



Legal and Social
Justice Services



A professional photograph serves as the background. On the left, a young woman with dark hair, wearing an orange button-down shirt over a white top and dark trousers, is smiling warmly at the camera. Her right hand is resting near her chin. On the right, a man in a dark blue suit jacket and white shirt is seen from the side, looking towards the woman. He is holding a grey folder or document in his hands. The scene is set in a bright, modern office environment with large windows in the background.

ANNUAL REPORT 2020/21

Growing together. Changing more lives.



Legal and Social Justice Services

We value and are committed to diversity and inclusion for all.



tascnational.org.au | 07 4616 9700



Acknowledgement

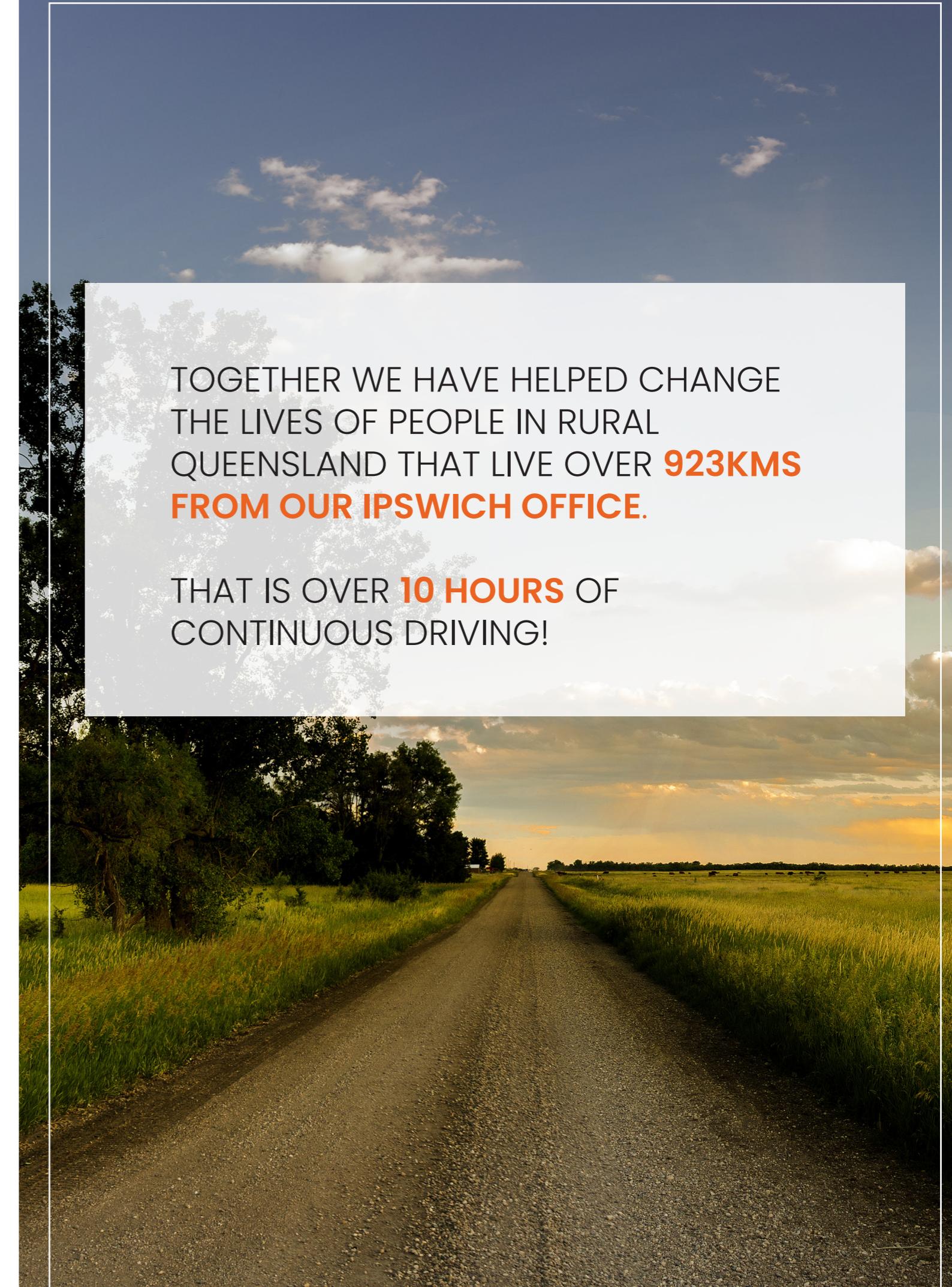
TASC Legal and Social Justice Services acknowledge the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respects to all First Nation's peoples and to their elders past, present and emerging.

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.

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

Contents

6	Welcome
7	Our Logo
8	About Us
9	Who Are We?
10	Legal Services
11	Social Justice Services
12	Advocacy Services
13	Corporate Services
17	Our Locations
17	Eligibility - For Legal Services
19	A Snapshot of Who We Help
20	A Snapshot of Our Service
24	Strategic Plan
26	TASC Vision and Mission Statement
34	Board of Directors
38	Chairperson's Report
39	CEO's Report
40	Our Management Team
42	Organisational Chart
44	Preview of the Year Ahead
46	What We Have Achieved
48	Our Performance - At A Glance
49	Our People
50	"A voice when you need us most" - Our Social Justice Team
52	"Authentic and professional help that you can count on" - Our Legal Service Team
54	"The back bone that supports all levels of the organisation" - Our Corporate Service Team
56	TASC Staff Call to STOP Elder Abuse
57	Disability Access: Jacob's Story
58	Elder Abuse - Jay's Story
60	Domestic and Family Violence
62	Domestic Violence: John's Story
64	Out and About
64	Organising Events
65	Making an impact - Our website and socials revitalised!
66	Our Volunteer Program
70	Long Service - Allana Janke
70	Long Service - Sib Redfern
71	Awards/Achievement - Chloe Blaney
72	Networking and Training
76	Professional Memberships and Accreditation
78	Funding and Peak Bodies
80	Finance Management
81	Treasurer's Report
82	Finance Report Summary
83	Source of Operating Funds 2020 - 2021
84	Use of Operating Funds 2020 - 2021
85	2021 Expenditure Statement
86	Director's Declaration
87	Audited Financial Statement





Welcome

Welcome to TASC Legal and Social Justice Service's Annual Report 2020/21.

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 2020 – 30 June 2021).

Our performance is measured by our strategic priorities:

- Improving More Lives
- Committed To Service Excellence
- Respected Nationally
- Business Integrity and Financial Resilience
- Improved Efficiency



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

Growing together. Changing more lives.

The theme for this year's Annual Report is **Growing Together. Changing More Lives.**

The past year has seen a significant amount of growth for our organisation, expanding with two new locations in Goondiwindi and Stanthorpe.

As we continue to expand into Greater South West Queensland areas, we are able to help more people and therefore impact more lives for the better.

Structure

This report is divided into three sections:

- About
- Performance
- Financial Information

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





About Us

Established in 1982 as the Toowoomba Community Legal Service, with a vision of providing legal assistance to vulnerable and marginalised members of the Toowoomba community, today TASC is a not-for-profit organisation with a mission to provide a voice and support to its clients through expert legal, advocacy and social service delivery.

Over time, and recognising the needs of rural and regional communities, TASC expanded to include advocacy services and became The Advocacy and Support Centre (TASC) Inc. With offices now in Goondiwindi, Ipswich, Roma, 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.

Who Are We?

Legal 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 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

Social Justice Services

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 Advice and Support (SLASS)
- Mental Health Advocacy
- Disability Rights (including NDIS)
- Tenancy Issues
- Student Advocacy
- Rural and Regional Support Services

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

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

Advocacy Services

Advocacy is speaking, writing or acting on behalf of another person to promote, protect and preserve their legal and human rights.

- Advocacy helps you have your views, thoughts, wishes and concerns considered
- It's your choice whether an Advocate acts on your behalf or helps you to self-advocate.

TASC's advocacy services encompass:

- Mental Health Advocacy
- Disability Advocacy
- Seniors Advocacy
- Student Advocacy
- Tenancy Advocacy

Corporate Services

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

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

Key areas of our team include:

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



Happy 1 Year Anniversary!

Frances Klaassen OAM celebrating her one year as
TASC CEO with Executive Assistant/QA Carla Haig.



Our new office in Goondiwindi is located close
to the iconic Victoria Hotel on Marshall Street!



Social Justice Services Planning Day

David Boden (Social Justice Advocate) and Kim Raine (SLASS Solicitor).

Our Locations

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



Eligibility - For Legal Services

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?

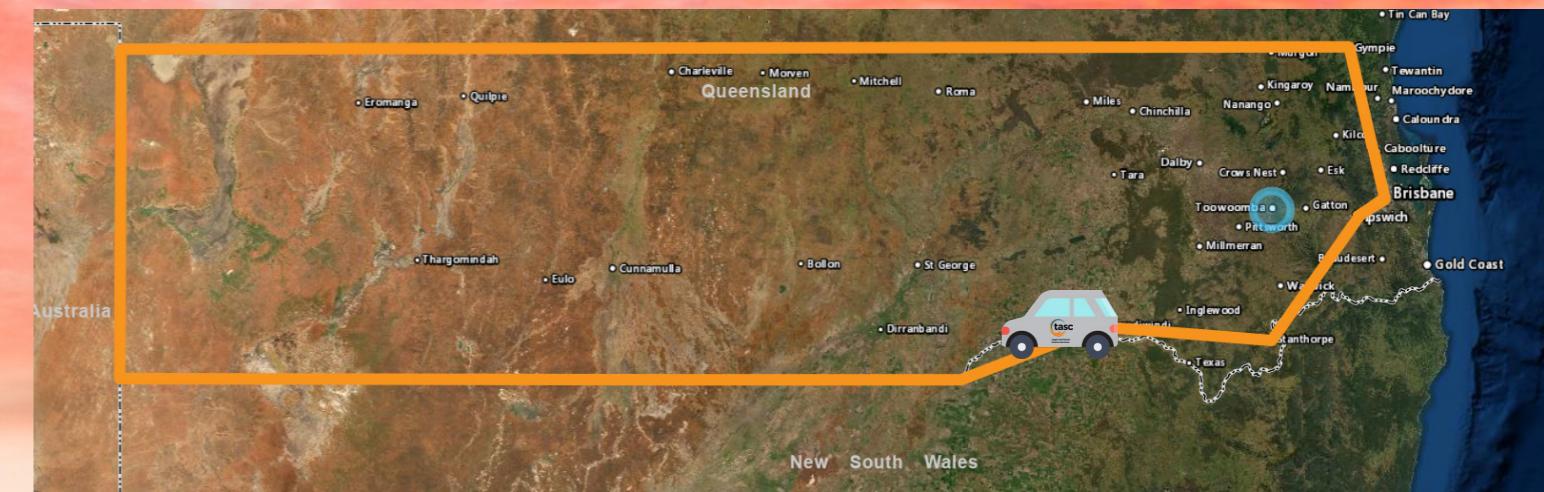


A Snapshot of Who We Help

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**.

Our legal and social justice services span up to Gympie, out west to Taroom and even further past Quilpie. Our net also extends south to Warwick, Stanthorpe and out to Goondiwindi.

This is dependent on funding, and without this we would not be able 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.



A Snapshot of Our Service



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.	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).
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.	Disability Royal Commission Support (Ipswich, Toowoomba, North and South Burnett, the Gympie Region and South West Queensland)	The team provides individual advocacy support to help people engage with the Disability Royal Commission, which was established in April 2019 to investigate the neglect, abuse and exploitation of people with disability (www.disability.royalcommission.gov.au).
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.	Mental Health Advocacy	Comprehensive advocacy for people funded under the Community Managed Mental Health Program to navigate mental health service systems. TASC is part of a tender referral process for the Mental Health Review Tribunal to provide legal representation.
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.	Services for Senior People (non-Indigenous people aged over 60 years and Aboriginal and/or Torres Strait Islander 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.
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.	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).
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).		

