abuse and physical violence**. The Advocate provided the Client with education for access to Victims of Crime and supported the Client to write a submission for reparation. The Client was successful in receiving monetary compensation for a past physical attack. The Advocate supported the client in **applying for the Redress Scheme** based on multiple incidences of institutional sexual abuse.

The Advocate created a safe and supportive environment which enabled the Client to feel comfortable to share her story for the first time and to manage the experiences throughout the ongoing casework. This journey has been monumental for the Client in reclaiming her life and enhancing her wellbeing after the long-term physical and psychological harm she had endured. Advocacy seeks to ensure vulnerable people are able to have their voice heard on issues and safeguard their rights. **The Client reports that she has begun to recover from years of past transgressions and hopes to live her life in peace as an active community member.**



# Statistical Highlights

## **Total Legal Services:**

New clients 1018  
Legal advices 1090  
Legal Tasks 160

## **Total Advocacy Services Clients:**

224 new clients  
468 Advices  
130 cases

## **Disability Advocacy (DA)**

New Clients: 114  
Total Clients: 232  
Advices: 259  
Case opened: 185  
Case Closed: 99

## **National Disability Advocacy Program (NDAP):**

New Clients: 134  
Total Clients: 190  
Advices: 211  
Case opened: 71  
Case Closed: 36

## **Toowoomba Community Legal Service (TCLS):**

New Clients: 289  
Total Clients: 442  
Advices: 438  
Case opened: 12  
Case Closed: 15

## **Ipswich Community Legal Service (ICLS)**

New Clients: 201  
Total Clients: 279  
Advices: 298  
Case opened: 66  
Case Closed: 29

## **Family Relationship (FRC):**

New Clients: 108  
Total Clients: 140  
Advices: 136  
Case opened: 9  
Case Closed: 6

## **Disability Law Project (DLP)**

New Clients: 32  
Total Clients: 49  
Advices: 28  
Case opened: 34  
Case Closed: 25

## **Senior's Legal Advice and Support Service (SLASS):**

New Clients: 69  
Total Clients: 104  
Advices: 136  
Case opened: 9  
Case Closed: 11

## **Rural Women's Outreach Legal Service (RWOLS):**

New Clients: 32  
Total Clients: 47  
Advices: 42  
Case opened: 7  
Case Closed: 1

## **Roma Community Legal Service (RCLS):**

New Clients: 59  
Total Clients: 87  
Advices: 74  
Case opened: 39  
Case Closed: 25

## **Queensland Statewide Tenant Advice and Referral Service (QSTARS):**

New Clients: 244  
Total Clients: 363  
Advices: 370  
Case opened: 131  
Case Closed: 103

## **Elder Abuse Prevention and Support Service (EAPSS):**

New Clients: 28  
Total Clients: 30  
Advices: 26  
Case opened: 4  
Case Closed: 0

# Financial Report Summary

## INCOME STATEMENT

For the year ended 30 June 2019

INCOME STATEMENT	2019	2018
Grants	2,947,174	2,556,226
Donations	9,069	843
Interest	21,218	23,227
Other	320,384	147,832
Professional Service Income	83,678	81,300
Rental income	23,917	18,840
<b>Revenue</b>	<b>3,405,440</b>	<b>2,828,268</b>

EXPENSES	2019	2018
Marketing expenses	17,018	40,166
Occupancy expenses	133,130	117,212
Administration expenses	3,072,914	2,489,806
Depreciation	56,223	57,160
Other expenses from ordinary activities	406,694	342,398
Borrowing costs expense	5,406	9,444
<b>Expenses</b>	<b>3,691,385</b>	<b>3,056,187</b>

## Surplus for the period

	2019	2018
Surplus	-285,944	-227,919

## BALANCE SHEET

As at 30 June 2019

ASSETS	2019	2018
<b>Current Assets</b>		
Cash and cash equivalents	855,997	849,082
Trade and other receivables	81,579	40,095
<b>Total current assets</b>	<b>937,576</b>	<b>889,177</b>
<b>Non-current assets</b>		
Property plant and equipment	313,322	268,319
<b>Total non-current assets</b>	<b>313,322</b>	<b>268,319</b>
<b>Total assets</b>	<b>1,250,898</b>	<b>1,157,496</b>

