



Legal and Social
Justice Services

ANNUAL REPORT 2021/22



Legal
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Social
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Acknowledgements

TASC Legal and Social Justice Services acknowledge the Traditional Custodians throughout Australia and their continuing connection to land, sea and community.

We pay respects to all First Nation’s peoples and to their elders past, present and emerging.

We acknowledge the Jagera, Yuggera and Ugarapul people of Ipswich, the Jagera, Giabal and Jarowair people of Toowoomba, the Mandandanji people of Roma, the Bigambul people of Goondiwindi and the Kambuwal people of Stanthorpe, the Taribelang Bunda, Gooreng Gooreng, Gurang, and Bailai Peoples of Hervey Bay and Bundaberg, The Wakka Wakka people of Cherbourg and the Gubbi Gubbi people of Gympie.

We acknowledge our staff and volunteers that contribute to supporting our communities, their legal rights and continuing to enable justice.

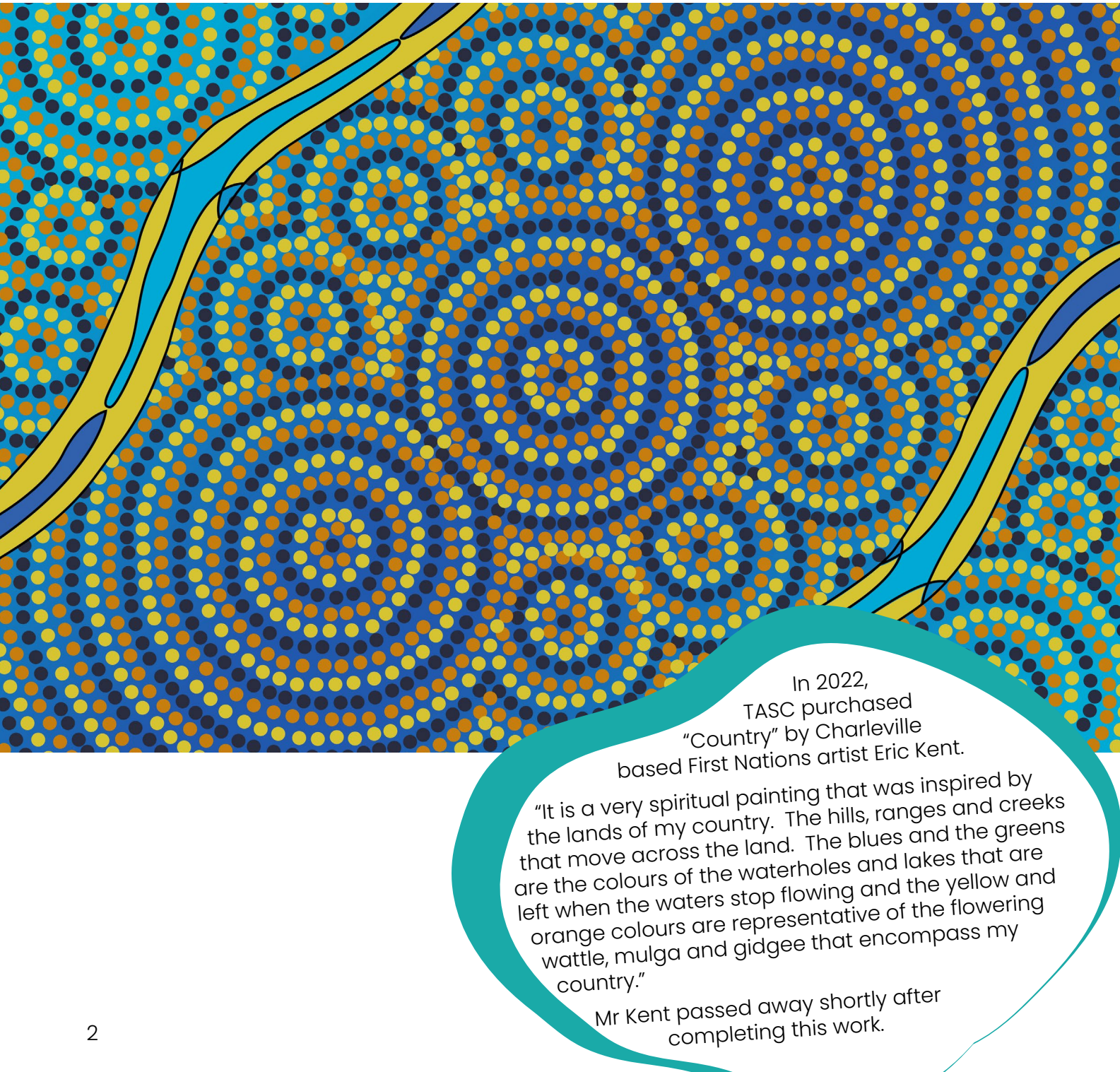


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Welcome

Welcome to TASC Legal and Social Justice Service’s Annual Report 2021/22.

This report provides our staff, stakeholders, Board of Directors and clients with a comprehensive account of TASC’s performance and achievements within the last financial year (1 July 2021 – 30 June 2022).

Our performance is measured by our strategic priorities:

- ▶ Improving more lives
- ▶ Committed to service excellence
- ▶ Respected nationally
- ▶ Business integrity and financial resilience
- ▶ Improved efficiency

Theme

The theme of this year’s annual report is Standing Up For Human Rights.

This aligns directly with our values and mission, and given the year that was, TASC felt it important to reiterate our vigilance on ensuring the rights of the vulnerable across the region.

2021-22 also saw TASC produce it’s ‘I’m standing up ‘ video showing some of the work our people do every day protecting people’s human rights.

Structure

This Annual Report is divided into three sections



Legal Services



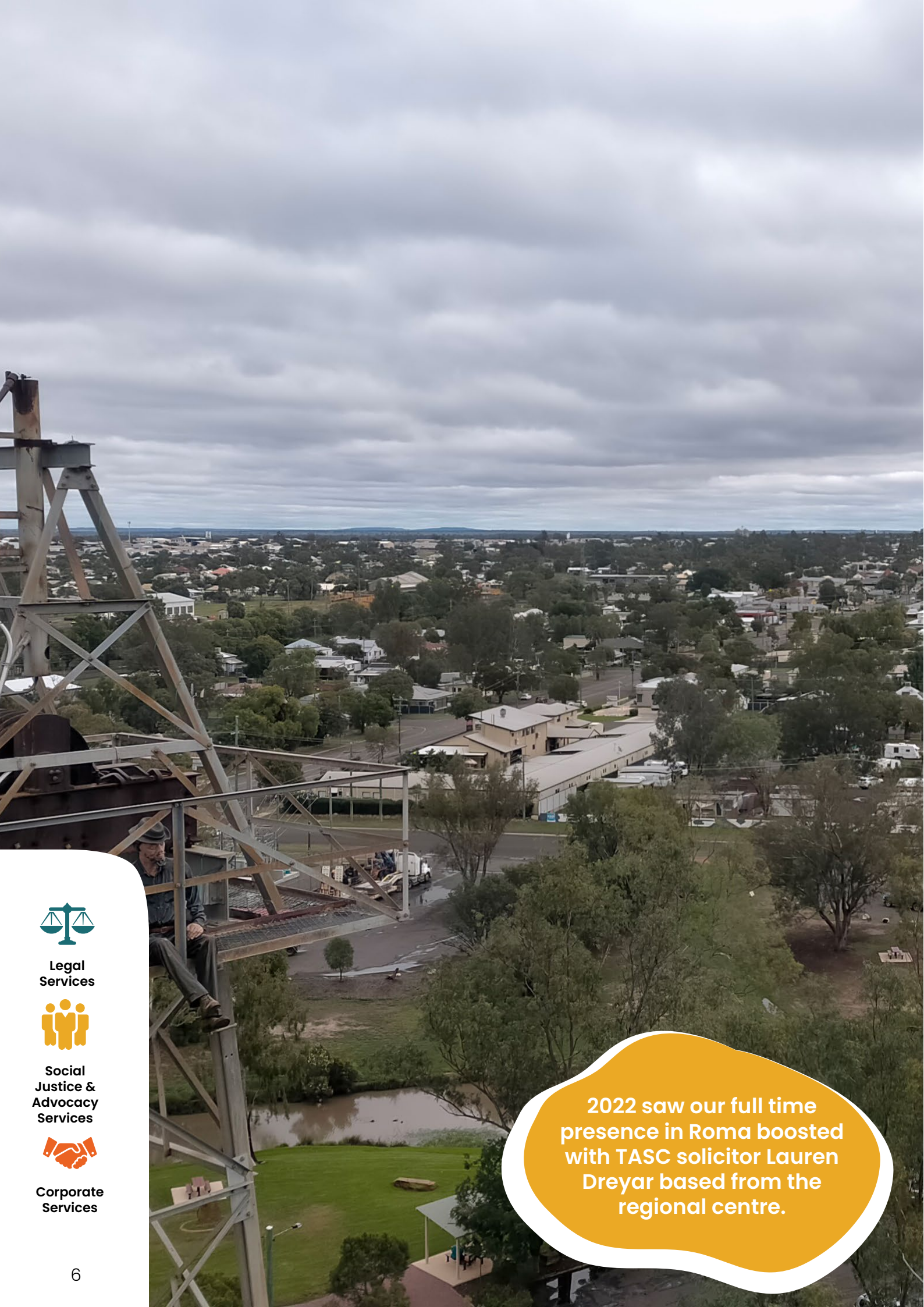
Social Justice & Advocacy Services



Corporate Services

- ▶ [Who we are](#)
- ▶ [Our achievements](#)
- ▶ [Our finances](#)





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2022 saw our full time presence in Roma boosted with TASC solicitor Lauren Dreyar based from the regional centre.

Chairperson's Report



This year we celebrate another milestone – it is now 40 years since the establishment of TASC in 1982. In the words of former CEO, Dan Toombs, 'Gillian Mason Johnson wandered the Toowoomba streets, collaring (in a nice way) young, local lawyers with a sense of social justice' to set up the city's first community legal service. With their flared jeans and long hair, these volunteer lawyers created an organisation committed to serving people and meeting them where they are at. Within its first year, TASC had seen 500 people, received \$400, and had 16 solicitors, three articulated clerks and eight social workers (all volunteers) on the books.

One of those young lawyers was Stephen Rees, a foundation member of TASC who later became President of the TASC Management Committee, while running his own busy legal practice. Stephen passed away this year and we pay tribute to his vision and commitment that has inspired TASC's dedicated staff and volunteers over the decades.

Looking back over this past year, TASC legal and social justice services has continued to improve the lives of more people across our regions. We have seen expansion beyond Toowoomba, Ipswich, Roma and Goondiwindi along with a raft of new services. People can now see us in Stanthorpe and access our individual advocacy services in the Bundaberg and Hervey Bay areas. Our legal service provided outreach sessions in Warwick, Dalby, Miles, Chinchilla and Tara. We commenced a new advocacy project for people with lived experience of the prison system and TASC has been chosen to deliver support services as part of the National Redress Scheme.

Our services have been enhanced through the introduction of the 'My Life, My Voice' online self-advocacy educational guide and multi-lingual video. This is designed to enable people to speak up for themselves and take action to create positive change in their lives.

I sincerely thank the whole TASC team for the work you do every day of the week. You all deserve recognition for your professionalism as well as for showing compassion for the people we support. As the writer Henri Nouwen has said 'Compassion is hard because it requires the inner disposition to go with others to the place where they are weak, vulnerable and broken.' As TASC workers you do not flee from others' struggles or look for quick fixes. Instead, you bear with them through the often lengthy process of learning, presenting choices and taking action.

My thanks to Frances for your vision and energy, and I acknowledge the hard work you and your management team have put into leading the organisation through another demanding year at TASC.

We are grateful too for the many volunteers, friends and supporters who give generously and provide much needed encouragement and guidance.

I am very grateful for the commitment of my fellow Directors – again and again you volunteer your time and talents. **We thank retiring Directors, Reagan Wilson and Sarah Webb for their valuable input over the past few years and wish them well.** In turn, we have welcomed Sharon Boyce and Rhett Martin to our Board of Directors with each bringing expertise and experience of the disability, legal and education sectors.

Finally, I say thank you to our funding partners and colleagues in other agencies for making it possible for TASC to create positive change in our communities. To quote the late Stephen Rees, 'we shall never let pride in our organisation overshadow the reason for its existence: social justice for all.'

Lesley Beames
Chair, TASC National



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Ipswich Office

During the 2021-22 financial year our expanding services saw the need to expand our Ipswich Office to include upstairs.

CEO Report



Funding and services continue to drive the day to day work of TASC and last year was no exception. Whilst some funding agreements concluded we were fortunate to be successful in applying for new Federal funding for National Disability in January 2022 which provided an opportunity for expansion into new locations.

Increased advocacy and legal staff as a result of expansion saw TASC outgrow their Ipswich premises, hence a second floor was leased at the existing address with a fresh office fit out completed.

Our advocacy service has grown to include Wide Bay, with advocates Natalie Alexander and Ian Valentine servicing Hervey Bay and Bundaberg respectively.

Other increased funding allowed for expansion of our office footprint to Goondiwindi, with solicitor Teagan West taking up this role. Initially, as this was during the period of COVID border closures, it required her to work remotely from NSW. However once the border opened, she relocated to Goondiwindi.

To assist with service continuity, Ipswich based solicitor Allana Janke also visited Goondiwindi. We formed a partnership with the Granite Belt Neighbourhood Centre in Stanthorpe to bring our legal services to that community, incorporating this as part of the road trip to Goondiwindi.

Community need continues to grow and we are fortunate to be able to incorporate new ways of working to meet the needs of the most vulnerable. One example is Justice StreetReach, which combines social work with legal services to give a holistic service for those experiencing, or at risk of homelessness. It aims to address the psychosocial issues that often occur in conjunction with legal issues for homeless people. Initial funding by the Department of Justice and the Attorney General provided us with the opportunity to network and establish pathways with homelessness service providers, giving a means to meet people where they are and work alongside them to provide help. This work is now embedded in our model of service delivery within our legal services.

With more people experiencing housing insecurity, unfortunately we expect demand for the service to grow as has been seen with our [tenancy support program Q-STARS](#) throughout the year.

Systemic advocacy through law reform was also a focus during the year, with the role of Systems Advocate being established to facilitate law reform submissions. This will further cement our role in standing up for human rights by trying to address some of the structural inequalities people in our community face.

TASC has not been immune from the difficulties faced by other regional organisations in attracting and retaining qualified staff in remote and regional locations due to general labour shortages being experienced nationally.

While this was a challenge, we have also taken it as an opportunity for renewal and are leveraging a wider post COVID societal trend of people seeking work with purpose. This has brought fresh ideas and enthusiasm to roles across the organisation. Throughout our 40 year history we have been fortunate to attract talented people with the right motivation and are continuing to do so. I wish to thank all the team for their dedication and commitment to the people in the community experiencing high levels of vulnerability. Despite this being another challenging year both organisationally and for the community the TASC team continue to provide quality service with equal measure of tenacity and compassion.

Frances Klaassen OAM
CEO, TASC National

Vale Steve Rees - TASC co-founder and past president

Steve Rees, one of TASC's co-founders and a champion of human rights passed away on July 8, 2022.

A force for positive change throughout his legal career, Steve not only co-founded TASC in 1982, but also acted as chairperson of our board for many years implementing many programs to help bring social justice to our community.

Known for his generosity of spirit and compassion, Steve was a tenacious social justice and legal practitioner who demonstrated these values throughout his life and career.

Steve was a respected lawyer, dedicated family man and community hero who will be remembered for his decades of service to TASC, his dedication to the legal profession and charity work in Nepal where he offered both legal and fundraising support following the devastating 2015 Nepal earthquake.

Steve founded Rees Law, a highly respected law firm where he continued to work until his passing.

Among his other achievements, Steve was a past President of the Downs and South West Queensland Law Society, a Queensland Law Society Accredited Family Law Specialist and served as a Queensland Law Society Senior Counsellor.

While Steve will be deeply missed at TASC, we will proudly continue his legacy by staying true to our vision of 'Social Justice for All'.

During his long tenure with TASC, Steve Rees oversaw, guided and encouraged TASC's growth in line with its vision of Social Justice for All.



