

TASC National

Annual Report

2019-2020



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TASC acknowledges the Traditional Custodians of the land on which we live and work. We pay our respects to their Elders, past, present and emerging.



Chairperson's Report

“The service has been so valuable and given me such peace of mind. I know that someone is supporting me and I am not alone. **It has helped me to sleep again**”.

The people who work at TASC are inspired to carry on when we receive a comment like this, in this instance made by a person supported by our Seniors Legal and Support Service.

Members of our community frequently pass such reflections on to our team, whether we have supported them with a family law issue or the return of a rental bond. The knowledge that so many people are assisted by TASC's diverse range of services is for me, as Chair of the TASC Board of Directors, deeply rewarding.

This has been my first term as Chair of the Board after serving as a Director for over a decade. It truly is a privilege to be involved, year after year, in an organisation dedicated to improving the lives of people who experience disadvantage.

People who come to TASC for assistance gain access to lawyers, advocates and social workers whose work addresses their immediate and ongoing needs. We assist individuals and families and act on their behalf to promote and protect their legal and human rights.

NEW LEADERSHIP

This year, TASC welcomed Frances Klaassen OAM as Chief Executive Officer. Frances brings considerable social services sector experience, and we are thankful to have someone of her calibre contribute her skills to TASC.

Alongside Frances are her highly capable managers, their teams and volunteers who work tirelessly to meet the needs of people and deliver on our service agreements. To each one of you, I express my gratitude.

I would like to acknowledge the outstanding efforts of TASC's Board of Directors, who have willingly volunteered their time over the past year. A special thanks to Director, Michael Maguire, who scaled back his Brisbane-based business and very ably took on the Acting CEO role for several months until Frances took the reins in February.

FAREWELLS AND OPPORTUNITIES

Dene Creegan, Vice Chairperson, has retired from the Board. I sincerely thank Dene for her wise counsel and dedication to good governance. The Board welcomed new members, Craig Armstrong, Reagan Wilson and Jim Rawlings. Craig, Reagan and Jim bring a wealth of experience in leadership across business, legal, accounting and finance sectors respectively, along with a passion for service to their communities.

For the past two years, TASC has operated services to deliver National Disability Insurance Scheme (NDIS) Support Coordination. We recently made the difficult decision to close this service, based on pricing structures that ultimately led to a lack of sustainability.

I would like to pay tribute to the team who worked with NDIS participants to ensure that each individual was able to exercise choice and control in gaining access to services.

LOOKING AHEAD

My warm appreciation goes to our colleagues in other agencies who help us serve the most vulnerable and marginalised members of our community. A special thanks goes to our supporters who have made generous donations or provided in-kind support over the past year.

TASC gratefully acknowledges the ongoing funding of the Queensland and Commonwealth governments that enables us to deliver much-needed services across the Darling Downs, South West and West Moreton regions.

Looking forward, we can see that more people will require TASC's services due to the pandemic and the associated economic downturn. As the largest regional Community Legal and Advocacy Centre in Queensland, our passionate professionals are well-placed to continue this vital work.

“

In an uncertain time, TASC kept our feet on the ground, and aimed to chart a steady course for the community we serve.

A portrait of Lesley Beames, a woman with short grey hair, wearing glasses and a blue top, smiling. She is wearing a colorful beaded necklace. The background is blurred.

Lesley

Lesley Beames

Chairperson
TASC National Board of Directors

CEO's Report

As incoming CEO in February 2020, I was full of enthusiasm about opportunities and possibilities to bring about growth and change for TASC.

Like so many others, I suddenly found myself leading a team that needed to pivot rapidly to ensure we could carry out our normal activities in uncertain times.

COVID-19 tested us all. And with much pride, I can say the team at TASC rose to the challenge.

In our response to COVID, the TASC values of innovation and adaptability shone through. We planned effectively and leveraged the resources of our investment in ICT infrastructure over recent years. This meant we were able to keep providing services to people in the community who needed us.

PATHWAYS TO CONNECTION

Our priority at TASC was to make sure that people engaged with our services did not face *further* disadvantage due to their particular circumstances. It was critical for us to reach

out. We concentrated on creating pathways to help us connect, hear, respond and assist.

There were times in 2020 when none of us felt we could plan too far ahead. Luckily TASC set a strong foundation in February, when the Board of Directors, management team and I joined forces to plan TASC's actions for the next five years.

It's called "Strategic Planning" but at TASC our goal is to be *agents of change*. Our focus in developing the TASC 2020-25 Strategic Plan was to both support people on an individual level as we deliver services in the community, and to seek out opportunities to drive systemic change.

I report in more detail below on the Strategic Plan and the encouraging progress we are making towards achieving our goals.

CHANGE THROUGH ACTION

TASC's vision is to improve the lives of people experiencing vulnerability through providing quality legal, advocacy and social justice services.

I keenly look forward to leading our highly skilled and passionate team as we realise new ways to deliver on our mission ***as agents of positive change through action.***



Frances

Frances Klaassen OAM

Chief Executive Officer



Our Values

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

Open, Honest and

Respectful Communication

Innovation and Adaptability

Collaboration

Client-Focused Services

Driven and Tenacious

Accountability

Balance

Strategic Plan 2020 to 2025



Improving More Lives

- We ensure people are treated fairly and with dignity
- More people are seeking our services and warm referrals are increasing
- We enable inclusion through our legal and social support
- People value our advice. They feel welcome and safe here.



Committed To Service Excellence

- We have competent leadership and strong governance
- Our culture reflects our values. We are socially responsible.
- Our people's wellbeing is a priority
- Our people engage in ongoing professional development
- We have open communication and hold one another accountable each day.



Respected Nationally

- Our communities know who we are and actively utilise our support
- Our communities back us because they believe in what we do
- Our footprint and impact is expanding across regional Australia
- We are known for our expertise and tangible outcomes
- We are recognised as a voice for the needs of regional people.



Business Integrity and Financial Resilience

- Our funding sources are diverse
- We are trusted with long term contracts
- We are good partners - reliable, collaborative and transparent
- Our asset base enables strategic growth and innovation.



Improved Efficiency

- We use effective processes and systems supported by integrated technology
- Our data is reliable and informs business directions
- Our reports articulate the impact and return on investment of our work, identifying regional needs and opportunities.
- Stakeholder feedback is monitored for continuous improvement and innovation.

CEO's Report on Strategic Plan 2020-25

The TASC Strategic Plan sets the direction for TASC's growth. It positions TASC to make the most of emerging opportunities to better support the community.

As CEO, I am proud of the TASC 2020-25 Strategic Plan. The Plan puts forward our future vision and reaffirms TASC's commitment to our team's wellbeing and the role we play in contributing to a positive future for the communities we support.

From the moment of joining TASC I've found it an inspiring team to work with, from the Board to our newest members. As a team, we look forward to realising the goals we have set ourselves for the **next five years** against **five key outcomes**.

1. IMPROVING MORE LIVES

In 2019-20 we continued to make a significant contribution to bridging the social justice gap. With the vast majority of our clients experiencing significant social and economic disadvantage, TASC's legal services assist people who might not otherwise have access to this support.

In the past year TASC Legal Services provided **3,938 legal advices and referrals**, undertook duty lawyer activities in Toowoomba and Ipswich (representing **273 clients**) and represented **22 people** in Mental Health Review Tribunal hearings.

The TASC Social Justice team assisted **892 people with tangible outcomes**, promoting a higher level of inclusion and engagement in the community.

TASC actively explored new ways to reach people in vulnerable circumstances who might be finding it hard to connect with or find out about legal and advocacy services.

One such initiative is our **reachOUT Men's Legal Clinic**, which we began in April. reachOUT is a free hotline that provides men with advice and information on domestic and family violence and family law matters.

The safety of women and support around these issues is, of course, a priority. TASC partners with Domestic Violence Action Centre to offer direct, accessible and safe service in this area for women. Our goal with reachOUT is to make sure that where identified service gaps exist, we extend a helping hand to the community.

I want to say a big thanks to our Legal Services Manager David Manwaring, Senior Lawyer Louise Secomb and the team for embracing our values of collaboration and innovation to make these initiatives happen.

For TASC, **improving more lives** is about helping create an inclusive society where people are treated fairly and with dignity. This year we assisted people with disability to achieve greater participation, choice and control. Our role included supporting people to make representations to the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

It also included working with the community to increase engagement with the NDIS for people in rural and remote Queensland.

Our Seniors Legal and Support Service (SLASS) provided legal and social work services to **92 people**. We enhanced the support available to seniors about important financial decisions through our Seniors Financial Protection Service (SFPS).

Through the Queensland Statewide Tenant Advice and Referral Service (QSTARS), TASC helped **426 tenants** understand and exercise their options, rights and responsibilities around tenancies. Our Tenancy Advocates Rebekah Parikh and Melisa Cross provided support on a wide range of issues, from bond disputes to evictions, and they helped people to prepare for Queensland Civil and Administrative Tribunal hearings. The positive tributes from people they supported (*below*) tell us TASC is truly helping to “improve their lives”.

“Melisa, you have been a rock for me. Professional, patient and kind. I will never forget the support and guidance you’ve given me ... [it] has restored my faith in human nature. Thank you and stay safe”.

PERSON SUPPORTED THROUGH QSTARS, 2019-20

2. COMMITTED TO SERVICE EXCELLENCE

TASC is fortunate to continue to have the skills and experience of our respective service area managers: David Manwaring in Legal Services, Terri-Ann Dwyer in Social Justice Services and Sib Redfern heading Corporate Services.

Our people are critical to our service excellence. Since arriving I have placed considerable emphasis on developing a positive workplace culture and improving our systems and processes. In 2020 we undertook a review of TASC’s various program needs and service agreement obligations and accordingly made decisions about the best structure to take TASC forward.

We will continue to refine and improve our structure and systems to meet our **mandate to service excellence**.

We recognise that our employees’ mental, physical and emotional wellbeing is critical to achieve positive outcomes for the people who need TASC’s services. To reach this goal, it is vital to embed our teams in an effective, supportive organisational structure.

3. IMPROVED EFFICIENCY

Over March to June 2020 TASC conducted a review of our suite of Policies and Procedures and I thank Simone Mooketsi for her energy and commitment in leading the internal audit process.

Soon after I arrived as CEO, we invested considerable effort in our Risk Management Framework and Business Continuity Planning – a document we certainly referenced during our management of COVID-19 as a true test of our planning and response capabilities. We efficiently managed our risks and successfully

had the majority of staff working from home on a planned staged move offsite.

As part of structural changes to meet our goal of **effective processes and systems supported by integrated technology** we have introduced an ICT and Business Support Officer role and welcomed Reece Wise to the TASC team.

We achieved successful audit results for NDIS Practice Standards and National Standards for Disability Services. These outcomes are testimony to our ability to deliver our services well and meet compliance standards. I congratulate all the team for their collaborative efforts in bringing about this positive assessment of the way we work.

Comments made by the people we support (*below*) during audit processes were a welcome tribute to the professionalism and dedication of our hard-working and respected Social Justice Advocates: David Boden, Simone Rodgers and Andrew Webb.

“ The Advocates have been exceptionally helpful and professional ... I am very grateful for all their advice and support”.

“ TASC listen to what I say and respect my needs and wishes”.

