

Seniors Legal and Support Service - SLASS

What happens when I call SLASS for assistance?

Intake

When you first make contact with TASC to seek assistance through our SLASS program, one of our reception staff will guide you through our intake process.

As part of this process we will go through a list of questions to collect some of your details; some of this information includes your address, date of birth and details about the matter for which you are calling.

We will also complete a Conflicts of Interest Check. This check involves searching our data-base to make sure there are no conflicts of interest in relation to you or your matter, just as every legal service is required to do. If no conflict exists, we will proceed.

Allocation

After intake, our reception staff will provide your details to one of our Team, where we then assess the suitability and priority of your matter and will then allocate it to one of the SLASS team members.

Initial Contact

A SLASS team member will make contact with you initially via phone. They may be able to assist you with your matter on the spot. If we need to meet with you, an appointment will be arranged for you to attend our office. If, however, you are unable to meet with us in our office, we may be able to come to you.

First Appointment

Your first appointment will be with a SLASS solicitor and a Social Worker. Appointments are generally scheduled for an hour. You will need to bring all relevant documentation with you and any aids you need (such as glasses). We will discuss your matter with you and provide the advice and support that we are able to.

Contact us

Call: our reception on

1300 008 272 or 4616 9700
weekdays between 9am - 4.30pm.

Email: reception@tascnational.org.au

You can give permission for someone to ring on your behalf.

Toowoomba

223 Hume St
PO Box 594
Toowoomba QLD 4350
Ph: 07 4616 9700

Ipswich

60 South St
PO Box 38
Ipswich QLD 4305
Ph: 07 3812 7000

Roma

96 Arthur Street
PO Box 794
Roma QLD 4455
Ph: 07 4523 6600

Warwick

69 Guy Street
Warwick QLD 4370

Ph: 07 4616 9700