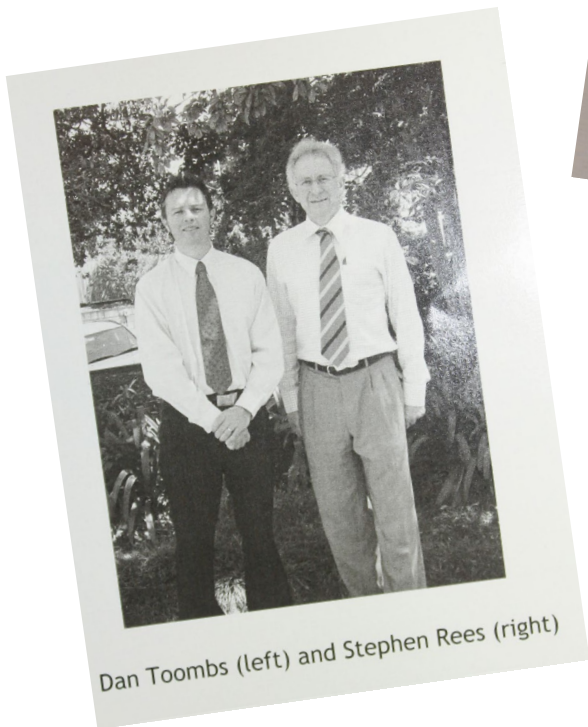
Legal Services



Social Justice & Advocacy Services



Corporate Services



Dan Toombs (left) and Stephen Rees (right)



Toowoomba's Trades Hall was home to TASC for many years prior to securing its current premises in 2007/08 - another of Steve's achievements during his time as TASC President

Preview Of The Year Ahead

As TASC navigates into 2023 it will be time for consolidating the gains of last year and nurturing new services to achieve their full potential as we continue to meet the ever increasing community need.

At TASC we concentrate on doing what we do well and seize opportunities to complement our existing suite of services as they arise to assist those facing vulnerability. However, just like any other not-for-profit, we rely on funding to ensure our services can carry on and are extremely grateful for the continued support from our funding partners.

There are plans in place and actions on the ground to see our Rural Women's Outreach Legal Service (RWOLS) grow. In 2021/22, the foundation was established to boost the footprint of the service and we will be expanding our face to face service footprint in 2022/23 with regular visits to Tara, Miles and Chinchilla. RWOLS is also present in Goondiwindi and Stanthorpe.

The coming year will see our [Redress Support Service](#) launched to the communities of Toowoomba, the Darling Downs and Maranoa. Applying to become one of the Redress Support Service network members came as a logical extension of the work we had found ourselves undertaking in 2021/22. We assisted a number of people with submissions to the National Redress Scheme through TASC's Social Justice Service.

Launching in July 2022, the service which provides free, confidential and compassionate support for people who have experienced institutional child sexual abuse is a natural fit for the skills and values that TASC offers to the community. We have received support in raising awareness about the service from local media including the Toowoomba Chronicle and ABC Southern QLD.

Increasing pressures around secure housing and the rise of homelessness will continue to be a focus and our [tenancy advocacy work will be in high demand](#). Assisting people retain existing tenancies and have their tenancy rights upheld is critical in the current climate.

Ongoing community dialogue around the successes and challenges of the NDIS system will continue to be a priority focus for our disability advocacy work as we assist people to navigate the system and promote their right to access. The mental health impact of COVID and the need for a responsive supportive mental health service system will also be a focus of our advocacy work both on an individual level and driving our systemic advocacy and legal reform work.

We will continue our focus on growing services to support seniors in our community. Our work within our [Seniors Legal and Support Service](#) continues to highlight the need to find ways to ensure the safety and well-being of our seniors. Given the identification of increasing levels of vulnerability and associated forms of abuse inflicted on people who should be enjoying a safe and well supported quality of life in their later years we are committed to providing both individual service response and broader advocacy to improve our aged care system.

TASC is well known as a leader in the legal and social justice space in our rural communities. We will continue to look for more ways to collaborate with other community organisations and stakeholders. Post COVID we have rebuilt existing partnerships and created new ones while raising opportunities to connect with organisations that share similar values to TASC. As we advance we are increasing our partnerships and finding funding ventures to boost both our rural and regional services. We want to invite and seek out new opportunities where we can improve the lives of those experiencing high levels of vulnerability in the community.

Who are we?



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Goondiwindi continues to be an important part of our service area.

About Us

2022 marks 40 years of TASC. What began in 1982 as a community legal service with a vision to provide legal assistance to vulnerable and marginalised members of the Toowoomba community has grown to become a not for profit organisation offering legal, advocacy and social justice services across regional southern and south west Queensland, Ipswich and parts of Wide Bay.

This growth in services is reflective of the needs of rural and regional communities, and as TASC expanded to include advocacy services it became The Advocacy and Support Centre (TASC) Inc. With offices now in Goondiwindi, Ipswich, Roma, Bundaberg and Hervey Bay TASC has grown from an incorporated association to TASC National Limited: a company limited by guarantee and one of Queensland’s largest regional community legal centres.

To create a better understanding of what we do and to support our brand direction, TASC has taken on the tagline ‘Legal and Social Justice Service’.

We receive funding from federal and state governments to deliver essential legal, advocacy and social services. A team of lawyers, advocates and social workers collaborate closely with service providers, legal firms, universities and the South West Queensland community to deliver a range of services and initiatives.

TASC is supported by a fantastic team of volunteers who dedicate their valuable time and energy to delivering legal and administrative assistance for the benefit of our clients.

TASC is accredited by the National Association of Community Legal Centres for our Legal Services and the Department of Communities, Child Safety, and Disability Services Human Services Quality Standards for Advocacy Services.

Our Logo

We have seen new branding implemented this financial year that incorporates new and old colours from previous TASC branding. It is a combination of what has built us, but also what remains the same.

The bottom of the circle is shaped like a hand to represent the guiding hand of TASC professionals to support the clients we serve.

The sweeping semi-circle symbolises togetherness, with the community and staff working together to form partnerships to continue to enable justice and change lives.



Legal Services



Social Justice and Advocacy Services



Corporate Services



TASC provides free legal services to people who meet our eligibility criteria.

Our teams in Goondiwindi, Ipswich, Roma and Toowoomba provide free generalist consultation, advice, casework and referral services to the community.

We also deliver outreach services in rural and regional areas of Greater Southern and Southwest Queensland, in towns including Stanthorpe, Warwick, Dalby, St George and Chinchilla.

We assist with matters including:

- Family Law
- Domestic and Family Violence
- Civil and Consumer Law
- Criminal Law (some minor matters)
- Disability and Mental Health
- Rural and Regional Women's Law

Our services are subject to eligibility, such as:

Geographical location – do you live in an area where we are funded to provide service?

Income – are you on a low income or going through financial hardship?

Personal circumstances – including mental health or disability.

Presenting issue – is your issue within our scope or can we refer you to another service?



TASC's Social Justice Team includes advocates, social workers and solicitors who are here to help clients safely raise concerns and understand their rights.

We help people with:

- Seniors Legal and Support Service (SLASS)
- Mental Health Advocacy
- Disability Rights (including NDIS)
- Tenancy Advocacy
- Disability Royal Commission Support Service

Depending on your eligibility, our team can help people who are:

- Living with disability
- Living with mental illness
- Senior/retired
- Renting a residential property



"Hi TASC yes, we received a decision, I don't have to move!! We can't thank you enough."



Legal Services



Social Justice & Advocacy Services



Corporate Services

Corporate Services



Corporate Services is an internal function that delivers business support services to all areas of TASC.

It ensures our client-centred focus and best practice are met throughout the organisation.

Key areas of our team include:

- Human Resources
- Finance
- Information and Communication Technology
- General Administration



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“I cannot fault anything about my time with TASC. The reception staff are professional and very helpful. I was spoken to with upmost respect. TASC supported me and helped me with my QCAT case. They were very thorough, respectful and brilliant at their job. I thank the TASC team for everything they did for me.”



(Head Office)
TASC
Toowoomba

Toowoomba



Where We Help

TASC is one of the largest community legal centres in Queensland – servicing a huge rural area of Greater South West Queensland as well as metropolitan areas such as Ipswich and Toowoomba. South West Queensland itself covers over 434,852 km².

This is dependent on funding, which enables us to reach our rural clients and expand our services. Funding means we can reach people who truly need it and be a helping hand to those who can't access important life-changing services in regional Queensland.

Bundaberg and Hervey Bay



Ipswich



Roma



- TASC Office Locations
- Rural Women's Outreach Legal Service location
- Magistrates Court - Duty Lawyer criminal circuit location



Legal Services



Social Justice & Advocacy Services



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It's OK to not be
OK.
On the road to
Charleville.



"The service at TASC has changed my life. I have spoken about things that I have never told anyone before – things that I've now been able to put behind me in terms of sexual assault, domestic violence and abuse."

"Hello, I am one of your clients and would like to give you a glowing report about your advocate and the service he gives. I doubt you could find another worker that cares as much about their clients as he does. He has gone above and beyond my expectations and has been patient with helping me understand his role and what he does. Never before have I seen, or even heard about someone that cares for, or wants the best results for their clients as I've seen he does.

I am very grateful for your assistance, take care and may God bless you each."

"Great advice – kind, understanding, always available, sensitive to age, facilitated all the necessary support agencies. Was a calming influence which made a bad situation bearable."



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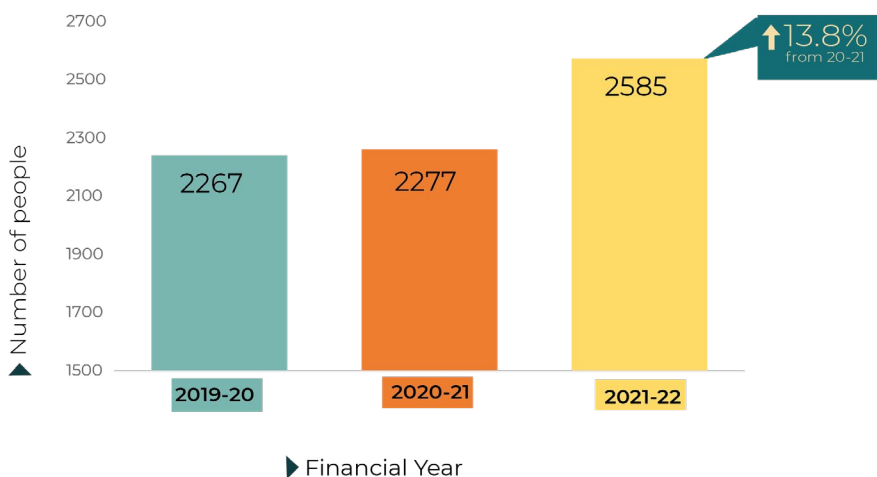
Who & How We Help

In 2021-22 TASC's legal services helped over 16% more people than in the previous year, with the largest increases coming from people over 50. This increase is being reflected in the number of people utilising TASC's SLASS services.

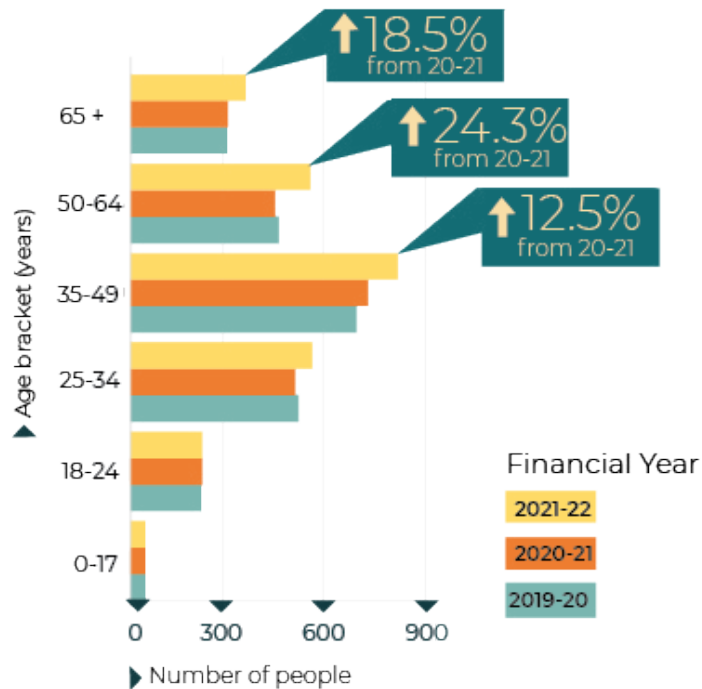
Additionally we saw increases in the proportion of indigenous Australians being helped by TASC (increasing to 11.1% from 9.4% the previous year) and in the number of people experiencing homelessness (8% of people, up from 4.6% the previous year).

Proportionately, the number of people experiencing financial disadvantage was steady despite an overall increase in volume for 2021-22.

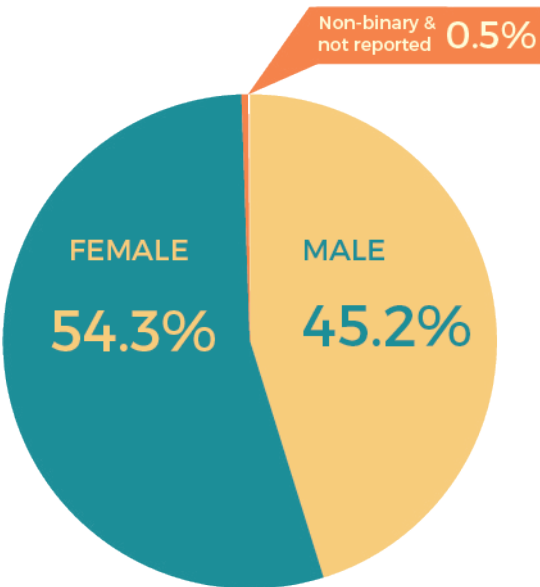
How many people does TASC help?



Which ages does TASC help?



2021-22 AT A GLANCE WHO WE HELPED



11.1% Indigenous Australians

94% Experiencing Financial Disadvantage

8.0% Experiencing Homelessness

37% Experiencing Family Violence*

45.6% Living with Disability

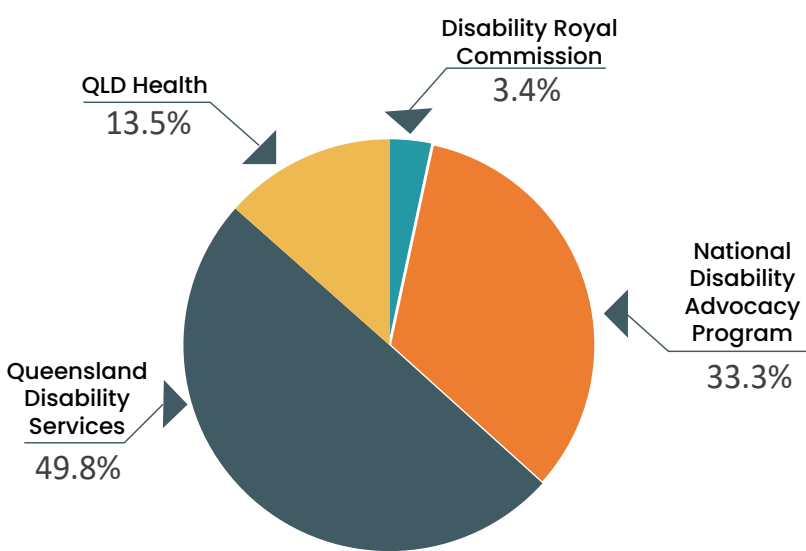
* This figure combines people seeking assistance via family, criminal and civil law programs

Social Justice Services (exc. Seniors Legal and Support Service)