Welcome to
IPSWICH
CENTRAL





STRATEGIC PLAN

2020 - 2025 Framework

Our Vision and Mission Statement



OUR VISION

- Social Justice for All

OUR MISSION

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

Dedication

- We are dedicated to the cause of social justice

Open, honest and respectful

- The people we connect with at TASC will remember how we made them feel – we strive to make that a positive memory

Innovation and adaptability

- In a changing landscape, we stay on our toes

Collaboration

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

Client-focused services

- We are here for our clients – our clients need us to be at our best every day

Driven and tenacious

- We show persistence in achieving outcomes and do so in an ethical manner that engenders respect from all involved

Accountability

- Each of us is willing to be held accountable for our actions and inactions, and demonstrates pride in our commitments

Balance

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



IMPROVING MORE LIVES

We ensure people are treated fairly and with dignity

- Valid client/participant feedback tracked annually

More people are seeking our services and warm referrals are increasing

- Number of referrals and referral sources
- Increasing client satisfaction compared to last year

We enable inclusion through our legal and social support

- Every person leaves with a tangible outcome - data

People value our advice. They feel welcome and safe here

- Valid client/participant feedback



COMMITTED TO SERVICE EXCELLENCE

We have competent leadership and strong governance

- The strategic vision is actioned in a timely manner

Our culture reflects our values. We are socially responsible

- Evidence of values in action at all levels of the organisation

Our people's wellbeing is a priority

- Reduction in personal leave

Our people engage in ongoing professional development

- Records of attendance
- Evidence that the learnings have been actioned

We have open communication and hold one another accountable each day

- Application of 'go direct' communication
- Reduction in formal grievances, staff survey results improving



BUSINESS INTEGRITY AND FINANCIAL RESILIENCE

Our funding sources are diverse

- Audited reports

We are trusted with long term contracts

- Percentage of recurring contracts renewed

We are good partners – reliable, collaborative and transparent

- Stakeholder feedback
- Duration of formal partnerships
- Successful collaborative tender writing and delivery

Our asset base enables strategic growth and innovation

- Increasing asset base and improved bottom line





MARKET
IDEA DATA
PLANS
CONTRACT
FINANCE
VISION

CONNECT
PEOPLE
SHARES

PEOPLE
FUTURE
BUSINESS
TEAM

DEVELOPMENT

PLANS DATA GROWTH SUCCESS

CONNECT
NETWORK
BUSINESS
IDEA

PLANS
CONCEPTS
TEAM

RESPECTED NATIONALLY

Our communities know who we are and actively utilise our support

- Our branding reflects our mission and is widely recognised
- Stakeholder surveys and testimonials demonstrate that our profile and mission is incredibly understood
- Referral number and types

Our communities back us because they believe in what we are doing

- Volunteer numbers are increasing
- We are a preferred place to volunteer

Our footprint and impact is expanding across regional Australia

- Invitations to contribute to commissions, forums, policy and conferences

We are known for our expertise and tangible outcomes

- Stakeholder surveys demonstrate that our profile and mission is increasingly understood
- Measured by broader industry and client testimonials

We are recognised as a voice for the needs of regional people

- Our CEO and senior personnel's views have been included in formal reports, conference materials, media etc regarding current issues on more than 10 occasions annually

IMPROVED EFFICIENCY

We use effective processes and systems supported by integrated technology

- Successful annual audits
- Delivering efficiency with existing resources and reduced wastage
- Reliable IT
- Increased outputs (client supported) per employee

Our data is reliable and informs business directions

- Timely data entry and reporting
- Random audits by line managers

Our reports articulate the impact and return of investment of our work, identifying regional needs and opportunities

- Percentage of successful tenders (60+% success rate)
- Case studies produced highlighting people stories

Stakeholder feedback is monitored for continuous improvement and innovation

- Completion of planned improvement or innovation initiatives through the 90-day plans
- Evaluation of continuous improvement



TASC 2020 AGM

Front left to right: Jim Rawlings (Treasurer), Michael Maguire (Director) Frances Klaassen OAM (CEO), Lesley Beames (Chair).

Middle left to right: Craig Armstrong (Deputy Chairperson) Sarah Webb (Incoming Treasurer) and Guest Speaker David Janetzki MP.

Third back row left to right: Alison Kennedy (Director) and Ross Morgan (Director).

Board of Directors

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



Lesley Beames
Chairperson

Lesley 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.



Jim Rawlings
Treasurer (Outgoing)

Jim joined the TASC Board in 2019. He is Managing Director of Hooper Accountants, an accounting firm based in Toowoomba and Pittsworth. He has more than 20 years' experience as an accountant, financial planner, business advisor, manager and leader. Jim has qualifications in Accounting and Financial Planning and is a member of CPA Australia, Australian Institute of Company Directors (AICD), Toowoomba and Surat Basin Enterprise (TSBE), and Toowoomba Chamber of Commerce.

Active in the community, Jim is Chair of the Finance and Governance Committee at Toowoomba Anglican School and Treasurer of the Australian Polo Federation.



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.



Michael Maguire
Director

Michael has been involved with TASC for many years: as a member of the Board of Directors since 2010, a former Chair of the Board, and a volunteer lawyer over a period of 27 years. Michael's background is as a lawyer and Principal in private practice and in lecturing at university. He now practices as a mediator based in Brisbane and lectures at QUT and the University of Queensland. Michael has extensive qualifications in law, education, and dispute resolution, is a Nationally Accredited Mediator, and has memberships with a wide range of organisations including the Queensland Law Society, The Australian Institute of Family Law Arbitrators and Mediators, Family Law Practitioners Association and Elder Mediation Australasian Network.

He is Treasurer of the National Ethnic Disability Alliance (NEDA).



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.



Reagan Wilson
Director

Reagan is the Director at Wilsons-The Family Lawyers, which he established in January 2019 as a boutique family law firm following a successful career including director and founding partner at Best Wilson Buckley Family Law. Specialising in family law since 1999, Reagan is recognised by the Doyle's Review of Australian Lawyers as one of Queensland's leading family law practitioners.

He has served as an executive member of the Queensland Family Law Practitioners Association Board, the Darling Downs and South West Queensland Law Association and the local Toowoomba Children's Contact Centre.

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



Ross Morgan
Director

Ross joined the TASC Board in 2020. He is an experienced Senior Executive who has been CEO of Bundaberg Brewed Drinks Australian 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 Practicing 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.



Sarah Webb
Treasurer (*Incoming*)

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.



First Nation's Landmark, Roma outskirts, Queensland

Chairperson's Report

One of the things I really like about being part of TASC is that every day I am reminded that we are not put on this earth for ourselves; instead we are here for each other; and we are here for people who need us.

We get the chance to work together to improve lives and to build stronger communities. We face some tough challenges serving people, and we must constantly be prepared for those.

Each one of the Directors of TASC is very conscious of this, and of the need for some big-picture thinking to provide direction and inspiration for our people.

We have not done this in isolation. Instead, we have worked alongside Frances and her managers to review our strategies, assess risks and come up with better ways of delivering the service and reporting on progress. It has been terrific seeing the growth and positive change that has occurred in the past year. The expansion of the Ipswich centre and the opening of the Goondiwindi service mean that we have the capacity to reach more people. All this requires more effort, and to each one of you in team TASC, I say a huge thank you from the Board.

I am certainly grateful to my fellow Directors who have volunteered their time and talents over the past year. Board renewal is something we must manage and this year we have had two retirements.

Jim Rawlings, our Treasurer has stepped back and we thank Jim for his strategic input over the past few years, despite his many other commitments. We have valued Jim's straightforward approach and that wicked sense of humour and we wish him the very best.

I am delighted to say that Director, Sarah Webb has accepted the office of Treasurer for TASC National. Sarah brings her

accountancy and business advisory talents to the role, along with her good sense and high standards of professional practice.

Michael Maguire has announced his retirement from the Board after decades of service to TASC. Michael began his association with us as a volunteer lawyer; he served for many years on the Management Committee of the former TASC entity; he has been a Director of TASC National since its inception in 2016; and he was interim CEO for several months up until Frances' appointment early last year. Michael's contribution has been immense, and I am pleased to say that even though he may be stepping down from his Directorship, he will remain connected. Michael is keen to offer his support to our professional staff and will continue as Treasurer of the National Ethnic Disability Alliance, of which TASC is a member.

As a result of these retirements and after a careful selection process, we will be appointing new Directors at the Annual General Meeting.

So much has happened in the past twelve months in our region and around the world, and we are conscious of the job ahead in the next year, the next few years and the next decade. We appreciate the support we have received from our colleagues in other agencies, and we would not be able to do this work without ongoing funding from the state and federal governments.

Fortunately for TASC, our team has many friends and supporters who give generously. While the work seems ceaseless, we remain grateful and are confident we can all work together to grow, adapt and continue to make an impact.

Lesley Beames



CEO Report

This year has been full of growth and finding new and improved ways of working and enabling access to justice as TASC continues to be a leader in the social justice space. We have grown significantly from a rural perspective, receiving funding and forming partnerships to ensure our services can be accessed in regional communities where it is needed most.

TASC's vision is to improve the lives of people who may find themselves in vulnerable situations. I am constantly reminded of how easy it is for any one of us to slide into that, finding ourselves in challenging circumstances despite our daily efforts to remain on top of our respective personal circumstances. Also routinely highlighted in my days here is the hard work the team members contribute as I read, hear or see the positive impact their effort has on people's lives.

We enjoy strong relationships with community groups, organisations, local and federal governments to deliver great outcomes and services to people in our communities of Toowoomba, Ipswich, Roma, Stanthorpe, Goondiwindi, and the areas surrounding.

We have exceeded our targets this year, with 2268 clients receiving assistance, as well as 1659 new clients walking through our doors. We have had an incredible 763 repeat clients, a true testament to our reputation for being agents of positive change through action. Whilst we are pleased we have helped more people in need, this also sadly reflects the increasing demand for our services due to complexities and challenges people are facing in their daily lives.

Together TASC staff and volunteers want to be known for our compassion and determination, however, we also want to be known for taking action to change lives.



This is shown in our figures within this report and our interactions with the wider community. Whether it is through our Social Justice Team, Legal Team or Corporate Services Team, our people priority during these uncertain times has truly made an impact.

In my conversations with leaders from around Queensland and in the not-for-profit sector, I am constantly learning and adapting to ensure our organisation is at the forefront of the community legal and social justice centre industry. We want to continue to achieve solutions both systemically and for each person who approaches us for help.

In this report, I want to focus on our significant growth, which translates into the ability to help more people who are facing hardship and difficult times. Some highlights that really stand out are: we have increased our number of and success in tribunal hearings and our Social Justice Team has also seen an increase in engaging with our First Nation's people by 12.5%. These are incredible and tangible results that our teams should be proud of.

I look forward to continuing to lead TASC into our 40th year next year!

Frances Klaassen OAM

OUR CHIEF EXECUTIVE OFFICER

Frances Klaassen OAM

Frances Klaassen OAM 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.



OUR MANAGEMENT TEAM

Terri-Ann Dwyer

Manager, Social Justice Services



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.



OUR MANAGEMENT TEAM

David Manwaring

Principal Solicitor – Manager, Legal Services

David joined TASC in 2017 and has a dual leadership role with our organisation. 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; and oversees TASC's contributions to legal policy development and law reform.