**PEOPLE SUPPORTED BY TASC
ADVOCACY SERVICES, 2019-20**

4. RESPECTED NATIONALLY

Over the last year TASC undertook a range of approaches to increase our profile and inform the Board and community of our work and that more generally of Legal and Social Justice Services. Our focus remained on our work with people experiencing disadvantage due to financial, disability or mental health circumstances, particularly those in rural and regional Queensland.

Consultation and Advocacy

We wrote several submissions and/or engaged in face-to-face consultation processes on the issues that are important in our community. These topics included housing and homelessness, criminal justice, mental health rights, and full access for Queenslanders with disability to the NDIS and the Disability Royal Commission.

We advocated for First Nations people and people with disability from culturally and linguistically diverse backgrounds to have access to appropriate services and supports in a culturally safe way. At the same time we continued to highlight to government the important role that disability advocacy plays in creating safer, fairer communities.

Our participation in these forums is vital if TASC is to successfully collaborate with others to action social change and shape strategic and operational government policy for those facing social injustice.

My heartfelt thanks go to Terri-Ann Dwyer for her ongoing leadership and tenacious advocacy on these issues.

Communications and Engagement

Investing in improving our social media presence, **our Facebook reach improved by 25%** between February and June 2020.



L-R, Allana Janke (Senior Lawyer), Frances Klaassen (CEO) and Terri-Ann Dwyer (Manager, Social Justice Services) met with the Hon David Janetzki MP, Shadow Attorney-General and Shadow Minister for Justice, in early 2020

This figure continued to grow after we embedded a Marketing and Communications Coordinator into our team following our structural review. Belinda Tyrrell immediately launched herself into the role as we busily expanded TASC's profile, aiming to make our services as accessible to the community as possible.

TASC has long enjoyed a positive relationship with local media.

“

TASC responds quickly and their information, knowledge and work are comprehensive”.

**PERSON SUPPORTED BY TASC
LEGAL SERVICES, 2019-20**

We are increasing our engagement with newspaper, radio and television outlets to raise awareness and be one of the voices speaking out around significant issues such as the risks of abuse or financial or emotional exploitation of older people in our community.

Our website will always be an important communications tool, especially where people cannot access in-person services.

With some modifications to our website to keep the information needs of the people we support in mind, the number of visitors to www.tascnational.org.au doubled from February to June.

We are mindful that many individuals assisted by TASC still face a “digital divide”, so our goal is to help people engage with our online and social media platforms in an inclusive, supported way.

5. BUSINESS INTEGRITY AND FINANCIAL RESILIENCE

Financial management of program operations is integral to all TASC does and to our ongoing sustainability. Working closely with my

committed and engaged Corporate Services Manager, Sib Redfern, we have undergone a detailed review of all business operations and organisational operating costs as a critical piece of the organisational restructure initiative.

It is acknowledged that business expansion opportunities pursued in recent years have had a negative impact on our Balance Sheet reserves. With our organisational restructure and associated program reviews and consolidation, we are now well-positioned to build our capacity and seek alternate opportunities to provide services that progress our mission of being a voice and support for people who are experiencing vulnerability and marginalisation in our community. It is pleasing to report that we have a sound financial operating basis with strong financial systems and information to support our ongoing work.

Support from our valued funding partners

TASC thanks our funders, the Queensland Government Department of Justice and Attorney-General and the Australian Government Attorney-General's Department for providing us with \$9.9 million over 2020-25 for a 5-year contract to deliver Legal Services in Roma, Toowoomba and Ipswich.

- ▶ We gratefully accept another 12 months of funding for SLASS and SFPS from the Queensland Government Department of Communities, Disability Services and Seniors; and further funding for our Disability Advocacy Services from the Department of Communities, Disability Services and Seniors, Queensland Health and the Australian Government Department of Social Services.

- ▶ We thank our partners at the Queensland Government Department of Housing and Public Works, in partnership with Tenants Queensland, for funding to support our Tenancy Advocacy Services.

Strategy into 2021 and beyond

At TASC, we are a close-knit team and I wish I could thank everyone individually. To those colleagues who moved on from TASC during a truly extraordinary year of worldwide change and reflection, I thank you all for your efforts and commitment.

To our dedicated team and supporters who are part of our exciting period of transformation and renewal, I thank you for your amazing work and, and strength in upholding the TASC values.

I look forward to working together and continuing to live our values - adaptability, tenacity and client-focused service (or, more simply, "people first") - as we implement our strategic vision throughout 2021 and beyond.



Frances

CEO's Report on
TASC Strategic Plan 2020-25

About TASC

TASC is a long-standing provider of community legal, social justice and advocacy services across a large geographic area in Queensland.

We help people solve legal problems and advocate for their legal and human rights.

TASC provides support on issues including:

- ▶ Domestic and family violence
- ▶ Elder abuse
- ▶ Civil law
- ▶ Family law
- ▶ Disability discrimination
- ▶ Mental Health Review Tribunal representation
- ▶ Tenancy rights
- ▶ Consumer legal matters.

WHAT WE DO

TASC assists people with general legal services, covering a wide range of criminal, family and civil law matters, and specialist legal and social justice programs. To deliver services, we work collaboratively with other local community organisations, the private sector, and government and non-government agencies.

TABLE 1: TASC LEGAL AND SOCIAL JUSTICE SERVICES

General Legal and Social Justice Services	
Community Legal Centres (Ipswich, Roma and Toowoomba)	TASC Community Legal Centres in Ipswich, Roma and Toowoomba provide free generalist consultation, advice, casework and referral services to the community. We focus on civil law, family law and domestic and family violence, seniors and mental health law. We also deliver outreach in the Darling Downs and rural and regional areas of South West Queensland, supported by our network of partners.
Family Relationship Centre, Ipswich and Toowoomba	In partnership with Catholic Care, Relationships Australia and Legal Aid, TASC delivers individual legal advice and group legal information sessions on Family Law. This includes parenting matters; and legal representation in mediations involving parenting disputes.

Queensland Statewide Tenant Advice and Referral Service (QSTARS)	QSTARS is funded by Tenants Queensland. The service provides free independent advice and referral options for anyone renting in Queensland. TASC's Tenancy Advocates help people solve issues including bond and lease disputes, eviction and termination of leases, understanding their rights and responsibilities, and talking to their landlord or agent about problems.
Rural Women's Outreach Legal Service	Free legal advice, information and referrals to women in rural and remote areas of South West Queensland. This can include matters like divorce, parenting, criminal law, domestic and family violence, child protection, as well as civil legal issues like neighbourhood disputes and consumer credit problems.
Additional Domestic and Family Violence Services	
Duty Lawyer Services, Domestic and Family Violence and Child Protection	Free legal advice and assistance to parties appearing at the Magistrates Courts in Ipswich and Toowoomba.
reachOUT Men's Legal Clinic	Free advice and information for men on domestic and family violence and family law matters, including a free phone helpline run every Tuesday and Thursday.
After Hours Legal Clinics, Toowoomba and Ipswich	Volunteer lawyers team up with TASC to provide free expert legal advice and referral services on Civil and Family Law issues, to members of the general public.
Forms Clinic (Ipswich and Toowoomba)	TASC team members and volunteers support people in the community to complete official and legal documents (for example applications for Yellow and Blue Cards, Centrelink documents or QCAT applications). This is particularly helpful to people who have barriers like lower literacy levels, or for whom English is a second or third language.

Services for People with a Disability

Disability Law Project	Free legal advice and representation for adults, children and young people with mental illness, intellectual disability or acquired brain injury who have been charged with a criminal offence.
Disability Rights Advocacy Service (Ipswich, Toowoomba and Roma)	<p>Advocacy and Regional Advocacy services for people with a disability, that aims to promote full social, economic and community participation.</p> <p>TASC's Social Justice Advocates support people to ensure their voices and opinions are heard and their legal and human rights protected.</p> <p>The team provides information to help people understand their rights, options and work with them to advocate on their behalf or empower them to self-advocate.</p>
Disability Royal Commission support (Ipswich, Toowoomba, North and South Burnett, the Gympie Region and South West Queensland)	The team provides individual advocacy support to help people engage with the Disability Royal Commission, which was established in April 2019 to investigate the neglect, abuse and exploitation of people with disability (www.disability.royalcommission.gov.au).

Services for People with Mental Illness

Rights, Education and Advice Program (Toowoomba)	Comprehensive advocacy for people funded under the Community Managed Mental Health Program to navigate mental health service systems.
Mental Health Review Tribunal (MHRT) Representation Service	<p>TASC is part of a tender referral process for the Mental Health Review Tribunal (MHRT) to provide mandatory legal representation for people who are:</p> <ul style="list-style-type: none"> ▶ Minors ▶ Subject to electroconvulsive therapy (ECT); OR ▶ Where the Attorney-General is appearing. <p>TASC may provide legal representation in MHRT matters in other circumstances depending on capacity and resources.</p>

Services for Senior People (non-Indigenous people aged over 60 years and Aboriginal and/ or Torres Strait Islander people aged over 50 years)

Seniors Legal and Support Service and Seniors Financial Protection Service (Ipswich and Toowoomba)

Free legal and social work support for seniors experiencing, concerned about or affected by elder abuse, mistreatment or financial exploitation.

Education, Training and Information

Community Legal Education

In partnership with Legal Aid Queensland, TASC makes presentations to school students and community stakeholders on issues of legal and social relevance.

Community Legal Education Placement Program

TASC hosts the Family Law Clinical Placement Project in partnership with the University of Southern Queensland. Supervised by our qualified lawyers, Family Law students gain practical legal skills through comprehensive work experience and real-world learning.

WHO WE WORK WITH

Within a wide geographic area, TASC strives to provide people of all ages, abilities, and cultural backgrounds with access to expert, qualified lawyers, advocates and social workers.

TASC receives funding to support the “vulnerable and marginalised” members of society. Our services are targeted to people who have a low income level (below the Henderson poverty line), face financial hardship or are in disadvantaged circumstances.

We support people experiencing or at risk of domestic and family violence, people with disability, people with mental illness, senior Australians (Aboriginal and/or Torres Strait Islander people aged over 50 years, and non-Indigenous people aged over 60 years), and members of multicultural communities.

Based on current data, each year the TASC team will have contact with over **2,000 individuals**. (This could be through phone calls, in-person appointments, emails, one-off contacts or ongoing issues). Of the people we support:

- ▶ **96%** will be experiencing financial disadvantage
- ▶ **71%** will have a low income
- ▶ **8%** will have nil (no) source of income
- ▶ **41%** will be people with a disability and/or mental illness
- ▶ **32%** will be aged over 50 years
- ▶ **37%** will be experiencing domestic and family violence
- ▶ **11%** will be living in outer regional or remote areas
- ▶ **8%** will identify as Aboriginal and/or Torres Strait Islander
- ▶ **6%** will be experiencing homelessness, or at risk of being homeless.

As at 30 June 2020, the TASC Team consisted of 36 professional and support staff across Legal, Social Justice and Corporate Services. The team's diverse skill base included lawyers, advocates, social workers, and professional and business services staff (including managers, accountants, and staff in finance, ICT, marketing, reception, assessment/ intake and administrative services roles).

WHO WE ARE

With a mission to achieve "social justice for all", TASC aims to make sure people in our local communities have access to high-quality legal and social support when they need it.