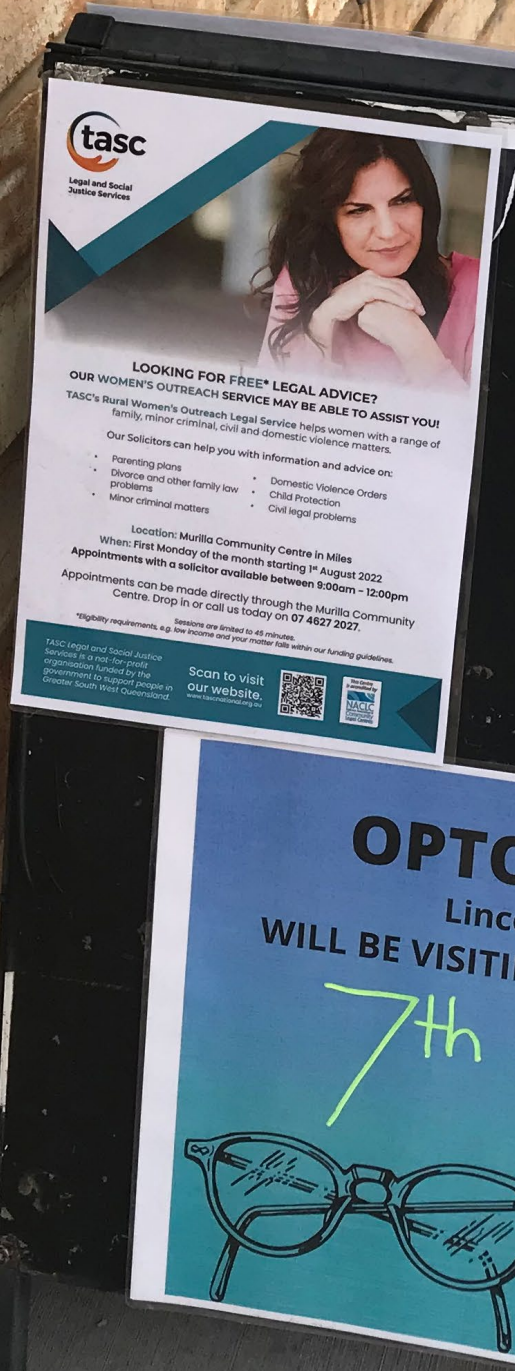
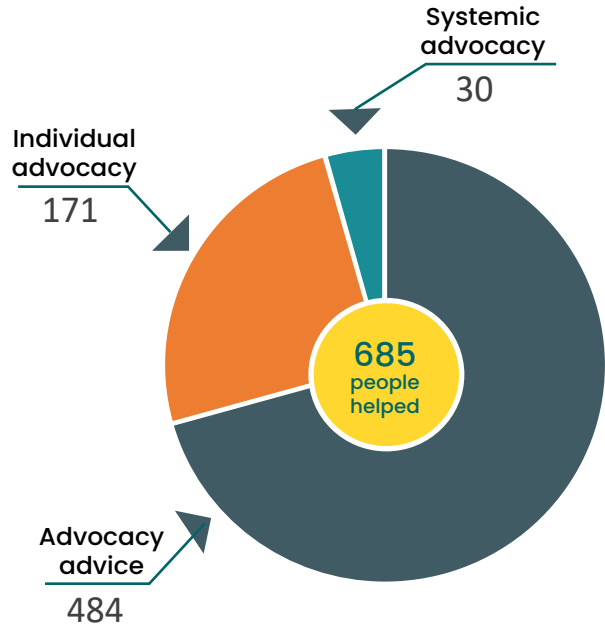
These graphs provide a high level view of the number of people assisted and does not account for the complexity and time requirements for certain advocacy services.

Additionally, individuals may be assisted with multiple advocacy services to help resolve their problem.

Proportion of people helped by funding



How many people TASC Social Justice Team helped



Client Testimonials



"Thank you so much,
the advice has
been very helpful"

"Because of TASC's professionalism & constantly looking for people to help me, I now have been approved by Legal aid in PMQ office.

Legal aid contacted me today... Thank u sssooo much once again TASC.

You are the best."



"TASC helped us greatly through this last time – guiding light all the way through court proceeding's, TASC is just wonderful, they went out of their way and really felt for us and the children."



"My experience was great, considering the short time frame in which we had to turn up to the Tribunal. TASC was easily understandable and understood, and also quick to reply and patient.

Overall very professional."

"You guys provide a really great service and I did not know about TASC, it is really hard to do this on your own so I'm very glad I found you."

"Dear TASC,
I thank you very much for your outstanding efforts and comprehensive explanation; I am very grateful for you and I am very thankful and grateful for TASC for having an amazing advocate like you. Please accept my best regards and I thank you for offering me the option of contacting you for any further queries."



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Social Justice & Advocacy Services



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Our Service & Funding



Family Relationships

TASC Ipswich and Toowoomba in partnership with Catholic Care, Relationships Australia and Legal Aid, delivers individual legal advice and group legal information sessions on Family Law including parenting matters.



Tenancy Issues & Disputes

Queensland Statewide Tenant Advice and Referral Service (QSTARS) is funded by Tenants Queensland. This 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.



Domestic & Family Violence

Domestic and Family Violence Duty Lawyer Services, provides 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.



Evening Legal Advice Sessions

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 (subject to eligibility).



Education, Training and Information Community Legal Education

TASC makes presentations to school students and community stakeholders on issues of legal and social relevance (often this is in partnership with Legal Aid Queensland).



Forms Assist

(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).



Disability Royal Commission Support

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 Senior People

(non-Indigenous people aged over 60 years and Indigenous people aged over 50 years)

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

TASC National is funded by the following bodies to perform its services:

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Queensland Health

Department of Social Services



Tenants Queensland

Legal Aid Queensland

Department of Justice and Attorney General



Client Testimonials

"Please keep up the good work. I was/am most thankful for all assistance received."

"Kristy (name changed) called and wanted to say a HUGE thank you to all of you for your assistance, kindness and support this year :)"

She was gushing about you all and was disappointed that she couldn't come in to say goodbye."

"I wish to commend receptionist and her co-worker. I attended your office this day and was impressed by the professional, calm and relaxed demeanour of these two ladies. It is refreshing to encounter reception staff that are respectful of elderly and disability pensioners. Too often, I find that reception people have lost the art of putting a client at ease. These two ladies went out of their way to assist me in submitting important forms etc."

Accordingly, I express my gratitude."



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Roma and South West QLD country

Strategic Plan

2020-2025 Framework



Our Mission

Promoting Positive
Change Through Action

Our Vision

Social Justice for All



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Our Values

In late 2020, TASC took the opportunity to hold some sessions with staff to refine their operating values to better reflect the changes in strategy and direction, coinciding with the release of the new website and branding. The previous organisational values were originally launched in 2015 and whilst they had serviced the organisation well over the past years, TASC was again at a point where it was time to reflect on its values and create a fresh take for the future.

Staff came together and reflected on both the TASC values and values they personally hold that guide them in their work. They considered the needs of the community we work alongside and the support they require to best service their needs. From these we are proud to share our five core values. We sought to keep the general tone and meaning behind the previous values while coalescing these points into fewer, more impactful statements that provide strength, support and clarity.

TASC's Organisational Values

TASC Legal and Social Justice Services is committed to delivering a high standard of service to our clients regardless of age, gender, sexuality, race, creed, language, ethnic or cultural background, religion, disability or socio-economic disadvantage.

Our values outline the standard of professionalism you can expect when seeking assistance from TASC.

Hope

We have hope in a positive outcome and a positive future for the people we support.

Compassion

We treat people with empathy and understanding. We put the people we serve first and aim to provide caring, professional advocacy support and legal advice for people experiencing vulnerability & marginalisation.

Honour

We work with high ethical standards and integrity. We have respect for people of all backgrounds and abilities. We are committed to respectful and mutual reconciliation with First Nations peoples throughout the communities we support. Our high ethical standards inform our work and how we engage with clients, colleagues, volunteers, supporters and community.

Tenacity

We do not give up. We show persistence in achieving outcomes, doing so ethically, respectfully and collaboratively.

Authenticity

We stay close to our roots as a community legal centre seeking "justice for all". We recruit people who walk the walk and actively demonstrate their commitment to principles of social justice and equality.



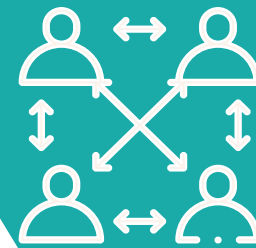
Strategic Goals

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

BUSINESS INTEGRITY & 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

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 are doing
- ▶ 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

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



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Our People

TASC is made up of solicitors, social workers, advocates and business services professionals: a caring, qualified team who are here to help.

We are led by a Chief Executive Officer and a voluntary Board of Directors who are selected to represent the community and for their demonstrated commitment to our vision and mission.

The Board and CEO set TASC's strategic direction and are responsible for financial and legal accountability to funding agencies and the community.



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Board of Directors

Lesley Beames – Chairperson



Lesley joined the TASC Board as a Director in 2007 and was elected Chairperson in 2019. With many years' experience in the education, health and not-for-profit sectors, she now contributes to organisations that tackle social issues, transform the lives of individuals and improve the wellbeing of communities. In addition to her role with TASC, Lesley is a member of the Industry Engagement Team of workRestart, a social enterprise at Borallon Training and Correctional Centre.

Lesley has worked as a marketing manager, training and development consultant and human resources advisor.

Sarah Webb – Treasurer (retiring)



Sarah joined the TASC Board as a Director in 2020 and was elected Treasurer in 2021. She is a Chartered Accountant, specialising in taxation, with more than 20 years' experience between public practice and as group tax manager of a large group in the building and construction industry. Sarah has a Master of Taxation, a Bachelor of Commerce and a Diploma of Teaching.

She is also a Chartered Tax Advisor and a Fellow of the Governance Institute of Australia.

Craig Armstrong – Deputy Chairperson



Craig joined the TASC Board as a Director in 2019 and was elected Deputy Chairperson in 2020. He is the Retail Customer Executive for NAB South West Queensland. With 30 years' experience in the finance industry, Craig brings extensive business and leadership experience to the TASC Board. He has strong community appreciation and connections from across Queensland, and describes his approach to leadership and business as about building real, country-style relationships.

Craig has qualifications from the Australian Graduate School of Management – Executive Management.

Board of Directors

Alison Kennedy – Director



Alison joined the TASC Board in 2017. She is the CEO of the Toowoomba Hospital Foundation, and in this role has introduced new events, raised awareness and increased revenue through fundraising and the commercial arm of the business. Alison has been named one of Toowoomba’s “Top 40 Most Powerful People” as well as 2018 Downs Business Woman of the Year.

She has a Diploma in Marketing and is a member of the Australian Institute of Company Directors, the Fundraising Institute of Australia and the Toowoomba-Surat Basin Enterprise. She brings to the Board fundraising, leadership and corporate engagement skills.

Ross Morgan – Director (incoming Treasurer)



Ross joined the TASC Board in 2020. He is an experienced Senior Executive who has been CEO of Bundaberg Brewed Drinks Australia and New Zealand business, General Manager of Coca-Cola Amatil Queensland, and Chief Financial Officer of Coca-Cola Amatil Australia. He is an Executive Advisor for the QUT Executive MBA Program, and his previous Board experience includes Variety Queensland, Volunteering Queensland, Volunteering Australia and Bundaberg Tourism. Ross has a Bachelor of Business, a Graduate Certificate of Management and is a qualified Certified Practising Accountant.

He is a Fellow of the Governance Institute of Australia and the Institute of Managers and Leaders Australia and New Zealand and a Member of the Australian Institute of Company Directors.

Reagan Wilson – Director (retiring)



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.

Dr Sharon Boyce – Director



Dr Sharon Boyce comes to us with expert knowledge, skills, and lived experience. As well as a disability advocate, Sharon is a lecturer at the University of Southern Queensland, Chair of Queensland Disability Advisory Council and continues to work with many organisations across Queensland to raise awareness of living with disability.

She joined the board in November 2021.

Dr Rhett Martin – Director



Dr Rhett Martin joined the TASC board in December 2021, bringing with him wide experience gained from private legal practice and academia.

Rhett graduated from Melbourne University with degrees in Commerce and Law and also holds an LLM and PhD in sustainability regulation. Rhett is a senior lecturer in law at the University of Southern Queensland, where he has worked since 2014.

His research interests include environmental and sustainability regulation which looks at the intersection of law with sustainability and he has authored ‘Understanding Sustainability Law’ (2017, LexisNexis) along with a series of academic articles on ecologically sustainable forest management.

Before relocating to Toowoomba he worked at RMIT and Monash University. Rhett practiced as a solicitor in medium and large firms prior to entering academia. Rhett lives and works in Toowoomba and has two daughters and a stepson. In his spare time, infrequent as it may be, he loves to explore Queensland with his family.



Legal Services



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Corporate Services

Our Management Team

Our Chief Executive Officer
Frances Klaassen OAM



Frances joined TASC National as CEO in February 2020, bringing a reputation as an innovative collaborator in the South West Queensland community sector.

For the last 25 years, Frances has been at the forefront of establishing new services in the Toowoomba, Warwick and Southern Downs region to support families, children and young people in vulnerable circumstances, and members of multicultural communities.

As Regional Director for Mercy Community, Frances implemented a diverse range of services including the nationally award-winning Cultural Diversity Hub (incorporating the Community Action for a Multicultural Society or CAMS Program), and the region’s multi-award winning Settlement Grants program.

Manager – Social Justice Services
Terri-Ann Dwyer



Terri-Ann is the Manager of TASC’s Social Justice Services team, where she oversees the operational framework, implementation, analysis and delivery of advocacy and social work services. These include TASC’s Disability Advocacy, Mental Health Advocacy and Tenancy Advocacy services, and the Seniors Legal and Support Service. Terri-Ann joined TASC in 2013.

Principal Solicitor – Manager, Legal Services
David Manwaring



David joined TASC in 2017. As Legal Services Manager, David coordinates and manages all aspects of TASC’s legal service. This involves ensuring clients receive high-quality support in accordance with service agreements, policies, and TASC’s mission and values. As Principal Solicitor, David ensures services are compliant with the Community Legal Centres Australia Risk Management Guide and relevant statutory obligations. David also oversees TASC’s contributions to legal policy development and law reform.

Manager – Corporate Services
Rohit Hirani



In October 2021, TASC farewelled Corporate Services Manager Sib Redfern after 10 years of service. During her time at TASC Sib guided the team to support the operations of front line service delivery. Sib was integral to ensuring our service delivery continued as COVID changed the way we all worked and interacted with each other.

In January 2022, we welcomed Rohit Hirani to the Corporate Services Manager role. In this time, Rohit has refined the team structure to streamline the functions of our Corporate Services Department. He has also developed new software systems introduced recently to their maximum potential in order to keep pace with the changing conditions. Rohit brings with him deep technical, business and governance skills learned across several organisations in the not-for-profit space.



