



CREATING SOLUTIONS TOGETHER

ANNUAL REPORT 2015-2016

TASC National Limited



tasc
creating solutions
together

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 our clients through creating solutions together.

OUR VALUES

Dedication

We are dedicated to the cause of social justice and our actions, thoughts and efforts focus first and foremost on this.

Open, Honest and Respectful Communication

We communicate openly, honestly with fairness, respectfulness and dignity. The people we connect with at TASC won't always remember what we said or did, but they 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 in being innovative and adaptable to meet and overcome the challenges we face in delivering social justice and we are not afraid to take educated risks to achieve great things.

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

We are here for our clients above all else – as marginalised people in our community, our clients are the ones who need us to be at our best every day.

Driven and Tenacious

We show persistence in achieving outcomes that we know are right 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 demonstrate pride in our commitment.

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.

Contents

Chairperson's Report	4
CEO Report	6
Legal Services Report	10
Reflection - Kirsten Dengler	13
Case Study - Roma	14
What they said	15
Case Study - Disability Law Project	16
Queensland Social Justice Centre	18
Statistical Highlights	19
Advocacy and Social Services Report	20
Case Study - SLASS	22
Case Study - Disability Advocacy	24
Case Study - QSTARS	25
Business Services Report	26
Organisational Services Report	28
Financial Report Summary	30
Statement by Members	32
Volunteers	33
Social Enterprise Report	34
Directors Profiles	36
Affiliations	38
Organisational Structure	39
Our Rural and Regional Partners	40

Chairperson's Report

What a year it's been! In the world of non-profits, sustainability is key! It's a difficult rub though, because building a sustainable organisation requires sustainability at multiple levels! Having a financially sustainable non-profit does not necessarily equate to all the other facets of running it being always equally as sustainable. The life on a non-profit is filled with ebb and flow. From a financial perspective alone, the waters are difficult to charter, because with one eye you're watching your current revenue streams, while keeping the other eye on potential other streams or trends, with a head that won't let you forget that all of it can change in a political heart-beat. It's a rugged business!

Be that as it may, if there is one defining characteristic of 2016 that can be marked in the annals of TASC's history, at least at a strategic level, it's been all about "getting the house in order."

This year saw the organisation cross the abyss from adolescence to adulthood, transitioning from an incorporated association to a company under the audacious name, TASC National and underpinned by an equally, audacious but realistic strategic plan.

One characteristic of the 2016-2019 Strategic Plan is to respond to communities, regardless where they are, who need the help of an innovative, collaborative and multi-dimensional approach to resolving issues of which they're experiencing. To this end, this year TASC opened an office in Roma and more recently, has responded to community need and we're now piloting a service in Kingaroy.

TASC's willingness to roll up its sleeves or tighten its boots are characteristics that from a brand perspective, give it its "chutzpah."

According to the Collins Dictionary, the term means, "confidence or courage that allows someone to do things that may seem surprising to others."

When I reflect on TASC's chutzpah moments, I think of Gillian Mason Johnson in the eighties, the then manager of what was then the Toowoomba Community Legal Service, knocking on the doors

of local lawyers, igniting that social justice bent that had been doused out by 4 years of studying law by giving them the opportunity of working with the most disadvantaged in our community, for free and out of a space that was akin to a public toilet block.

I think of John Stewart, a courageous bunch of women and a crazy Canadian (in the nicest possible way) who took it upon themselves with the help of Legal Aid Queensland and connected the whole southwest region with what was then state of the art video conferencing technology, enabling women in very difficult circumstances of which domestic violence was common place, to be able to connect with lawyers and other allied professionals.

I also remember a plethora of events of which a member of TASC went to work for someone who was in the most dire of circumstances, be it standing beside them in a court, or strenuously defending their rights against an organisation that were further marginalising them, and TASC people defied the odds and ultimately changed lives as a result and even legislation.

Needless to say, I love "chutzpah."

In that spirit, I thank Philippa Whitman, our CEO for her leadership, her stoic commitment to building strategic partnerships and who day after day both methodically and tirelessly keeps stoking the "chutzpah" fire (and just won't let those boots fall off the logo).

My special thanks to all those who do the work at TASC, from reception through to our growing fleet of professional staff for the work you do! Our renowned reputation is built upon this!

Thank you to Naomi Wilson, our wise HR consultant for helping us build a people strong organisation.

Thank you to my fellow board members, Michael Maguire, Kurt Alexander, Lesley Beams and Justin Searle for your wisdom and commitment to this organisation.

Dan Toombs
Chairperson



**The best way
to predict the
future is to
create it.**

Peter Drucker

CEO Report

The past year at TASC records more growth and remarkable achievements across the range of our programs and Services.

In 1983, TASC commenced delivering services in Toowoomba as a small group of people committed to helping those most in need. From the Toowoomba Community Legal Service to The Advocacy and Support Centre Inc., TASC has grown in the last 33 years into a formidable organisation. This year, we took the step of moving from our status as an Incorporated Association to a Company; from a Management Committee to a Board of Directors. TASC National Limited with offices operating as TASC Ipswich, TASC Toowoomba and TASC Roma, now stands ready for a bold future in challenging, exciting times.

Whilst there is increasing pressure on Community Legal Services such as ours to extend our service delivery and be more innovative in the ways that we do so, our priority remains the same - to focus on client outcomes. Our statistics for the past 12 months are sound, and in each Program we have well exceeded our targets. These achievements continue to reflect our commitment to the continued provision of legal and advocacy work and services to support our clients. The uniformly high standard of advice and assistance that has been provided by TASC over the past year is a credit to our staff and volunteers.

The past year's activities have been dominated by a number of events. They have included:-

- » The launch of our Culturally and Linguistically Diverse Action Plan in August 2015
- » Our appointment as the Queensland Representative Member Organisation of the National Ethnic Disability Alliance in September 2015
- » The commencement in October 2015 of delivery of the Queensland Statewide Tenants' Advice and Referral Service (QSTARS) in Toowoomba and South West Queensland
- » The commencement in January 2016 of TASC Roma, our new legal service providing services to Roma and the surrounding areas of the Maranoa
- » The launch of the new TASC website at www.tascnational.org.au

- » The rebranding of our TASC logo to emphasise the strong branding attached to our historic work boots; in addition to new branding and tag line **"TASC – creating solutions together"**
- » The commencement of our fortnightly outreach legal service in Kingaroy.

We continue to prioritise the delivery of our services to regional and rural areas. Our regional presence is reinforced by our presence in our new Roma office and our regular attendances at Regional Legal Forums in Ipswich and South West Queensland. TASC continues membership on the Council of the National Rural Law & Justice Alliance. We attend interagency meetings for both disability and mental health service providers in Ipswich, Toowoomba and Roma. Our outreach services continue: through both face-to-face and video/skype appointments for legal services to Dalby, Chinchilla, Miles, Charleville, Cunnamulla, St George, Goondiwindi, Tara, Warwick, Stanthorpe and more recently to Kingaroy.

Our offices in Ipswich and Warwick continue to struggle to meet the unmet need in these areas. This is the most challenging part of our work. Our continuing presence and strength in these areas is bound up with our clients, vulnerable and marginalised, who might otherwise not have access to legal services.

In April 2016 we undertook an invigorating Strategic Planning and Organisational Review and developed our new TASC Strategic Plan 2016-2019. Critical to our future is the continuation of quality professional legal and advocacy services for effective client outcomes. We continue to extend and expand these services and our geographical reach. TASC is also actively seeking funding diversity and financial sustainability and further developing our internal capabilities and efficiencies for that purpose. Our new Strategic Plan is an exciting and inspiring vision of TASC's future and I look forward to witnessing it become our reality.

One of the most rewarding exercises for me through our strategic planning process was revisiting our Operating Values and Culture.

Our Culture differentiates us at TASC and we guard and protect it. Our Mission Statement - Social Justice for All - incorporates principles of fairness, access to justice, the exercise of rights, diversity, tolerance, opportunity and protecting the most vulnerable and marginalised in our communities. Our Mission Statement has never been spoken louder, meant more or sent a stronger message to everyone who works at TASC than it currently does.

I am, as always, privileged and grateful to work with a mighty group of women in the TASC Management Team. I am honoured by their commitment to me and I am challenged to emulate their energy and enthusiasm every working day. They have my sincerest thanks.