The TASC Team

TASC is guided by an experienced Board of Directors, selected to represent the community and for their demonstrated commitment to our vision and mission. The Board and CEO are responsible for setting the organisation's strategic direction and for overseeing financial and legal accountability, risk and quality management, and monitoring progress towards our Strategic Plan.

TASC Partners and Volunteers

As a long-established provider, TASC benefits from a large network of volunteers and pro bono professional and community partners. Over many years we have drawn on this support in areas including court support, forms clinics, administration and para-legal services, and assistance with delivering legal community education sessions.

The broader "TASC Team" includes the many organisations we work in partnership with, from TOMNET (who we share office space with in Toowoomba) to the Neighbourhood Centres and other providers who support us to run outreach services.

It includes the law firms we partner with to deliver pro bono clinics, and education providers, including the University of Southern Queensland whose undergraduate law students are hosted by TASC in a Community Legal Education Program.

WHERE WE OPERATE

TASC has offices in Toowoomba, Ipswich and Roma. We run outreach services and clinics throughout rural and regional areas in South West Queensland, the Darling Downs, West Moreton and parts of the Granite Belt.

TASC: A BRIEF HISTORY

In 1982, a committed group of lawyers established TASC as a community legal centre, known as Toowoomba Community Legal Service.

Expanding to meet local need has seen TASC grow to become one of the larger regional community legal and social justice services in Queensland – with a few name changes along the way!

After taking on advocacy services and adopting the name The Advocacy and Support Centre (TASC) in 2004, in 2016 we became a company limited by guarantee: TASC National.

Today the communities we work with know us simply as “TASC”. Over the years, our geographic catchment has expanded considerably. Our service delivery now spans over 400,000 square kilometres of South West Queensland and a further 6,000 kilometres across the Ipswich region.

As well as our three offices (in Toowoomba, Ipswich and Roma), we operate 11 outreach centres (Warwick, Stanthorpe, Goondiwindi, Dalby, Chinchilla, Miles, Tara, St George, Cunnamulla, Charleville and Kingaroy).

HOW WE WORK

TASC is one of a small (but growing) number of services that combines legal and social work in how we support people. This “joined-up” approach recognises people’s broader social and psychological needs. While people may initially come to us with a legal issue, we recognise they may need counselling, financial or other support.

Our social workers and lawyers work together and make referrals both within TASC and to other agencies to make sure people are getting access to the support they need.

An important benefit of this approach is that, through the breadth of skills and expertise in our team, we can connect individuals to other supports from both within TASC and the wider community.

At TASC, we also aim to meet people where they are at. We deliver services mostly in person, as our clients prefer this.

Appointments are available by telephone and/or video conferencing where possible. However, TASC team members see people in our offices, their homes or residences (for example, aged care facilities).

As we know people work and have other commitments, we make sure our advice and information is available flexibly and outside business hours.

To help people gain access to free information and advice when they most need it, we run community legal education sessions, forms signing clinics and free phone hotlines; and provide a range of free fact sheets and web-based materials.

“ I felt like TASC treated me like an individual and not a number”.

**PERSON
SUPPORTED
BY TASC LEGAL
SERVICES, 2020**

Ben's Story: Nowhere to Turn

When Ben reached out to TASC, he felt like he had nowhere else to turn.

Ben had been going through severe hardship, both personal and financial. Large debts had piled up, and a debt collection agency was now involved.

Stressed and overwhelmed, Ben turned to TASC.

Our lawyers talked through Ben's situation, and he agreed that we could contact the collection agency.

After speaking with the agency, TASC negotiated with the company to which Ben owed a significant sum of money.

The company assessed Ben's individual circumstances. In a fantastic outcome, they showed great compassion by **agreeing to waive Ben's debt completely**.

As Ben put it, without TASC's help this outcome would not have been

possible. His gratitude towards TASC and the company was much appreciated by all concerned.

HOW TASC HELPED

TASC believes that the financial and personal stress faced by Ben could happen to any of us at some point in our lives. It is to the credit of the company involved in Ben's case that they had empathy for his situation.

In supporting people with legal and money struggles, TASC is guided by our operating values such as client-focus, open and honest communication, and collaboration. Our goal is to work cooperatively with all parties for the best possible result.

In this case, our legal team built constructive relationships with Ben, the collection agency and the creditor that allowed us to negotiate a positive resolution..

TASC values the confidentiality and privacy of our clients, who have provided permission to use their stories and case studies throughout this report. We have changed names and some details to protect each individual's privacy. Many people we support tells us they want their stories heard and issues raised so others can benefit from their experiences.

This confidentiality continues to pages 27, 28, 29, 32 and 33.



“

As Ben put it, without TASC's help this outcome would not have been possible.



2019-2020 Highlights

It's safe to say none of us will ever forget the past year... but we'd prefer to focus on the highs not the lows.



Frances was welcomed to TASC by Board Director / Acting CEO Michael Maguire

SOME OF THE HIGHLIGHTS INCLUDED...

We welcomed our new CEO Frances Klaassen, who jumped feet first into her role and rapidly made in-person connections with as many of our community partners and stakeholders as COVID-19 and social distancing permitted.

We were recognised as a semi-finalist in the 2019 Community Achievement Awards Prime Super Employer Excellence in Aged Care Award. This was a great acknowledgement of our dedicated Seniors Legal and Support Service team.

It's always a highlight to be part of the amazing Southern Queensland community.

We joined in with a range of fun events – both in-person and online. Here are a few photos from the TASC team album!

NAIDOC WEEK 2019

On 8 July 2019, TASC recognised 2019 NAIDOC Week with a Family Friendly Movie Night. A big thanks to Kathleen Wincen for her awesome job in organising the event; Mura Biri Gururu Aboriginal Dancers for leading us on the night in a Welcome to Country; and Enchantingly Sweet Slumbers for generously donating the fantastic Tee Pees.



Kathleen Wincen, a lawyer with our Seniors Legal and Support Service, enjoying the Movie Night that she organised for the whole of TASC in 2019 NAIDOC Week





David Boden, Social Justice Advocate, attending the 2019 QCOSS Changing Lives, Changing Communities conference

THE TASC TEAM GOT CREATIVE WITH VIRTUAL EVENTS DURING SOCIAL DISTANCING ...



"Waving in" National Volunteer Week 2020



Our QSTARS "All Stars" Rebekah and Melisa at training delivered by Tenants Queensland



Even the team's pets wore purple for #WEAAD 2020 (World Elder Abuse Awareness Day, 15 June 2020)



Special order for a special occasion: TASC cupcakes for a 2019 Seniors Week event!

MAKING A DIFFERENCE AND ACHIEVING POSITIVE OUTCOMES

Data doesn't always get to the heart and soul of what our team strives to achieve. But it is vital for highlighting our performance, and helping us identify areas where we can keep improving.

Statistical highlights for 2019-20 are provided below.

Service Delivery



TASC lawyers deliver both advices and tasks in response to requests for assistance in resolving legal problems. A legal task is a one-off piece of work, such as reviewing a legal document like a Freedom of Information request for a client (*Community Legal Centres Australia*, www.clcs.org.au).

Non-legal support is assistance provided to people that is not directly related to the legal matter. For example, for a senior person experiencing financial abuse it could involve one of TASC's social workers making referrals for emergency relief, providing information on local services or offering brief counselling interventions if the person is overwhelmed and needs immediate support.

General Legal and Social Justice Services Community Legal Centres



	TOTAL CLIENTS	NEW CLIENTS	LEGAL ADVICES	LEGAL TASKS
Toowoomba Community Legal Centre	518	357	595	58
Ipswich Community Legal Centre	298	183	314	60
Roma Community Legal Centre	137	104	143	13
TOTAL COMMUNITY LEGAL CENTRES	953	644	1052	131

Other General Legal and Social Justice Services



	TOTAL CLIENTS	NEW CLIENTS	LEGAL ADVICES	LEGAL TASKS
Family Relationship Centre, Ipswich & Toowoomba	161	127	175	4
Rural Women's Outreach Legal Service	59	40	72	6
Duty Lawyer Services	273		306	
	TOTAL CLIENTS	NEW CLIENTS	LEGAL ADVICES	LEGAL TASKS
Queensland Statewide Tenant Advice and Referral Service (QSTARS)	426	226	343	99

Services for People with a Disability



	TOTAL CLIENTS	NEW CLIENTS	LEGAL ADVICES	LEGAL TASKS	NON-LEGAL SUPPORT	ONGOING NON-LEGAL SUPPORT
Disability Law Project	53	30	31	4		
Disability Rights Advocacy Services and Disability Royal Commission Support	560	286			416	140

Services for People with Mental Illness



	TOTAL CLIENTS	NEW CLIENTS	NON-LEGAL SUPPORT	ONGOING NON-LEGAL SUPPORT
Rights, Education and Advice Program	64	33	51	13
	TOTAL CLIENTS	TRIBUNALS		
Mental Health Review Tribunal	22	32		

Services for Senior People (non-Indigenous people aged over 60 years and Aboriginal and/ or Torres Strait Islander people aged over 50 years)



	TOTAL CLIENTS	NEW CLIENTS	LEGAL ADVICES	LEGAL TASKS	NON-LEGAL SUPPORT	ONGOING NON-LEGAL SUPPORT
Seniors Legal and Support Service	92	58	52	32	81	16
Seniors Financial Protection Service	12	12	7	4		
Elder Abuse Prevention and Support Service (delivery ended June 2020)	37	33	17	4		
Total	141	103	76	40	81	16



Client Impact

TASC Advocacy Client Impact

 **194**

People Surveyed

 **98%**

Said They Understood Their Rights More Because Of TASC Advocacy Involvement

 **97.5%**

Said They Received The Information/ Support They Needed For Their Matter at TASC



Community Engagement

TASC Social Justice

 **78**

Instances Of Community Engagement

 **44**

Community Education Sessions

 **971**

People Reached

TASC Snapshot: reachOUT Men's Legal Service

reachOUT was launched in April 2020 as a free service for men seeking legal advice on domestic and family violence and family law issues.

Gavin (not his real name), came to TASC feeling embarrassed. "I'm 6 foot 4," he said. "If I go to the police station and tell them I'm being hit, they'll just laugh at me".

Gavin is just one of the men who has contacted TASC's new reachOUT helpline since we launched the service in April 2020. He is in a same-sex relationship and is experiencing physical abuse.

Senior Lawyer Louise Secomb, who runs the reachOUT service for TASC, says this is not uncommon. Since the service started, she has had numerous contacts from men facing domestic and family violence.

Sometimes they are in heterosexual partnerships and sometimes the perpetrators are men they are in relationships with. Either way, reachOUT is meeting a gap in service delivery for men in this situation, who are not eligible for the free community legal supports available to women.

reachOUT was launched in April 2020 as a free service for men seeking legal advice on domestic and family violence issues. During COVID-19 the service has been available by phone on Tuesdays and Thursdays. Due to interest, opening hours were extended shortly after the launch.

When Louise and TASC CEO Frances Klaassen spoke to the *Toowoomba Chronicle* shortly

after reachOUT started, they explained that evidence of growing local need prompted the development of the service.

"We knew from data from colleagues in the sector that this was an issue," said Louise. As she emphasised, there has been an important focus on women having access to legal advice, "and rightly so" given the statistics that women are overwhelmingly the aggrieved in domestic and family violence cases.

But as TASC told the *Chronicle*, reachOUT "is also aimed at men who are the victims and we have been seeing an increase of them".