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Social Justice & Advocacy Services



Corporate Services

Organisational Structure

Toowoomba Ipswich Goondiwindi
Roma Bundaberg / Hervey Bay

SENIOR SOLICITOR COMPLETES LEGAL PRACTICE SUPERVISION WITH:

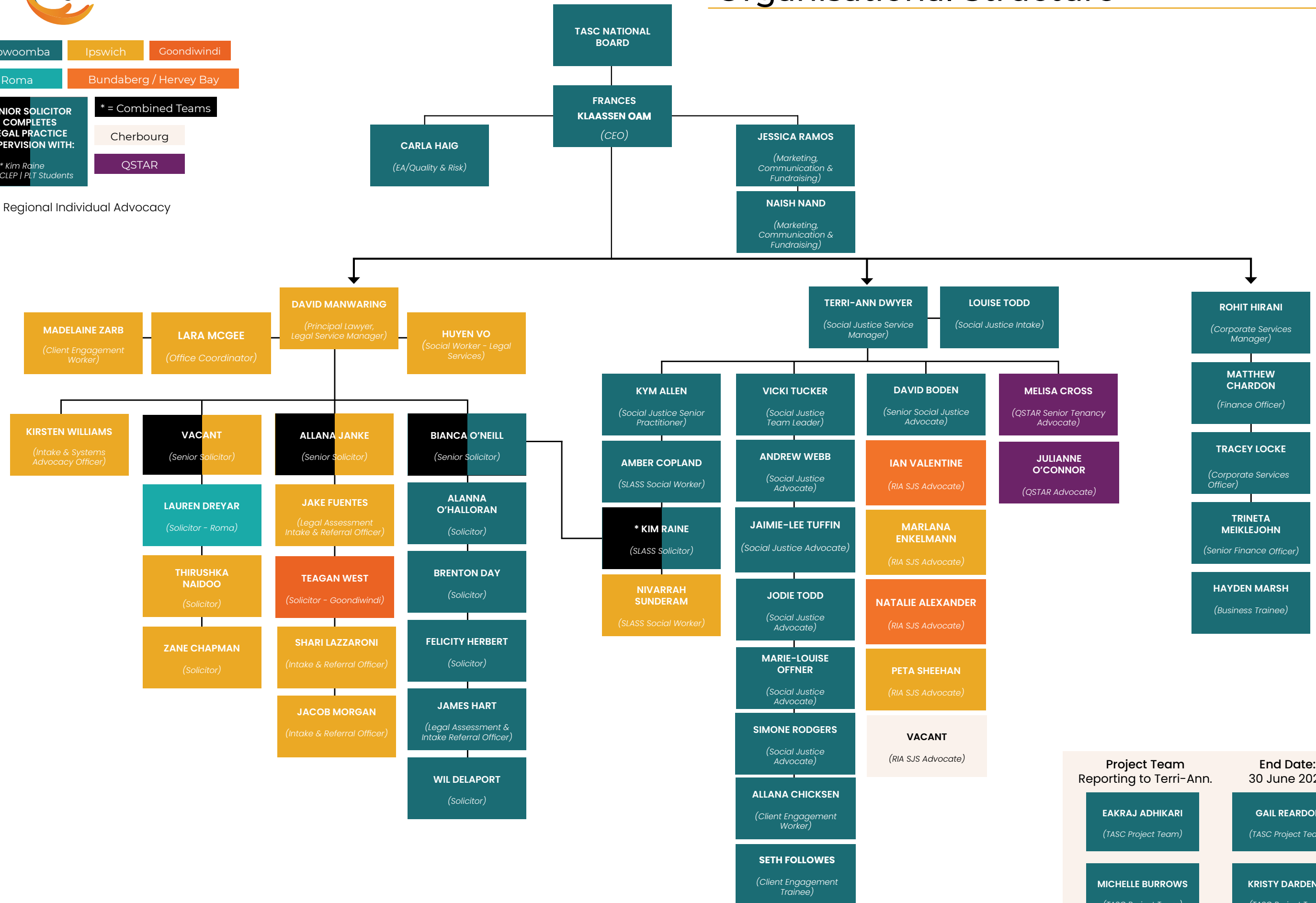
- * Kim Raine
- CLEP / PLT Students

* = Combined Teams

Cherbourg

QSTAR

RIA = Regional Individual Advocacy



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Project Team Reporting to Terri-Ann.	End Date: 30 June 2022
EAKRAJ ADHIKARI (TASC Project Team)	GAIL REARDON (TASC Project Team)
MICHELLE BURROWS (TASC Project Team)	KRISTY DARDENNE (TASC Project Team)

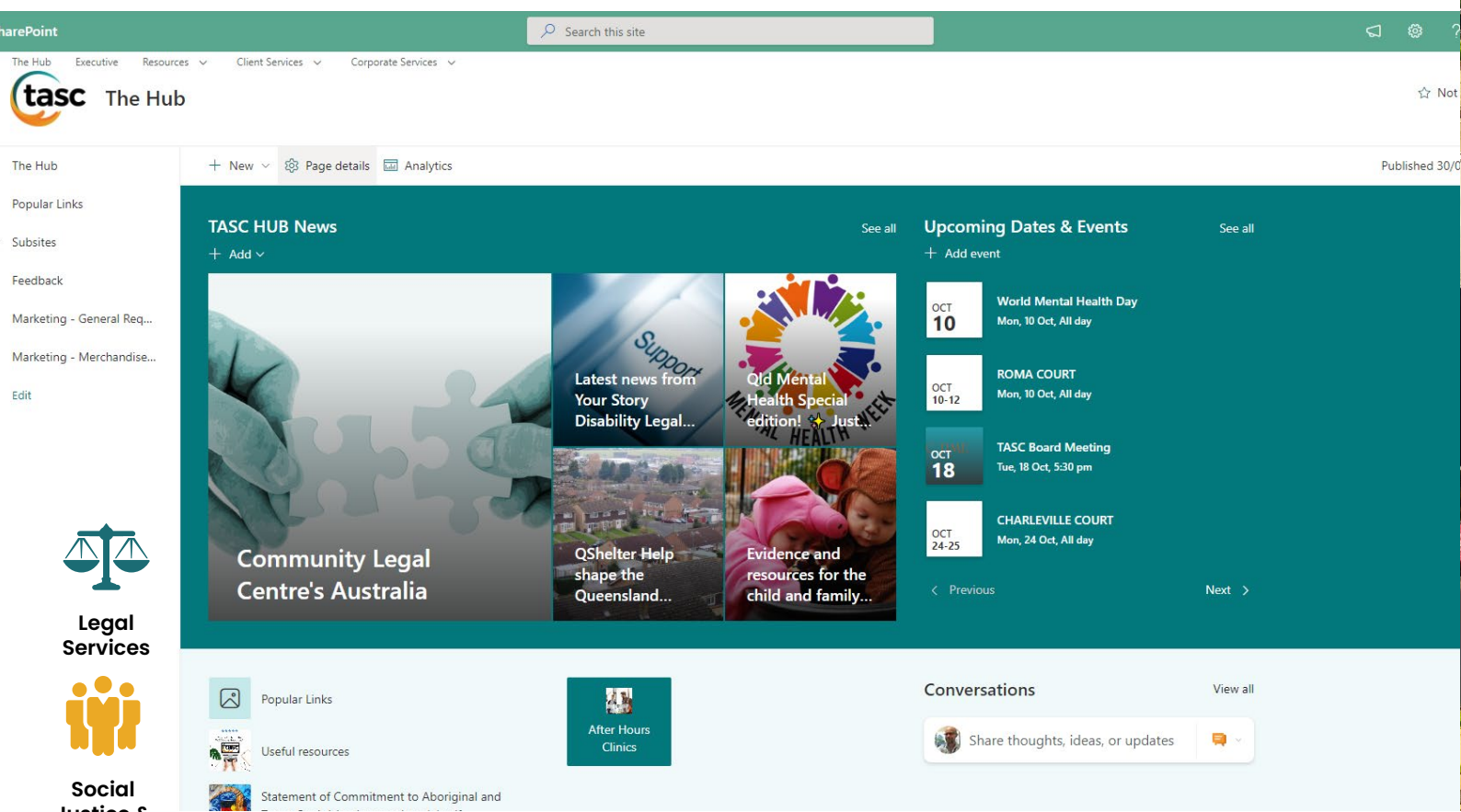
Our People

TASC has 55 individual employees working across the organisation in a range of full-time, part-time and casual roles.

Our people are critical to TASC’s ability to provide practical and appropriate legal advice and social justice services. We are committed to inclusion, safety and wellbeing so our staff can continue to serve our clients and communities to the best of their ability.

Our commitment to providing a safe and supportive workplace for the staff and volunteers is reflected in our policies, programs and staff resources. To reflect this and support compliance, our Quality Assurance team ensures all Workplace Health and Safety training is conducted and safeguards the general wellbeing of the workplace.

Our Hub, hosted on Sharepoint gives our people real time access to information, systems, resources and internal communications as they happen, regardless of whether they are on site or working remotely.





"Working for TASC provides an opportunity to assist people who have found themselves in vulnerable situations and promote positive change through action."

"Luckily for me, when I volunteered at TASC, this complemented my legal studies for real-world exposure to the legal profession, and landed me a permanent job!"

– Brenton Day, Solicitor

Our Volunteer Program

Our Volunteer Program has been reinvigorated and is going from strength-to-strength with a Volunteer Coordinator on board and an Action Plan ensuring a focused strategy.

The program, funded by the Attorney-General's Department, aims to grow our volunteer base through effective promotion and recruitment. We want to encourage personal and career development as well as building lasting professional connections.

We have laid the ground work to ensure all processes are in place from recruiting, on-boarding, induction to volunteering are streamlined.

We want our volunteers to have a meaningful experience and believe the benefits of volunteering with TASC are:

- A happy and welcoming environment
- Quality training and support
- Social atmosphere with ability to network
- Learning from a team of dedicated professionals
- Gaining new skills
- Possible career progression and professional connections

Welcome Jasmin Hickey

We are so delighted to introduce Jasmin Hickey to our TASC Team!

Jasmin is volunteering her time with the TASC Board assisting with board governance, first nations & rural community frameworks within our Legal and Social Justice Services.

Jasmin and her family moved to Toowoomba in 2021 from Cunnamulla in South West Qld.

Jasmin has extensive lived experience in rural, remote and Aboriginal and Torres Strait Islander communities which is such a benefit to TASC as we engage with clients throughout South West Qld. Jasmin has a strong financial, quality, governance & leadership background gained through experience in the Local Government Sector, RESQ and a number of local committees and organisations. TASC is fortunate to have Jasmin advise and link with us on a number of Legal and Social Justice matters, law reform, community networking and programs within our organisation.



Legal Services



Social Justice & Advocacy Services



Corporate Services



Our Achievements



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Last year we achieved:

- Service expansion
- Rural outreach
- Community engagement
- Working safely from home
- Awards and achievements
- Financial management
- System improvements
- Volunteer program
- Partnerships
- Brand and website refresh
- Upskilling and training
- Law reform activities

While looking a little greener than usual, the road between Tara and Roma became a familiar site for Roma based TASC solicitor Lauren Dreyar who is bolstering the Rural Women's Outreach Legal Service with monthly face to face sessions in Tara and Miles.

Memberships & Accreditation

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

PROFESSIONAL MEMBERSHIPS

- Australian Institute of Company Directors
- Community Legal Centres Queensland
- COTA Queensland
- Queensland Council of Social Services (QCOSS)
- National Ethnic Disability Alliance (NEDA)
- Ourcommunity.com.au
- Queensland Advocacy Inc. (QAI)
- Queensland Law Society

PROFESSIONAL MEMBERSHIPS

- National Association of Community Legal Centres (NACLC)
- National Standards for Disability Services (NSDS)
- INDIVIDUAL ACCREDITATIONS/CERTIFICATE
- Australian Association of Social Workers (AASW)
- Australian Institute of Company Directors

INDIVIDUAL ACCREDITATIONS/CERTIFICATE

- Australian Association of Social Workers (AASW)
- Australian Institute of Company Directors



Legal Services



Social Justice & Advocacy Services



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Our Legal Service

Our Legal Team is comprised of solicitors and a social worker who are committed to helping people in vulnerable situations access free social work support, legal advice, referrals, information and at times, representation services.

Working within a generalist model, our team supports people facing disadvantage in various matters such as family and domestic violence, minor criminal and civil cases, elder abuse, mental health, disability and tenancy.

We currently have offices in Toowoomba, Ipswich, Roma and Goondiwindi and provide outreach services in Stanthorpe and through our Rural Women's Outreach Legal Services (RWOLS).

Highlights:

- To improve access to justice we reviewed and amended our financial eligibility criteria. This has seen an increase in the number of clients we can help.
- In February 2022, we introduced the role of Social Worker within the Legal Team. As many clients accessing our services were experiencing not only legal matters but also presented with social and psychological needs and may be experiencing extreme disadvantage. Working in partnership with our solicitors, the social worker enhances our service delivery and outcomes for clients by promoting social justice and human rights through advocacy, referral and crisis intervention.
- As part of our commitment to take our services to where people need us the most, our StreetReach program works in the community with homelessness services to offer legal and referral pathways targeting age groups from 15 years to adult. This is a dual service delivery model allowing our social workers to support individuals while attending to their immediate legal needs together and helping to break the cycle of homelessness.



Our Legal Service

Emerging from COVID

Our COVID 19 –Frontline Legal Assistance additional funding from Legal Aid has ceased, however we will continue to provide these services under our generalist program.

A renewed focus on bringing our services out of the office and into the community following the impact of COVID on outreach services has seen the continuation of many programs.

Our Men's ReachOut service which provides free weekly advice sessions on domestic violence and family law matters for men in Toowoomba, Ipswich and surrounding areas will continue.

- ▶ Other outreach services which have seen resurgence include our Rural Women's Outreach Service (RWOLS). RWOLS helps women with a range of family, minor criminal, civil and domestic violence matters. In December 2021, our Roma based solicitor Lauren Dreyar joined TASC. Lauren is passionate about rural and regional service delivery and has been a key driver in expanding the service footprint.
- ▶ TASC also operates a Stanthorpe outreach program through the Granite Belt Neighbourhood Centre where we offer free legal advice to the community and surrounds. This service is face to face once a month and also via phone each week.
- ▶ We continue to provide criminal duty lawyer services in Cunnamulla, Charleville and Quilpie.

Community and Sector education

TASC is a member of the South West Regional Legal Assistance Forum (RLAF). RLAFs help to reduce service duplication, encourage working relationships between services and provide feedback to the Queensland Legal Assistance Forum on the needs of disadvantaged people.

Demonstrating our commitment to this, TASC together with Legal Aid Queensland provides community legal education (CLE) to high school students. Moving into 2022-23 we will partner again to provide legal education to students around coercive control and other relevant matters.

In addition to community education, TASC also works with other organisations to provide training and education to the community sector. In 2022 we partnered with DVAC (Domestic Violence Action Centre) to provide training to service providers around how to complete Domestic Violence Applications.

TASC also continues and aims to expand our volunteer program which provides students and volunteers with opportunities to which they may not otherwise have access. As part of this program, we offer Practical Legal Training (PLT) placement, Legal Intake Officers volunteer positions and also General Legal volunteer opportunities.

Law Reform

In April 2022, TASC introduced the position of Systems Advocate, who together with the Legal Services Manager contributes to law reform activities. Contributing to law reform activities not only gives TASC greater exposure and promotes our services within the sector, more importantly it also enables us to advocate on a wider level for issues that impact our clients.

TASC has provided law reform submissions on:

- ▶ Queensland Human Rights Commission review of the Anti-Discrimination Act 1991 (Qld)
- ▶ Inquiry Into Serious Vilification and Hate Crimes
- ▶ Criminal Procedure Review: Magistrates Courts of Queensland
- ▶ A Framework for a Decriminalised Sex Work Industry in Queensland



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Our Legal Service Snapshot

In 2021–2022 we had 1608 clients provided 5758 services in our generalist program, which was above our funding requirement of 5331. We also provided 524 child protection, domestic violence, and criminal duty lawyer services. We also undertook 30 Mental Health Tribunal Hearings.

Discrete Assistance:



Information
567



Referral
2496



Legal Advice
2107



Legal Task
384

Sector Wide Survey of Queensland Community Legal Centres (CLCs)

In 2021–2022, organisations funded under the National Legal Assistance Partnership Agreement 2020–2025 (NLAP), which includes TASC, facilitated a survey to assess whether services are tailored to meet clients’ legal needs and capability levels. Our NLAP client survey conducted in May 2022 had a 24% response rate. On the Sector Benchmark report (Qld CLCs) TASC scored consistently higher than average on all responses except one, in that instance TASC equalled the average response.

	Average	TASC
It was easy to access the legal centre when I first needed help	3.33	3.53
The legal centre staff listened to my legal problem in a friendly and respectful manner	3.65	3.78
The legal centre staff helped me understand how to deal with my legal problem and provided me with options	3.52	3.78
The information and resources I received from the legal centre staff were very useful	3.45	3.62
I am very likely to access the other service(s) that I was referred to by the legal centre	3.28	3.28
I feel confident in the ability of the legal centre staff to assist me	3.51	3.69
I am satisfied with the resolution of the matter I received assistance for	3.28	3.39
I know where to get help if I have another legal problem in the future	3.43	3.62
The legal centre was able to meet my specific cultural or personal needs	3.40	3.59
I would recommend this legal centre to other people	3.57	3.64



Legal Services



Social Justice & Advocacy Services



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Our Law Reform Activities

TASC understands the responsibility of reforming laws through its submissions, and what a privilege it is to be a voice for those who are disadvantaged and vulnerable.

Our law reform submissions are informed by our clients' needs, influenced by Human Rights instruments, and supported by strong research and analysis into work undertaken by experts.

TASC respects the importance of every person's human rights, is committed to consistently acting within them, and recognising circumstances where they should be considered.

We value the community we serve, and know that strong communities appreciate everyone's contribution, acknowledging the needs of each member to feel safe and included, and to be treated fairly.

The last year has seen TASC undertake a number of law reform submissions, the first being to the Legal Affairs and Safety

Committee for the "Inquiry into the Serious Vilification and Hate Crimes".

Our submission was informed by the Human Rights Act, coupled with the standard that all Queenslanders have the right to equality before the law, and to enjoy their human rights with adequate protection from discrimination.

Analysis of existing laws demonstrated their ineffectiveness at providing that protection, so our recommendations included introducing new legislation and protection orders.

Additionally, broadening the definition and scope to include those with disabilities or impairments, coupled with community engagement through increased education and awareness.

Our following submission was

made to the Queensland Law Reform Commission for the "Inquiry into Decriminalising Sex Work industry".