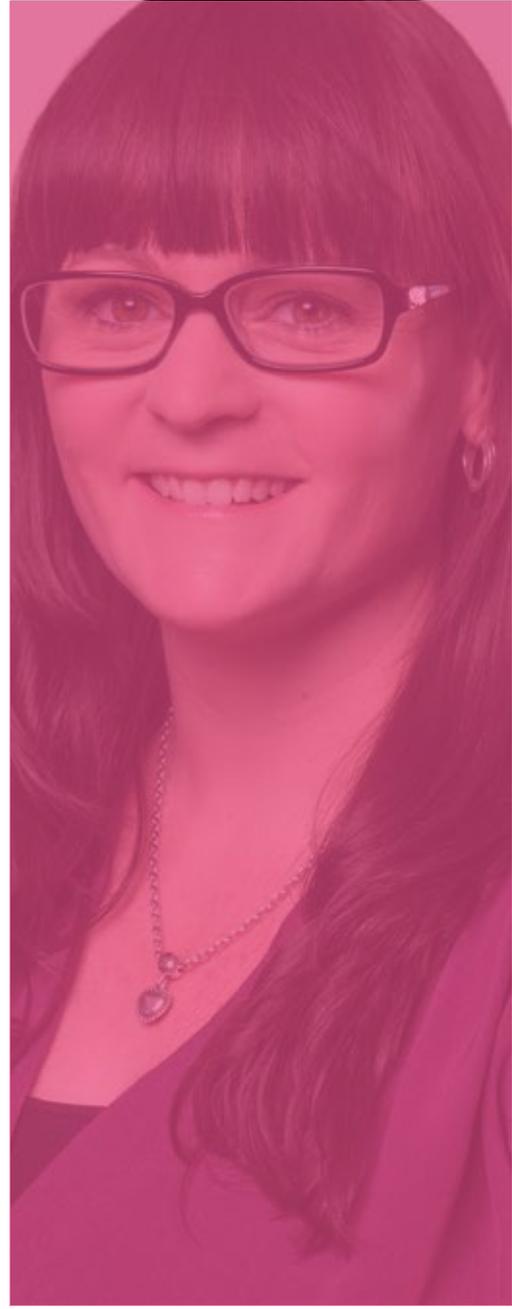
My thanks to the most encouraging Management Committee (now Board) anyone could wish for. Their commitment provides me with all the incentive necessary to meet their support of me with the same level of energy and effectiveness. My continuing admiration for Dan Toombs, our Chairperson endures.

I welcome you to our Annual Report, and hope that through it we have communicated and exemplified to you our enduring Mission - our commitment to Social Justice for All.

Philippa Whitman
CEO

**In order to carry a
positive action we
must develop here
a positive vision**

Dalai Lama





Social Justice For All

Legal Services Report

As I write this year's report, I have been in the position of Legal Services Coordinator for just over three months. What a baptism of fire I have received (and oh how I have relished almost every single minute). This year, our legal team assisted over 1600 clients. A mammoth effort considering that we have faced a challenging year of change and unprecedented staff turnover.

The past 12 months has seen almost a complete turnover in the legal team. No, not a walk out; lifestyle and geographical changes saw many of our lawyers move away from the Sector. I am so grateful to each person in the current team for the diligence and commitment that they have shown over these past months. The fact that we have been able to forge on while still maintaining a highly professional service (and a good sense of humour) clearly demonstrates a strong commitment to TASC, and to the greater good of 'Social Justice for All'.

It would be remiss of me to write this report without paying tribute to my predecessor Meg O'Neill. Meg managed the legal team for the majority of this year, but has now courageously departed to pursue other life goals. Meg was by all accounts an exceptional leader, true professional, and all round good person. I am inspired by the generosity and dedication that she quite obviously demonstrated in every aspect of her work. When I think about the calibre of the person that walked before me, I certainly feel both humbled and grateful to have been offered the opportunity to be the new Legal Services Coordinator.

Even with a full staff on board, the time for change is still upon us; and TASC Legal will not be resting on its laurels. With imminent Sector change likely to amount to significant funding cuts, we are strategically planning so that we can continue to provide our invaluable service long into the future. Our ultimate goal is to develop a TASC legal service that is not dependant on our existing not for profit model. In the short term, we need to multi-skill and prepare our team for change.

We continue to monitor unmet need so that we can provide a flexible and innovative service to assist the people who need us the most. We have identified increased needs in the areas of domestic and family violence, in services for people living with mental health and intellectual disabilities, and also for those living in rural and remote communities.

One of our proudest accomplishments for the team this year has been the launch of the new TASC office in Roma. Much of the kudos for the establishment of this office goes to our dynamic and forward thinking CEO, Philippa Whitman. TASC Roma is operational 5 days per week; and through it, we are able to provide a free generalist legal service to vulnerable and marginalised people within Roma and surrounding areas.

TASC Roma is headed by lawyer, Nick Ware. Nick is a former 'city boy' so his effortless integration into the tight knit community is a testament to his good character. Nick has even managed to secure himself a front row position in the local 'Echidnas' rugby league team. Fortunately, it seems that TASC Roma kicked a few more goals than the Echidnas this year... Better luck for the finals next year boys!

Also new this year is our legal outreach clinic provided for the people of the Kingaroy and South Burnett area. This clinic was developed in consultation with the local legal fraternity and with Member for Nanango, Deb Frecklington. The clinic assists by providing a free fortnightly generalist legal advice and referral service from the Kingaroy courthouse. The Kingaroy clinic is another example of TASC's solid commitment to people living in rural and remote communities. It is also a clear demonstration of TASC's willingness and ability to increase its service reach - even in situations where additional funding is unavailable.

A woman with dark, wavy hair, wearing glasses and a pearl necklace, is smiling. She is wearing a dark blue blazer over a light-colored top. The background is a soft, out-of-focus light blue.

This year, we have also successfully obtained a number of duty lawyer appointments through Legal Aid Queensland. We initially received a child protection duty lawyer position in the Magistrates Court at Toowoomba. Our demonstrated competence and professionalism in providing that service then led to our successful applications for the new domestic and family violence positions in both the Ipswich and Toowoomba jurisdictions. We were advised by LAQ that they received a number of competitive applications for these positions. We hope that our success in obtaining these appointments will assist TASC continue to build an ever increasing positive profile within the legal community.

"So, thank you TASC legal team – both past and present. Your dedication and hard work has improved the lives of hundreds of disadvantaged people over the past 12 months."

The legal team would like to recognise the efforts of Louise Todd who provides us with invaluable administrative support. Lou's friendly disposition and willingness to help out, whatever the task, is greatly appreciated.

I would also like to make a special mention of our CEO, Philippa Whitman. Philippa's patience and guidance over these initial few months of my appointment has exceeded expectation. Her commitment to TASC, and to the concept of social justice as a whole, is evident in our every conversation. We are so fortunate to have her at the head of our team.

So, thank you TASC legal team – both past and present. Your dedication and hard work has improved the lives of hundreds of disadvantaged people over the past 12 months. To the current team: Allana Janke; Martha Cheung; Nick Ware; Brenton Day; Rebekah Northam; Miranda Woodland; Genevieve Nuttall; Laney McQueen; and Nikola Prince – thank you for making me smile every day. Even though we have only worked together for a few short months, I am already immensely proud of your collective strength, ability and commitment to achieving Social Justice for All.

Katrina Potter
Legal Services Coordinator

A photograph of three young people in formal attire. On the left, a young man with dark hair, wearing a dark suit jacket, a light-colored shirt, and a patterned tie, is smiling. In the center, a young woman with blonde hair, wearing a black sleeveless dress, is smiling. On the right, a young woman with long brown hair, wearing a black sleeveless dress, is looking towards the camera. The image is partially obscured by a large, semi-transparent pink shape that contains the text.

**A nation's
culture
resides in the
hearts and in
the soul of
its people**

Mahatma Gandhi

Reflection

As I sit here and reflect on the last five years (and Kim's seven years!) – a client that I saw recently brings into focus a truth that I believe warrants recognition.

In the case I am referring to, an elderly gentlemen came in to see me and on the face of it, I had nothing to offer him. It was a defacto relationship (so no divorce), there were no children or grandchildren (so no referral to mediation for parenting arrangements) and no property (they had declared themselves bankrupts in 2015).

The gentleman recounted in considerable details a number of medical issues, both physical and psychological, and what had clearly been a long and interesting relationship spanning 20 years.