"reachOUT is all about ensuring that all members of our community have access to free legal advice," as Frances put it. "Our lawyers are also able to refer men to other service providers so that they can access other services such as men's behaviour programs and counselling services".

It is early days for reachOUT, but the service now extends to men seeking advice on family law. Ultimately, TASC's aim is that through providing high-quality advice on issues like mediation and the court process, this will result in a smoother legal process for all family members involved and will promote increased safety for women, children and men.

FREE LEGAL ADVICE

**MEN'S
LEGAL CLINIC**

**FREE HOTLINE
1800 948 145**

Every Tuesday 9.30am-1pm
& Thursday 2.30pm-6.30pm



Legal Services | Advocacy | Support
TOOWOOMBA | IPSWICH | ROMA
(07) 4616 9700 www.tascnational.org.au

tasc supporting the south west queensland community since 1982

TASC Social Justice Services Update

TASC's Social Justice Services has a human rights framework at the core of the services we provide. We understand that where a power imbalance exists it is often difficult to speak out against inequity or injustice. An advanced civilisation not only sees the benefit in speaking out against injustice but expects that this safeguard would exist.



TERRI-ANN DWYER

Manager, Social Justice Services

In my sixth year with TASC, it is a pleasure to provide a report on our social justice and advocacy services in 2019-20. As we implement our new Strategic Plan against five key outcome areas, it's gratifying to see how much we have achieved.

IMPROVING MORE LIVES

In 2019-20, we progressed our social justice work and improved more lives through our services. TASC's Advocates – led at all times by the client – speak, write or act on the client's behalf to ensure that their voice is heard and their human rights are promoted, defended and protected.

The continued support from the Department of Communities, Disability Services and Seniors, Department of Social Services and Queensland

Health enables our vital services to exist. This support provides a safety net not just for people facing discrimination, marginalisation and victimisation but works to create a fairer society for us all.

2019-20 OUTCOMES

Throughout the year, we assisted the people we serve with **624 disability advocacy matters** across the program areas of Disability Advocacy; National Disability Advocacy Program; Mental Health Rights Advocacy; Rural and Remote Disability Advocacy; and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

DISABILITY ROYAL COMMISSION

TASC is one of several advocacy organisations across Australia assisting people with disability, their family and carers to share their experiences with the Disability Royal Commission.

Our work continues to ensure the Commission receives a rich tapestry of experiences from people with a disability and their supporters in a safe and meaningful way that will inform the Commission's recommendations in due course.

In March 2020, we were delighted to meet with Commissioner Andrea Mason when she visited Toowoomba to discuss how to increase First Nations people's engagement with the Commission.



Representatives from TASC, Carbal Medical Services, Ageing and Disability Advocacy Australia and The Aboriginal and Torres Strait Islander Legal Service (Queensland) met with Commissioner Andrea Mason

Our National Disability Insurance Scheme (NDIS) Support Coordinators assisted more than **100 people across Queensland** to understand and implement their NDIS Plans while maximising and promoting individual choice and control.

TASC entered into this space as a profit-for-purpose enterprise as it aligned with our core values and mission. After more than two years of life-changing service to our participants and team, the difficult decision to cease this work was made.

We are incredibly proud of our team's efforts and thank them for their professionalism and diligence. To our valued participants who shared their journey with us, we feel privileged to have had this opportunity to work with you.

RESPECTED NATIONALLY

The Social Justice Services Team completed **78 instances of community engagement** activities including advocacy on-site sessions and conducted **44 community education sessions** that reached **971 people** even with the impacts of COVID-19.

We provided comment, participated in and made contributions to studies, surveys,



TASC used Facebook amongst other ways of encouraging people to get in touch with the Royal Commission

submissions, reference groups, conferences, national and state advocacy campaigns, collaborations and strategies.

COMMITTED TO SERVICE EXCELLENCE

TASC Advocacy completed a Client Impact Study to increase our understanding of our client needs while measuring our impact and effectiveness. We surveyed 194 TASC Advocacy clients, of whom 31% indicated it was their first time connecting with an advocacy service. Of the 194 people that were surveyed:

- ▶ 98% said they understood their rights more because of TASC Advocacy involvement
- ▶ 97.5% said they received the information/support they needed for their matter at TASC.

As a result of this study, TASC was awarded a grant from the Department of Social Services to partner with the University of Southern Queensland. We will be conducting a Social Impact Study on disability advocacy across all social domains. This project will begin in the next financial year and we look forward to sharing the learnings.

Terri-Ann

Social Justice Case Studies

Thomas: The courage to speak up

The National Disability Insurance Scheme (NDIS) aims to empower participants to reach their goals. Instead, his experiences with the NDIS left Thomas feeling – in his words – “frustrated, angry and ignored”.

As a new participant in the Scheme, Thomas was not getting the support he needed. He came to TASC for help in lodging a complaint about his NDIS service provider.

“No understanding of my disability”

As Thomas put it to TASC, his provider had “no understanding of his disability and its impact on [his] daily life”. The provider gave Thomas confusing or incorrect information, and did not return his phone calls.

While Thomas felt frustrated and devalued, he did not feel able to communicate with the provider about the unsatisfactory customer service he was receiving.

He wanted to meet with the service’s Area Manager to raise his concerns, and he approached TASC looking for support with this matter.

“Don’t settle for anything less”

TASC’s Disability Advocate worked

with Thomas to strengthen his understanding of his rights and the NDIS complaint resolution process. She affirmed his authority in the use of his NDIS plan – he did not have to “settle for anything less”.

As Thomas made decisions about the steps he wanted to take, the Advocate ensured these were steered by his input, choices and goals. She supported Thomas to prepare and submit his complaint, and she attended the meeting with the Area Manager.

HOW TASC HELPED

Thomas’ meeting with the Area Manager led to positive outcomes. The manager acknowledged the issues raised; apologised for the standard of service; and informed Thomas that his complaint would result in a review of customer service procedures.

Thanks to Thomas raising these issues, **all staff would receive further training**, that might benefit other NDIS participants in future.

For Thomas the experience also provided a confidence boost. He told the Advocate that in the past he would have felt alone and easily intimidated. Now, thanks to TASC’s support, he felt **“emboldened to speak his mind”**.

“

Don’t settle for anything less”.



Social Justice Case Studies

Maria: Advocating for independence

For people who are absent a limb, a prosthetic can be crucial for managing daily activities and enjoying an active, independent life. When Maria contacted TASC, she shared her story of an ill-fitting prosthetic. For over a year, the poorly-fitted device had slowly created an ulcer, resulting in excruciating pain and many visits to her GP.

As Maria described it to TASC, the inadequate device was ruining her life and having an impact on everything she did – thus creating a sense of helplessness and isolation.

As her own advocate, Maria identified the outcomes in her best interests

Maria was a strong advocate for herself, contacting her local federal MP and NDIS service provider. She tried remedies that the prosthetic supplier suggested, but these only provided temporary results and pain relief rather than solving the problem.

Knowing what was in her own best interests, Maria identified that a replacement prosthetic would provide the best outcome for her quality of life and wellbeing.

Additional support from TASC contributed to results

When Maria got in touch with TASC, our Advocate gave her information and advice on the responsibilities of her provider and supplier. He assisted her in liaising with other parties to support her self-advocacy.

The outcome? **Maria received a new prosthetic with a value of \$20,000** - and a spring attachment for running.

Maria's feedback to TASC was: "Thank you for being a part of my journey ... bless you".

TASC Advocates also supported Maria to share her story with the Disability Royal Commission. She spoke of her experiences, challenges and the systemic issues of living with amputation.

HOW TASC HELPED

Maria sought additional support on her journey of self-advocacy. We provided her with information, linked her to other agencies that could also assist, and connected her to the Royal Commission. **We were privileged to be part of Maria's journey, and to support her sharing her experiences so others can benefit from them.**



Thank you for being a part of my journey ... bless you".



Social Justice Case Studies

Keith: From overwhelmed to informed

As CEO of Dementia Australia Maree McCabe once put it: “Aged care is complex”. The goals of the current system promote “consumer-directed care”, giving people a greater say in the support they receive.

But understanding the types and levels of care available – Home Care Packages, short-term and respite care, residential aged care – can be difficult. For people with barriers or without support systems, it can be downright daunting.

When Keith approached TASC, he was feeling confused and overwhelmed about aged care services, as a result of memory impairment and anxiety.

Needing a step up in care

Keith was accessing services under the Commonwealth Home Support Program, which supports senior Australians who need some help to live safely at home. He needed an increase in assistance but was unsure about the different levels of support available.

A TASC Advocate met with Keith to discuss his service provision, support needs and his goals. After the initial conversation, the Advocate

assisted Keith to contact My Aged Care to request an aged care (ACAT) assessment. The ACAT assessment is required to work out whether a person is eligible for government-subsidised aged care.

During this period, Keith was able to increase his current services temporarily.

Shaping his own path

After the ACAT assessment, the Advocate helped Keith to understand his options, and provided support with decision-making during meetings with multiple service providers.

After making his decision about a preferred provider, Keith started receiving services under his allocated Home Care package.

HOW TASC HELPED

In line with consumer-directed goals, TASC helped Keith make a **fully informed, independent decision** about a service provider. Keith received the information he needed and was supported to understand it fully and ask the right questions. The aged care system no longer seemed like a complex maze: he had been assisted to understand and navigate the system to get the outcome that was right for him..

“

TASC helped Keith navigate the complex Aged Care system.



Legal Services Update

In 2019-2020 the demand for TASC's legal services (civil, family, criminal, mental health and Duty Lawyer – domestic and family violence and child protection) remained unwavering despite the impacts of COVID-19 since early 2020.



DAVID MANWARING

Principal Lawyer and Manager, Legal Services

These impacts saw TASC move from face-to-face appointments to telephone – fortunately, with little effect on the number of people who required our service. We appreciate the understanding shown by the people we support as the pandemic and public health directives continue.

IMPROVING MORE LIVES: CONTINUED FUNDING OF COMMUNITY LEGAL SERVICES

It was a tribute to the Legal Services team that in May 2020 we were advised that our application for funding under the National Legal Assistance Partnership 2020-25 was successful.

This ongoing funding provides TASC with certainty that for the next five years we can direct assistance to those most in need. In an environment of finite resources and increasing demand for legal

services, we value the opportunity to keep making a positive impact and meet our goal of improving more people's lives.

COMMITTED TO SERVICE EXCELLENCE: MENTAL HEALTH LEGAL SERVICES

Throughout the pandemic, acute mental health needs in the community have become an increasing and topical concern. Over the last year TASC has seen an increase in the number of people with mental illness and disability accessing our services. An important part of TASC's practice is providing legal representation at Mental Health Review Tribunal hearings. The Mental Health Review Tribunal is an independent decision-making authority that reviews orders authorising involuntary mental health treatment and detention.

TASC's work in this area aligns with our vision of social justice for all and mission to provide legal, advocacy and social service to members of our communities who are in vulnerable circumstances.

In 2019-20, we provided legal representation at **32 Mental Health Review Tribunal hearings.** This process supports people with mental illness to have access to justice and the tenets of fair procedure. In undertaking this work TASC seeks to protect and promote the human rights of individuals who are subject to mandated treatment.