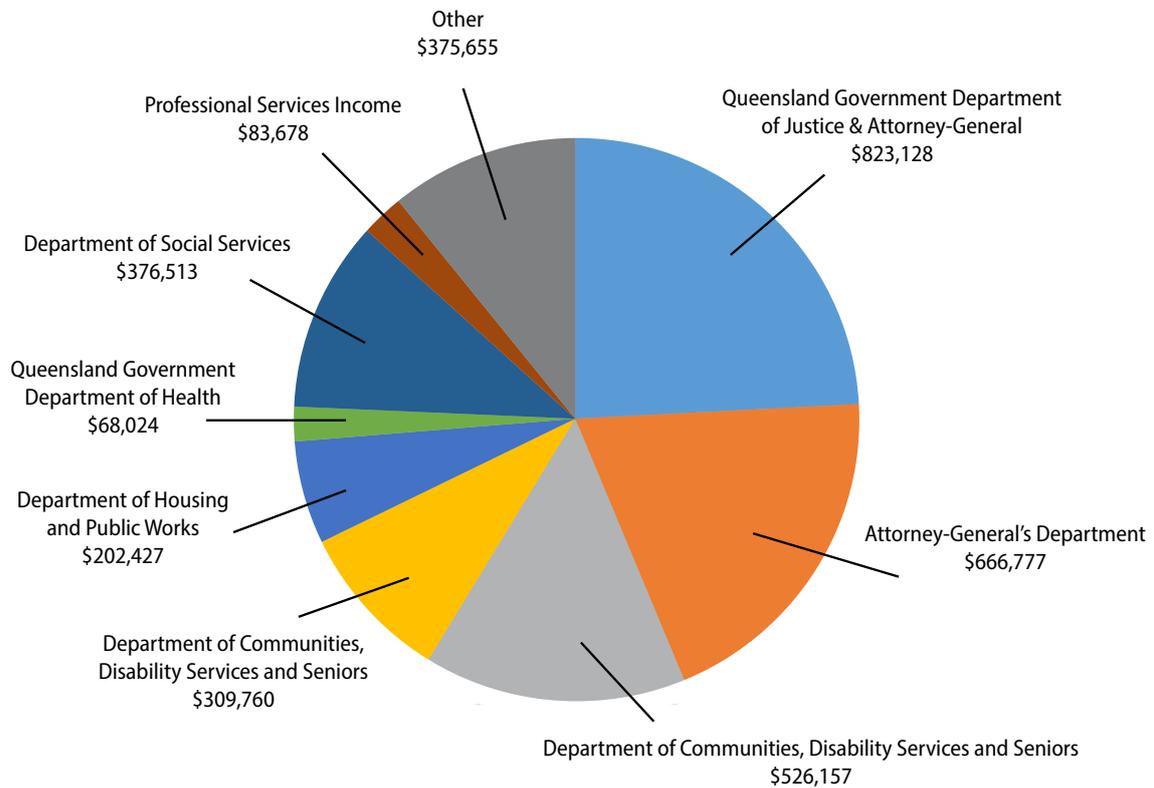
LIABILITIES	2019	2018
<b>Current Liabilities</b>		
Trade and other payables	501,949	181,079
Financial liabilities	36,019	58,199
Provisions	218,003	162,491
<b>Total current liabilities</b>	<b>755,971</b>	<b>401,769</b>
<b>Non-current liabilities</b>		
Financial liabilities	49,708	42,077
Provisions	58,508	40,995
<b>Total non-current liabilities</b>	<b>108,216</b>	<b>83,072</b>
<b>Total liabilities</b>	<b>864,187</b>	<b>484,841</b>