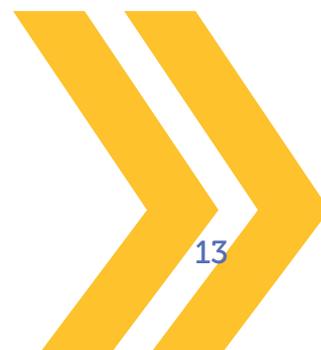
At a point in the interview I recognised how important it was for this highly educated and experienced man to be heard, finding himself in a bankrupted, single and almost homeless situation that he may never have expected himself to be in.

Ultimately, we took the full hour allocated for the appointment and I referred him to Monday Night Clinic to discuss spousal maintenance and inheritance possibilities.

I also referred the client to various counselling and mental health services and encouraged him to return for assistance potentially with Disability Advocacy and crisis support housing in the future. Although I had offered this fellow nothing concrete by way of an 'outcome' or 'win', he left happy as he had not been aware of the other ways in which we could potentially assist him.

I felt compelled to write this email to acknowledge the value I believe we bring to a community – that in this high-speed, high-gloss, slick-marketing western culture, grace and compassion are just as vital for our community legal centres to remain relevant to their communities.

**Kirsten Dengler
Former Employee**





Case Study

ROMA COMMUNITY LEGAL SERVICE

Mary presented to our TASC Roma office seeking legal assistance with an Attorney General's appeal of a Mental Health Review Tribunal (MHRT) decision. Mary had been placed on a Forensic Order some four years earlier as a result of a criminal offence committed while she had been mentally unwell. While on the Order, Mary had not only not re-offended; but she had made substantial efforts to improve her mental health.

When Mary came to us, she needed help fast. The Attorney General's office had appealed the MHRT decision and they were seeking to have the Forensic Order reinstated.

Our legal team helped Mary prepare a compelling Outline of Argument highlighting all the reasons why she no longer posed a risk of re-offending, and why it would be unjust for her to remain on the Order.

Mary had made excellent progress in her life. She had obtained satisfying employment, and she had the support of a strong network of family and friends.

After the Attorney General's office received our submission and an updated report from Mary's treating psychiatrist, they were able to recognise the positive steps she had taken to ensure that she no longer posed a risk of re-offending to the community. Their Appeal was abandoned.

What They Said

"Very happy with the service. Professional and helpful. Put a lot of work into helping me with my issue."

"Lovely warm happy helpful people. 100% on everything."

"We were looked after with utmost care and attention. We could not be happier with the service and have recommended it to friends and relatives."

"Thank you so much for your kindness and all your valued assistance in helping me achieve such a fantastic result. What a wonderful organisation TASC is to people like myself."

"Fantastic service for the community keeping law accessible for those who are not wealthy."

"Excellent service."

"Great service; prompt, efficient and understanding."

"Very happy with your prompt and professional manner. Everything was explained to me in a way that I fully understood. I am deeply grateful for your service and staff."

Case Study

DISABILITY LAW PROJECT

Alex came to our office with his mother after being charged with an assault. Alex was an adult but he was a person living with an intellectual disability. Alex required 24 hour care, and was unable to verbally communicate.

The allegation against Alex was straight forward and not disputed: Alex had slapped an older man in the head as he was walking past him in a restaurant.

The complainant did not receive any injuries, but he had been highly offended by the incident. Despite Alex's carer trying to explain his disability, the complainant insisted that police charge Alex with a criminal offence.

Alex lacked the capacity to be held criminally liable for what he had done, and his intellectual disability was such that he was never going to regain that capacity. The facts of the offending were relatively minor in nature, and the complainant had not been physically harmed. Alex had also never before been in any trouble with police. Yet despite all this, Alex had been charged with a serious assault that carried a maximum penalty of 7 years imprisonment.

Alex's mother was distraught with worry. She was concerned that if the matter was referred to the Mental Health Court, they might make an order against Alex that would negatively impact on his quality of life. She had tried to obtain Legal Aid, but her application had been refused because Alex had some money in the bank. Alex was never going to be able to obtain paid employment. He needed the money in his account to sustain him for the rest of his life. Alex and his mum were the perfect candidates to receive help through our Disability Law Project.

In consideration of all of the facts and circumstances surrounding this matter, Alex should never have been charged with a criminal offence. Over a period of several months, our legal team persistently communicated with the Queensland Police Service in an attempt to have them discontinue the charge against Alex; but to no avail. As a final resort, TASC negotiated a reduced fee to pay a private Barrister, from its own limited resources, on Alex's behalf. After nearly 12 months of negotiation, the Police Department finally agreed to discontinue the charge against Alex. Our tenacity and commitment to social justice eventually paid off!



**Life's most
persistent
and urgent
question is,
'What are
you doing
for others?'**

Martin Luther King, Jr

The Queensland Social Justice Centre

TASC's Mission Statement is Social Justice for All.

The Queensland Social Justice Centre (QSJC) is a web-based resource that is available throughout Queensland that focuses on issues of Social Justice in our communities. It addresses areas of Criminal Law, Disability Law, and Disability Advocacy. It incorporates information and referrals for lawyers, family members, carers, professionals, advocates – for anyone working in the area of disability and the criminal justice system.

The complexities of dealing with intellectual disability, mental illness or acquired brain injury through the Magistrates Court system is a complex maze – the QSJC helps to both navigate people through the maze and to find personal, suitable solutions. Support, employment, housing, training, educational opportunities that integrate people with their communities and break down barriers are effective ways of breaking the criminal justice cycle.

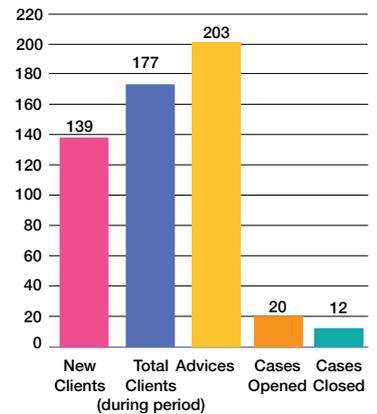
The QSJC, through a number of small but successful initiatives, seeks to improve the wellbeing and other outcomes for people with mental health disorders and cognitive impairment that result in a diversion from the criminal justice system.

www.qcjc.com.au

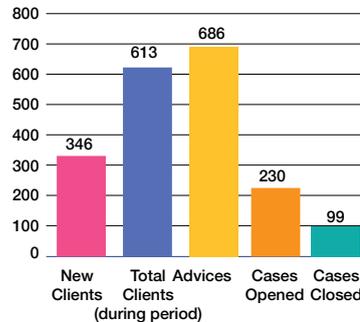
Statistical Highlights

PERIOD:
01 JULY
2015 TO
30 JUNE 2016

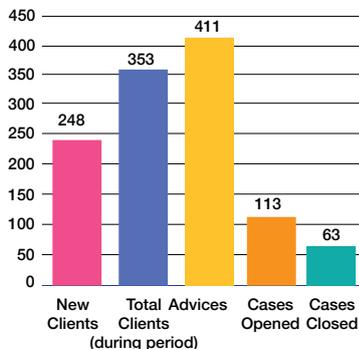
Family Relationship Centre (Ipswich & Toowoomba)



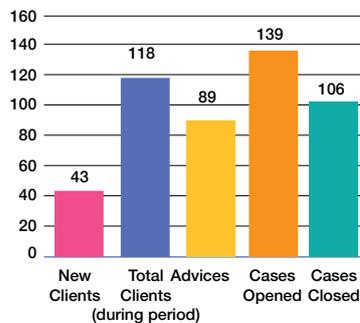
Toowoomba Community Legal Service



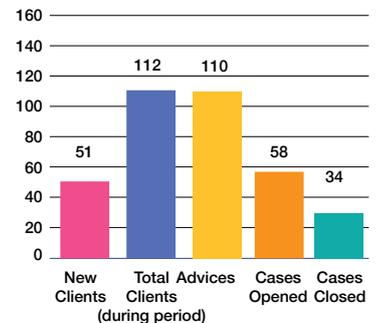
Ipswich Community Legal Service



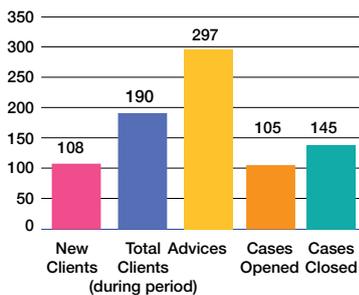
Disability Law Project



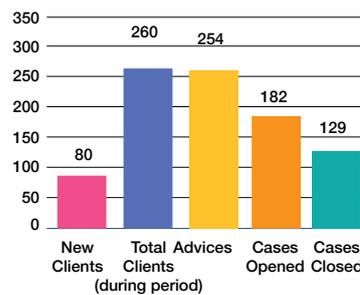
Rural Women's Outreach Legal Service



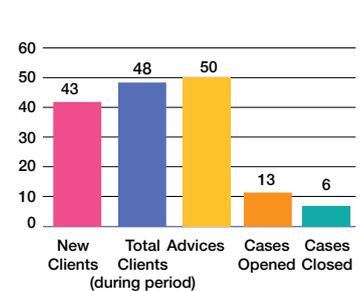
Seniors Legal and Support Service (Toowoomba & Ipswich)