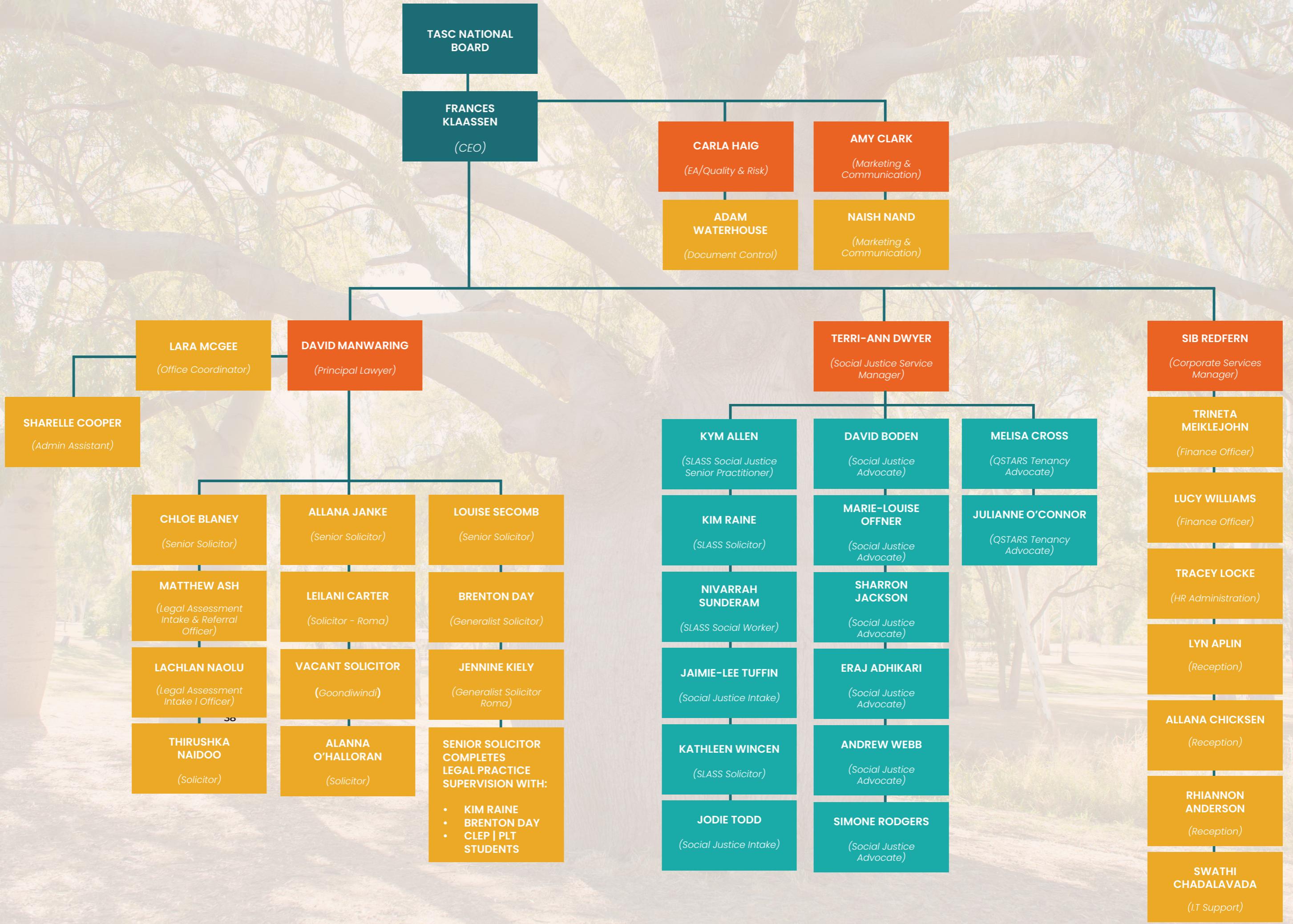


OUR MANAGEMENT TEAM

Sib Redfern

Manager, Corporate Services

Sib Redfern recently celebrated ten years with TASC, having joined us in 2011. As Manager of Corporate Services, her role includes overseeing the team of support staff who provide HR, accounting/bookkeeping, payroll, administrative and ICT services to TASC. She is also responsible for budgets and forecasts, internal and external financial reporting, corporate governance and management of external suppliers and contracts.



Preview of the Year Ahead

At TASC, we concentrate on doing what we do well and seize opportunities as they arise. 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.

Looking on the year ahead, we have formed an excellent foundation within the organisation from a financial and strategic transformational change perspective – this means that 2021/22 is looking to be our best financial year yet! With TASC celebrating 40 years of service next calendar year, it will be a time for great celebration and growth.

We have commenced implementing a **new financial system**, which is already in motion. We will be bringing in new software to improve and streamline our reporting so that TASC can have better financial transparency and visibility for the Board, stakeholders, and funding partners. With our extremely engaged and active Board driving this, we look forward to this new system also helping to support our strategic planning. Our goal is to have this embedded by the end of 2021.

Our target for 2021 was to **grow and recruit our volunteer numbers**. This has come along in leaps and bounds, with a Volunteer Coordinator coming on board in January. A Strategic Action Plan was put in place and is now in motion. We hope to grow our volunteer program to expand our services within the next year and bring on volunteer pro-bono lawyers to reach more clients, especially in rural areas.

TASC is well known as a leader in the legal and social justice space in our rural communities. We are always looking for more ways to **collaborate with other community organisations and stakeholders**. We have rebuilt existing partnerships and created new ones while raising opportunities to connect with organisations that share similar values to TASC. Our shared space in the new Goondiwindi office with Lives Lived Well is an excellent example of this!

As we advance, we are **increasing our partnerships and finding funding ventures to boost our rural services**. We want to invite and seek out new opportunities wherever we can.



What We Have Achieved



SERVICE EXPANSION

We have expanded our services, not only to Goondiwindi but also to Stanthorpe. We have solicitors available on key dates by appointment at the Granite Belt Neighbourhood Centre. A big thank you to the Neighbourhood Centre for partnering with us.



COMMUNITY ENGAGEMENT

Through networking and community events, our teams have been 'out and about' promoting the great work we do. We have made some fantastic new connections and built on existing partnerships.



AWARDS & ACHIEVEMENTS

There has been many fantastic awards and achievements for our staff. We have recognised employees for their long service, congratulated newly appointed solicitors as well as celebrating staff who have received exceptional client feedback.



RURAL OUTREACH

We have been working hard to provide services to our rural communities by visiting as regularly as we can and ensuring our legal team can reach those in need. We have implemented the Western Duty Lawyer Circuit that supports our Greater South West clients.



WORKING SAFELY FROM HOME

The pandemic continued to throw curve balls this year with office closures and lockdowns, meaning some of our staff needed to work from home. With great IT support and team work, we managed to ensure continuity of support to clients in their legal and social justice needs.



FINANCIAL MANAGEMENT

As always good and sustainable financial management is key to operating as a not-for-profit. Our concentration has been on implementing the new financial system and ensuring this reflects our strategic planning.



SYSTEM IMPROVEMENTS

Along with our new financial system we have seen the implementation of Employment Hero. A platform that helps Human Resources manage timesheets and employee information, making for a smoother and more streamlined process.



VOLUNTEER PROGRAM

With our new volunteer program launched at the beginning of 2021, we are going from strength to strength. Our new volunteer management software, Volaby is being used by potential and incoming volunteers. Growing in this space will be imperative to our organisational growth and expansion of services.



BRAND & WEBSITE REFRESH

Our new branding and website refresh has made for a more consistent message and recognisable brand. 2020 saw a full brand refresh in readiness for our 2021 website launch.



STRATEGIC PLANNING & VALUES

Our strategic planning is evolving with a new values set to come into effect. We are hoping to provide direction and purpose for our staff and inspire their sense of community spirit with the new values. Keep an eye out!



PARTNERSHIPS

Many new and exciting partnerships have been formed this financial year! Our teams have been using their community engagement skills to partner with: Rotary Club of Toowoomba Garden City, Tony's Community Kitchen, USQ Student Guild, Carbal and many more! We hope to see this continue to flourish, especially with the volunteer program now underway.



UPSKILLING & TRAINING

Increasing our training and upskilling our employees is top of mind in our organisation. We want to prepare staff for situations that may arise working in the community services sector but also ensure they work effectively and cohesively as a team.

Our Performance – At A Glance



There have been **6,677** instances where the organisation has assisted people with services including information and referrals.



2268 people received legal, advocacy or social work services.



1659 new clients accessed our services.



763 people have used our services again.



We service a land area of over **434,852 km²**.



The population of our service area far exceeds **623,335**.

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.

Did you know we have **42** Employees!

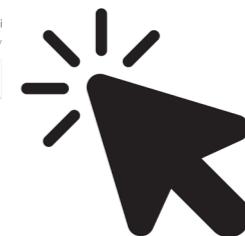
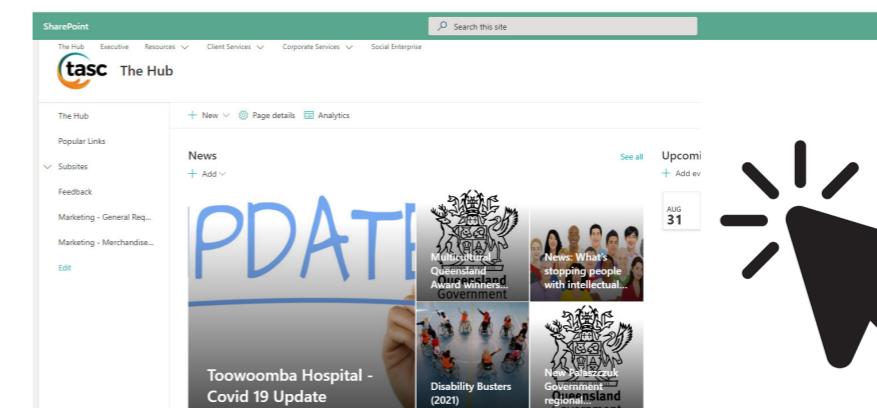
What TASC staff say about the workplace:
Feel valued | A great work/life balance | Making a difference!

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 our abilities.

We are committed to providing a safe and happy workplace for our staff and volunteers. Our Quality Assurance team ensures all Workplace Health and Safety training is conducted and safeguards the general wellbeing of the workplace. Our Hub in Sharepoint was set up to ensure all communications were up to date including:

- COVID-19 updates and information
- Health and safety updates
- New staff announcements
- Thank you's and achievement announcements

The Hub also stores all of TASC policies and procedures, as well as training links for new staff members for induction.



"A voice when you need us most."

Our Social Justice Team

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

Our Social Justice Services has a human rights framework at the core of the services we provide. We understand that where a power imbalance exists, it is often difficult to speak out against inequity or injustice.

Key Highlights

- We have assisted with over 672 social justice and advocacy matters
- We have seen a 35% increase in client sessions for the National Disability Advocacy Program
- Our staff have put in over 5,852 hours in solely assisting people
- We have had an increase of 12.5% when it comes to engaging with First Nation's people

Our team has grown considerably in the last year to 15 team members! We have welcomed much-skilled staff with experience in community engagement and stakeholder relations. The team comprises of compassionate and understanding individuals who continue to go above and beyond for our clients.

The team continues to advocate for disability funding, which includes speaking up for the rights of those who are mistreated. TASC staff and The Combined Advocacy Groups of Queensland (CAGQ) delegation met with Minister Craig Crawford regarding continuing disability state funding in June 2021. Ms. Jennifer Howard MP remarked that she would raise this issue with Minister Crawford – a fantastic result!

Subsequently, CAGQ has initiated a campaign to meet with all state members of parliament to demonstrate the need and positive impact disability has on Queensland. You can support the campaign by visiting www.standwithus.com.au.

Our partnerships and networking continue to bring more clients, allowing us to change more lives. We have had great success in partnering or engaging with organisations like Carbal, USQ, Tony's Community Kitchen, Platinum Health Group, CWAATSICH and many more!

