

What is Advocacy?

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

A Disability Advocate promotes the human and legal rights of people with a disability so that they can make informed decisions affecting their lives and engage fully in their community.

This is done with minimal conflict of interest, acting solely in the best interest of the person.

What can TASC do for me?

- If you are a person living with a disability or a mental illness and feel that your human or legal rights are being denied then you can contact TASC.
- TASC is a free confidential service that provides a diverse range of legal, advocacy and social services for people who live in Toowoomba, Ipswich and the South West Region.

You can contact TASC through:

1. our website: www.tascnational.org.au
2. email: reception@tascnational.org.au
3. or phone:

Toowoomba	07 4616 9700
Ipswich	07 3812 7000
Roma	07 4523 6600

Will my information be confidential?

TASC follows the guidelines of the Australian Privacy Principles in its information management practices. At the initial contact, clients will be told what information is being collected, how their privacy will be protected and their rights in relation to the information.

What happens if I need an interpreter?

TASC will assist in arranging an interpreter if required.

How can I provide feedback or make a complaint?

We value your feedback on our services. Once a service has been provided to you, we welcome you to complete one of our Client Surveys.

If you wish to make a complaint, you may do so verbally or in writing to:

TASC National

PO Box 594
Toowoomba QLD 4350

or via email to:

reception@tascnational.org.au

Alternatively, you can give your written feedback to a staff member or reception.

For further assistance please contact your nearest TASC location.

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