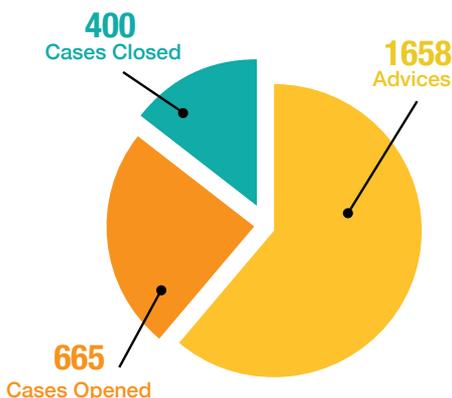
Disability & Regional Disability Advocacy, and Community Managed Mental Health Program



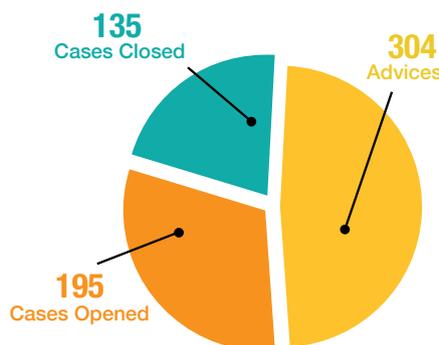
Statewide Tenant Advice and Referral Service



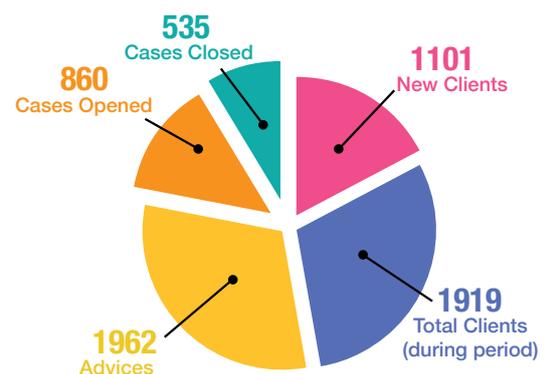
Legal Total



Advocacy Totals



All TASC Programs



Advocacy and Social Services Report

Hope is being able to see that there is light despite all of the darkness

Desmond Tutu

Often the people who reach out to TASC National are those who are struggling to find the light, caught up in the darkness, sometimes drowning in it and not quite sure how or if they will ever see the light again.

What TASC offers is hope. Hope that your journey matters, your story matters and that you matter to us and your community.

Know that there are people here at TASC National to hear you, listen to you, fight for you when you can't fight for yourself and will show you a way to not only find the light again but live in it.

The Advocacy and Social Services Team were able to assist the clients we serve with 1199 matters during the last year across the four program areas of Disability Advocacy, Community Managed Mental Health Program, Senior's Legal and Support Service (SLASS), and the Queensland Statewide Tenants' Advice and Referral Service (QSTARS).

A year in review

TASC National values the importance of partnerships and collaborations. Our experience shows us that when we work together with clients, groups, organisations, communities and government we create innovative solutions that benefit us all.

In partnership with Tenant's Queensland, TASC

National rolled out QSTARS across Toowoomba and the South West Region. This funding is provided by the Department of Housing and Public Works and allows TASC National Tenancy Advocates to assist tenants understand and navigate the legislation in regards to their rights and obligations as tenants. This service reduces the risk of eviction and homelessness, maximises the capacity for tenants to sustain their tenancy and provides linkages and pathways for clients to have their holistic needs met.

Earlier in the year we welcomed the Honourable Coralee O'Rourke MP, Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier of North Queensland to announce the state government's continued commitment to provide funding for a further three years of the TASC National Senior's Legal and Support Service (SLASS). This service is essential in the frontline fight against elder abuse, neglect and exploitation and through its good works increases the safety of older Queenslanders experiencing or at risk of experiencing elder abuse. As Martin Luther King, Jr. said:

"injustice anywhere is a threat to justice everywhere".

The Disability Advocacy and Community Managed Mental Health Program has this value at the core of the advocacy services it provides.

We understand that where a power imbalance exists it is often difficult to speak out against inequity or injustice and an advanced civilisation not only sees the benefit in speaking out against injustice but expects that this safeguard would exist.



The Advocates, led at all times by the client, speaks, writes or acts on their behalf to ensure that the client's voice is heard and their human rights are upheld. The continued support from the Department of Communities, Child Safety and Disability Services and Queensland Health enables these vital services to exist and provides a safety net for the most disadvantaged and marginalised in our community to be heard and our community more equitable.

Other achievements and highlights during the year include:

- » The Disability Advocacy program received ongoing accreditation under the Human Services Quality Standards (HSQF)
- » TASC National received the Inclusive Community Champions Award for Inclusive Community Champion
- » TASC National was a Heritage Bank Business Excellence Awards Finalist for Community and Not For Profit Category
- » TASC National was a Regional Achievement and Community Awards Finalist for Community Group of the Year
- » TASC National received a second year of Gold level achievement for workplace commitment to Mental Health First Aid

Special thanks

TASC National would not be able to provide the professional, effective and range of services without the dedication and commitment of the Team. I would like to thank the Advocacy and Social Services Team for their contributions over the last year; Adam Waterhouse, Kym Allen, Kerry Wicks, Amanda Robinson, Natalie Krenske, Marie-Louise Offner, Calum Walkinshaw, Stephen Belesky and Margaret Savic. Our Team considers it a privilege to share in the journey of each of the people that we have assisted this year and we welcome the opportunity to continue to do so in the future.

The future

What an exciting time in Australia currently with the introduction of the National Disability Insurance Scheme (NDIS). As the most significant social reform since Medicare, the NDIS will provide for the first time real choice and control for people living with disability around the reasonable and necessary supports they require to live the life they choose for themselves. With individual funding provided to participants this will allow them to purchase supports and resources that meet and are tailored to their individual needs.

TASC National is able to assist you or a loved one to prepare for the NDIS. As an independent advocacy organisation our aim is to ensure you have the right information about the NDIS and the right supports for you to live the life you want.

We can do this through:

- » Helping you understand what the NDIS can do for you
- » Assisting you to identify what supports and resources you require to live your life
- » Create a pre-plan with you to take to your planning meeting with the NDIS
- » Review your plan that your service provider may have assisted you with
- » Attend your planning meeting with you
- » Link you in with appropriate referrals

Remember to askTASC for any questions you might have about the NDIS because we can answer your questions, help you navigate the system and walk with you through your NDIS journey. We are here to create solutions together.

Terri-Ann Dwyer
Advocacy and Social Services
Coordinator

Case Study

SENIORS LEGAL AND SUPPORT SERVICE SLASS

Our client was referred to TASC by an Elder Abuse Prevention Unit. Our client, an elderly lady, instructed us that her adult son was behaving towards her and her husband by:

Verbally abusing them by:

- » Yelling at them;
- » Screaming at them; and
- » Experiencing fits of anger directed at them.

Physically damaging their property when things did not go “his way” and also breaking and entering into their property;

Taunting them when they made unsuccessful attempts to secure police assistance following his verbal threats;

Financially abusing them by:

- » Refusing to contribute to their day to day living costs like food;
- » Persistently telephoning his mother at her place of employment and also at her home aggressively demanding money to pay for his cigarettes or to pay bills for example SPER debts or outstanding rent; and
- » Refusing to pay his own bills such as electricity

Failing to repair and make good property damage that he caused within their home.

Our client instructed that their son had a **diagnosis of Attention Deficit Disorder**. However the client decided to no longer allow herself to excuse his behaviours.