This involved recommending the abolition of the exemption in the Anti-Discrimination Act (Qld), which allows accommodation providers to discriminate against those working in the sex work industry.

Research indicated that the loophole in the legislation is being utilised for profit, by unfairly charging up to four times the standard price.

The commission did not publish submissions for reason of privacy; however, our submissions were referenced in the recommendations of the Queensland Human Right Commission report.

In Building belonging: Review of Queensland's Anti-Discrimination Act 1991, our recommendation for the abolition of those exceptions was supported.

TASC made the next submission to the Department of Justice and Attorney-General, for their inquiry into the "Criminal Procedures in the Queensland Magistrates Court and the Justice Act (Qld).

For this submission, we recommended the new procedures address the needs of those with cognitive disabilities,

specifically, Neurodiversity, such as ASD and ADHD.

A combination of client consultation and solid research informed our position, along with the understanding that communication difficulties experienced by those with conditions such as Autism, result in a diminished level of justice, afforded to the "neurotypical".

One of our many recommendations included "Peaceful Proceedings", a quieter, segregated court time for those with sensory sensitivities, and the use of plain, simple court language and procedure. Although published on the department's website, we await their final report.

Our most recent submission was to the Parliamentary Committee for Community Support and Services, in response to their inquiry, into the "Decriminalisation of Certain Offences of the Summary Act".

The inquiry questions the necessity and appropriateness of the offences of Public Urination, Public Intoxication, and Begging in Public.

Our position supported the decriminalisation, for reasons of vulnerability and safety, with recommendations that included, changes to alternative legislation along with increasing the social response through additional funding for diversion centres and homeless programs.

We are grateful to have had the opportunity to expand on our recommendations and field questions about our submission, in a public hearing held in August, in addition to having our submission published on the Queensland Parliament website.



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Case Study

Jack's Experience

"The \$1000 deposit was returned 7 days later."

Jack (name changed) was under a guardianship order for financial matters. Jack's mother was listed as the administrator for his financial matters.

Unbeknown to his administrator, Jack placed a \$1000 deposit on a motor vehicle purchase. Jack became confused as to the terms of the contract of sale and no longer wished to proceed.

The vendor refused to return Jack's deposit and requested he either complete the contract or forfeit the deposit.

Jack advised his mother (the administrator) of the contract of sale and sought legal advice regarding recovering his deposit.

The Outcome:

When Jack first met with TASC, we identified that he did not have the capacity to provide us with instructions due to the guardianship order. We then obtained instructions from his administrator to seek recovery of the deposit for breach of contract. TASC provided advice regarding the limited prospects of success in recovery of the deposit for breach of contract, and suggested seeking recovery of the deposit due to the client not having capacity to enter into the contract of sale. TASC's solicitor then obtained instructions to proceed with a letter of demand seeking recovery for Jack on these grounds. Relevant case law precedent from Queensland Court of Appeal supporting Jack's position was identified.

The Letter of Demand was sent to the vendor and the \$1000 deposit was returned 7 days later.

Jack called TASC and was very thankful for all our help.



Legal Services



Social Justice & Advocacy Services



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Uncovering Domestic Violence

Belinda (name changed) came to TASC looking for advice about divorce as she wanted to know how to go about separating from her partner. In her initial appointment with our solicitor, Belinda expressed her concerns and fears about telling her partner that she wanted a separation, especially as she has two young children.

Through this open and honest discussion, our solicitor was able to identify that Belinda was experiencing significant domestic and family violence, the perpetrator being her partner.

Treading carefully, our solicitor ensured that Belinda was able to access urgent assistance to help her leave the situation safely with her children. They discussed and explained what domestic and family violence was and identified that in order to keep Belinda safe and protected they needed to act with caution so as not to potentially aggravate an incident from her partner. This meant that our solicitor and Belinda agreed not to file for a Domestic Violence Order (DVO) straight way, because the DVO would not protect Belinda from an incident occurring.

As Belinda lived on a rural property with no immediate neighbours, we felt that if a violent situation arose, Belinda would not be able to receive immediate assistance. We also decided together that it was not safe for her to go to police as there was no evidence of domestic violence at that time.

On the surface, this did not leave Belinda many immediate options, however with our connections and referrals we were able to guide Belinda into safety without any repercussions.

We did this by:

- ▶ Getting into touch with the Domestic Violence Action Centre (DVAC), who are our best referral for sensitive matters. We did a warm handover, as Belinda (understandably) had some mental health concerns, exacerbated by the domestic violence.
- ▶ DVAC was able to connect Belinda with a counsellor who organised a safety plan for her and discussed urgent living arrangements whilst we brought about an application for domestic violence.
- ▶ Once the safety plan was in place, Belinda came back to our office where we drafted her Application of Protection Order.

Based on further evidence from Belinda, our solicitor was satisfied that we now had enough evidence for an Ouster Order to be made for the Temporary Protection Order. This meant that the respondent (Belinda's partner) was prohibited from remaining at their home address.

Once this was lodged, Belinda's matter was listed on a semi-urgent basis for the following week. Belinda also spoke with police and we arranged for her partner to be served the day before the Court hearing. We were therefore able to place Belinda into urgent domestic and family violence housing before her partner received word of the Court hearing.

We were also able to ensure Belinda was in safe rooms until the matter was listed at Court.

Belinda's partner contested the Domestic Violence Order, which would have placed conditions on him for up to five years. Belinda's partner was agreeable to the temporary order being put in place with the minimum conditions of good behaviour – however, the Magistrate recognised the risk Belinda was in and ordered that her partner could not return to the house until a final decision was made.



This was amazing news for Belinda and her two children, as it meant she could reside at home safely.

After the order was made, we immediately put Belinda back in touch with DVAC who provided her with assistance, including changing locks at the property and installing video camera surveillance for greater protection.

Belinda's matter is still continuing, however the Temporary Protection Order will remain in place until the conclusion of her case. Belinda's story is a great reflection of how TASC can identify and help solve complex issues for our clients, working together with community groups, ensuring the best results for those in need.



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Social Justice & Advocacy Services



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Our Social Justice Service



TASC's Social Justice and Advocacy team combines professionals from all walks of life with unique personal experiences and exceptional credentials. We have social workers, advocates, team leaders and legal professionals all working together and with the wider TASC family to achieve remarkable outcomes.

The core of our Social Justice Service is a human rights framework. We understand that where a power imbalance exists, it is often difficult to speak out against inequity or injustice.



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Social Justice & Advocacy Services



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Last year continued to provide challenges to and opportunities for standing up for people's human rights for TASC's Social Justice team.

Our SJS team again exceeded service targets and continued community engagement commitments despite the impact COVID restrictions had on face to face service delivery. This is thanks to the diligence, efforts and creativity of the SJS team in ensuring people accessing the service didn't

feel isolated. The technology and systems put in place during the previous year provided a platform for the SJS team to achieve their desired outcomes.

Our [tenancy service, QSTARS](#), saw a marked demand during the year, with Toowoomba, Ipswich, Downs and Maranoa experiencing the same rental vacancy and housing pressures as the rest of Australia. Our advocates have seen an increase in termination of tenancy agreements, very high rental increases and increasing dispute resolution matters through the Queensland Civil and Administrative Tribunal.

The [Seniors Legal and Support Service \(SLASS\)](#) also saw an increase in demand. Again, unfortunately the highest category TASC assisted with revolved around seniors experiencing Family and Domestic Violence.

In addition to our ongoing programs social justice, tenancy, mental health advocacy and seniors support programs, TASC also completed other projects and service expansion planning during the year.

Key projects completed over the period included:

- ▶ [Prison Advocacy Project](#)
- ▶ [Self-Advocacy Tool](#)
- ▶ [Planning and resourcing our Redress Support Service for launch in August 2022](#)

TASC's Prison Advocacy Program was completed during the financial year. Its aim was to understand more the experience of someone with disability in the Justice system. Also to learn of the services already supporting them and discover how TASC may be able to provide support via advocacy or legal services.

Tools and education on how to self advocate were also the focus of a project during the year with our 'your life, your voice' online self advocacy tool going live. The self advocacy tool was designed to be widely accessible to all community members and is presented in dyslexic friendly font as well as being translated into the key languages across the community.

A large amount of planning and resourcing was also completed toward TASC's Redress Support Service which launched in August 2022.

[The Redress Support Service](#) is a confidential free support service for people engaging with the National Redress Scheme which arose from the Royal Commission into Institutional Child Sexual Abuse.

Our advocacy and social justice work brings a great deal of purpose to our lives, and it is a privilege to be in a position to stand up for human rights in our community.

But our headline work doesn't happen in a vacuum. It's important to acknowledge the expertise, effort and empathy that our client engagement colleagues bring at reception and through the intake and assessment process.

They are the first contact many people will have with TASC and it is their abilities which sets the scene and tone for any subsequent help we are able to give.



Our Social Justice Service client engagement team.

Q-STARS & Tenancy

The escalating human cost of Australia's rental and housing crisis is apparent to TASC's tenancy advocacy service, QSTARS which has seen both an increase in need and changes in the nature of advocacy sought.

According to Senior Tenancy Advocate, Melisa Cross increased demand is coming from across the board including many people who have not utilised an advocacy service previously.

"We are seeing a number of clients with a good rental history who have either received a large rental increase or have been asked to leave without any reason."

"In particular we have seen an increase in older clients, those on pensions who cannot afford increased rent."

Every person QSTARS assists is only one tenancy agreement away from possible homelessness.

Unfortunately this nationwide pattern is being reflected locally as historically low rental vacancy rates have pushed up prices and decreased the housing options available to many renters.

"The rental crisis has placed an increased demand on our services, and has reduced our ability to negotiate with agents and lessors.

"It is pretty much take it or leave for many clients, as there will be a tenant willing to pay the higher rent and many tenants are afraid of repercussions if they complain, or assert their rights."

While tenants may not be able to remain in a property, the QSTARS advocates are able to address some of the most immediate concerns people have and help them enforce their rights.

"Unfortunately we've seen an increase in agents advising clients they will attend the property with police if they do not vacate by the handover date. This is unlawful and many clients are not aware the agent cannot self-evict. The matter must proceed to the Queensland Civil and Administrative Tribunal (QCAT)," she said.

"In the past 12 months I have noticed that many clients are far more heightened and anxious, the cost of living, the rental crisis, the constant fact they can be homeless at the end of their agreement is a real fear for many people."

Where a tenant has not been able to secure another property by the handover date we have seen an increase in agents applying to QCAT to terminate tenancies.

"We've had some positive outcomes with the tribunal awarding extensions, however the lessor is entitled to vacant possession so QCAT is left with no alternative but to terminate the tenancy."

"This additional time has been very beneficial to our clients as we try and link clients in with other community supports for housing.

Other successes at the tribunal include rent decreases for repairs not carried out, and fairer outcomes when the agents or lessors claim monies from the client's bond.

"While we cannot always resolve the client's issue or problem, I am always humbled that my assistance brings much relief to the many clients we see, and just how appreciative the clients are to have access to this service for advice and support," Melisa said.



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Our Impact In Action - Advocacy

Jenny (name changed) is a woman in her 50's who lives with Huntington's disease and was referred to TASC's National Disability Advocacy Program by a worker from one of her service providers.

Jenny's condition means she experiences cognitive, communication and physical impairments. She is also estranged from her family and had the Public Guardian and Trustee appointed guardians and financial administrators. She also has an NDIS support coordinator and various service providers under her NDIS plan.

Without consulting her or including her in the any decision making, a plan was made to move Jenny from her current residence and care arrangements to a shared accommodation arrangement. The move was contrary to Jenny's expressed wishes.

TASC's advocate met with Jenny to discuss her wishes and contacted the various stakeholders. TASC attending stakeholders meetings on Jenny's behalf, ensuring her wishes were paramount in all discussions and decisions made. The advocate also worked with the NDIS in relation to the client's funding arrangements; something which did not readily fall within the role of other stakeholders.

The advocate worked to keep Jenny informed and central to the process, something which had been lost due to the complexities of the funding arrangements and sheer number of stakeholders involved.

By obtaining further documentation of Jenny's needs and submitting this at the NDIS plan review, the advocate secured a funding increase and Jenny was able to continue her current support arrangements and remain living in her own home.

“ Jenny was able to continue funding her current support arrangements and remain living in her own home, as was her wish ”



Legal Services



Social Justice & Advocacy Services



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Our Self Advocacy Tool

Self advocacy can be an intimidating prospect for many people, particularly those living with disability or from non-English speaking backgrounds.

To take some of the mystery out of the advocacy process, TASC designed and built an online resource for self advocacy – My Life, My Voice .

Accessibility was a core goal of the project, with the tool being translated into seven languages and presented in dyslexic friendly text and Auslan.

Knowing your rights and how to advocate for them can be an intimidating process for people and one which many of us have little experience of doing formally.

It takes confidence and knowledge to

effectively advocate for yourself and we hope the tool can help people taking these steps.

Through our legal and social justice advocacy activities at TASC we know there can be many barriers to both accessing advocacy services and self advocacy.

My Life, My Voice aims to help take some of these away by giving people some self help tools in the advocacy process and provide an insight into what advocacy involves.

My Life, My Voice is now available to everybody online at

www.tascnational.org.au/my-life-my-voice/

MY LIFE,
MY VOICE

An online self-advocacy educational guide

Learn more



Legal Services



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Out In The Community



Sharron Jackson and Melisa Cross at Toowoomba Languages & Cultures Festival

TASC Legal and Social Justice Services
Published by TascNational Coordinator · October 15, 2021 ·
TAKE TIME FOR MENTAL HEALTH
As a part of Queensland Mental Health Week our staff have been out and about attending events to spread the message 'take time for mental health'.
Our Solicitor Leilani Carter and Janet from Catholic Care (pictured) attended the Roma Mental Health Community Event today, which was set outside the picturesque Court House. ... See more



TASC Attends Mental health Week

TASC Legal and Social Justice Services
Published by TascNational Coordinator · December 17, 2021 ·
TASC ATTENDS SENIOR'S EXPO IN TOOWOOMBA
The TASC Team were excited to attend the Senior's Expo this year in October, organised by the Garden City Toowoomba branch of National Seniors Australia.
TASC's Senior's Legal and Support Service (SLASS), dynamic duo Kim Raine and Kym Allen commended the event, with over one hundred and five other display sites joining TASC at USQ's Clive Berghofer Recreation Centre.... See more



TASC attends Senior's Expo in Toowoomba - TASC
The TASC Team were excited to attend the Senior's Expo this year in October, organised by the...

Tasc attends Senior's Expo in Toowoomba



SLASS Solicitor Kim Raine, Social Worker Amber Copland and SLASS Manager Kym Allen have seen an increase in demand across the year.

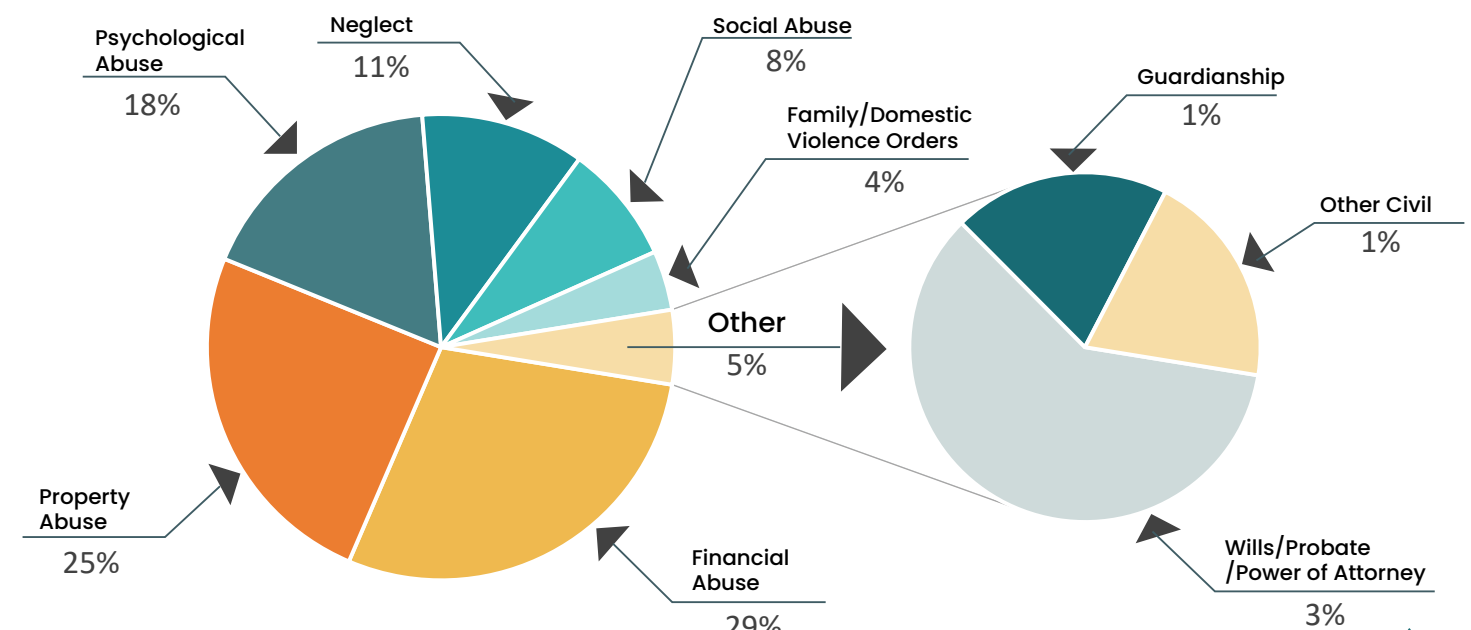
SLASS – Seniors Legal & Support Service

TASC's Seniors Legal and Support Service (SLASS) again saw an increase in demand during the year.