Advocates Erraj Adhikari, Andrew Webb and Sharron Jackson flew from Toowoomba to Quilpie and held two community engagement sessions at the Quilpie Town Hall. TASC Advocates did not limit engagements to the work of the Disability Royal Commission but also promoted TASC as being able to provide advocacy and community legal services support to assist disadvantaged community members.

Another exciting partnership has been a research project about to kick off between TASC and the University of Southern Queensland. It is set to look into the impact of our advocacy services throughout the region – an exciting project to show how we make a difference!

The team continues to operate sessions at the Toowoomba Base Hospital Acute Mental Health Unit, The University of Queensland Student Guild, Baillie Henderson Hospital, and the Toowoomba Housing and Homelessness Hub.

Our Social Justice Operational Planning Day was important to help create an outline of what upcoming activities and strategic focus are important, which will form part of the overall strategic plan. Working together, we came up with goals and visions for our team, which were dynamic and inspiring.

Along with substantial operational planning, the team has undertaken many training sessions, including First Peoples Disability Network disability business training, vicarious trauma and managing suicidal clients training, and managing aggressive client behaviour training.

Our mental health advocacy has been re-funded for another two years, as well as disability advocacy being re-funded for another six months. A tender process for an 18-month contract has just been released on 5 July, and we are currently reviewing tender documents to apply. Our extremely successful Seniors Legal and Support Service (SLASS) program will also be continued.

Social Justice Services Snapshot

	TOTAL CLIENTS	CLIENT INTERACTIONS
Disability Advocacy	330	3511
National Disability Advocacy Program and Disability Royal Commission Advocacy	262	2299
Mental Health Advocacy	80	535
Seniors Legal and Support Service	107	260
Tenancy Advocacy	296	4358

"Authentic and professional help that you can count on."

Our Legal Services Team

Our Legal Team comprises of skilled solicitors who dedicate their time to helping people in vulnerable situations access free legal advice, referrals, and information and at times representation services.

Working within the community legal centre model, our team supports people facing disadvantages on various matters, such as family and domestic violence, minor criminal and civil cases, and elder abuse, mental health, disability, and tenancy.

Key Highlights

- Compared to last financial year, we have seen an increase in client numbers by 79%
- We have provided 465 child protection, domestic violence, and criminal duty lawyer services.
- Parenting arrangements and domestic/family violence legal services have been prominent with 1203 legal advices sought.
- Leading the way in court and tribunal work, our team took on 80 tribunal hearings, 41 of these being Mental Health Tribunal Hearings, this is a 28% increase of last year.

As an organisation, we implemented a new intake system, which has seen two Legal Assessment and Referral Officers hired to streamline the process and ensure better workflow. These officers collect basic details about the client and their matter, perform a conflict of interest check, and assess eligibility. This facilitates our triage and appointment system so that our solicitors can concentrate on helping clients.

In October 2020, we received Phase 3 accreditation under the CLCA's National Accreditation Scheme. This is an industry-based certification that recognises and supports good practice in the delivery of community legal services. This is a fantastic achievement for TASC, as it gives our clients and funders confidence in the quality of service we provide.

Our Ipswich Office moved to an exciting new location on Brisbane Street. Giving us more room to grow and a better location for clients to access our services easily. The team has settled in well and is enjoying the new surroundings.

In April, we received funding to expand our legal services into Goondwinda and Stanthorpe. This has enabled us to partner with Granite Belt Neighbourhood Centre to offer free legal advice to the community and surrounds via outreach services.

The Goondwinda office is located in a vital location in town on Marshall Street, next to Lives Lived Well. Our Principal Solicitor David Manwaring and CEO Frances Klaassen OAM may have been seen shopping for furniture or purchasing stationery supplies from Kmart – in true not-for-profit style!

We also have subleased our office space in Roma to include CatholicCare, helping to connect and spread the work of our services.

An essential part of strengthening skills and sharpening existing ones has been through a number of training opportunities our staff has undertaken.

Our team attended a bullying and harassment forum, vicarious trauma and managing suicidal clients training, and managing aggressive client behaviour training. As well as training, our team got together for a Legal Operational Planning Day, which saw all offices attend and provide ideas for our strategic planning. The energy and enthusiasm for TASC as an organisation and the services we provide shone through and made for a very successful planning session.

Expanding our rural reach continues to grow with criminal duty lawyer services commencing in Cunnamulla, Charleville, and Quilpie. We also travelled out to Toogoolawah to cover duty lawyer services earlier in the year.

Excellent partnerships have been formed, with one stand-out being Tony's Kitchen in Toowoomba. Tony reached out to TASC seeking assistance in providing Legal Advice Sessions at his organisation which provides meals, a shower, and laundry facilities to the homeless. We have since received funding to establish a legal assistance program in partnership with Tony's Community Kitchen. A great result!

Legal Services Snapshot

Discrete Assistance

Legal assistance that may be one-off

Information	825
Referral	3650
Legal Advice	1883
Legal Task	319

What is duty lawyer services?

A duty lawyer is a free lawyer who may be able to give you legal advice or help with your criminal law matter on your court date.

**465
duty
lawyer
services!**

"The backbone that supports all levels of the organisation."

Our Corporate Services Team

A small but highly motivated Corporate Services Team comprises of finance, governance, ICT, human resources, and administration professionals. They provide the backbone to our organisation that helps see it run smoothly and cohesively. It is also a key support area, which works closely across the organisation to provide strategic support for the different business areas.

Key Highlights

- We receive on average of 362 calls per week.
- At the height of the pandemic in 2020, we received double the average calls with our highest being 642 calls in one week.
- We have 43 staff and growing!
- Employment Hero (Our new Human Resources Management System) has had 100% take-up by staff.
- Introduction of new internal ICT Officer role to better service the ever-changing needs in the technological areas.

The Corporate Services team continues to go from strength to strength. One aspect of this has been combining finance, ICT, and human resources as one, ensuring a cohesive and productive team.

Along with direction from our Board, we have seen significant improvements to workflow and wellbeing in the workplace. With an average 7.1 out of 10 on the happiness scale scored by staff on Employment Hero in the last six months. Our client focused service has meant our team continues to support the business to recruit high calibre, professional staff.

Another fantastic development has been implementing our new human resources management software, 'Employment Hero.' Whilst modules of the system will continue to be rolled out in the new financial year the timesaving benefits are already being realised. With 100% take up across the organisation, the team has been extremely happy with how well this initiative has been received by staff.

Managers and staff have permissions based access to their HR records, can submit timesheets and leave forms online and review and sign off on policies and procedures to meet compliance requirements.

Our funding sources continue to be generous, with several State and Federal government departments supporting our growing organisation. Additional Covid19 related funding received during the year provided welcome support to increase services to the community during this period. This year we received a total of \$2363.39 in donations from the public, which were gratefully received.

Thank you to everyone who continues to support TASC!



I wish to commend your reception staff. I 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.

Your staff went out of their way to assist me!

- TASC Client

TASC Staff Call to STOP Elder Abuse

Thanks to The Chronicle in Toowoomba for helping us highlight the important, yet devastating issue of elder abuse in our community.

Over the last six months (as of 9/07/2021), TASC has unfortunately seen a significant increase of people accessing our services due to elder abuse – from 2020, we have seen an increase of 66%.

CEO Frances Klaassen OAM said that due to the ongoing pandemic, older people are more exposed to abuse from those closest to them than ever before.

"Our older generation have become more reliant on family, friends and carers over the past 18 months, which has left them exposed to being taken advantage of in all forms of abuse,"

"Financial abuse often comes hand in hand with situations like: family agreements around properties or granny flats not being fulfilled, coercion and control over financial matters where the older person is clearly being disadvantaged or pressure on bill payments, leading to personal lending – just to name a few. Along with this, nationally there has been a spike in domestic violence cases during the pandemic." Frances said.

Clients often feel like they are bystanders in their own lives and not being supported to make important decisions. At TASC we want to support people to stand up for themselves and to educate the community about the importance of older community members.

TASC is focused on working with government and other social services organisations and advocacy groups to expose and address this serious issue.

TASC believes there are three key steps to ensuring our older community is protected from abuse – they are:

1. Keep an open line of communication, listening carefully and acting appropriately.
2. Helping the older person identify that what they are experiencing is elder abuse.
3. Respecting their boundaries and choice to either seek help or not.



Disability Access: Jacob's Story

Jacob (name changed) a middle aged man with a physical disability, approached TASC seeking advocacy assistance due to concerns about the safety and accessibility of a local park near him. Following the recent refurbishments implemented by the local council, Jacob was particularly concerned about the lack of toilet facilities, paved access, seating options, shade cloth and the use of concrete building materials for the child play area, particularly following a recent article in which the local council claimed the park was 'family friendly' and 'wheelchair accessible'.

Jacob reported that he had already tried contacting the council but he was being ignored and not having his concerns heard. Following the directions of Jacob, the advocate liaised with the local council on his behalf to try and obtain a response to his concerns. The advocate learnt that Jacob's concerns had been referred to a local internal officer for consideration. Sometime after this conversation a written response was received.

The advocate advised Jacob of other potential avenues he could pursue, such as making submissions to the Queensland Ombudsman and/or Human Rights Commission if he was dissatisfied with the council's response. However during this process, Jacob learnt that the council had decided to make some of the necessary improvements to the park, including the installation of seating and paved access to the park.

Jacob expressed that the consequent improvements to the park were a direct result of his concerns being heard and actioned accordingly. The improvements had also increased his and those people he knew, who were similarly concerned and affected, their enjoyment of the park. During his involvement with the advocate, Jacob also became better informed as to complaints procedures and felt more empowered to pursue other avenues of support should he wish to continue pursuing this matter or in the event that something similar arose in the future.

Elder Abuse – Jay's Story

Jay (name changed) is a 66-year-old gentleman who struggled with addiction following a marriage breakdown. Unable to continue his employment, his adult daughter assumed care for him and relocated him to her property. Soon after moving to the property, Jay relapsed and was admitted to a health facility for treatment. During the period of his admission, his daughter became his Power of Attorney after arranging for him to sign an Enduring Power of Attorney. This Power took effect immediately which gave her personal/health and financial decision-making power on his behalf.

In ordinary circumstances, this may be seen to be a safety measure to ensure that our client had his needs met; however the Attorney took advantage of the power and actively and methodically took steps to:

- Shrink his world by removing access to community and supports;
- Stole personal possessions and all forms of identity; and
- Stole his savings which had been replenished following the matrimonial property settlement.

When his daughter was absent from the property, our client sought emergency refuge and once placed into safe alternative accommodation, reached out to our service.

Initially, the SLASS service helped Jay:

1. secure his identification;
2. revoke his EPOA;
3. and assist him in obtaining bank statements

It was discovered in this process, that the daughter had conducted a series of unauthorised transfers during the period 2018–2020 including creation of a new bank account in Jay's name and use of Jay's funds to purchase a property, for which he received no benefit.

The series of financial transactions which were corroborated by the bank statements established that the daughter had spent no less than \$412,000 of Jay's funds.

SLASS took steps on behalf of our client to recover the funds on the grounds that the actions were calculated and a clear abuse of the power under the Enduring Power of Attorney. There was evidence of deliberate conflict transactions and repeat failures to act honestly and with reasonable diligence.

Legal demand was put into action and the daughter with little persuasion, agreed to settle the matter and repay the money. Jay was also entitled to an unpaid superannuation fund since being unable to return to work and reaching retirement age.

Jay was able to be financially restored by receiving payments in excess of \$430,000!

**"Great service,
their lawyer
gave me
professional
advice that
really helped."**

**"Wow they
were so
understanding
and caring. A
great help to
me."**



Domestic & Family Violence



Solicitors and practitioners in the area of family and domestic violence have been bracing for the potential influx of matters relating to domestic and family violence following on from COVID-19 lockdowns. Service providers in this space, like TASC worked hard to ensure that the technology and infrastructure were set up and in place to allow for clients to be able to seek help and assistance and legal advice.