TASC recommended applying for a Protection Order and making an application to recover money owing through the Queensland Civil and Administrative Tribunal (QCAT). Our client had previously successfully applied for a previous Protection Order against their son for twelve (12) months. Although this had now lapsed, TASC recommended applying for a new Protection Order based upon recent events.

Social assistance was also provided to our client, aimed at empowering her to connect to Social Support via outside agencies in addition to short-term counselling by our TASC social worker.

Our client was empowered to seek a further Protection Order and was successful in having the Order made for a further 12 months. The son moved out of their home and relocated. Their relationship has significantly improved because the son is now complying with the boundaries in the Order. The son has also started repaying the debt and secured a full-time job.

Without assistance, the son’s behaviour could have continued and our client and her husband could have continued to battle with the significant level of elder abuse. Our social assistance and support would not have been provided to our client which would have also perpetuated her and her husband’s experience of isolation. Their son would have not been made aware of how destructive his behaviour was and how he was hurting his parents. The debt would also have not been repaid.



**Believe you
can and you're
halfway there**

Theodore Roosevelt

Case Study

DISABILITY ADVOCACY

Our client was initially referred to our Service by the Acute Mental Health Unit (AMHU).

Our client's matter related to a mobile phone account and accompanying smartphone that had been purchased at a store.

Our client lived with an intellectual disability and ongoing mental health concerns which affected her capacity to understand the responsibilities and legal obligations of managing a phone plan.

The client was also in the process of having a Guardian and Financial Administrator appointed by Queensland Civil and Administrative Tribunal (QCAT). The client had not used the phone since the purchase as she had been admitted to AMHU shortly after purchasing it.

The challenge of not having direct communication with the client was alleviated by establishing a productive and proficient relationship with the support workers and organisations involved in the client's life. It was clearly instructed to the stakeholders that TASC works in accordance to client-directed values and principles and therefore written instructions were required by the client to ensure that it was her wish to have the phone account cancelled.

After difficulties communicating with the Store Manager and Phone Carrier Company, our TASC Advocate made an appointment to meet with the Manager of the phone carrier's Business Centre. With all accompanying paperwork, a further discussion was had clarifying our clients limited capacity to sign legal documentation relating to the phone account (taking into account the phone had never been used and therefore no call charges had been issued). The Store Manager advised there was 'nothing he could do'.

Our TASC Advocate registered a complaint with the Telecommunications Industry Ombudsmen (TIO). The investigation took 8 weeks and an email was received by the TIO officer stating that the client was still deemed 'liable as there was no proof of disability or legal capacity concerns'. Our Advocate, with assistance of the support worker, then issued a letter from the client's General Practitioner

stating the client's intellectual impairment, mental health and capacity concerns. The response from the TIO was 'not enough evidence to prove impaired legal capacity'

Our Advocate then registered another complaint with the TIO to escalate the matter. The support worker supplied an 18 page document by the client's treating doctor and other clinicians to extend the already documented evidence that had been supplied. A phone conversation ensued with our TASC Advocate and the TIO Investigations Team who advised that the matter would be reopened and investigated taking into account all documentation and added reports that had been provided. An 8-12 week timeframe was advised would be required.

An email was later received by the Advocate from the TIO Investigation Team stating "following a robust review of the medical documentation provided to [the phone carrier] - [the phone carrier] has agreed to waive the total outstanding charges. A credit totalling \$2159.320 has been requested."



Case Study

QUEENSLAND STATEWIDE TENANTS' ADVICE AND REFERRAL SERVICE - QSTARS

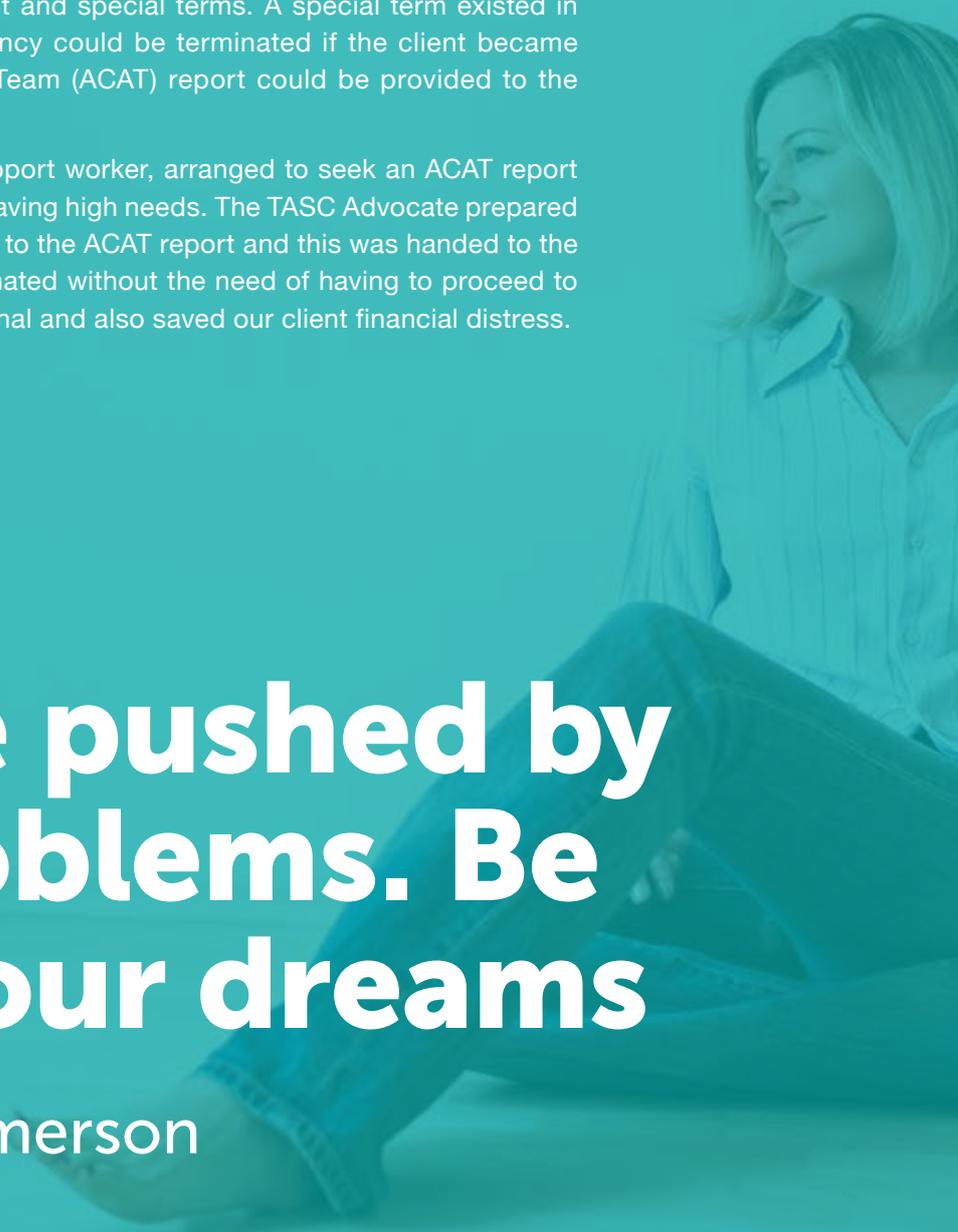
Our client learned of TASC from a support service. Our client advised that she needed to terminate her tenancy due to illness. The Manager of her housing complex would not allow her to terminate and advised that she would be responsible for rental until the end of her tenancy.

Our client received Aged Pension benefits. She was renting a Villa in an over 55's complex.

Due to illness, she needed to terminate her tenancy as she was too frail to be living on her own without constant care. Our client became very upset as was paying for a property she could not reside in due to illness. She had been hospitalised due to 2 recent falls.

Our TASC Advocate had a face to face interview with our client and support worker. We also reviewed the tenancy agreement and special terms. A special term existed in the agreement that stated that the tenancy could be terminated if the client became unwell and an Aged Care Assessment Team (ACAT) report could be provided to the managing agent.

Our client, with the assistance of her support worker, arranged to seek an ACAT report from QLD Health. She was assessed as having high needs. The TASC Advocate prepared A Notice to Vacate for the client to attach to the ACAT report and this was handed to the managing agent. The tenancy was terminated without the need of having to proceed to the Queensland Civil Administrative Tribunal and also saved our client financial distress.