## EQUITY

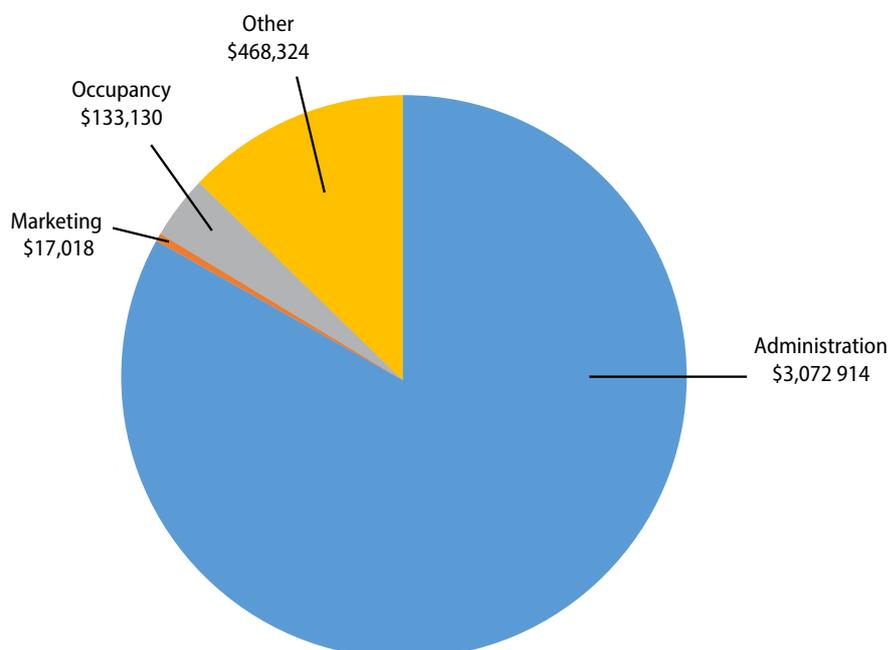
	2019	2018
Retained surplus	386,711	672,655
<b>Total equity</b>	<b>386,711</b>	<b>672,655</b>

# Financial Report Summary

## SOURCE OF OPERATING FUNDS 2018 - 2019



## USE OF OPERATING FUNDS 2018 - 2019



# Financial Report Summary

Our Commonwealth and State government programs were delivered successfully with a 15.3% increase in grant income on the previous year. The year saw the commencement of the new National Disability Advocacy Program (NDAP) with funds of \$956,602 available to provide services until June 2020. The geographical reach for the program includes Kingaroy/Gympie and surrounding areas, Ipswich, Toowoomba, and the Darling Downs-Maranoa regions. Additional funds were also made available for the Seniors Financial Protection Services (SFPS) program. A total of \$45,255 has been provided to service the Toowoomba and inner Ipswich areas and will be used to assist older people experiencing (or at risk of experiencing) elder abuse.

The reduction in reserves over the past two years is reflective of the investment into the start-up of the National Disability Insurance Scheme (NDIS) business and the Psychology and Counselling Service.

## **National Disability Insurance Scheme (NDIS)**

The investment into the NDIS business, which commenced in June 2018, has now expanded to a team of 4 fulltime Coordinator of Support positions and a client base of 82 clients. Whilst this business is still in its early stages, TASC is excited about the growth potential in this area. The year ahead will focus on staff training, streamlining processes to ensure the best possible outcomes for our clients and building on this foundation that has been put in place over the past year.

## **TASC Psychology and Counselling Service**

It was with much sadness that the decision was made to cease the TASC Psychology and Counselling Services which commenced operation in November 2016. Unfortunately, as is often the case, the costs of providing these much needed services to our rural and remote regions and the difficulty in attracting qualified staff to service these areas, made the business unsustainable in the long term. Every effort was put into reviewing the business model to try to continue with the service but it is now time to close this door.