What we have seen and noticed over the last 12 months has been a steady increase in the numbers of domestic and family violence legal advice being provided but also we have seen and heard the nature of the violence, which appears to be escalating in its viciousness as well as in the level of complexities.

TASC has been providing legal advice sessions to women in a number of ways, such as, via telephone, teams, zoom and on-site local service providers. This was an initiative to ensure safety of those who were at risk or experiencing violence. TASC are at the same time has been providing legal advice services to men who were also suffering and/or experiencing domestic and family violence but also being a place to provide advice for those men who were using violence in relationships as perpetrators.

There have been a number of cases where TASC has assisted clients in providing legal advice and drafting documents to ensure a level of safety for our clients. One such client was a cross office collaboration where the initial advice was provided by telephone to the client. She was in a long-standing relationship that was fraught with violence and provided no security for the client or the children. The client was also at risk of homelessness and had children who all had a degree of difficulties and diagnosed disabilities. The client needed to be able to

file a protection order that would also provide her with safety of having the respondent ousted from the property. In this particular instance, the police did not assist the client by taking out a DVO despite having attended the property a number of times for various incidents. After an collaborative discussion for the best way forward for the client, a face-to-face appointment was booked for the purposes of reviewing the application and ensuring the client knew how to file her application for protection order. We ensured that the urgency was outlined in the particulars of the Temporary Protection Order to ensure that the client received the Ouster order as that was absolutely critical to her and the children's safety.

Ultimately, the client was successful in obtaining the Ouster order and the police attended the property and removed the perpetrator. We again assisted the client to draft her affidavit material in readiness for the contested hearing as the client, whilst able to secure legal aid, was unable to get an appointment with the lawyer prior to the material having to be filed. The client was very appreciative for all the help and guidance that she received.

Louise Secomb, TASC Senior Solicitor



“Louise was brilliant today, professional, caring and a shining light who walked us through the process so we understood what was happening.”

- Toowoomba Client

Domestic Violence: John's Story

John (name changed) sought advice and assistance to make application for a protection order against his former partner and mother of their child.

John had made numerous complaints to police. He felt as though they were not taking him seriously and that police had 'laughed him off' when he complained about the conduct of the other party.

John instructed that he felt like the other party was using the child to manipulate him. She would call him constantly demanding to know where he was and who he was with. She turned up to his residence on numerous occasions, banging on the front fence and yelling out to him.

John was unable to complete the process to apply for Legal Aid funding as he was self-employed and did not provide enough details to Legal Aid for them to assess his financial means. He found the process too complicated and did not know what other information Legal Aid needed to assess his application. John is a low-income earner and therefore was unable to afford to engage private representation.

Sadly, at this time of engaging with our service John was feeling like there was nothing he could do to help his situation. Our service provided advice in relation to both family law - parenting and domestic violence.

In relation to the domestic violence application – we provided advice to John in relation to the law and procedure for applying for a protection order. We assisted him to draft his application and supporting application which he filed in the Court.

At the first mention of his matter, John was only successful in obtaining a temporary protection order on the 'mandatory conditions', requiring the other party to be of good behaviour towards him and not commit domestic violence. Subsequent to the temporary protection order being made, the other party continued her behaviour towards the client.

Prior to the next court mention of John's application – he contacted our office for further advice after a serious incident, where the other party attended his house, accessed his property through a locked gate and removed the child while she was playing in the secured front yard. This was also in contravention of the existing Federal Circuit Court parenting order.

The police became involved in the matter although again did not provide assistance to the client to apply to vary the temporary protection order to obtain additional conditions for the client's protection.

Our service assisted the client to draft an application to vary protection order and request an urgent variation of the existing temporary order to add conditions that would prevent the other party from contacting our client and from attending at his residence.

The Court agreed to list the matter urgently on the day of filing and made the temporary variation as per the application.

The matter is listed for hearing.

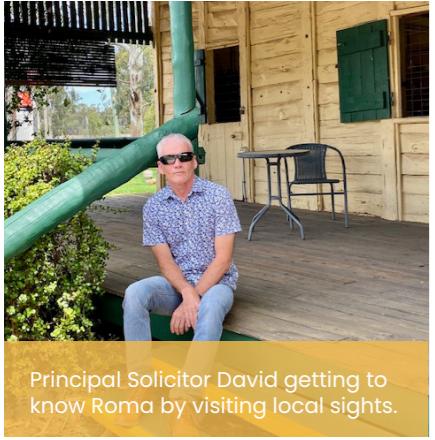
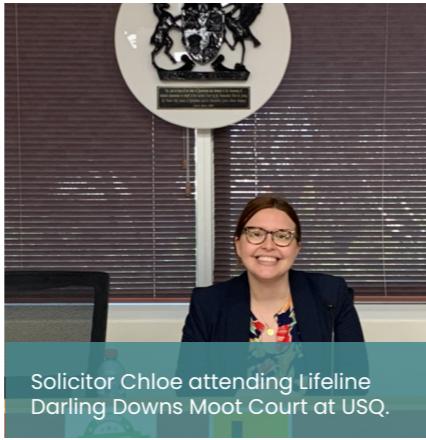
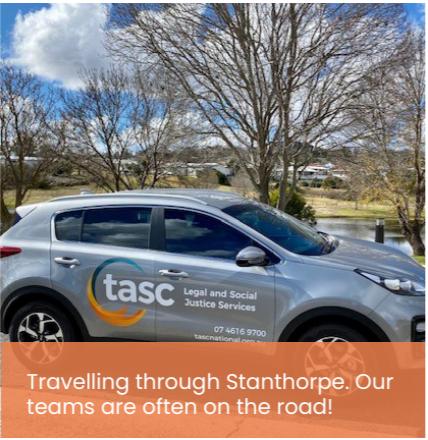
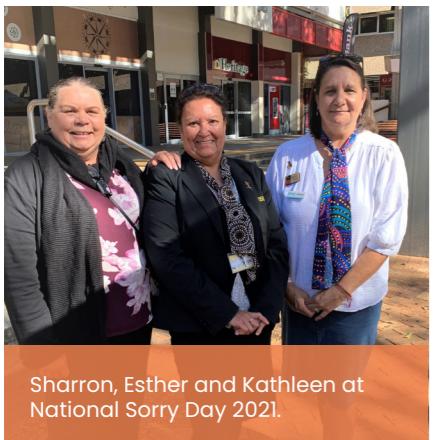


I was very stressed about going back to Court. TASC provided support, encouragement and good direction plus they were very understanding.

The service has been great!

- TASC Client

Out and About



Organising Events

In collaboration with the Marketing and Communications Team, we have now set up an Events Committee that rotates between departments for each upcoming event. This allows the organisation to work closer to better achieve our mission and vision. Showing great team work, we have successfully attended and executed: Ipswich Open Day, Toowoomba Languages and Culture Festival and NAIDOC Week Community Day – just to name a few!

Making an impact
our website and socials revitalised!

tasc Legal and Social Justice Services

ABOUT SERVICES USEFUL INFO WHAT'S NEW GET INVOLVED CONTACT

FREE LEGAL, ADVOCACY AND SOCIAL SERVICES

ABOUT US

- Over 1000 followers on Facebook!
- 77.4% are women and 22.6% are men
- 34.8% percent are from Toowoomba
- 18.7% are from Brisbane
- 1.8% are from Roma

In The Media

Local expert says elder abuse is up by more than 60 per cent

New figures show Toowoomba's rate of elder abuse has grown by 66 per cent as of 2020. We speak to a social justice service expert to find out what can be done.

Kate McCormack [Kate.McCormack@news.com.au](#)

Michael Holton [Michael.Holton@toowoombachronicle.com.au](#)

Toowoomba's leading aged care advocate said the federal budget falls short of addressing the serious concerns raised by the Royal Commission.

tasc creating solutions together

TOOMNET

TOOWOOMBACHRONICLE.COM.AU

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 have incorporated an on-boarding system created by Orange Sky called Volaby. This is a volunteer management system that helps us bring new volunteers into the fold as well as a great communication tool for upcoming volunteer activities. It is all online and potential volunteers can apply easily via our website.

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

In May, we opened our doors to the public for an Open Day in Ipswich celebrating our newly relocated office as well as to launch TASC's Volunteer Program.

Attendees at the open day had a great time networking, socialising and getting to know what it would be like to volunteer in our Legal Services Team.

Frances Klaassen OAM, TASC's CEO said that it was a great way to bring together Law Week and our new volunteer program to display what we do and how volunteers can be involved.

"TASC is a unique community legal centre, in that volunteers can learn how to truly make a difference in a real-world setting. Thank you to everyone who attended!" Frances said.



CEO Frances with Board Members Michael, Lesley and Ross with local member for Ipswich West, Jim Madden at the Ipswich Open Day.



Daisy Leadbetter and Alison O'Quinn from Inala Community Centre helped celebrate our Ipswich Open Day with TASC Solicitor Chloe.



Student Placement Hollie Macdonald being farewelled by Kym Allen, TASC's Social Justice Services Senior Practitioner.



**“We would not have been able to cope
with everything without your help.
Thank you so much.”**

– Tenancy client



Partnerships USQ STUDENT GUILD

TASC is excited to be working in partnership with the USQ Student Guild to offer free individual disability advocacy to USQ students. Special thanks to Jenny Rix (CEO of the Student Guild) for her support and making such a welcoming space available.

Students can come and see Eraj on Wednesdays from 1pm – 3pm at the Student Guild for a chat, cuppa and biscuit.

If you identify as living with anxiety, depression, post traumatic stress disorder (PTSD) or any disability we want to make sure you are being supported to the fullest. We welcome everyone who is an on-campus student at USQ. No medical documentation is required. You do not need to be an Australian resident to access this free service.

Long Service Allana Janke

Congratulations to Allana who has been with TASC for 10 years! Her achievement was honoured during our Ipswich Open Day this year, where CEO Frances Klaassen presented her with the award.

Allana is a dedicated Solicitor who provides legal advice around parenting matters, divorce, and domestic and family violence from our Ipswich office. She is also on the roster as Domestic Violence Duty Lawyer in the Ipswich Magistrates Court; and provides advice through the Family Relationship Centre as part of its partnership with TASC in Ipswich.

CEO Frances Klaassen OAM said that Allana embraces the challenges her role presents.

"Working in a Community Legal Centre is a challenging role. Allana embraces those challenges with compassionate determination to ensure that each and every person who comes to her for legal

70

Long Service Sib Redfern

Congratulations to Sib Redfern for her passion, dedication and commitment to her role here at TASC within the corporate services area for the past 10 years! Sib has supported both her team and the organisation as a whole through significant periods of growth and change. Sib has contributed beyond what has been written in her position description – often the first over the years to put her hand up to assist with those little “extra things” that are critical to a workplace’s overall amenity and functioning.



assistance is provided with exceptional guidance and support. Her care for her clients reflects the values that underpin our work here at TASC. We are proud to have you on our team Allana." Frances said.

71



Awards/Achievements Chloe Blaney

TASC's Senior Solicitor Chloe Blaney was one of the inspiring nominees for the Queensland Law Society Future Leaders Committee.

Chloe is a solicitor who has not only worked in private practice and the community legal sector but has also volunteered with Women's Legal Service Queensland for several years. In her time with TASC Chloe has achieved some incredible outcomes for the people she supports. One person she assisted with a Civil Law matter called her “truly an angel to your clients”.

The Future Leaders Committee is all about advocating on behalf of people who are in the early stages of their legal careers. Chloe is using her mentoring skills to lead TASC's new Intake, Referral and Assessment Team, which is streamlining and improving how we support people.

Although Chloe was not picked to be on the committee this time around, TASC congratulates her on this prestigious nomination!

71

In May, TASC Legal and Social Justice Services welcomed members of the Domestic and Family Violence Prevention Council at our Toowoomba office.