A woman with blonde hair, wearing a light blue button-down shirt and dark jeans, is sitting on the floor. She is holding a large, dark-colored book or folder and looking towards the right side of the frame. The background is a plain, light-colored wall.

**Don't be pushed by
your problems. Be
led by your dreams**

Ralph Waldo Emerson

Business Services Report

It's hard to believe that another end of financial year has come and gone. This year is a little different in that we are in the process of winding up The Advocacy and Support Centre Inc. and from 1 July 2016 TASC National Limited (trading as TASC Toowoomba, TASC Ipswich and TASC Roma) commenced. A large amount of planning and work has been undertaken to bring this change of structure into fruition.

Due to diligent monitoring and effective management the budget came in as expected with small surpluses across all programs. TASC maintains good governance processes to ensure its efforts to provide services are sustainable and viable.

TASC proactively searches for funding opportunities throughout the year and in the 2015-16 financial year submitted over twelve applications to both government and non-government organisations.

During the year TASC was successful in securing substantial recurring funding for the Queensland Statewide Tenants' Advice and Referral Service (QSTARS) and the Roma Community Legal Centre which combined added a further \$524,000 to the income for the year.

The TASC Roma office commenced operations temporarily out of the Roma Maranoa Regional Council Hub in October 2015 whilst the leased premises were renovated and fitted out with the necessary office furnishings, fittings and technology systems. The service moved into the permanent premises located at 96 Arthur Street, Roma on 2 February 2016 and is now fully operational.

TASC welcomed Trineta to the Business Services team as a part-time finance officer on 2 February 2016 when Betty moved from a full-time to part-time position. Janine commenced as project officer to work on the transition from The Advocacy and Support Centre Inc. to TASC National Limited. Whilst the transition is still progressing it is anticipated that TASC Inc. will be wound up by the end of October 2016.

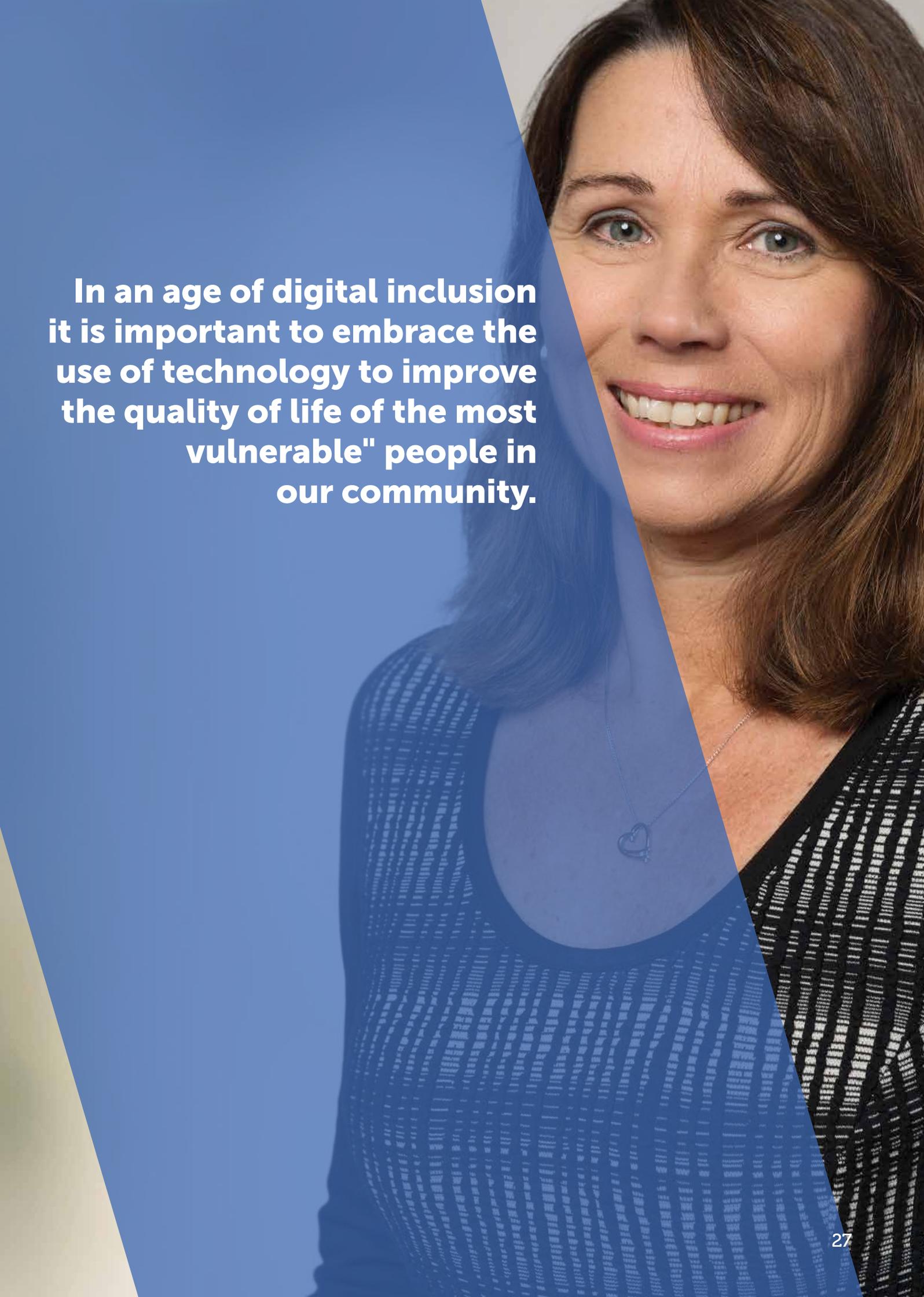
During the past year the team participated in community events, strategic forums and networking events and conferences to assist with building the brand of TASC. Once again I was fortunate to attend the Connecting Up Conference in May 2016. This three day event themed 'Advance: 2020' provided an amazing amount of Information Communications and Technology (ICT) information and resources. The knowledge gathered assisted in providing valuable direction of what needed to be included in the strategic plan 2016-2019 to further develop IT strategies to align with TASC's aim to have greater reach into the community.

In an age of digital inclusion it is important to embrace the use of technology to improve the quality of life of the most vulnerable people in our community. There is growing demand to reach our clients and embrace the need to tackle social challenges through the smart and creative use of technology. TASC has worked hard over the last few years to improve technology to ensure we continue to provide optimal services to our clients. We are now working on innovative solutions to capture and analyse data to ensure we are meeting our client's needs and expectations into the future.

I've been employed by TASC for five and a half years now and believe that we are heading into the most exciting period for TASC. I look forward to the Business Services team providing new ways of thinking, new perspectives and solutions to follow the needs of clients and supporting the organization as a whole to move into this exciting new phase of TASC National.

I remind myself everyday how grateful I am to be surrounded by passionate, amazing people who believe in what they are doing and embrace our tag line of 'creating solutions together'. We also strive for a work-life balance so ensure we fit some fun times into the busy work schedule. I'm forever grateful for the support and hard work provided by the Business Services Team and I know, as a team, we look forward to the challenges and rewards that await us in the new financial year.

Sib Redfern
Business Services Coordinator



**In an age of digital inclusion
it is important to embrace the
use of technology to improve
the quality of life of the most
vulnerable" people in
our community.**

Organisational Services Report

The last year for the Administration Team has been a year of growth, improvements, and building on the projects we started in the previous year.

As a fully staffed team, we have concentrated on moving forward in a more efficient and productive way, enabling us to provide the highest level of support to our client's and the organisation as a whole.

In June, TASC had a significant change within the Administration and Management Teams with the Organisational Development Coordinator, Jess Hughes going on maternity leave. In Jess' absence we (Rachelle and Natalie) are sharing the responsibilities of her role, and we take great pleasure in fulfilling these duties and in preparing this report on her behalf.

There have been minimal staff changes within the team during the last year; Kerry Wicks transferred from the QA role into a Tenancy Advocate role in the Advocacy and Social Services Team and the QA role was filled by Rachelle Deem. With the expansion of TASC into Roma we welcomed Carly Partridge into the Administration Officer role based in our Roma office. Both Rachelle and Carly bring new skills and experience to these roles and have been great additions to the team.