SOCIAL JUSTICE FOR ALL

TASC recently engaged with a matter before the Tribunal, where the client was a person with a primary diagnosis of Huntington's disease who had been subject to a Forensic Order (Community). The Mental Health Act 2016 (Qld) includes provisions for a person who no longer needs to be on a Forensic Order to be revoked or "stepped down" to a less restrictive alternative.

In this case, the client's condition caused physical and mental deterioration, and he had reached the final stages of the disease. He was assessed by the Tribunal as no longer posing an unacceptable risk to the safety of others. However, the treating team sought for the Forensic Order to be stepped down to a Treatment Support Order rather than revoked.

As the client was unable to advocate for his rights, TASC appeared at the Tribunal hearing. We advocated for the client's mother to appear at the hearing and supported her to provide evidence. Further, we provided the client's mother with advice about the difference between a Treatment Support Order and a Treatment Authority. Ultimately, the evidence provided led to the Forensic Order being revoked.

In this matter, TASC's representation and advocacy led to a successful outcome that upheld the client's human rights while balancing the need for treatment and support.

It is unlikely that without our lawyer's assistance and advice, the same outcome would have been achieved.

LOOKING AHEAD TO 2020-21

Mental health will continue to be an area of focus for TASC over the next year. Looking ahead, we continue to expand and stabilise the Legal Services team. This year we welcomed new members Chloe Blaney and Jennine Kiely, both of whom have strong experience in a range of private and community legal roles.

We have farewelled colleagues including Charmaine Malam and Senior Lawyer Laney McQueen. Bayside Community Legal Services is now benefiting from Laney's energy and enthusiasm as Principal Lawyer.

We look forward to collaborating with Laney at Bayside CLC, and our other valued colleagues across the sector, throughout the upcoming year.

David

“

I loved the way she handled my case. She is the best. Thank you and all the best to you and TASC. Keep up the good work”.

**PERSON SUPPORTED BY TASC
LEGAL SERVICES, 2020**

Legal Services Case Study

Rod: Persistence Pays Off

Rod lives in a regional area and receives the Disability Support Pension. He does not read or write fluently.

When Rod's truck needed repairs he took it to a local mechanic, who charged him to complete the works. Rod paid off the bill over time. However, the truck was not fixed and as a consequence, Rod had to pay another mechanic to do the job.

When Rod called TASC, he was looking for advice on what to do about this situation.

IN-PERSON ASSISTANCE

The TASC team member who first spoke to Rod over the phone organised an in-person appointment, as with multiple barriers it was felt this was the best way to support him.

A TASC lawyer met with Rod and they discussed the issue to work out the best way forward. The lawyer wrote a letter of demand to the mechanic who had undertaken the initial work for Rod. She also sent a copy of the letter to the mechanic's insurance company.

FOLLOWING UP AND FOLLOWING THROUGH

There was no response to the letter of demand. TASC organised mediation, which the mechanic did not attend. However, the TASC lawyer persisted in contacting the assessor who had been appointed by the insurance company.

The outcome was a successful one for Rod: **the insurer agreed to pay the full amount of money that Rod had sought for the truck repairs.**

HOW TASC HELPED

TASC communicated with Rod in the way that best suited him. We stayed in touch with Rod regularly during his legal matter, and we kept him updated on progress. Our lawyer showed resilience and persistence in negotiating on his behalf despite some setbacks. Ultimately, our focus on working in our client's best interests paid off.

ROD'S FEEDBACK ON A GREAT RESULT

Rod's reaction to being reimbursed for the full bill?

"Very happy with the outcome ... [TASC] did a great job".

“

Very happy with the outcome ... [TASC] did a great job”.



Legal Services Case Study

Shirley: Wanting the abuse to stop

80-year-old Shirley approached TASC when she was having difficulties with her adult son, Dennis. Shirley's husband had signed an Enduring Power of Attorney (EPOA) prior to becoming incapacitated. Dennis was behaving in an abusive manner towards Shirley over the EPOA and the decision to place her husband in a residential aged care facility.

Shirley told TASC she was looking for advice on what her powers were under the EPOA. She wanted a letter sent to Dennis outlining these powers and asking him to remove his belongings from her property.

As Shirley explained to the TASC social worker and lawyer, she had been required to find a place for her husband in aged care because of his lack of capacity and her inability to care for him any longer. As a result of this decision, her son Dennis had become verbally abusive towards Shirley and her daughter.

TASC'S ADVICE AND SHIRLEY'S DECISIONS

TASC worked with Shirley on the matter, and sent a letter to her son outlining her powers under the EPOA

to make decisions for her husband inclusive of placing her husband into a nursing home. TASC also set out in that letter that Dennis was to remove belongings from the client's property.

To ensure Shirley was fully informed the lawyer also discussed the option of a Domestic Violence Order for protective purposes. Shirley chose not to go down this path.

HOW TASC HELPED

By contacting TASC, Shirley was able to get a clearer picture of the powers she had under the EPOA, and to have her son remove his belongings from her property. Had it not been for the work carried out by TASC in supporting Shirley to take action, the abuse would have continued.

Legal advice helped Shirley understand her role and powers under an EPOA.





TASC Legal and Social Justice Services In-Depth:

Supporting Senior Community Members With Dignity and Care

“We offer quite a special model, where a person comes in with a legal issue, and the initial intake and assessment is with a social worker.

We have a detailed discussion with them and aim to understand their concerns, their current situation and then if they want to make an appointment with a lawyer we organise that.

We usually support them in the initial appointment with the lawyer and then moving forward throughout the process. Quite often we find that being a social worker, people will need the emotional support and appreciate having someone outside their family or friends who they can talk to about what they're going through or have been through.

We can also link them to other services, for example related to finances, housing and food and emergency items. As a social worker, their safety is our priority and we will safety plan with people to make sure they are not in any danger.

The dual model where a lawyer and social worker are working together is important in this program, where people are supported to make decisions that work for them. You might have situations involving families where the senior person we are supporting wants to repair the relationship without taking legal action.

Our role is to help people to understand their rights and decide the course of action they choose to take. If they are overwhelmed we are also able to provide brief counselling and refer them for follow-up care to help them through what is happening”.

SOCIAL WORKER
TASC SENIORS LEGAL AND SUPPORT SERVICE

An essential part of TASC's mission is delivering legal and social justice services that meet the needs of senior members of the community.

Through the Seniors Legal and Support Service, known as SLASS, TASC aims to support older community members who are experiencing or have experienced abuse or financial mistreatment.

Along with the Seniors Financial Protection Service and our general legal services, this is a vital support program that TASC is funded to

deliver by state and federal governments.

Safeguarding senior community members' human and legal rights

The senior population in TASC's catchment region makes up a significant proportion of the community.

According to 2016 ABS census data, almost one in six people (16%) in Australia are aged 65 years and over. This proportion varies in the locations served by TASC, from 16.8% in Toowoomba to 21.2% in Warwick.

Our specialist programs like SLASS are open to non-Indigenous people aged over 60 years, and Aboriginal and Torres Strait Islander people aged over 50 years.

We see uptake of the services by a diverse range of individuals with concerns about elder abuse, whether it physical, psychological, social, sexual, financial, emotional or neglect. People come to see us about topics including:

- ▶ Physical and verbal abuse from partners and adult children
- ▶ Enduring Power of Attorney and Advanced Health Directives
- ▶ Co-living arrangements, for example moving in with their children into a “granny flat”
- ▶ “Pension skimming” and other financial fraud
- ▶ Psychological neglect or harm, not having their wishes respected by a partner or child on topics like moving into a residential aged care facility
- ▶ Grandparents’ rights and being able to maintain relationships with grandchildren.

These are sensitive topics and our team are experienced in supporting people in a confidential, empathetic way.

Meeting people’s legal needs during lockdown

The programs we run provide free, confidential support and advice for people facing elder abuse, which is under-reported and under-identified. International reports suggest up to 20% of older people may experience harm or neglect.

This year TASC delivered its seniors-focused services in more challenging circumstances than usual. With COVID-19 social distancing restrictions and aged care lockdowns, the potential for neglect and abuse of senior people increased.

People are referred to the Seniors Legal and Support Service by a wide range of sources, including hospital and health, Queensland Police, and friends, family and neighbours.

It is vital for TASC to maintain our active engagement with referral agencies, as there can be some stigma and shame in reporting abuse. Because abuse is perpetrated by people in a position of trust, often a family member, it can be hard to talk about.

With referrals often coming from concerned friends, family members, or people in the community (like your local bank teller who notices a suspicious financial transaction), TASC knows we need to get information out through news, events and social media to a broad cross-section of the general public.

Raising awareness of how to access support

In 2019-20, TASC was more limited by not being able to make our usual in-person visits to residential aged care facilities or attend seniors-focused events like community expos. During lockdown, our goal was to raise awareness that we are here as an avenue for people to raise issues and concerns in a safe, confidential



If your grandchildren live with you, you may be entitled to financial assistance.

If you are the carer, then you should be the person receiving money to provide for the children.

You may also be entitled to receive child support from the parents of the children or some form of payment from Centrelink.



The SLASS team created “7 posts in 7 days” leading up to World Elder Abuse Awareness Day in June 2020

environment.

To achieve this, we aimed to boost our public profile by increasing our media and community engagement campaigns. We wanted to provide information through a range of platforms that could reach not only senior people themselves, but also family and friends who might have concerns and could pass on TASC's details.

- ▶ We placed articles in free local community newsletters like the East Creek Community Centre newsletter.
- ▶ We ran a Facebook campaign in the lead up to World Elder Abuse Awareness Day on 15 June 2020.
- ▶ David Manwaring, our Principal Lawyer, had talked to ABC Radio Southern Queensland about SLASS during Seniors Week 2019. Before he even finished the interview, a client came into our Toowoomba office looking for assistance! [LINK](#)

Shortly after lockdown came into effect, SLASS team members Jennine Kiely and Sophie Wiggans spoke with ABC Radio. They gave an overview of the program's legal/social work model and urged people to get in touch with any concerns.

[LINK](#)

Encouragingly, our seniors-focused social media has strong engagement. **Over 50% of unique users** engaged with relevant Facebook posts over February to July 2020.

Ongoing funding support

In June 2020, TASC was thrilled when the Queensland Government confirmed funding for the Seniors Legal and Support Service would be extended for another 12 months.

TASC thanks the government for their ongoing support of elder abuse initiatives. This helps keep people safe and allows us to keep supporting community members like the person who thanked our lawyer Kathleen Wincen (*below*).

This feedback, which we posted with permission on social media, was one of our "most-liked" Facebook posts of 2019-20. It's great to see our community support in action!

”

Kathleen on behalf of TASC provided advice that was well-reasoned, well considered, and strategically sound.

It produced results that brought justice to a prolonged period of stress for my mother and our family.

Kathleen exhibited experience, understanding and empathy in a difficult situation in the spirit of TASC's mission: Social Justice for All.

You do our city and our community proud through your skill, kindness and understanding, and long may you prosper serving the needs of this community.

PERSON SUPPORTED BY SENIORS
LEGAL AND SUPPORT SERVICE,
2020



Seniors Legal &
Support Service

Corporate Services Update



SIB REDFERN

Manager, Corporate Services

Sometimes courageous decisions need to be made to lead a business into the future. During the restructure of TASC over the last 12 months the Corporate Services team sadly farewelled a number of staff members. But with that change we have also welcomed new people with skills that align to TASC's new Strategic Plan.