Along with the Domestic Violence Action Centre and Mercy Community, TASC staff shared our innovative work in addressing domestic and family violence working with clients throughout Greater South West Queensland.

Toowoomba's Senior Solicitor and Domestic Violence Action Centre Committee Member, Louise Secomb said: "Domestic Violence prevention is everyone's responsibility and the more we talk about it and work together, the more we can continue to educate our families and friends to identify what domestic violence is so we are proactive about prevention instead of reactive."

For more information on how you can play your part in ending domestic violence in our community visit www.qld.gov.au/notnownotevertogether.



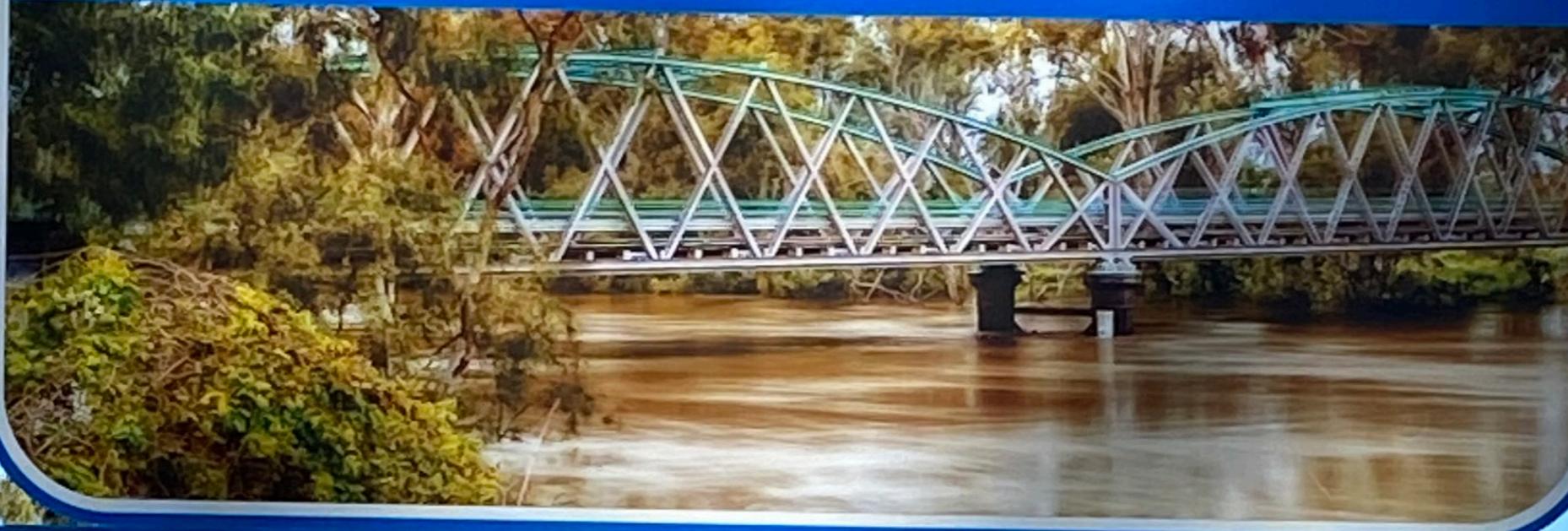
This April saw TASC staff attend the First Peoples Disability Network (FPDN) Training, coordinated by Senior Advocate for the First Peoples Disability Network's Tory Passi.

The training is specifically designed for organisations that deliver services to Indigenous people who have a disability.

Good discussions were had and the training material was outstanding with artworks reflecting the themes and issues incorporated into the presentation.

FPDN's Disability Business Training is an interactive journey through the Indigenous disability perspective and has been created using the traditional method of Aboriginal art, storytelling and yarning to provide participants with the tools to engage in a culturally safe, respectful and meaningful way when supporting Aboriginal and Torres Strait Islander people with disability to better understand the work of the Disability Royal Commission, know their rights, keep safe and be supported if they choose to share their story with the Disability Royal Commission.

Welcome to
GOONDIWINDI



i Goondiwindi 4



Professional Memberships and Accreditation

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



PROFESSIONAL MEMBERSHIPS

Australian Institute of Company Directors

Community Legal Centres QLD
Queensland

COTA Queensland

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



Australian Government
Department of Social Services



**“We would not have been able to cope
with everything without your help.
Thank you so much”**

- SLASS Client

Funding and Peak Bodies



Australian Government
Attorney-General's Department



Australian Government
Department of Social Service

Australian Government
Department of Health



Queensland
Government
Department
of Justice &
Attorney-General

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

Department of Social
Services and Health

Community
Legal Centres Qld
(Peak Body)

Tenants
Queensland Inc.

Gambling Community
Benefit Fund



Community
Legal Centres
Queensland



Queensland Government

Finance Management

Treasurer's Report

I am pleased to present the audited financial statements for the year ended 30th June 2021. TASC National completed the 2020-2021 financial year with a surplus of \$63,510 on an annual turnover of \$3,974,569. Income for the year decreased by \$30,194 from the previous year as we ceased our NDIS Support Co-ordination service which accounted for \$456,344.00. This decision was made as the profitability was not as originally forecast and driven by an organisational focus on core business for 2020-21 with a resultant increase in grant funding. The overall effect is a very minor decrease in overall income whilst increasing overall staffing for core services and a very significant increase in service delivery, well managed during COVID shut down times to ensure no interruption to continuity of service delivery.

Continued Covid 19 responses and associated streamlining within IT has seen further reduction of corporate expenditure. Items such as travel, accommodation, conference cancellations costs and overall communication expenses have accounted for these reductions. Depreciation increased by \$32,154 this financial year due to rectification of the depreciation schedule and additional IT procurement which occurred in 2020 to meet the demands of continued remote work associated with COVID.

Whilst growth in service delivery has increased compared to the previous financial year there has been no significant changes in overall expenditure. This has been the result of continued realignment of direct service delivery functions and staffing allowing for enhanced client services and increased deliverables within our services.

Associated with the increase in reach and numbers of service provided as well as rebranding work there has been an increase in TASC's profile. This new focus

has seen an increase in the marketing budget. Associated with this is a reinvigoration of the volunteer program which was successfully funded following a grant application by legal services.

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

TASC was advised in late May of a successful tender for additional funding for service areas including Goondiwindi and Stanthorpe, with a new outreach office to be established in Goondiwindi. Legal Aid also granted TASC National additional Duty Lawyer services covering western communities including Quilpie, Charleville & Cunnamulla.

The Social Justice Services team within TASC continues to support people to access individual disability advocacy for the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, and Disability and Mental Health rights advocacy services for the people of Ipswich, Toowoomba and South-Western Queensland.

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 within our communities.

Sarah Webb



Financial Report Summary

Income Statement - For the year ended 30 June 2021

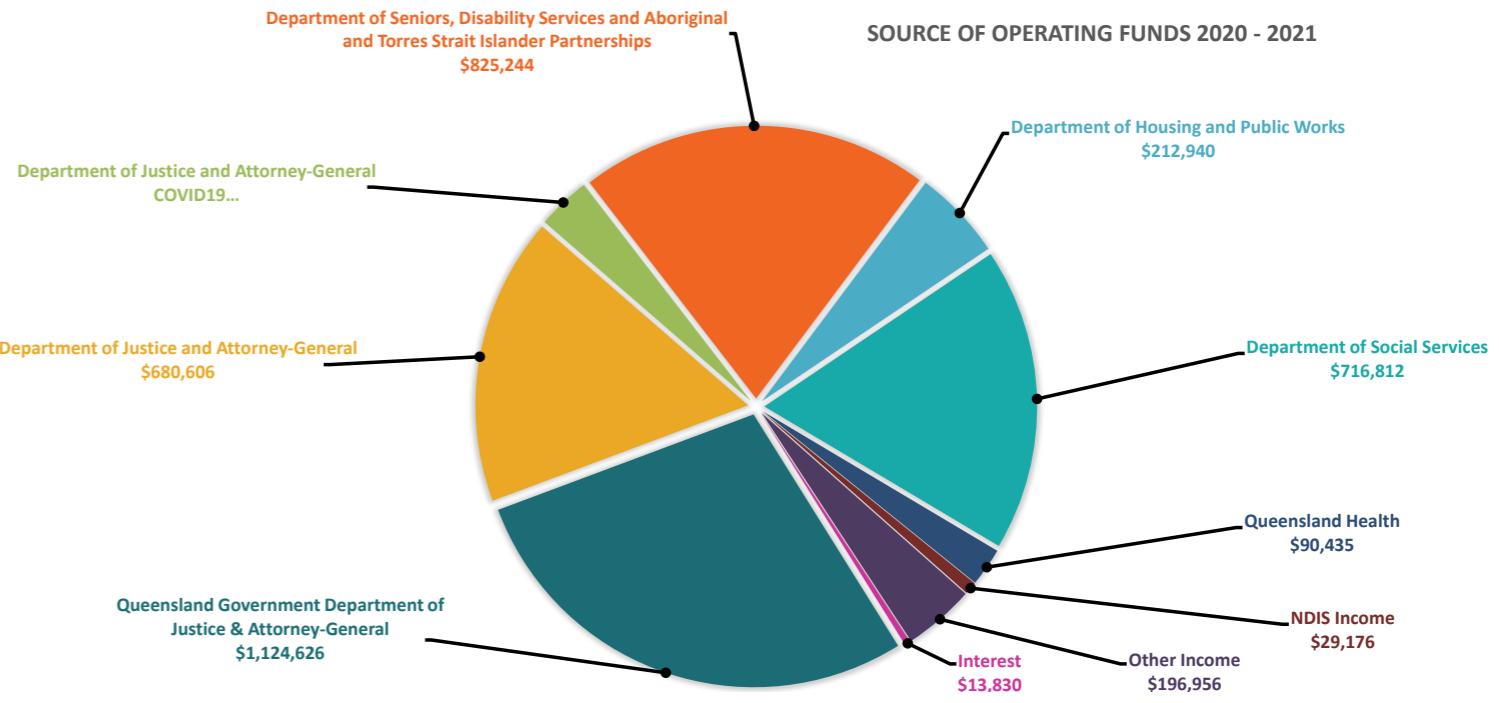
INCOME STATEMENT	2021	2020	EXPENSES	2021	2020
Grants	3,784,410	3,397,087	Marketing expenses	33,837	11,102
Donations	2,364	379	Occupancy expenses	100,635	126,928
Interest	13,830	17,384	Administration expenses	3,214,375	3,284,091
Other	173,824	627,040	Depreciation	97,681	65,528
Professional Service Income	-	11,271	Other expenses from ordinary activities	472,109	478,766
Rental income	13,971	9,923	Borrowing costs expense	6,253	2,966
Revenue	3,988,400	4,063,084	Expenses	3,924,890	3,969,381