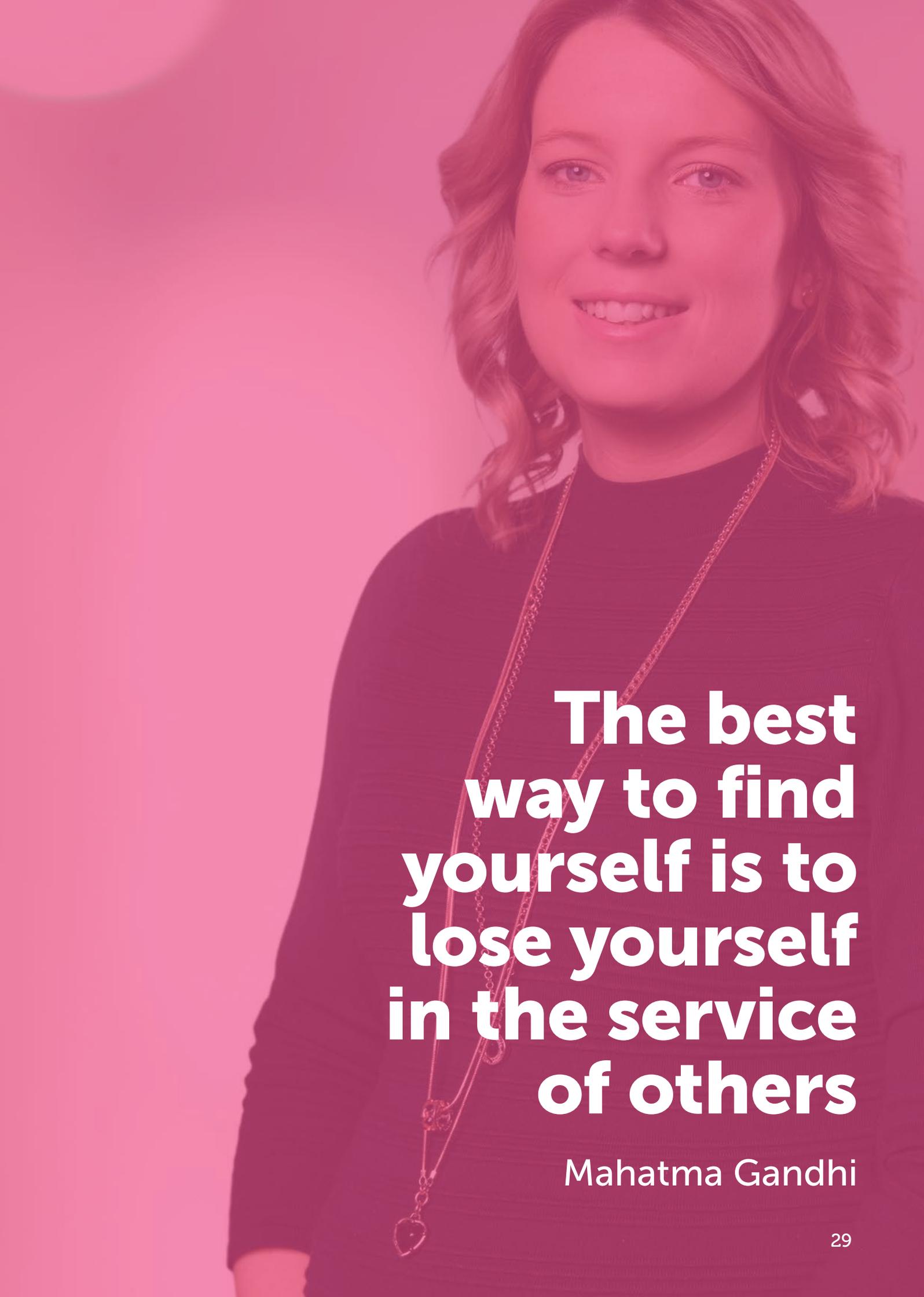
With a highly skilled and resourced staff, the Administration Team have been able to make some substantial improvements to the efficiency and effectiveness of many administration processes. Of significant note were the implementation of new quality assurance and document control systems, enhanced HR processes and improvements in data integrity. These improvements have seen greater proficiency in our daily service delivery, and in the provision of administration support to the organisation as a whole.

We have broadened our community engagement by utilising our social media platforms; the TASC website and TASC Facebook page. We are interactive with our colleagues and clients through our online presence and we are providing more information about TASC services and on many current and relevant issues, than ever before. We are seeing a greater number of people accessing our webpage and engaging with us through Facebook. These are invaluable tools to our organisation and a fantastic way for TASC to reach more people. We aim to continue growing these platforms and embracing social media more over the coming year.

In May, the Administration Team enjoyed a team building day with some time spent out of the office at The Toowoomba Escape Room. This day also allowed the team time to focus on the new strategic plan. All team members also undertook Mental Health First Aid Training in early July. This training has been instrumental in boosting our skills and awareness around dealing with clients with a lived experience of mental health challenges and areas of suicide prevention for not only the administration team, but the organisation.

Reflecting back on this year, we would like to take this opportunity to extend our gratitude to Emily, Allana, Lyn, Louise and Carly for the dedication, hard work and support they have provided to us. We look forward to the future as TASC National and what the next year will bring for the Administration Team and the organisation.

**Natalie Wallace and Rachelle Deem
Office Managers**



**The best
way to find
yourself is to
lose yourself
in the service
of others**

Mahatma Gandhi

Financial Report Summary

INCOME STATEMENT For the year ended 30 June 2016

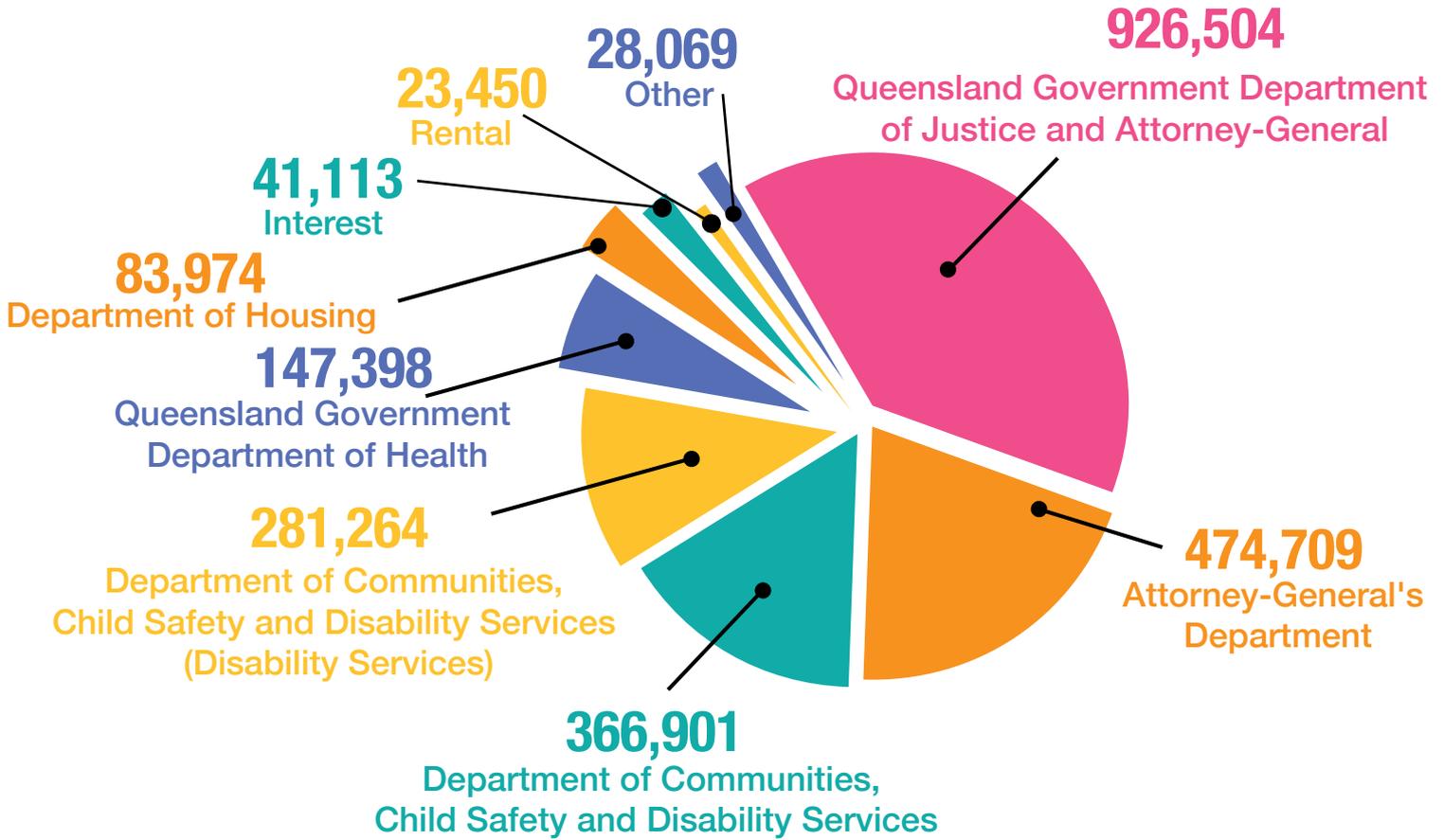
INCOME	2016	2015	EXPENSES	2016	2015
Interest	41,113	38,801	Marketing expenses	12,189	6,808
Rental income	23,450	16,982	Occupancy expenses	138,561	125,191
Grants	2,280,750	1,855,182	Administration expenses		1,559,213
Donations	1,048	590	Depreciation	74,715	33,686
Other	27,021	14,620	Other expenses from ordinary activities	270,148	206,456
			Borrowing costs expense	7,982	5,213
			EXPENSES	2,299,052	1,936,567
REVENUE	2,373,382	1,926,175			