During the lifetime of the Psychology and Counselling Service our dedicated Psychologists and Provisional Psychologists provided 1,042 services to clients through the Primary Health Network, Private Consultations, Medicare, Employer Assistance Programs, DVA and Workcover. Whilst there is still a need in these regional areas, TASC Psychology and Counselling Services was instrumental in providing positive outcomes for its many clients primarily based in the Maranoa and Toowoomba regions. We are forever grateful to the exhaustive efforts of all the staff involved in commencing this business and the endeavours made to try to keep the service operational.

TASC will now look for new opportunities to grow the TASC business and expand our reach in other ways to assist the most marginalised people within our communities. These opportunities for growth will be researched and incorporated into the new Strategic Plan for the next phase of the TASC journey.

# Directors' Declaration

## DIRECTOR'S DECLARATION

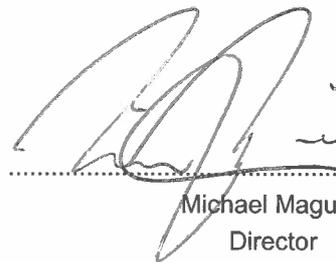
In the directors' opinion:

- 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 2019 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

Dated 21/8/19 .....

# Directors' Profiles



## **Michael Maguire (Chairperson)**

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. Michael has 3 adult sons and a gorgeous younger daughter. His other interests include cycling and travel.



## **Kurt Alexander (Vice- Chairperson) - retiring**

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 (Treasurer) – retiring**

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.

# Directors' Profiles



## **Lesley Beames**

Lesley has many years' experience in the education, health and not for profit sectors. She is a member of the Industry Engagement Team of workRestart, a social enterprise putting businesses behind bars at Borallon Training and Correctional Centre to provide real jobs and training for offenders. She has also worked as a marketing manager, training consultant and human resources advisor. Lesley is most comfortable contributing to organisations that tackle social issues, transform the lives of individuals and improve the well-being of communities.



## **Philippa Whitman (Secretary) – retiring**

Philippa is outgoing Chief Executive Officer of TASC, retiring after seven years of service in 2019.

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 that she operates with partners at Gladfield near Warwick, and spends her free time pursuing those interests.



## **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. Named Downs Business Woman of the Year in 2018, 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

By giving their time and talent, our volunteers have been assisting us to extend our services to the most vulnerable and marginalised members of our communities.

Throughout the past year, over 30 volunteers have supported us, and in particular we express our thanks to:

- solicitors in Toowoomba and Ipswich who have delivered evening legal clinics
- volunteers who have assisted with projects and client support
- Forms Clinic volunteers who have assisted clients to complete a variety of forms related to accessing government, legal and financial services
- those who have provided valuable community education

Our Volunteer Program aims to be mutually beneficial to the needs of our clients, our volunteers and to our organisation. If you would like to volunteer with TASC, just contact us at [reception@taschnational.org.au](mailto:reception@taschnational.org.au)



# Our Rural & 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

# Affiliations

## Professional Memberships

Queensland Council of Social Services (QCOS)  
Queensland Advocacy Inc. (QAI)  
National Ethnic Disability Alliance (NEDA)  
Positive Employer Outcomes  
Australian Institute of Company Directors  
Community Legal Centres QLD  
Queensland Law Society  
Ourcommunity.com.au  
COTA Queensland  
Institute of Managers and Leaders

## Professional Accreditations

Australian Association of Social Worker (AASW) (Individual)  
Australian Institute of Company Directors (Individual)  
Human Services Quality Framework (HSQF)  
National Association of Community Legal Centres (NACLC)  
Mental Health First Aid Gold Skilled Workplace  
Queensland Law Society (Individual)  
STEP - (Individual)  
Australian Psychological Society (APS) (Individual)



# Affiliations

## Funding Bodies and Partners

Australian Government – Department of Social Services  
Australian Government – Attorney General's Department  
Qld Government – Department of Justice and Attorney-General  
Qld Government – Department of Housing and Public Works  
Qld Govt – Department of Health  
QLD Govt – Department of Communities, Disability Services and Seniors  
Legal Aid Queensland  
Catholic Social Justice Commission  
Relationships Australia  
Catholic Care, Tenants Qld







**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)