Surplus for the period	2021	2020
Surplus	63,510	93,703

Balance Sheet as at 30 June 2021

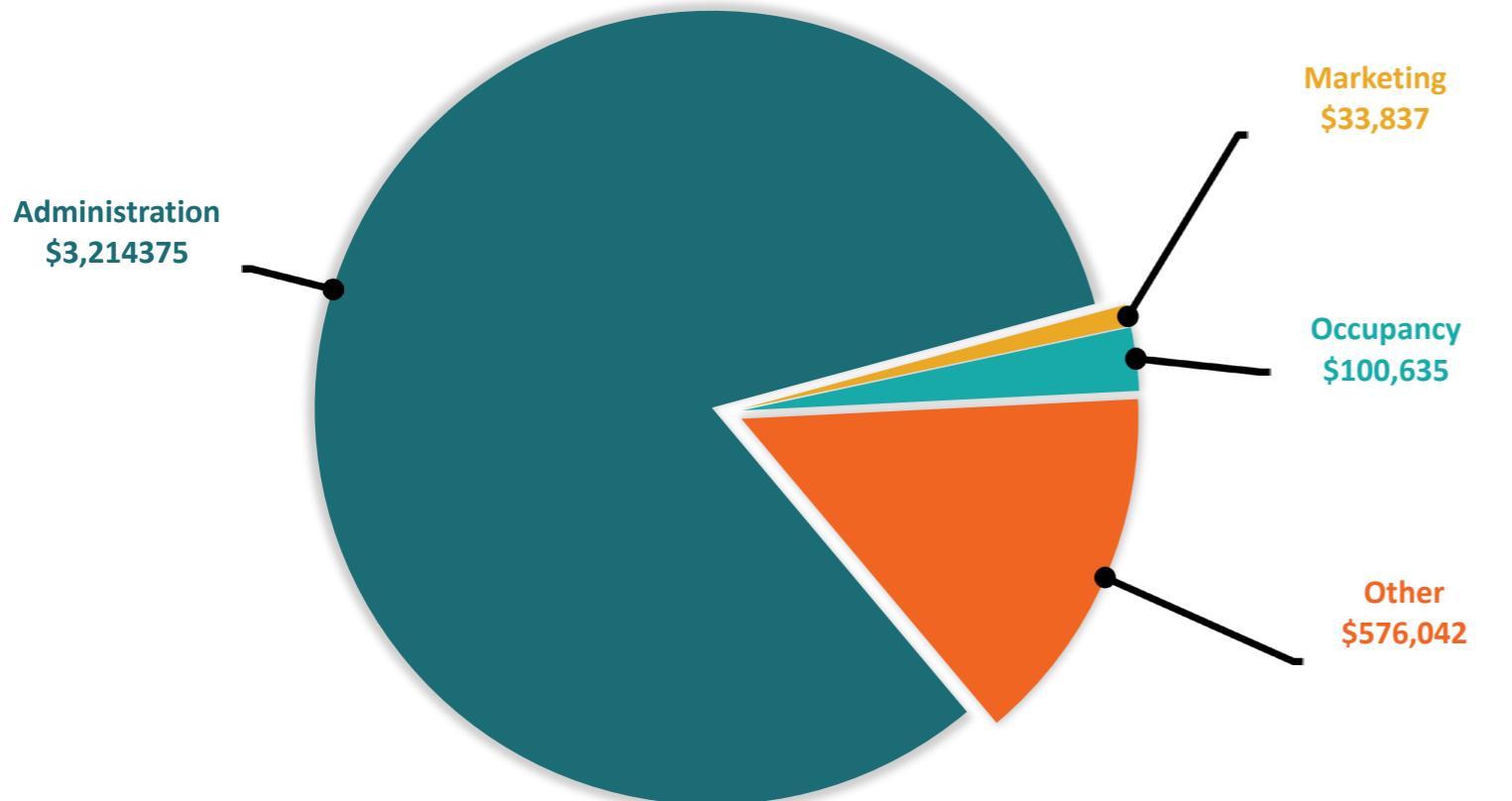
ASSETS	2021	2020	LIABILITIES	2021	2020
Current Assets			Current Liabilities		
Cash and cash equivalents	1,516,859	1,248,259	Trade and other payables	840,520	724,841
Trade and other receivables	14,265	28,801	Financial liabilities	60,294	32,447
Total current assets	1,531,124	1,277,060	Provisions	258,611	231,535
			Total current liabilities	1,159,425	988,823
Non-current assets			Non-current liabilities		
Property plant and equipment	327,168	249,156	Financial liabilities	118,913	17,216
Total non-current assets	327,168	249,156	Provisions	36,030	39,762
Total assets	1,858,292	1,526,216	Total non-current liabilities	154,943	56,978
			Total liabilities	1,314,368	1,045,801
EQUITY					
Retained surplus					
Total equity					
			2021	2020	
			543,924	480,415	
			543,924	480,415	

Source of Operating Funds 2020 - 2021



SOURCES OF OPERATING FUNDS 2020 - 21	
"Queensland Government Department of Justice & Attorney-General \$1,124,626"	1,124,626
"Department of Justice and Attorney-General \$680,606"	680,606
"Department of Justice and Attorney-General COVID19 \$126,247 "	126,247
"Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships \$825,244"	825,244
"Department of Housing and Public Works \$212,940"	212,940
"Department of Social Services \$716,812"	716,812
"Queensland Health \$90,435"	90,435
"NDIS Income \$29,176"	29,176
"Other Income \$196,956"	168,483
"Interest \$13,830"	13,830

USE OF OPERATING FUNDS 2020 - 2021



USE OF OPERATING FUNDS 2020 - 21

Administration	\$3,214,375
Marketing	\$33,837
Occupancy	\$100,635
Other	\$576,042

2021 Expenditure Statement

Grants	Income C/F	Recurring	Non Recurring Grants	
Queensland Government Department of Justice & Attorney-General	14,504.76	1,110,121.00		1,124,625.76
Department of Justice and Attorney-General			33,000.00	33,000.00
Department of Justice and Attorney-General		680,606.34		680,606.34
Department of Justice and Attorney-General			93,247.20	93,247.20
Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships	43,614.57			43,614.57
Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships		300,469.13		300,469.13
Tenants Queensland Inc.	20,897.69	192,041.89		212,939.58
Department of Social Services	188,669.59	390,341.29		579,010.88
Department of Social Services			137,801.61	137,801.61
Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships		452,687.30		452,687.30
Queensland Health		90,435.20		90,435.20
Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships			28,472.70	28,472.70
Community Legal Centres Qld				-
Gambling Community Benefit Fund			7,500.00	7,500.00
Total Grant Income	267,686.61	3,216,702.15	300,021.51	3,784,410.27

Professional Services Income				0.00
NDIS Income			29,175.53	29,175.53
Duty lawyer Service			65,024.82	65,024.82
MENTAL Health Review Tribunal			44,626.75	44,626.75
Other income				
Other income		20,190.47		
Interest		13,830.38		
Rental Income		13,971.08		
Royalties from Book Sales		7.12		
Donantions		2,363.39		
Profit on Sale of Motor Vehicle		14,799.31		65,161.75

Rounding				
Total Income (ex Income Carried Forward)				3,988,399.12

Directors' Declaration

Lesley Beames

Director

TASC National Board of Directors

Sarah Webb

Director

TASC National Board of Directors

AUDITED FINANCIAL STATEMENT

TASC NATIONAL LIMITED
ABN 14 611 777 087

TABLE OF CONTENTS

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 2021 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*.

Lesley Beames
Director

Sarah Webb
Director

Dated: 31/08/2021
Toowoomba

Director's Report

1 – 5

Auditor's Independence Declaration

6

Financial Report

Statement of Profit or Loss and Other Comprehensive Income

7

Statement of Financial Position

8

Statement of Changes in Equity

9

Statement of Cash Flows

10

Notes to the Financial Statements

11 – 21

Director's declaration

22

Independent Audit Report

23 – 24

Disclaimer

25

Detailed Income Statement – Legal Aid funding

26

Detailed Income Statement – Legal Aid - COVID-19 FLAS

27

Detailed Income Statement – Legal Aid – COVID-19 ICT

28

Detailed Income Statement – QSTARS

29

TASC NATIONAL LIMITED

**DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2021**

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2021.

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
Michael Joseph Maguire
Lesley Jenet Beames
James Andrew Rawlings – resigned 8th June 2021
Reagan Philip Wilson
Craig Anthony Armstrong
Ross David Morgan – appointed 2nd February 2021
Sarah Margaret Phelan Webb – appointed 23rd March 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 2021**

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 2021**

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:	James Andrew Rawlings
Title:	Director
Experience and expertise:	Jim is Managing Director of Hooper Accountants, a trusted local accounting firm based in Toowoomba and Pittsworth. Jim is an experienced accountant, financial planner, business advisor, manager and leader. Jim has more than 20 years' experience in accounting public practice, primarily in business development, taxation, succession planning and general accounting. His professional focus is on business development and growth, with the bulk of his time spent on business analysis and forecasting.
Special responsibilities:	Treasurer

TASC NATIONAL LIMITED

**DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2021**

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

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

TASC NATIONAL LIMITED
DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2021

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 2021, and the number of meetings attended by each director were:

Director	Attended	Held
Lesley Jenet Beames	10	10
Craig Anthony Armstrong	10	10
Alison Deirdre Kennedy	9	10
Michael Joseph Maguire	9	10
Reagan Philip Wilson	6	10
Sarah Margaret Phelan Webb	4	4
Ross David Morgan	3	4
James Andrew Rawlings	5	10

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

Sarah Webb
Director

Dated:
31/08/2021
Toowoomba

- 5 -



Crowe Audit Australia

ABN 13 969 921 386

146 Mort Street
Toowoomba QLD 4350
PO Box 22
Toowoomba QLD 4350
Australia

Main +61 (07) 4614 2200
Fax +61 (07) 4639 1303
www.crowe.com.au

Auditor's Independence Declaration

As an auditor of TASC National Limited for the year ended 30 June 2021, 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

Bruce Preston
Partner

31 August 2021
Toowoomba

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 the Crowe Australasia external audit division. 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.

© 2021 Findex (Aust) Pty Ltd

- 6 -

TASC NATIONAL LIMITED

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2021**

	Notes	2021 \$	2020 \$
Revenue	2	3,974,569	4,045,700
Interest revenue		13,830	17,384
Communication expenses		(37,950)	(50,875)
Interest expenses		(1,533)	(2,966)
Depreciation		(97,681)	(65,527)
Finance, audit and accounting expenses		(24,674)	(44,875)
Insurance expenses		(23,826)	(25,725)
Employee benefits expense		(3,214,375)	(3,284,093)
Library, resources and subscriptions expenses		(118,726)	(42,978)
Minor equipment expenses		(16,013)	(28,617)
Occupancy costs		(56,672)	(58,144)
Office overhead expenses		(93,611)	(104,116)
Programming and planning expenses		(165,176)	(102,915)
Rent expenses		(27,561)	(63,521)
Repairs and maintenance		(16,402)	(5,264)
Travel expenses		(23,680)	(63,271)
Bad debts expense		(7,011)	(26,493)
Surplus/(deficit) before income tax expense		63,510	93,704
Income tax expense	1(d)	-	-
Surplus/(deficit) after income tax expense for the year attributable to the members of TASC National Limited		63,510	93,704
Other comprehensive income for the year, after tax		-	-
Total comprehensive income/(deficit) for the year attributable to the members of TASC National Limited		63,510	93,704

TASC NATIONAL LIMITED

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021**

	Notes	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents	3	1,516,859	1,248,259
Trade and other receivables	4	14,265	78,802
TOTAL CURRENT ASSETS		1,531,124	1,327,061
NON-CURRENT ASSETS			
Property, plant and equipment	5	195,958	249,156
Right-of-use asset	6	131,210	-
TOTAL NON-CURRENT ASSETS		327,168	249,156
TOTAL ASSETS		1,858,292	1,576,216
CURRENT LIABILITIES			
Trade and other payables	7	840,520	774,841
Borrowings	8	19,016	32,447
Employee benefits	9	258,611	231,535
Lease Liabilities	10	41,278	0
TOTAL CURRENT LIABILITIES		1,159,425	1,038,823
NON-CURRENT LIABILITIES			
Borrowings	8	25,196	17,216
Employee benefits	9	36,030	39,762
Lease Liabilities	10	93,716	0
TOTAL NON-CURRENT LIABILITIES		154,942	56,978
TOTAL LIABILITIES		1,314,367	1,095,801
NET ASSETS		543,924	480,415
EQUITY			
Retained surplus		543,924	480,415
TOTAL EQUITY		543,924	480,415

The accompanying notes form part of these financial statements.

- 7 -

The accompanying notes form part of these financial statements.