As well as restructuring, TASC of course had to manage the COVID-19 pandemic. Thankfully, having a wonderful team supported this process.

And with good ICT infrastructure in place, TASC continued operations during COVID with minimal interruption to business. We introduced two-factor authentication late in 2019 to ensure optimum data security outside the office. This initiative greatly supported staff moving to work off-site due to COVID social distancing restrictions.

BUILDING TASC'S DIGITAL CAPACITY

A \$10,000 technology grant received from Legal Aid during the year helped deliver appropriate ICT tools to improve mobility and connectivity outside of the office for our Legal team. I'd like to thank Legal Aid and recognise TASC's external IT consultants, CCS, for their responsiveness in helping staff in the transition to working from home.

TASC is grateful for the CLCQ initiative, "Building Digital Capacity for the Queensland CLC sector" and is pleased to be part of the Digital Workshop Group bringing the agreed strategies into fruition. It is inspiring to be part of a group working towards the same goal of providing the best possible service to our clients and the community.

LOOKING AFTER OUR TEAM

Staff wellbeing is a high priority for TASC and whilst social distancing is the new norm for now, we make sure to take time to breathe and embrace the good news stories. Whether we are support staff or direct contact workers, we share in celebrating the positive contributions we make to the lives of people we support.

The Corporate Services team is assisted by dedicated volunteers and I'd particularly like to recognise their efforts during the past 12 months. For anyone considering volunteering with TASC, I encourage you to get in touch – our volunteer team tells us it's great for personal wellbeing and a wonderful opportunity to stay connected to the community!

2019-20: OUR YEAR IN CORPORATE SERVICES

Matt Ash, one of our legal student volunteers, continued working with the TASC Administration Team on a casual basis. Here he is unpacking all the ICT equipment for our new Marketing Coordinator Belinda - which she started putting to good use with Facebook posts, a new TASC newsletter, and more!



Matt multitasking with ICT equipment

Sadly we farewelled the lovely Teleigha Tucker from our Roma team. Thanks to Teleigha for being such a great, positive presence in the office and best of luck for the future. We also said goodbye to Jill Huth who moved on to RSPCA Toowoomba - only a short distance away, and we look forward to staying in touch!

Our Administration team kept the office humming as always. A special thanks to Lara Mcgee who is the "heart" of our Ipswich Office and made a huge effort to maintain operations during COVID-19.

I look forward to another productive year in 2021!

Sib



Thanks Teleigha for all the fantastic support you gave to Leilani and the Roma community



Lyn Aplin from the Corporate Services Team representing TASC at Toowoomba Homelessness Week Expo, 2019.

Lyn attends the Expo every year, taking along flyers about QSTARS and all the other programs we run - and Mentos! Thanks Lyn for being such a great advocate for TASC and our services.



*In December 2019, the TASC team took part in the **Kids in Care Christmas Gift Donation Drive** run by the Department of Child Safety. It was great to be part of a huge effort that saw big-hearted Queenslanders donate over 9,500 Christmas presents to children and young people living in out-of-home care. Here's one of the toy hampers put together by the team!*

TASC's People

TASC is proud of our great team of loyal staff and volunteers, who support our local communities through a steadfast commitment to high-quality service delivery.

With two of TASC's core values being "client-focused service" and "balance", we aim to be an employer of choice in our local regions. We strive to offer our team a rewarding career that allows meaningful work in an organisation that supports people's human rights and is committed to work-life balance and team wellbeing.

“ At TASC, I get to make a difference in people's days and lives, and show compassion and care when they have lost faith in people.

Not only do I get to do great work, I get to do it in an environment that respects my work-life balance and wellbeing - being a lawyer, that is a difficult find”.

TASC TEAM MEMBER, 2020

CLIENT-FOCUSED SERVICE

At TASC, we set out to recruit high calibre professional staff. Our vibrant team comprises individuals from a range of backgrounds and qualifications including law, psychology, social work, and business, as well as people with lived experience of disability. Our strategies to recruit and retain staff include attractive leave and remuneration, salary packaging opportunities, flexible working conditions, avenues for career advancement, professional development

opportunities, and including all staff in strategic planning. TASC actively supports professional development, ensuring our team stays up to date with legislation and best practice, with the aim of continuously improving the support we provide to clients. We maintain a Learning and Development matrix to track participation and provide evidence of learnings translated into action. Our goal is to retain a skilled, knowledgeable team whose work results in positive outcomes for the people we support.

“TASC provides a supportive, welcoming, understanding environment - for the team as well as people we support”.

TASC TEAM MEMBER, 2020

BALANCE

Our Strategic Plan highlights that as an organisation, we respect and welcome the opinions of all and value the diversity that each member of TASC brings to the team. The Plan also affirms the priority we place on our team's wellbeing and work-life balance.

Working closely with people facing vulnerability, discrimination, abuse, violence, disadvantage, fraud and mistreatment means our teams give a lot to others every day.

To maintain a safe workplace and protect our workers from secondary trauma, compassion fatigue and burnout, we put preventative strategies in place. These include supportive management structures with regular meetings and debriefs, internal and external monthly supervision, and all-staff access to an Employee Assistance Program (EAP). In 2019-20 we fostered wellbeing and a positive workplace culture through:

- ▶ Regular social events that promote staff socialising, such as a standing weekly team BYO lunch that people “opt in” to, coffee runs, and an annual Christmas Party.

- ▶ Monitoring team wellbeing and opportunities for improvement through staff surveys and questionnaires (structured and less formal), meetings and supervisor debriefs.
- ▶ Recognising and celebrating team achievements.

COVID-19 RESPONSE

When TASC, like everyone else in Australia, moved into uncharted territory with the COVID-19 pandemic, our CEO Frances had just come on deck. Working with our team, Board, suppliers, funding partners, the people we support and our colleagues in the sector, TASC responded swiftly and decisively to the public health directives.

Our number one priority was to safeguard the health and wellbeing of our team and our clients; in particular those in vulnerable situations, with health conditions or risk factors for coronavirus.

We extended and adapted our existing resources and organisational policies. In line with public health directives, TASC required team members to work from home. We continued to provide services to clients through phone and (where possible) videoconferencing or email.

While work-life balance remained important to TASC, the urgent needs of clients in vulnerable situations had to be accommodated. “We are all in this together” was the guiding philosophy.

Some team members and the CEO worked in the offices to ensure business continuity, observing strict physical distancing and hygiene protocols. Many team members went “above and beyond” to support our clients, for example

through arranging phone calls beyond working hours, and arriving early or staying late to wait for letters or packages of confidential documents to be delivered to the office.

Throughout the pandemic, TASC supported our team through:

- ▶ Ongoing communication and consultation about the virus, government health directives and the impact on the workplace and on individuals
- ▶ Increased flexibility with regard to leave and working from home arrangements
- ▶ Daily scheduled communication within teams and additional check-ins across the broader TASC team to ensure individuals didn't feel isolated – “checking in” and “taking the pulse” regularly
- ▶ Access to additional resources (such as hygiene, sanitation and PPE items, and ICT equipment) to enable teams to carry out their duties in the changing environment.

The TASC team showed great resilience and flexibility in adapting to the pandemic. We continue to adapt to the changing situation and remain committed to the health and safety of our team, the people we support and the broader community.

“ The Advocates are professional, reliable and meet my needs ...

Please congratulate them on a job well done”.

FEEDBACK TO TASC SOCIAL JUSTICE SERVICES, 2019-20



TASC's Partners and the Community

“At TASC, we value the importance of partnerships and collaborations. Our experience shows us that when we work together with people, groups, organisations, communities and government we create safer and more inclusive societies that benefit us all”. **Terri-Ann Dwyer** Manager, TASC Social Justice Services.

Since TASC was established in 1982, we have been closely involved in the Toowoomba and wider South West Queensland community. Today, across Toowoomba, Ipswich and Roma, we are involved at a grassroots level in many community events and campaigns, from NAIDOC Week to International Day of People with Disability.

COMMUNITY ENGAGEMENT

Throughout 2019-20, TASC aimed to use our community profile to raise awareness of issues such as tenants' rights, elder abuse and disability discrimination. Within the limits of COVID-19 restrictions we participated in and facilitated discussions on these and other topics at information sessions, networking, workshops, stakeholder meetings, targeted community days and events. Working with the wider community, we collectively embraced positive ways forward and initiatives to address our challenges.

TASC also embraced media and social media as an avenue for engaging with the wider community on these issues. We aim to empower clients through information, links and resources on our website and Facebook page.

PARTNERSHIPS AND AFFILIATIONS

TASC collaborates with a range of government and non-government agencies on issues related to community needs.

We are the Queensland representative for the National Ethnic Disability Alliance and a member of the Regional Legal Assistance Forum, where we provide feedback on the needs of people in regional, rural and remote areas who experience disadvantage.

In 2019-20 we took part in inter-agency networks where emerging trends and needs are highlighted. These included the Queensland Rural Regional and Remote Network, the Toowoomba Disability Service Providers Network, the Roma Interagency Meeting and South West Area Network meeting.

As part of the local response to the COVID-19 pandemic, TASC attended meetings of the Toowoomba Hospital Vulnerable Communities Stakeholder Group and provided updates on our activities.

Amongst the organisations that we collaborated and conducted joint projects with were Legal Aid Queensland, Catholic Care, Relationships Australia, and Lifeline Darling Downs. TASC also provided student placements for law students from the University of Southern Queensland and the Queensland University of Technology.

TASC is a member of the Downs and South West Queensland Law Association and the Community Legal Centres Queensland network.

Rural and regional partners

To facilitate our outreach programs, TASC relies on the generous support of a number of organisations in rural and regional areas. These organisations provide use of their facilities and other types of support.

With the assistance of our valuable partners, people and families in regional and rural locations have much-needed access to TASC lawyers, advocates, services and clinics.

CHARLEVILLE

Charleville Neighbourhood Centre
114-118 Alfred Street
PO Box 327 CHARLEVILLE QLD 4470
Phone: 4654 1307
Email: coordinator@charvillenc.org.au

CHINCHILLA

Family Support Centre
67-71 Middle Street
PO Box 406 CHINCHILLA QLD 4413
Phone: 4662 8528

CUNNAMULLA

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

GOONDIWINDI -

Care Goondiwindi
111 Callandoon Street
PO Box 687 GOONDIWINDI QLD 4390
Phone: 4670 0700
Email: info@caregoondiwindi.org.au

MILES

Murilla Community Centre
73a Murilla Street MILES QLD 4415
Phone: 4627 2027
Email: murillacommunitycentre@gmail.com

ST GEORGE

Care Balonne
32 Henry Street
PO Box 517 ST GEORGE QLD 4487
Phone: 4625 5450
Email: cdo@carebalonne.com

STANTHORPE

Stanthorpe Community Development Services
8 Corundum Street STANTHORPE QLD 4380
Phone: 4681 3777
Email: admin@communityds.org.au

STANTHORPE

Stanthorpe Court House
51 Marsh Street PO Box 308
STANTHORPE QLD 4350
Phone: 4681 4965

TARA

Tara Neighbourhood Centre
41 Day Street PO Box 158 TARA QLD 4421
Phone: 4665 3508
Email: centre@taranc.com.au

WARWICK

The Lighthouse Community Centre
37 Guy Street
PO Box 195 WARWICK QLD 4370
Phone: 4667 8211



Volunteer Story

Over the years TASC has been fortunate to attract a diverse range of volunteers from the Toowoomba and Ipswich communities. Our committed helpers assist with court support, Forms Clinics, administration and para-legal services.