The SLASS service is a hybrid social work and legal model that gives anyone over the age of 60 (50 for Indigenous Australians) who is at risk of or experiencing elder abuse access to support and advice. Often the cases SLASS encounters have been referred to TASC through other community service providers and during the year a strong focus has been placed on both maintaining and building these pathways of referral.

The 2021-22 financial year saw an 11% increase in casework hours for the SLASS team from the previous year. This figure does not include the team's networking and community engagement activities. Of this case work, over 70% of the problems the SLASS team assisted with involved financial, property and psychological abuse.

Proportion of problem types SLASS assisted in 2021-22



Place based interventions have been made possible through SLASS teams networking and community engagement work. Place based interventions have occurred where GPs have contacted TASC where they have elder abuse concerns for their patient, and have subsequently arranged for meetings with social workers and solicitors to occur at the doctors surgery. Our Case Study demonstrates placed based intervention in action.

Our SLASS service also acts as the umbrella for the Seniors Financial Protection Service (SFPS) which strives to help older Queenslanders in the community make informed financial decisions later in life. It does this by connecting older people with relevant information pathways and services aimed at improving financial resilience. Similarly to SLASS, SFPS responds to the needs of older persons who may be at risk of financial abuse.



Legal Services



Social Justice & Advocacy Services



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Janet's Story

Janet's (name changed) GP contacted TASC's Seniors Legal and Support Service after developing concerns about her safety at home under the care of her son.

Our solicitor met with the client at her local medical centre where an appointment had been made under the guise of medical management. This is an example of a place-based medical, legal and social work collaborative effort to address a person's holistic wellbeing.

At the appointment, Janet presented as being visibly upset with heightened emotions, rapid speech and breathlessness. She expressed fear and worry about her son being in the carpark waiting for her to finish her standard 15 minute medical consultation.

Janet's son's behaviour was described by her as including:

- ▶ leaving her in a lift chair for 15 hours in front of the television;
- ▶ being locked in her bedroom for evening rest with only a half glass of water;
- ▶ repeatedly threatening to put her into care;
- ▶ verbal abuse;
- ▶ attempting to throw her out of her wheelchair when moving her around;



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- ▶ only showering her once a week;
- ▶ failing to provide proper nutrition;
- ▶ taking her pension card and her car;
- ▶ stealing her cash;
- ▶ using illegal substances at her home;
- ▶ taking her mobile phone so that she could not seek assistance; and

- ▶ neglect and subsequent hospitalisations for treatment of wounds caused by being left in a wheelchair for up to 3 weeks at a time.

Client Benefits

At Janet's request, the solicitor secured police involvement at the medical centre. The process for a Domestic Violence Order with a provision for an immediate ouster to have her son removed from the home was mobilised. The son was served with the application in the car park and escorted by the police to collect his belongings. The DVO application was successful and the client was secure in her home with a 5 year full non-contact protection order.

Janet's social worker liaised with relevant support services and agencies to secure immediate personal care for her, which subsequently mobilised an ACAT assessment. The social worker also facilitated referral to TASC Advocacy services to assist with her grandson's needs. The social worker continued to provide ongoing emotional support to her.

This Health Justice Partnership experience addressed the Janet's health, legal and social support needs. Janet was supported to express her concerns, enact her wishes and enhance immediate and longer term safety, wellbeing and self-determination.

“Janet was also in urgent need of personal care support and support for her grandson who also lives with a disability; Janet is his sole care provider.”

Prison Advocacy Project

TASC undertook a project to investigate the challenges people with a disability can face when interacting with the criminal justice system and better understand their social justice needs. To also understand the services already supporting them and how TASC may be able to provide support via advocacy and/or legal services.

The impetus behind the project was research indicating that:

- ▶ Intellectual disability is a risk factor for return to custody. People with intellectual disability return to prison at more than twice the rate of people without such disability.
- ▶ People with disability make up 29% of Australia's prison population, despite forming only 18% of the general population.
- ▶ People with disability are often refused bail and held in remand due to worry they will not attend court or due to challenging behaviour in the community.

Prison Advocacy Project Officer, Kristy Dardenne said the research also indicates people with a disability in the justice system face other, less easily quantifiable challenges compared with the wider population.

For people with an intellectual disability, challenging behavior can be criminalised by police, as opposed to actual offending behavior and there is often public pressure to minimise challenging behavior which further drives this.

Further to this, they are more likely to be refused bail and held in remand due to concerns they will not attend court or due to the perceived risk of challenging behavior in the community.

Research also indicates that once incarcerated many people will lose access to health and supports service which further exacerbates many of the challenges they encounter.

These supports serve, in part to reduce the risk of harm posed to themselves and others, and this may lead to a deterioration of the person's condition and a higher rate of recidivism.

The majority of prisoners with intellectual disability likely remain unidentified and unsupported when they return to the community and they can often lack the capacity to look after their health, including through accessing health services.

While there are some protections in place for people with an intellectual disability who need to interact with police, without adequate training police may interpret behaviours associated with disability as being dangerous or disruptive, and this may have the effect of propelling people with a disability deeper into the criminal justice system.

People with an intellectual impairment are more likely to give responses that police want to hear to reduce conflict, which is why police are not allowed to interview someone with a disability unless support is present. However, these disabilities are not always identified by police.

Outcomes from the project focus around early intervention, which could potentially change the trajectory for people with a disability in the justice system.

We developed some resources aimed directly at people beginning their engagement with the Queensland Police Service. These include a wallet card and brochures to both explicitly inform the police the person has a disability and to provide the opportunity for people to get the support they need from the beginning. Connecting with other services who work with prisoners following release was also a goal.

We were able to provide information to some of the short-term intensive services, which are primarily focused on housing, money and the practical things post release, about our advocacy services and the services we may be able to navigate with a client to reduce stigma and increase accessibility within complex systems such as NDIS, Centrelink, Redress Scheme, housing, child protection, employment etc.

For those still in prison, we provided an advocacy and legal visit to Borallon to provide information to people who are incarcerated.



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Redress Support Service

In 2022 TASC National, a community Legal, Advocacy and Social Justice organisation was announced by the National Redress Scheme as the Redress Support Service provider for regional communities in the Greater South West Queensland (Toowoomba, the Darling Downs and Maranoa) regions.

During the year, Redress Case Workers Michelle Burrows and Simone Rodgers led the way in identifying systems, information and resources required to support the wider community through the support service.

TASC’s Redress Support Service will provide a free, confidential and compassionate service for people engaging with the scheme. We will provide Redress Support Service information and advice, both verbally and in writing to clients wishing to access the scheme.

This will be in ways that best suits the client’s needs and in their location of choice, including a support person and using trauma-informed practices and will be at a pace that the client is comfortable with.

Interpreters and translators will be utilised to ensure the service is accessible to all community members. We will also utilise community leaders to ensure we are being culturally appropriate.

TASC has supported several clients in the past in making Redress scheme submissions, so it was only natural to transition into an official capacity.

Funding for the support service was received from the Commonwealth Department of Social Services and enables TASC to offer support to people across Toowoomba, the Darling Downs and Maranoa who wish to engage with the Redress Scheme.

With funding secured and support staff engaged during the year, planning for the launch to the public was undertaken in late June with marketing communications and internal stakeholder engagement completed during the period.

Key items for the service rollout in August included:

- ▶ Complete mapping exercise to identify key stakeholders in relevant communities to target Redress Support Service information, create key linkages and referral pathways
- ▶ Create a Redress Support Service page on the TASC website
- ▶ Complete draft TASC Redress Support Services brochure for distribution
- ▶ Request DSS approval of TASC’s Redress Support Service brochure

- ▶ Create a media strategy including Media Releases, key contacts etc.
- ▶ TASC CEO Frances Klaassen OAM visited Charleville to promote the Redress Support Service to key stakeholders at the Charleville Hospital, ATSILS AND RESQ.
- ▶ Linked in with Know more Legal Service to share learnings and create referral pathways

TASC is one of several organisations across Australia providing support services for people engaging with the National Redress Scheme.



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Social Justice & Advocacy Services



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Our Marketing Activities

Following the rebranding work of last year, 2021/22 saw the hard work rolled out across all TASC's marketing, signage and documents.

From internal documents to car signage, TASC's marketing team applied the new branding concepts across our service area, taking the opportunity to review and revamp much of the existing collateral. Favourably received, the new branding has brought a consistent style and communications identity to the organisation.

Some of the key marketing projects involved include vehicle wraps for TASC vehicles and a bus wrap for public transport advertising to bring awareness to the community of our services.

The year also saw the marketing team strengthen their core offering of supporting TASC's services through awareness and communication work across their social media, website and traditional channels.

Another achievement was the commissioning and production of our 'I Stand Up For' video which shows the commitment of TASC and our people to helping protect the rights of vulnerable people in our community.



TASC Vehicle wrap



FREE Mens Legal Advice Sessions



TASC Roma Signage



Justice STREETreach Legal & Support Services Base services



TASC's social media platforms LinkedIn and Facebook were again a focus and major platform to help reach all stakeholders - from client level to collaborators and partners - with our messaging.



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TASC SLASS Advert in The Seniors Newspaper



FREE Evening Legal Advice Sessions Family Law | Wills & Estates | Criminal Matters (minor) | Employment Law | Legal



Public Transport advertising



Rural Womens Outreach Legal Services



TASC's new branding has grown from strength to strength reaching the wider community.

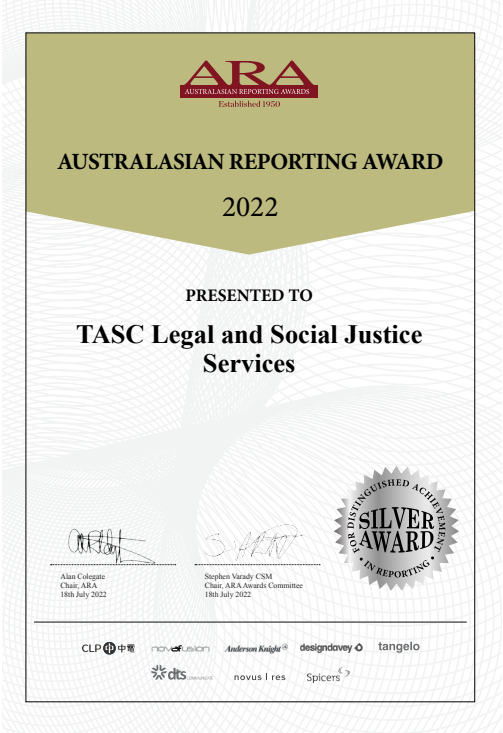
Above are some of the initiatives TASC has undertaken in the 2021-22 financial year promoting the new TASC branding through various initiatives.

TASC Wins Silver

Transparency and clarity represent core aims for most businesses and organisations. For organisations in the Not for Profit space who rely on government funding it is vital.

TASC is no exception and earlier last month (July 2022) we were rewarded for walking the talk on transparency and clarity in our corporate communications with a Silver award at the Australasian Reporting Awards (ARA) for our 2020/21 Annual Report.

Other organisations to receive a Silver award in 2022 included: CSIRO, DFAT, Mission Australia and Australian Red Cross Society. To be amongst such high profile and large organisation puts in context the level of TASC's achievement.



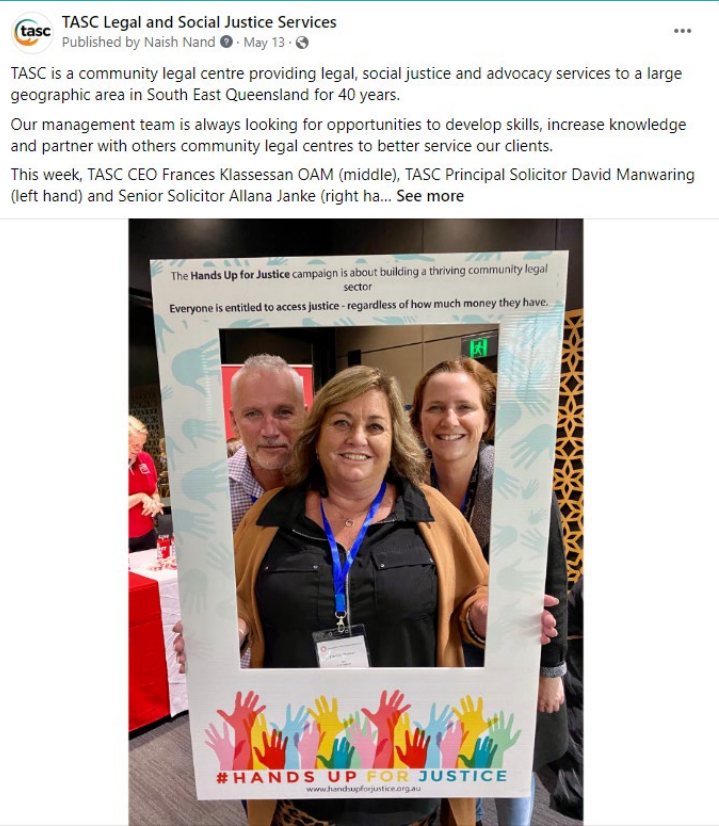
Networking & Training - Staff Achievement



Congratulations to Principal Solicitor and Legal Services Manager, David Manwaring and Social Justice Advocate, Simone Rodgers on their 5 Years of service at TASC.

Over the past 5 years David and Simone through their roles at TASC have positively impacted the lives of many people across the community.

A hearty and well deserved thank you to you both.



TASC attends Toowoomba Base Camp Homelessness training



Finance Management

Treasurer's Report

I am pleased to present the TASC National audited financial statements for the year ended 30th June 2022.

TASC National completed the 2021-2022 financial year with a surplus of \$366K on an annual turnover of \$4.694M. Revenue for the year increased by \$720K, which is around 18%. Revenue growth has been driven by new contracts. From an expense point of view employee costs increased by 17% which in line with revenue growth. Non-employee costs have decreased by 17% driven by programming and planning expenses and library resources and subscriptions.

TASC National receives core funding through grant income administered by State and Federal government departments. Funds for some programs have been carried over to be completed in 2022-2023. Grant funding forms the bulk of TASC National's revenue. Grant funding increased from \$3.784M last year to \$4.538M an increase of 20%.

The 2021-2022 year saw TASC consolidate its existing services and implement new service areas. 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. This year we have seen improvement in our finance processes and the introduction of new systems to improve the financial reporting to the Board and our internal controls.

While the financial result for the year was comfortable, the Board is continually working hard with the Management Team to ensure we can deliver on the Strategic Plan and the expectations of our funding agencies, while improving efficiency and carefully controlling costs. We continue to be focused on providing the best possible services to member of the community that require our assistance.