- 8 -

TASC NATIONAL LIMITED

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2021**

	Retained surpluses \$	Total equity \$
Balance at 1 July 2019	386,712	386,712
Surplus after income tax expense for the year	93,704	93,704
Total comprehensive income for the year	93,704	93,704
Balance at 30 June 2020	480,415	480,415
Balance at 1 July 2020	480,415	480,415
Surplus after income tax expense for the year	63,510	63,510
Total comprehensive surplus for the year	63,510	63,510
Balance at 30 June 2021	543,924	543,924

TASC NATIONAL LIMITED

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021**

	Notes	2021 \$	2020 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers		4,039,105	4,098,477
Payments to suppliers and employees		(3,734,096)	(3,686,174)
Interest expense on lease liabilities		(4,091)	-
Interest received		13,830	17,384
Net cash (used in) operating activities	12	314,749	429,687
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from the disposal of property, plant and equipment		50,049	-
Payment for property, plant and equipment		(65,247)	(1,362)
Net cash (used in)/provided by investing activities		(15,198)	(1,362)
CASH FLOW FROM FINANCING ACTIVITIES			
Repayment of borrowings		(57,948)	(36,064)
Net cash (used in)/provided by financing activities		(57,948)	(36,064)
Net increase/(decrease) in cash held		241,601	392,261
Cash at beginning of financial year		1,248,258	855,997
Cash at end of financial year	3	1,516,859	1,248,258

The accompanying notes form part of these financial statements.

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021****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.

TASC NATIONAL LIMITED**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021****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 estimated 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 economic 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.

TASC NATIONAL LIMITED**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021****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 expected net cash flows have not been discounted to present values in determining recoverable amounts.

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021****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.

TASC NATIONAL LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

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.

When the company applies an accounting policy retrospectively, makes a retrospective restatement or

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

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.

	2021	2020
	\$	\$
NOTE 2: REVENUE		
Grant income	3,784,410	3,397,087
Professional services income	0	11,271
NDIS income	29,176	456,234
Duty Lawyer fees	65,025	45,815
Mental Health review	44,627	24,991
Other income	<u>51,324</u>	<u>127,686</u>
	<u>3,974,562</u>	<u>4,063,084</u>
Other Income		
- ATO cash flow bonus	-	100,000
- rental income	13,971	9,923
- other	<u>37,353</u>	<u>17,763</u>
	<u>51,324</u>	<u>127,686</u>
NOTE 3: CASH AND CASH EQUIVALENTS		
Cash on hand	901	800
Cash at bank	1,515,958	809,726
Term deposits	<u>-</u>	<u>437,733</u>
	<u>1,516,859</u>	<u>1,248,258</u>
NOTE 4: TRADE AND OTHER RECEIVABLES		
CURRENT		
Trade receivables	2,985	64,050
Other receivables	1,597	5,069
Deposits	<u>9,683</u>	<u>9,683</u>
	<u>14,265</u>	<u>78,802</u>

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

NOTE 5: PROPERTY, PLANT AND EQUIPMENT

LEASEHOLD IMPROVEMENTS

At cost	155,041	142,408			
Less accumulated depreciation	(137,584)	(132,029)			
	<u>17,457</u>	<u>10,379</u>			

PLANT AND EQUIPMENT

(a) Plant & equipment					
At cost	363,451	339,138			
Less accumulated depreciation	(289,601)	(244,968)			
	<u>73,848</u>	<u>94,172</u>			
(b) Motor vehicles					
At cost	156,841	241,691			
Less accumulated depreciation	(73,802)	(121,521)			
	<u>83,039</u>	<u>120,170</u>			
(c) Furniture, fixtures & fittings					
At cost	51,925	48,410			
Less accumulated depreciation	(30,312)	(23,974)			
	<u>21,613</u>	<u>24,436</u>			
Total plant and equipment	178,500	238,777			
Total property, plant and equipment	<u>195,958</u>	<u>249,156</u>			

TASC NATIONAL LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

- 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 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)(97,68 1)
Balance at 30 June 2021	17,457	73,849	83,039	21,613	195,958
Balance at 30 June 2020					
Balance at the beginning of the year	12,161	126,535	147,903	26,723	313,322
Additions	-	1,362	-	-	1,362
Disposals	-	-	-	-	-
Depreciation expense	(1,782)	(33,727)	(27,732)	(2,287)	(65,528)
Balance at 30 June 2020	10,379	94,170	120,171	24,436	249,156

The accompanying notes form part of these financial statements.

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

	2021	2020
	\$	\$
NOTE 6: RIGHT-OF-USE ASSET		
Land and buildings -right-of-use	160,495	-
Less: Accumulated depreciation	(29,285)	-
	<u>131,210</u>	<u>-</u>

NOTE 7: TRADE AND OTHER PAYABLES

CURRENT		
Income carried forward	600,247	553,574
Trade payables	22,169	9,612
Sundry payables and accruals	216,497	210,048
Employee social club	1,607	1,607
	<u>840,520</u>	<u>774,842</u>

NOTE 8: BORROWINGS

CURRENT		
Borrowings	19,016	32,446
NON-CURRENT	19,016	32,446
Borrowings	25,196	17,216
	44,213	17,216
	<u>44,213</u>	<u>49,662</u>

NOTE 9: EMPLOYEE BENEFITS

CURRENT		
Annual leave	193,060	187,224
Long service leave	65,551	44,311
NON-CURRENT	258,611	231,535
Long service leave	36,030	39,762
	36,030	39,762
	<u>294,641</u>	<u>271,297</u>

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

	2021	2020
	\$	\$
NOTE 10: LEASE LIABILITIES		
Lease liability - Current	41,278	-
Lease liability – Non-current	93,716	-
	<u>134,994</u>	<u>-</u>

NOTE 11: COMMITMENTS

Finance lease

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

Payable – minimum payments		
- not later than 12 months	31,748	34,621
- between 12 months and 5 years	18,032	17,684
Minimum payments	49,780	52,305
Less future finance charges	(5,566)	(2,598)
Total finance lease	<u>44,214</u>	<u>49,708</u>

Office lease liability

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

Payable – minimum payments		
- not later than 12 months	44,442	-
- between 12 months and 5 years	93,716	-
Minimum payments	138,158	-
Less future finance charges	(3,165)	-
Total office lease	<u>134,993</u>	<u>-</u>

The company has no other commitments for expenditure as at 30 June 2021 (2020: NIL)

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

	2021 \$	2020 \$
NOTE 12: CASH FLOW INFORMATION		
Reconciliation of cash flow from operations with deficit after income tax		
Surplus/(deficit) from operating activities after income tax	63,510	93,704
Non-cash flows in surplus/deficit		
Depreciation	97,681	65,529
Changes in assets and liabilities		
(Increase)/decrease in receivables	64,537	52,777
Increase/(decrease) in payables	65,679	222,892
Increase/(decrease) in provisions	23,344	(5,214)
Net cash flows from operations	<u>314,749</u>	<u>429,688</u>

NOTE 13: 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	10,900	9,500
<i>Other services – Crowe Audit Australia</i>		
Preparation of the financial statements	1,000	2,300
<i>Other services – Findex</i>		
Preparation and lodgement of FBT and Other Business Services	2,125	11,250
	<u>14,025</u>	<u>23,050</u>

NOTE 14: CONTINGENT LIABILITIES

In the opinion of the directors, the company did not have any contingencies at 30 June 2021 (2020: None).

NOTE 15: 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 16: 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

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 2021 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*.

Lesley Beames

Director

Sarah Webb

Director

Dated: 31/08/2021
Toowoomba



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 2021, 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 2021 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 the Crowe Australasia external audit division. 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.

© 2021 Findex (Aust) Pty Ltd

Crowe Audit Australia
ABN 13 969 921 386
146 Mort Street
Toowoomba QLD 4350
PO Box 22
Toowoomba QLD 4350
Australia
Main +61 (07) 4614 2200
Fax +61 (07) 4639 1303
www.crowe.com.au



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

Preston

Bruce Preston
Partner

6 September 2021
Toowoomba

TASC NATIONAL LIMITED

**DETAILED INCOME AND EXPENDITURE STATEMENT – LEGAL AID
FOR THE YEAR ENDED 30 JUNE 2021**

	2021
	\$
INCOME	
Carried forward income	105,683
Grant income – Commonwealth	789,879
Grant income – State	1,110,121
Other income	5,570
TOTAL INCOME	2,011,253
LESS EXPENSES	
Communication	21,479
Depreciation	40,458
Finance, audit & accounting	10,008
Insurance	13,077
Library, resources & subscription	16,792
Minor equipment	8,162
Office overheads	50,908
Other on costs	27,540
Other premises costs	37,250
Program costs	25,508
Rent	48,228
Repairs & maintenance	11,877
Salaries & wages	1,345,431
Staff recruitment	7,139
Staff training	11,593
Superannuation	122,988
Travel	12,365
TOTAL EXPENSES	1,810,803
SURPLUS/(DEFICIT)	200,450

TASC NATIONAL LIMITED.

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

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 2021**

	2021 \$
INCOME	
Grant income – Commonwealth	160,842
TOTAL INCOME	<u>160,842</u>
LESS EXPENSES	
Communication	716
Depreciation	1,152
Finance, audit & accounting	371
Insurance	128
Library, resources & subscription	622
Minor equipment	459
Office overheads	1,570
Other on costs	942
Other premises costs	1,206
Program costs	763
Repairs & maintenance	238
Salaries & wages	77,251
Staff recruitment	477
Staff training	420
Superannuation	6,903
Travel	29
TOTAL EXPENSES	93,247
SURPLUS/(DEFICIT)	<u>67,595</u>

TASC NATIONAL LIMITED

**DETAILED INCOME AND EXPENDITURE STATEMENT
LEGAL AID – COVID-19 ICT FUNDING
FOR THE YEAR ENDED 30 JUNE 2021**

	2021 \$
INCOME	
Grant income – Commonwealth	33,000
TOTAL INCOME	<u>33,000</u>
LESS EXPENSES	
Minor equipment	9,880
Office overheads	2,157
Program costs	1,400
Repairs & maintenance	180
Salaries & wages	17,701
Superannuation	1,682
TOTAL EXPENSES	33,000
SURPLUS/(DEFICIT)	<u>0</u>

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

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 2021**

INCOME

Grant income – State	218,703
Income carried forward	20,898
Other income	631
TOTAL INCOME	240,232

LESS EXPENSES

Communication	1,496
Depreciation	3,027
Finance, audit & accounting	960
Insurance	1,050
Library, resources & subscription	3,860
Minor equipment	999
Office overheads	5,240
Other on costs	4,388
Other premises costs	2,328
Programming & Planning costs	2,880
Repairs & Maintenance	520
Salaries & wages	167,964
Staff recruitment	1,138
Staff training	2,228
Superannuation	15,017
Travel	476
TOTAL EXPENSES	213,571
SURPLUS/(DEFICIT)	26,661

2021

\$



Crowe Audit Australia

ABN 13 969 921 386

146 Mort Street

Toowoomba QLD 4350

PO Box 22

Toowoomba QLD 4350

Australia

Main +61 (07) 4614 2200

Fax +61 (07) 4639 1303

www.crowe.com.au

Disclaimer

To the Directors of TASC National Limited

The additional financial data presented on the following pages is in accordance with the books and records of the company which have been subjected to the auditing procedures applied in our audit of the company for the financial year ended 30 June 2021. It will be appreciated that our audit did not cover all details of the additional financial data.

Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than the TASC National Limited) in respect of such data, including any errors of omissions therein however caused.

Crowe Audit Australia

Crowe Audit Australia

Bruce Preston
Partner

6 September 2021
Toowoomba

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 the Crowe Australasia external audit division. 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.

© 2021 Findex (Aust) Pty Ltd

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

- 29 -

- 30 -



**Legal and Social
Justice Services**