Volunteering has been limited during COVID-19, however our various clinics are delivered pro-bono in partnership with lawyers from local law firms. We are proud to work in partnership with the Queensland University of Technology and the University of Southern Queensland, hosting law students in student placements.

Pathways for Volunteers

Law students who come to TASC in placements often stay on as volunteers – like the awesome Rhiannon Anderson (*see profile at right*). Rhiannon's skills and enthusiasm make her a joy to have in our team.

Volunteering with TASC has also been a pathway to working with our team, or other community legal centres.

TASC wouldn't be able to assist as many people as we do without our incredible volunteers – and we thank them for all they do!

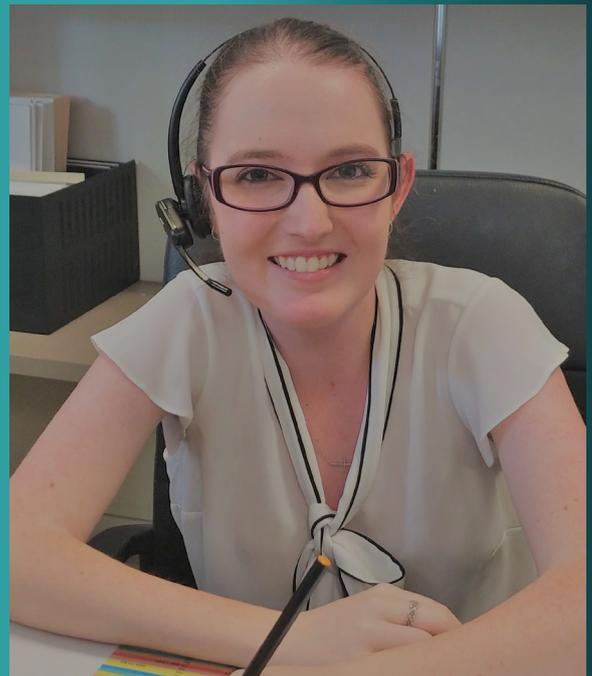
Become a Volunteer

If you are interested in finding out about contributing your skills to TASC as a volunteer, please call us on **4616 9700** or email reception@tasnational.org.au

RHIANNON

A current law student with the University of Southern Queensland, Rhiannon first came to TASC as a student in our Community Legal Education Placement (CLEP) Program. Rhiannon started volunteering with our administration team once a week, in order to as she says "gain valuable experience in a professional legal environment". We are very grateful to her for contributing her time and skills to the team!

Rhiannon is an AFL (Richmond Tigers) fanatic, and also volunteers at the Aspley Hornets AFL club as the QAFLW team statistician.



Rhiannon Anderson, volunteer with TASC

Thank You

It simply would not be possible for TASC to deliver our successful services without the dedication of our Board, our team, and the support of our funding and service delivery partners and the many individuals and organisations who work with us towards shared goals.

TASC extends a warm thanks to the many individuals and organisations who support us so to meet the legal and social justice needs of our communities. This includes the:

- ▶ Federal, State and Local Government agencies who provide us with funding and set the policy and guidelines within which we operate
- ▶ Communities where we deliver our services
- ▶ Peak bodies including Community Legal Centres Queensland and Community Legal Centres Australia, who offer us valued support and assistance to meet our regulatory responsibilities and deliver high-quality services
- ▶ Individual and corporate donors and supporters whose sponsorship makes a real difference and reminds us of the value we provide to our communities and the people we support
- ▶ Suppliers who enable us to keep daily operations running smoothly and efficiently
- ▶ Volunteers who make our lives, and those of the people we support, so much easier.

With the support of our partners in every community where we operate, in 2019-2020 TASC continued to achieve positive outcomes for individuals and promote a climate of social justice for all Queenslanders. We thank all our supporters and look forward to continuing our work together.



TASC Governance

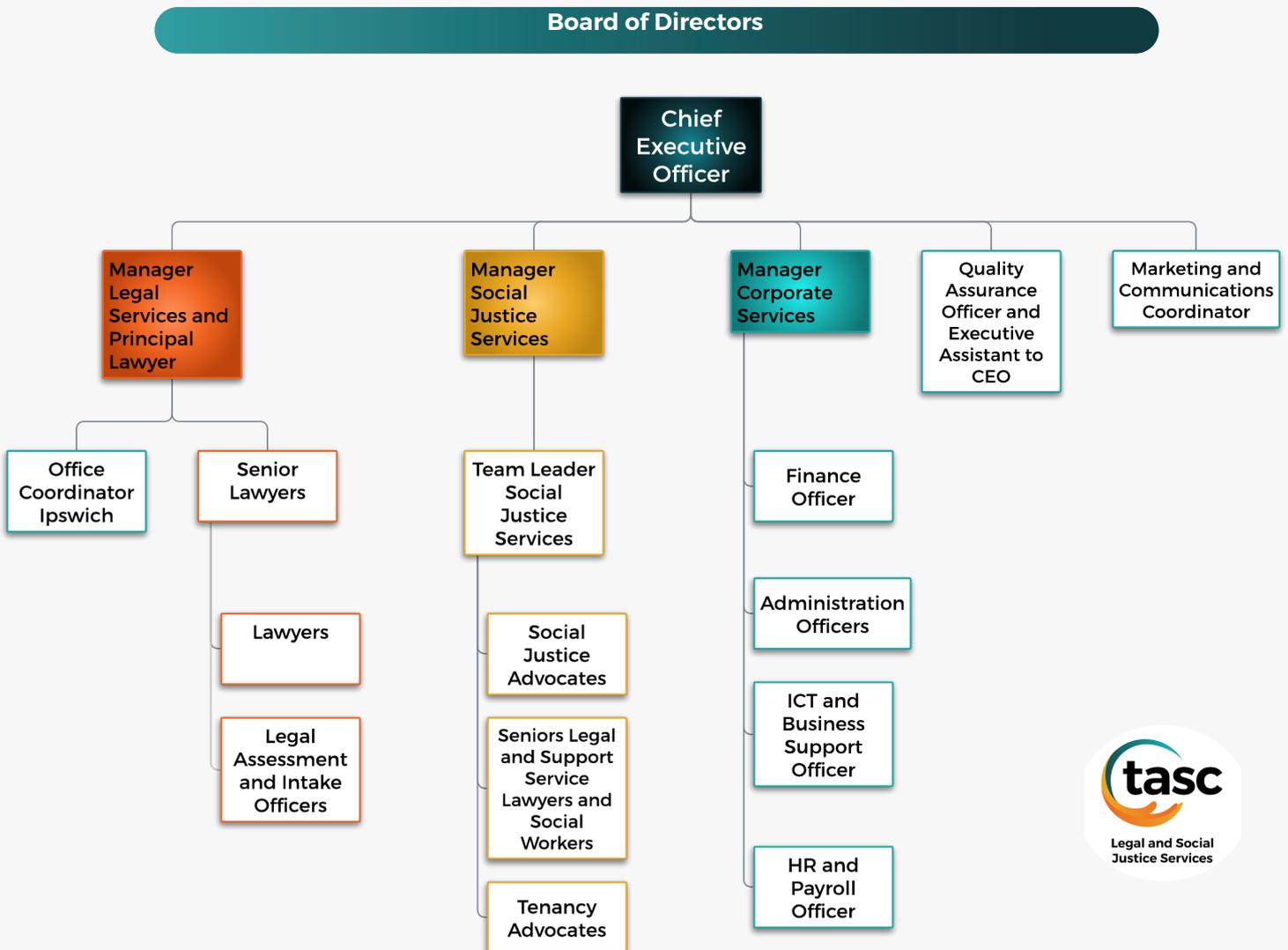
TASC National is a not-for-profit company limited by guarantee. It is guided by a Board of Directors whose leadership positions it to meet the organisation’s financial and strategic objectives in a complex and rapidly changing environment.

TASC’s Board and CEO make decisions about financial and strategic operations based on available resources, best practice quality and risk management policies and principles, and the

changing environment and opportunities in which TASC operates.

TASC’s service delivery is supported by a robust governance structure and implemented by teams overseen by a skilled and experienced leadership team comprising the Managers of Legal Services, Social Justice Services and Corporate Services.

ORGANISATIONAL CHART



Board of Directors

The members of TASC's Board of Directors have significant experience in organisational, strategic and operational leadership. The Directors volunteer their time to support TASC's mission, attending regular meetings and the Annual General Meeting.



Lesley Beames
Chairperson

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 at Borallon Training and Correctional Centre, and has also worked as a marketing manager, training consultant and human resources advisor.

Lesley gains great satisfaction from contributing to organisations that tackle social issues, transform the lives of individuals and improve the wellbeing of communities.



Jim Rawlings
Treasurer

Jim is Managing Director of Hooper Accountants, and has more than 20 years' experience in accounting public practice, primarily in business development, taxation, succession planning and general accounting.

An active member of the Toowoomba business community, Jim is currently Chair of Finance and Governance Committee at Toowoomba Anglican School and Treasurer of the Australian Polo Federation.



Craig Armstrong
Director

Craig is the Retail Customer Executive for NAB South West Queensland and has been in the finance industry for 30 years. Craig brings to TASC National extensive business and leadership experience, along with strong community appreciation and connections from right across Queensland.

Craig describes his approach to leadership and business as about building "real, country-style" relationships.

Board of Directors

TASC's Board of Directors have significant experience in organisational, strategic and operational leadership. The Directors volunteer their time to support TASC's mission, meeting formally at least eleven times each year.



Alison Kennedy
Director

As a member of the TASC Board since 2017, Alison brings corporate relations and sponsorship skills of benefit to TASC and the people in vulnerable circumstances we support.

As CEO of the Toowoomba Hospital Foundation, Alison has been named one of Toowoomba's "Top 40 Most Powerful People" as well as 2018 Downs Business Woman of the Year.

Since joining the Foundation she has introduced new events, raised awareness and increased revenue through fundraising and the commercial arm of the business.



Michael Maguire
Director

Michael's involvement with TASC dates back to its early years in the 1980s. He has been a member of the Board of Directors for ten years, a former Chair, and a volunteer lawyer over a period of 28 years.

Currently practising as a mediator in Brisbane, Michael's background is as a lawyer and Principal in private legal practice.

In addition to managing his own company, Private Mediation, Michael lectures at QUT and the University of Queensland and is the Treasurer of the National Disability Ethnic Alliance.



Reagan Wilson
Director

Reagan is the Director at Wilsons-The Family Lawyers, which he established in January 2019 as a boutique family law firm following a successful career including director and founding partner at Best Wilson Buckley Family Law.

Specialising in family law since 1999, Reagan is recognised by the Doyle's Review of Australian Lawyers as one of Queensland's leading family law practitioners. He has served as an executive member of the Queensland Family Law Practitioners Association Board, the Darling Downs and South West Queensland Law Association and the local Toowoomba Children's Contact Centre.

Treasurer's Report

Jim Rawlings

Treasurer

TASC National Board of Directors

I am pleased to present the Audited Financial Statements for the year ended 30th June 2020. TASC National completed the 2019-20 financial year with a surplus of \$93,704 on an annual turnover of \$4,063,084. Income for the year increased by \$657,644, which is around 19%.