Ross Morgan
Treasurer, TASC National



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Financial Report Summary

INCOME STATEMENT

For the year ended 30 June 2022

INCOME STATEMENT	2022	2021	EXPENSES	2022	2021
Grants	4,528,327	3,784,410	Marketing expenses	48,968.18	33,837
Donations	1,304	2,364	Occupancy expenses	103,148.57	100,635
Interest	7,189	13,830	Client Support Services	3,745,779.15	3,214,375
Other	136,854	173,824	Depreciation	124,540.99	97,681
Rental income	27,691	13,971	Other expenses from ordinary activities	302,793.55	472,109
Revenue	4,701,365	3,988,399	Borrowing costs expense	9,737.74	6,253
			Expenses	4,334,968	3,924,890

Surplus for the period

	2022	2021
Surplus	366,396	63,509

BALANCE SHEET

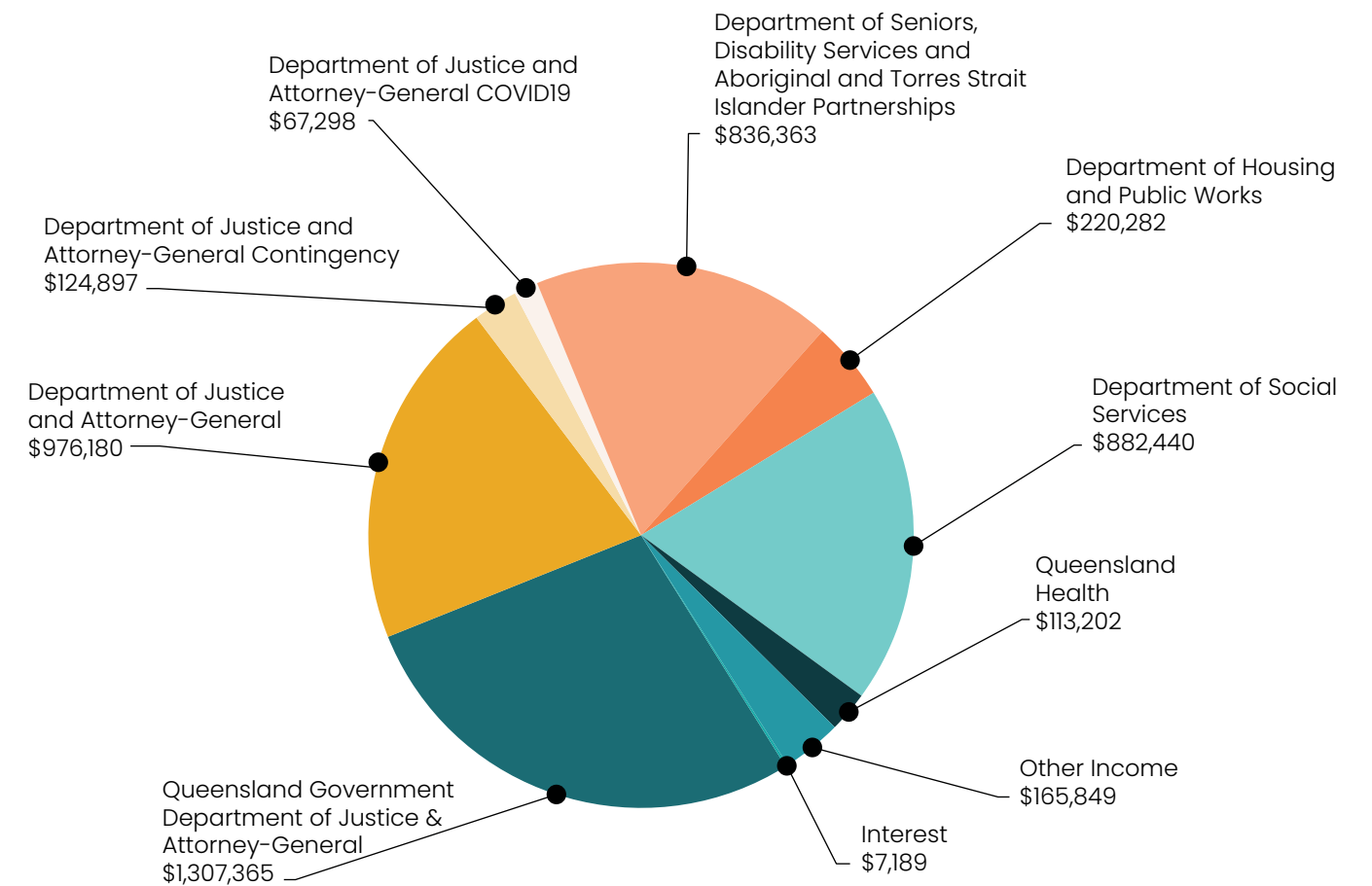
As at 30 June 2022

ASSETS	2022	2021	LIABILITIES	2022	2021
Current Assets			Current Liabilities		
Cash and cash equivalents	1,524,604	1,516,859	Trade and other payables	571,531	840,520
Trade and other receivables	16,753	14,265	Financial liabilities	37,574	60,294
Prepaid Expenses	24,063	0	Provisions	234,363	258,611
Total current assets	1,565,420	1,531,124	Total current liabilities	843,468	1,159,425
Non-current assets			Non-current liabilities		
Property plant and equipment	305,169	195,958	Financial liabilities	222,873	118,913
Right-of-use Asset	167,515	131,210	Provisions	61,442	36,030
Total non-current assets	472,684	327,168	Total non-current liabilities	284,315	154,943
Total assets	2,038,104	1,858,292	Total liabilities	1,127,783	1,314,368

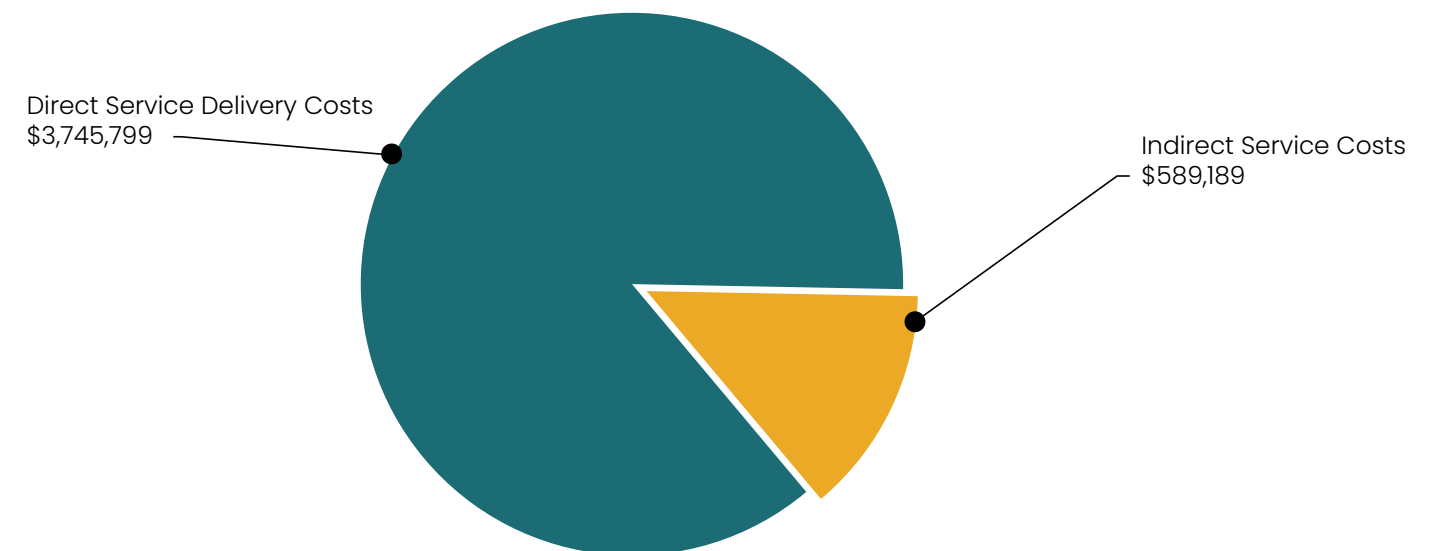
EQUITY

	2022	2021
Retained surplus	910,321	543,924
Total equity	910,321	543,924

Source of operating funding - 2021/22



Use of Operating Funds 2021 - 2022



TASC NATIONAL LIMITED
ABN: 14 611 777 087

FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2022

TASC NATIONAL LIMITED
ABN 14 611 777 087

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TASC NATIONAL LIMITED
DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2022

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2022.

Directors

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Alison Deirdre Kennedy - Current
Michael Joseph Maguire – Resigned 23/11/2021
Lesley Jenet Beames – Current
Reagan Philip Wilson – Resigned 16/08/2022
Craig Anthony Armstrong – Current
Ross David Morgan – Current
Sarah Margaret Phelan Webb – Current
Rhett Martin – appointed 21/12/2021
Sharon Boyce – appointed 26/11/2021

Objectives

The objectives of the company are to:

- a) Provide free legal services and access in aiming to be responsive to the needs of the disadvantaged and marginalised in our Australian (Queensland) community.
- b) Provide legal services, including legal information, advice and referral to women in rural and remote regions of South West Queensland.
- c) Provide information advice and referral services and support to the community, to Non-Government Organisations and to inclusive and collaborative services to enhance the capacity of communities to respond to the needs, safety and well-being of community Members.
- d) Increase knowledge and awareness of rights and obligations of disadvantaged people in the community to enable them to assert their rights and fulfil their obligations.
- e) Contribute to the reduction in abuse and financial exploitation of disadvantaged people by assisting the vulnerable to identify and protect their rights and to promote independence, safety and well-being.
- f) Provide access to information, advocacy and advice to tenants and to homeless people or those at risk of being homeless and to increase knowledge and understanding of rights.
- g) Provide services to people with a disability designed to increase the control they have over their lives through advocacy.
- h) Represent the voices of the people with disabilities in the community in the Toowoomba, Darling Downs, Ipswich, North and South Burnett and Gympie regions.
- i) Work for law reform in response to identified needs.

Strategy for achieving the objectives

The Strategic Plan FY 2020 – FY 2025 available via the TASC National web site identifies the strategies the company employs to comply with the objectives.

Principal activities

The provision of legal, advocacy and social services to vulnerable and marginalised members of our communities.

Performance measures

TASC measures the performance of the company through:

- a) Compliance with the Strategic Plan and the objectives and initiatives therein
- b) Identifying targets for success and measuring performance against these targets
- c) Compliance with funding bodies' service agreements
- d) Compliance with corporate governance targets and deliverables
- e) Accreditation with industry regulatory bodies

TASC NATIONAL LIMITED
DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2022

Information on Directors

Name:	Lesley Jenet Beames
Title:	Director
Experience and expertise:	Lesley is a communication consultant and historian and has worked primarily in the higher education and health sectors as a marketing manager, training consultant and human resources adviser. She is most comfortable contributing to organisations that tackle social issues, transform the lives of individuals and improve the well-being of communities. Lesley brings her skills in communications, education and people management to the board of TASC.
Special responsibilities:	Chairperson

Name:	Craig Anthony Armstrong
Title:	Director
Experience and expertise:	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. He describes his approach to leadership and business as about building real, country-style relationships. Married with two daughters, Craig is also an active Lifesaver.
Special responsibilities:	Nil

Name:	Alison Deirdre Kennedy
Title:	Director
Experience and expertise:	Alison is the CEO for the Toowoomba Hospital Foundation, bringing strong leadership, corporate relations and sponsorship skills to the position. In the first 12 months in this position Alison has introduced some new and exciting events to the calendar, increased revenue through both fundraising and the commercial arm of the business and has improved on the transparency and awareness of the Foundation in the region.
Special responsibilities:	Nil

TASC NATIONAL LIMITED
DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2022

Name:	Michael Joseph Maguire
Title:	Director
Experience and expertise:	Michael has 30 years' experience as a lawyer and now as a mediator. Michael has a Master of Laws and Grad. Dip. Ed. Michael is an accredited mediator and Family Dispute Resolution Practitioner. He has over 20 years' experience in mediation. Michael has had a long association with TASC having been an active committee member for more than a decade and has been awarded an honorary life membership of TASC.
Special responsibilities:	Nil

Name:	Reagan Philip Wilson
Title:	Director
Experience and expertise:	Reagan Wilson is the Director at Wilsons-The Family Lawyers and has practiced exclusively in family law since 1999. He has been recognised by the Doyle's Review of Australian Lawyers as one of Queensland's leading family law practitioners and is the only family lawyer on the Downs and Western Queensland to be recognised in 5 consecutive years, including 2019, as a preeminent family lawyer. Reagan has extensive experience in all aspects of family law. He has a particular interest in cases involving the relocation of children and property settlement matters including farming cases with family succession issues. He represents clients in not only Queensland but throughout Australia and also overseas.
Special responsibilities:	Nil

Name:	Sarah Margaret Phelan Webb
Title:	Director
Experience and expertise:	Sarah specialises in corporate and private entity taxation, business services and indirect taxation. Sarah was employed as a Group Tax Manager in Toowoomba and is the Principal Tax Consultant within her own business. Sarah is passionate about her community and volunteers on a number of committees. Sarah has recently been elected Treasurer of the TASC Board and has been instrumental in providing TASC with financial compliance guidance.
Special responsibilities:	Treasurer from 8 th June 2021

TASC NATIONAL LIMITED
DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2022

Name:	Ross David Morgan
Title:	Director
Experience and expertise:	Ross is an experienced Senior Executive who has been Chief Executive Officer of Bundaberg Brewed Drink's Australian and New Zealand business, General Manager of Coca-Cola Amatil Queensland, and Chief Financial Officer of Coca-Cola Amatil Australia. He is also an experienced Mentor which includes being an Executive Advisor for the Queensland University of Technology's Executive MBA Program. Ross is proud to be a Board Member of TASC, an organisation providing critical services to community members in need. Ross' previous Board experience includes Variety Queensland, Volunteering Queensland, Volunteering Australia, and Bundaberg Tourism. He brings to the Board governance, leadership, finance, and business skills.
Special responsibilities:	Nil

Name:	Rhett Martin
Title:	Director
Experience and expertise:	Dr Rhett Martin joined the TASC board in 2022, bringing with him wide experience gained from private legal practice and academia. Rhett graduated from Melbourne University with degrees in Commerce and Law and also holds an LLM and PhD in sustainability regulation. Rhett is a senior lecturer in law at the University of Southern Queensland, where he has worked since 2014. His research interests include environmental and sustainability regulation which looks at the intersection of law with sustainability and he has authored 'Understanding Sustainability Law' (2017, LexisNexis) along with a series of academic articles on ecologically sustainable forest management. Before relocating to Toowoomba he worked at RMIT and Monash University. Rhett practiced as a solicitor in medium and large firms prior to entering academia. Rhett lives and works in Toowoomba and has two daughters and a stepson. In his spare time, infrequent as it may be, he loves to explore Queensland with his family.
Special responsibilities:	Nil

TASC NATIONAL LIMITED
DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2022

Name:	Sharon Boyce
Title:	Director
Experience and expertise:	Dr. Sharon Boyce, comes to us with expert knowledge, skills, and lived experience. As well as a disability advocate, Dr. Boyce is a lecturer at the University of Southern Queensland, Chair of Queensland Disability Advisory Council, and continues to work with many organisations across Queensland to raise awareness of living with disability.
Special responsibilities:	Nil

TASC NATIONAL LIMITED
DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2022

Meetings of directors

The number of meetings of the company's Board of Directors (the Board) and of each Board committee held during the year ended 30 June 2022, and the number of meetings attended by each director were:

Director	Attended	Held
Lesley Jenet Beames	9	9
Craig Anthony Armstrong	9	9
Alison Deirdre Kennedy	7	9
Michael Joseph Maguire	4	4
Reagan Philip Wilson	4	9
Sarah Margaret Phelan Webb	9	9
Ross David Morgan	8	9
Rhett Martin	3	4
Sharon Boyce	2	4

Held: represents the number of meetings held during the time the director held office.

Contributions on winding up

In the event of the company being wound up, ordinary members are required to contribute a maximum of \$20 each. The total amount that members of the company are liable to contribute if the company is wound up is \$140, based on the ordinary members at period end.

Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out immediately after this director's report.

This report is made in accordance with a resolution of directors, pursuant to section 298(2)(a) of the Corporations Act 2001.

On behalf of the directors


 Lesley Beames
 Director


 Ross Morgan
 Director

Dated: 18/10/2022
Toowoomba

Auditor's Independence Declaration

As an auditor of TASC National Limited for the year ended 30 June 2022, I declare that, to the best of my knowledge and belief, there have been:

- i. no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

The declaration is in respect of TASC National Limited during the year.

Crowe Audit Australia
Crowe Audit Australia

Bruce Preston
Bruce Preston
 Partner

18 October 2022
 Toowoomba

TASC NATIONAL LIMITED
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2022

	Notes	2022 \$	2021 \$
Revenue	2	4,694,176	3,974,569
Interest revenue		7,189	13,830
Communication expenses		-31,272	-37,950
Interest expenses		-7,719	-1,533
Depreciation		-124,541	-97,681
Finance, audit and accounting expenses		-30,888	-24,674
Insurance expenses		-12,086	-23,826
Employee benefits expense		-3,745,779	-3,214,375
Library, resources and subscriptions expenses		-25,147	-118,726
Minor equipment expenses		-34,114	-16,013
Occupancy costs		-59,299	-56,672
Office overhead expenses		-98,944	-93,611
Programming and planning expenses		-92,379	-165,176
Rent expenses		-30,781	-27,561
Repairs and maintenance		-13,068	-16,402
Travel expenses		-28,952	-23,680
Bad debts expense		0	-7,011
Surplus/(deficit) before income tax expense		366,397	63,510
Income tax expense	1(d)	-	-
Surplus/(deficit) after income tax expense for the year attributable to the members of TASC National Limited		366,397	63,510
Other comprehensive income for the year, after tax		-	-
Total comprehensive income/(deficit) for the year attributable to the members of TASC National Limited		366,397	63,510

Liability limited by a scheme approved under Professional Standards Legislation.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.

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The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2022

	Notes	2022 \$	2021 \$
CURRENT ASSETS			
Cash and cash equivalents	3	1,524,604	1,516,859
Trade and other receivables	4	16,753	14,265
Prepaid Expenses		24,063	0
TOTAL CURRENT ASSETS		1,565,420	1,531,124
NON-CURRENT ASSETS			
Property, plant and equipment	5	305,169	195,958
Right-of-use asset	6	167,515	131,210
TOTAL NON-CURRENT ASSETS		472,684	327,168
TOTAL ASSETS		2,038,104	1,858,292
CURRENT LIABILITIES			
Trade and other payables	7	571,531	840,520
Borrowings	8	36,120	19,016
Employee benefits	9	234,363	258,611
Lease Liabilities	10	1,454	41,278
TOTAL CURRENT LIABILITIES		843,468	1,159,425
NON-CURRENT LIABILITIES			
Borrowings	8	59,975	25,196
Employee benefits	9	61,442	36,030
Lease Liabilities	10	162,898	93,716
TOTAL NON-CURRENT LIABILITIES		284,315	154,942
TOTAL LIABILITIES		1,127,783	1,314,367
NET ASSETS		910,321	543,924
EQUITY			
Retained surplus		910,321	543,924
TOTAL EQUITY		910,321	543,924

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2022

Notes	2022 \$
Balance at 1 July 2020	480,415
Surplus after income tax expense for the year	63,510
Balance at 30 June 2021	543,924
Surplus after income tax expense for the year	366,397
Balance at 30 June 2022	910,321

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2022

Notes	2022 \$	2021 \$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from customers	4,675,071	4,039,105
Payments to suppliers and employees	-4,644,549	-3,734,096
Interest expense on lease liabilities	-7,719	-4,091
Interest received	7,189	13,830
Net cash (used in) operating activities	29,992	314,748
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from the disposal of property, plant and equipment	16,617	50,049
Payment for property, plant and equipment	-145,516	-65,247
Net cash (used in)/provided by investing activities	-128,899	-15,198
CASH FLOW FROM FINANCING ACTIVITIES		
Repayment of borrowings	51,883	-57,948
Principal repayments under finance leases	54,770	
Net cash (used in)/provided by financing activities	106,653	-57,948
Net increase/(decrease) in cash held	7,745	241,601
Cash at beginning of financial year	1,516,859	1,248,258
Cash at end of financial year	3 1,524,604	1,516,859

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements cover TASC National Limited as an individual entity. The financial statements are presented in Australian dollars, which is TASC National Limited's functional and presentation currency.

TASC National Limited is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia.

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

(a) Basis of preparation

In the director's opinion, the company is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that 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 directors have determined that the accounting policies adopted are appropriate to meet the needs of the members of TASC National Limited.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

(b) Adoption of new, revised Accounting Standards and Interpretations

The Company has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

The accompanying notes form part of these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022**

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**(c) Critical accounting judgements, estimates and assumptions**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses.

Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events; management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results.

The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Key estimates – grants

The directors evaluate the grants each year to determine if the conditions associated with the grant has been met in order to calculate the proportion of funding to be classified as revenue and the portion to be classified as deferred income.

Key estimates – useful lives of assets

The company determines the estimated useful lives and relates depreciation for its property, plant and equipment. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation charges will increase where the useful lives are less than previously estimates lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or down.

Key estimates – provisions

As discussed in Note 1(j), the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Key estimates – Lease term

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the importance of the asset to the company's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The company reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.

(d) Income Tax

No provision for income tax has been raised as the company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(e) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks and other short-term highly liquid investments with original maturities of six months or less.

The accompanying notes form part of these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022**

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**(f) Trade and other receivables**

Trade and other receivables are measured at amortised cost less any allowance for expected credit losses.

(g) Revenue recognition

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Grants

Grant revenue is recognised in profit or loss when the company satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before the company is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

Volunteer services

The company has elected not to recognise volunteer services as either revenue or other form of contribution received. As such, any related consumption or capitalisation of such resources received is also not recognised.

(h) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and any impairment losses.

The carrying amount of plant and equipment is reviewed annually by the committee to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The

The accompanying notes form part of these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022**

expected net cash flows have not been discounted to present values in determining recoverable amounts.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(h) Property, Plant and Equipment (continued)

Plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets, are depreciated on a straight line or diminishing value basis over the asset's useful life to the company commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of fixed asset	Depreciation rates	Depreciation basis
Leasehold improvements	33.3 %	Straight Line
Plant and equipment	5-25 %	Straight Line
Furniture, Fixtures and Fittings	5-25 %	Straight Line
Computer Equipment	20-25 %	Straight Line
Motor Vehicles	18.75%	Diminishing Value

The assets' residual value and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the company expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The company has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

(i) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. Those cash flows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

The accompanying notes form part of these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022**

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(j) Trade Creditors and Other Payables

Trade creditors and other payables are recognised at the nominal transaction value without taking into account the time value of money.

(k) Lease Liabilities

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the company's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

Short-term leases

Lease payments for short-term leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the annual lease term. There was no material impact of the new lease standard AASB 16 Leases due to the short-term nature of these leases.

Finance leases are capitalised, recognising an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the interest expense for the period.

(l) Fair value measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either in the principal market; or in the absence of a principal market, in the most advantageous market.

(m) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

(n) Comparative Figures

Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

When the company applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies items in its financial statements, a statement of financial position as at the beginning of the earliest comparative period must be disclosed.

(o) New Accounting Standards and Interpretations not yet mandatory or early adopted

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the company for the annual reporting period ended 30 June 2021. The company has not yet assessed the impact of these new or amended Accounting Standards and Interpretations.

(p) Economic Dependence

The Entity is dependent upon the ongoing receipt of Federal and State Government grants to ensure the ongoing continuance of its programs. At the date of this report, management has no reason to believe that this financial support will not continue.

	2022 \$	2021 \$
NOTE 2: REVENUE		
Grant income	4,528,327	3,784,410
NDIS income	0	29,176
Duty Lawyer fees	84,179	65,025
Mental Health review	30,688	44,627
Other income	50,982	51,324
	<u>4,694,176</u>	<u>3,974,562</u>
Other Income		
- rental income	27,691	13,951
- other	23,291	37,353
	<u>50,982</u>	<u>51,324</u>

NOTE 3: CASH AND CASH EQUIVALENTS

Cash on hand	250	901
Cash at bank	1,524,354	1,515,958
	<u>1,524,604</u>	<u>1,516,859</u>

NOTE 4: TRADE AND OTHER RECEIVABLES

CURRENT		
Trade receivables	5,194	2,985
Other receivables	0	1,597
Deposits	11,558	9,683
	<u>16,753</u>	<u>14,265</u>

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
NOTE 5: PROPERTY, PLANT AND EQUIPMENT		
LEASEHOLD IMPROVEMENTS		
At cost	223,203	155,041
Less accumulated depreciation	<u>-144,530</u>	<u>-137,584</u>
	<u>78,673</u>	<u>17,457</u>
PLANT AND EQUIPMENT		
(a) Plant & equipment		
At cost	403,557	363,451
Less accumulated depreciation	<u>-317,117</u>	<u>-289,601</u>
	<u>86,440</u>	<u>73,850</u>
(b) Motor vehicles		
At cost	188,396	156,841
Less accumulated depreciation	<u>-75,529</u>	<u>-73,802</u>
	<u>112,867</u>	<u>83,039</u>
(c) Furniture, fixtures & fittings		
At cost	59,041	51,925
Less accumulated depreciation	<u>-31,851</u>	<u>-30,312</u>
	<u>27,190</u>	<u>21,613</u>
Total plant and equipment	<u>226,497</u>	<u>178,502</u>
Total property, plant and equipment	<u>305,170</u>	<u>195,959</u>

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

- a) Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Leasehold improvements	Computer Equipment	Motor Vehicles	Furniture, Fixtures and Fittings	Total
	\$	\$	\$	\$	\$
Balance at 30 June 2022					
Balance at the beginning of the year	17,457	73,849	83,039	21,613	195,958
Additions	74,392	44,626	67,400	12,940	199,358
Disposals	0	0	-17,153	0	-17,153
Depreciation expense	-13,177	-31,140	-20,420	-7,758	-72,496
Balance at 30 June 2022	78,672	87,336	112,866	26,794	305,667
Balance at 30 June 2021					
Balance at the beginning of the year	10,379	94,170	120,171	24,436	249,156
Additions	12,633	24,519	24,580	3,515	65,247
Disposals	-	-	-50,048	-	-50,048
Depreciation expense	-5,555	-44,840	-11,663	-6,338	-68,396
Balance at 30 June 2021	17,457	73,849	83,040	21,613	195,959

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
NOTE 6: RIGHT-OF-USE ASSET		
Land and buildings -right-of-use	248,213	160,495
Less: Accumulated depreciation	-80,697	-29,285
	167,516	131,210
NOTE 7: TRADE AND OTHER PAYABLES		
CURRENT		
Income carried forward	233,916	600,247
Accrued Wages	128,446	0
Trade payables	62,707	22,169
Sundry payables and accruals	146,334	216,497
Employee social club	128	1,607
	571,531	840,520
NOTE 8: BORROWINGS		
CURRENT		
Borrowings	36,120	19,016
	36,120	19,016
NON-CURRENT		
Borrowings	59,975	25,196
	59,975	25,196
	96,095	44,212
NOTE 9: EMPLOYEE BENEFITS		
CURRENT		
Annual leave	193,860	193,060
Long service leave	40,140	65,551
Other	363	0
	234,363	258,611
NON-CURRENT		
Long service leave	61,442	36,030
	61,442	36,030
	295,805	294,641

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
NOTE 10: LEASE LIABILITIES		
Lease liability - Current	1,454	41,278
Lease liability – Non-current	162,898	93,716
	164,352	134,994
	61,442	36,030
	295,444	294,641

NOTE 11: COMMITMENTS

Finance lease

Finance lease capitalised in the accounts in accordance with the accounting policies defined in Note 1 (k)

The company has no other commitments for expenditure as at 30 June 2022 except for several leased properties (2020: NIL)

NOTE 12: REMUNERATION OF THE AUDITORS

During the financial year the following fees were paid or payable for services provided by Crowe Audit Australia, the auditor of the company, its network firms and unrelated firms:

<i>Audit services – Crowe Audit Australia</i>		
Audit of the financial statements	15,170	10,900
<i>Other services – Crowe Audit Australia</i>		
Preparation of the financial statements	-	1,000
<i>Other services – Findex</i>		
Preparation and lodgement of FBT and Other Business Services	600	2,125
	15,770	14,025

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
NOTE15: KEY MANAGEMET PERSONNEL REMUNERATION		
Total remuneration for key management personnel	569,685	552,094

NOTE 13: CONTINGENT LIABILITIES

In the opinion of the directors, the company did not have any contingencies at 30 June 2022 (2021: None).

NOTE 14: EVENTS AFTER THE REPORTING PERIOD

No other matter or circumstance has arisen since the end of the financial year which significantly affected or could significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

NOTE 15: COMPANY DETAILS

The registered office and principal place of business of the company are:

Registered office	Principal place of business
223 Hume Street Toowoomba QLD 4350	223 Hume Street Toowoomba QLD 4350

The accompanying notes form part of these financial statements.

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 2022 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



Ross Morgan
Director

Dated 18/10/2022



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Independent Auditor's Report

To the Members of TASC National Limited

Opinion

We have audited the special purpose financial report (the financial report) of TASC National Limited (the Company), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by the Board of Directors.

In our opinion, the accompanying financial report of the Company is in accordance with the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (the ACNC Act), including:

- (a) Giving a true and fair view of the Company's financial position as at 30 June 2022 and of its financial performance for the year then ended.
- (b) Complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act.

Management's responsibility also includes such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Liability limited by a scheme approved under Professional Standards Legislation.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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In preparing the financial report, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

Crowe Audit Australia

Crowe Audit Australia



Bruce Preston
Partner

18 October 2022
Toowoomba

TASC NATIONAL LIMITED.

**DISCLAIMER TO THE MEMBERS OF
TASC NATIONAL LIMITED.**

TASC NATIONAL LIMITED
DETAILED INCOME AND EXPENDITURE STATEMENT – LEGAL AID
FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$
INCOME	
Carried forward income	199,995
Grant income – Commonwealth	866,908
Grant income – State	1,216,642
Non Recurring Grants	300
Other income	2,272
TOTAL INCOME	<u>2,286,117</u>
LESS EXPENSES	
Communication	16,037
Depreciation	92,825
Finance, audit & accounting	15,536
Insurance	5,787
Library, resources & subscription	11,767
Minor equipment	18,468
Office overheads	52,325
Other on costs	30,449
Other premises costs	38,061
Program costs	20,620
Rent	22,596
Repairs & maintenance	8,857
Salaries & wages	1,372,821
Staff recruitment	10,222
Staff training	18,998
Superannuation	131,983
Travel	12,126
TOTAL EXPENSES	<u>1,879,476</u>
SURPLUS/(DEFICIT)	<u>406,641</u>

These financial statements should be read in conjunction with the attached Disclaimer.

TASC NATIONAL LIMITED
DETAILED INCOME AND EXPENDITURE STATEMENT
LEGAL AID - COVID-19 FRONTLINE LEGAL ASSISTANCE SERVICES
FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$
INCOME	
Carried forward income	67,298
TOTAL INCOME	<u>67,298</u>
LESS EXPENSES	
Communication	412
Depreciation	438
Finance, audit & accounting	356
Insurance	49
Library, resources & subscription	256
Minor equipment	196
Office overheads	1,194
Other on costs	712
Other premises costs	606
Program costs	497
Repairs & maintenance	128
Salaries & wages	56,548
Staff recruitment	50
Staff training	430
Superannuation	5,391
Travel	35
TOTAL EXPENSES	<u>67,298</u>
SURPLUS/(DEFICIT)	<u>-</u>

These financial statements should be read in conjunction with the attached Disclaimer.

TASC NATIONAL LIMITED

DETAILED INCOME AND EXPENDITURE STATEMENT – QUEENSLAND STATE-WIDE
TENANTS' ADVICE AND REFERRAL SERVICE (QSTARS)
FOR THE YEAR ENDED 30 JUNE 2022

	2022
	\$
INCOME	
Grant income – State	220,282
Other income	222
TOTAL INCOME	220,504
LESS EXPENSES	
Communication	1,477
Depreciation	1,561
Finance, audit & accounting	2,815
Insurance	167
Library, resources & subscription	2,704
Minor equipment	2,927
Office overheads	4,836
Other on costs	3,654
Other premises costs	2,043
Programming & Planning costs	3,209
Repairs & Maintenance	433
Salaries & wages	175,184
Staff recruitment	167
Staff training	1,899
Superannuation	17,306
Travel	121
TOTAL EXPENSES	220,504
SURPLUS/(DEFICIT)	-

These financial statements should be read in conjunction with the attached Disclaimer.



Legal
Services



Social
Justice &
Advocacy
Services



Corporate
Services



Legal and Social Justice Services



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