TASC National receives core funding primarily through grant income administered by the Department of Justice and Attorney-General (State and Federal), Department of Communities, Disability Services and Seniors, Department of Social Services, Department of Housing and Public Works, and Queensland Health. For this, we offer our thanks and appreciation.

Compared to the previous financial year, expenses increased by \$278,995. This is due mainly to the introduction of new services, which saw wage expenses increase by \$262,000 for the year to allow for extra resources to deliver our services. Other non-wage expenses were again well-controlled during the year but rose by \$15,996.

Due to COVID-19, expenditure was reduced on items such as travel, accommodation, conference cancellations, electricity and communication costs. While there were some additional costs associated with facilitating staff to work from home during the pandemic, the reduction in costs overall was significant.

Good financial management and close monitoring of expenses over the entire financial year saw expenses not related to COVID ending fairly close to the budget.

In summary, the 2019-20 year saw TASC consolidate its existing services and develop some new service areas including a Disability and Carer Support Program to provide individual advocacy support for the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability; and the Advocacy Rural and Remote initiative for the South West Region.

TASC continues to operate efficiently with adequate resources to meet ongoing commitments and is well-placed to take up new opportunities and meet future challenges.

While the financial result for the year was comfortable, we are, however, aware of the potential difficulties and challenges in the future. To that end, the Board is continually working hard to broaden the scope of income and expand our reach to assist the most marginalised individuals within our communities, while at the same time realistically looking at careful cost control.

Together, I am confident we will accomplish what we have set out to achieve.

TASC Financial Summary

INCOME STATEMENT

For the year ended 30 June 2020

INCOME	2020	2019
Grants	3,397,087	2,947,174
Donations	379	9,069
Interest	17,384	21,218
Other	627,040	320,384
Professional Services income	11,271	83,678
Rental income	9,923	23,917
Revenue	4,063,084	3,405,440

EXPENSES	2020	2019
Marketing expenses	11,102	17,018
Occupancy expenses	126,928	133,130
Administration expenses	3,284,091	3,072,914
Depreciation	65,528	56,223
Other expenses from ordinary activities	478,766	406,694
Borrowing costs expense	2,966	5,406
Expenses	3,969,380	3,691,385

Surplus for the period	2020	2019
Surplus	93,704	-285,945

TASC Financial Summary

BALANCE SHEET

As at 30 June 2020

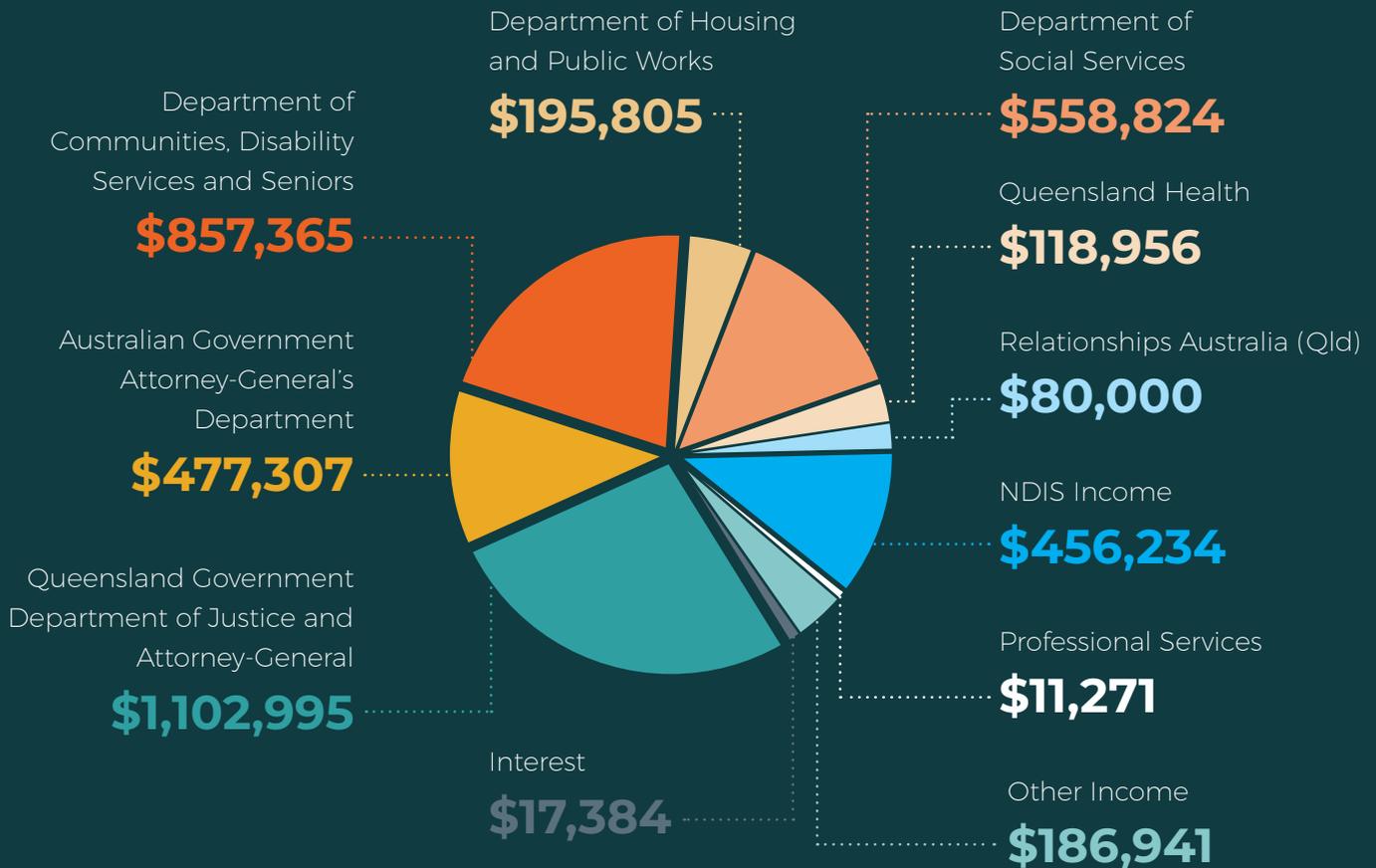
ASSETS	2020	2019
Current Assets		
Cash and cash equivalents	1,248,259	855,997
Trade and other receivables	28,801	81,579
Total current assets	1,277,060	937,576
Non-current assets		
Property plant and equipment	249,156	249,156
Total non-current assets	313,322	313,322
Total assets	1,526,216	1,250,898

LIABILITIES	2020	2019
Current Liabilities		
Trade and other payables	724,841	501,949
Financial liabilities	32,447	36,019
Provisions	231,535	218,003
Total current liabilities	988,823	755,971
Non-current liabilities		
Financial liabilities	17,216	49,708
Provisions	39,762	58,508
Total non-current liabilities	56,978	108,216
Total liabilities	1,045,801	864,187

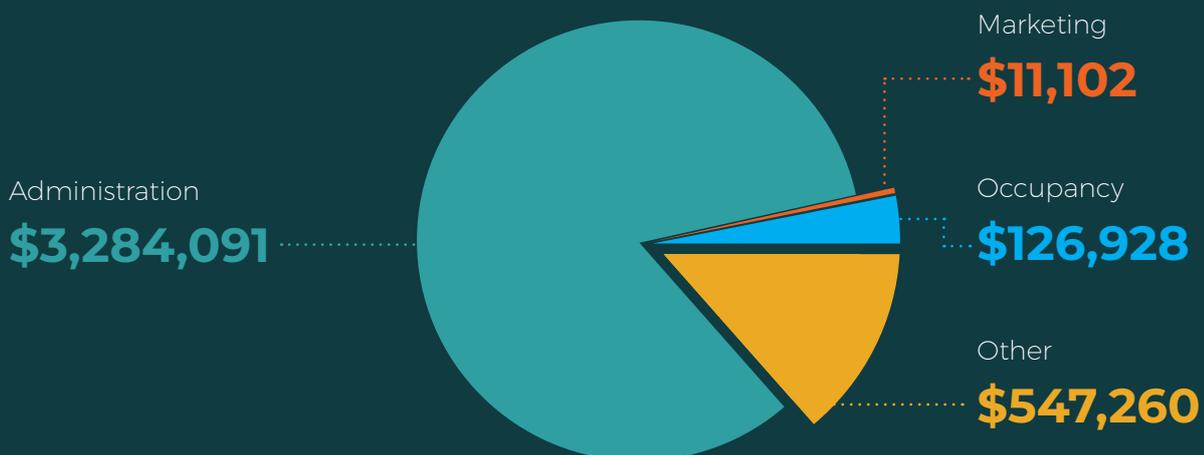
EQUITY	2020	2019
Retained surplus	480,415	386,711
Total equity	480,415	386,711

TASC Financial Summary

SOURCE OF OPERATING FUNDS 2019-2020



USE OF OPERATING FUNDS 2019-2020



Directors' Declaration

Lesley Beames

Director

TASC National Board of Directors

James (Jim) Rawlings

Director

TASC National Board of Directors

TASC NATIONAL LIMITED

DIRECTOR'S DECLARATION

In the director's 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 as set out on pages 6 to 18 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 2020 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



Lesley Beames
Director



James Rawlings
Director

Dated15/09/2020.....

Professional Memberships and Accreditations

TASC is certified by the National Association of Community Legal Centres for Legal Services and the National Standards for Disability Services (NSDS) for Advocacy Services

PROFESSIONAL MEMBERSHIPS

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

PROFESSIONAL ACCREDITATIONS

National Association of Community Legal Centres (NACLC)
 National Disability Insurance Scheme (NDIS) Practice Standards
 National Standards for Disability Services (NSDS)

Individual accreditations/ certifications:

Australian Association of Social Worker (AASW)
 Australian Institute of Company Directors
 Australian Psychological Society (APS)
 Queensland Law Society
 STEP



Funding Bodies

TASC gratefully accepts funding from the following agencies to deliver our services.

AUSTRALIAN GOVERNMENT

– Department of Social Services

AUSTRALIAN GOVERNMENT

– Attorney-General's Department

LEGAL AID QUEENSLAND

RELATIONSHIPS AUSTRALIA

TENANTS QUEENSLAND



QUEENSLAND GOVERNMENT

– Department of Justice and Attorney-General

QUEENSLAND GOVERNMENT

– Department of Housing and Public Works

QUEENSLAND GOVERNMENT

– Department of Health

QUEENSLAND GOVERNMENT

– Department of Communities, Disability Services and Seniors



Our Locations

TOOWOOMBA

223 Hume Street | PO Box 594
Toowoomba QLD 4350 | (07) 4616 9700

IPSWICH

265 Brisbane Street | PO Box 38
Ipswich QLD 4305 | (07) 3812 7000

ROMA

96 Arthur Street | PO Box 794
Roma QLD 4455 | (07) 4523 6600

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TASC TALK BY SENDING AN EMAIL TO
MARKETING@TASCNATIONAL.ORG.AU



Donate To TASC

TASC IS A REGISTERED CHARITY WITH
DGR-STATUS. WE GRATEFULLY ACCEPT
SUPPORT TO ASSIST IN DELIVERING OUR
SERVICES. ALL DONATIONS OVER \$2 ARE
TAX-DEDUCTIBLE.

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EMAIL RECEPTION@TASCNATIONAL.ORG.AU

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