SURPLUS FOR THE PERIOD	2016	2015
SURPLUS	74,330	-10,392

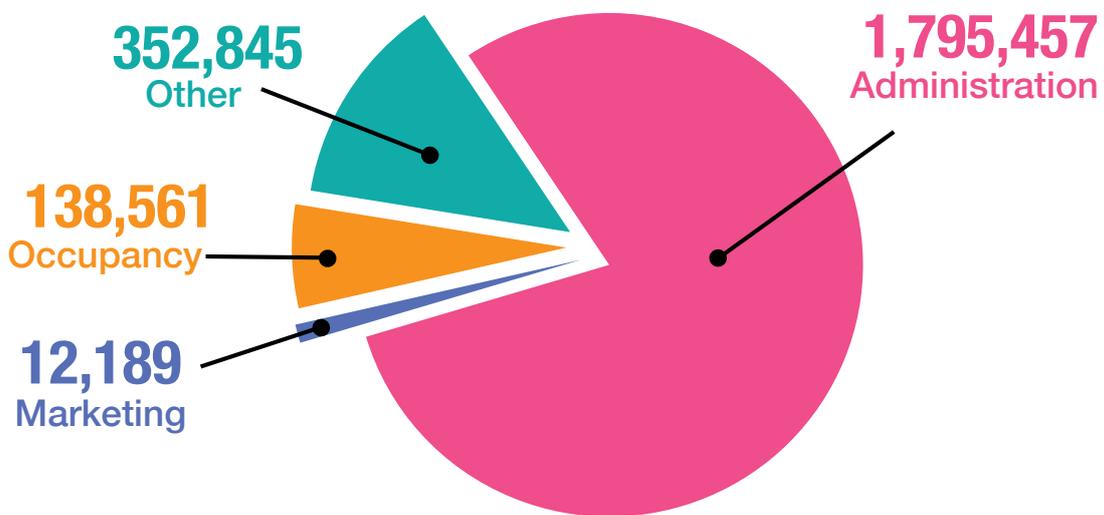
ASSETS	2016	2015	LIABILITIES	2016	2015
CURRENT ASSETS					
Cash and cash equivalents	1,357,583	1,407,697	Trade and other payables	103,511	169,900
Trade and other receivables	1,889	198	Financial liabilities	111,749	39,765
TOTAL CURRENT ASSETS	1,359,472	1,407,895	Provisions	126,613	106,133
			Other	0	0
NON-CURRENT ASSETS			Income paid in advance	0	0
Property plant and equipment	248,562	125,453	TOTAL CURRENT LIABILITIES	341,873	315,798
TOTAL NON-CURRENT ASSETS	248,562	125,453			
			NON-CURRENT LIABILITIES		
			Provisions	0	25,719
			TOTAL NON-CURRENT LIABILITIES	0	25,719
TOTAL ASSETS	1,608,034	1,533,348	TOTAL LIABILITIES	341,873	341,517

EQUITY	2016	2015
Reserves	0	0
Retained earnings	1,266,161	1,191,831
TOTAL EQUITY	1,226,161	1,191,831

Source of Operating Funds 2015 - 2016



Use of Operating Funds 2015 - 2016



Statement By Members

THE ADVOCACY AND SUPPORT CENTRE INC.

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements and the *Australian Charities and Not-for-profits Commission Act 2012*.

In the opinion of the committee the financial report as set out on pages 1 to 10:

1. Presents fairly the financial position of The Advocacy and Support Centre Inc. as at 30 June 2016 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that The Advocacy and Support Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:



.....
Daniel Toombs



.....
Justin Searle

Dated 7-9-16

Volunteers

As a non for profit organisation, TASC thrives on the support and dedication we receive from our volunteers. They are a valuable part of our organisation and allow TASC to provide additional, vital services to the Toowoomba and Ipswich communities.

Our Toowoomba and Ipswich offices provide free legal advice clinics that operate fortnightly; these clinics are run by our volunteer solicitors and administration staff.

We also utilise our volunteers in our Community Access Point program and to provide our Family Relationship Centre information sessions in Toowoomba. In addition to these programs TASC also has volunteers who provide support to our Administration, Legal and Advocacy teams, and in whole to the organisation.

Over the past year TASC has engaged over 27 volunteers through our various volunteer programs and we appreciate all their valuable time that they provide to both our clients and TASC. Without their ongoing support and commitment we would not be able to provide these much needed community services.

Social Enterprise Report

2017 is going to be a challenging year for TASC and one of the most exciting since the commencement of TASC in 1983.

In the second half of 2016 TASC appointed its first Social Enterprise Development Manager. We are looking towards the future and the opportunities being realised with the introduction of the National Disability Insurance Scheme (NDIS), which commences in the Toowoomba region on 1st January, 2016.

The NDIS represents a paradigmatic shift that will revolutionise the disability marketplace; giving people with a disability the opportunity to be consumers with real choice.

This means being prepared to respond: to anticipate beyond and adjunct to our current services and business model.

The introduction of the NDIS will have a significant and long-lasting impact on TASC. We will change from an organisation receiving Government grants to provide Advocacy Services to our clients to a business competing for services from individually funded consumers in a new marketplace. It is a change from the way we think about our organisation - our profile, our brand awareness, our delivery of services, our back of house systems - to thinking about the services our clients – as consumers - are seeking and how we can best deliver those services. We need to reflect the best business practices that exist in Corporate Australia, and successfully compete in the marketplace: and everything that doing that entails.

At the same time TASC will not lose sight of our Vision and Mission and what we are here to do. Social Justice for All is still our motivation.

Under the NDIS, the Purchaser and the Client will be the same person – with all the choice and purchasing power they deserve. This is a fundamental market shift. Achieving financial sustainability under this new funding model is now the single most significant strategic issue for Service Providers.

To meet this market and grow our business, new business units are emerging at TASC. We are reinvigorating core services, with a focus on our Advocacy and Social Services areas. Our NDIS Action Plan initiates a path that will provide increased services and options for our clients in the new NDIS marketplace. A new askTASC marketing campaign will be rolled out in a timely manner in order to capture and communicate the changes emerging for our clients.

This is the time to be entrepreneurial; to innovate.

There is much to be achieved: there are many changes to be considered and addressed. I am confident that with our creative and committed team, TASC will grow in the NDIS environment and we will all see 2017 as a year of significant development and exciting times.

Beres Hogan
Social Enterprise Development Manager



**The real voyage of
discovery consists
not in seeking new
landscapes, but in
having new eyes**

Marcel Proust

Directors Profiles

Dan Toombs

Dan Toombs has shared a long history with TASC dating back to the mid-nineties where he was a committee member of the then, Toowoomba Community Legal Service. He later worked as a Disability Advocate and Lawyer, followed by his appointment to the role of CEO, which he held until 2011. These days, Dan works at the eclipse of innovation technology with many law firms in both Australia and the United States.

Kurt Alexander

Kurt Alexander has over 23 years in general, financial, administration, and project management. He has 11 years of professional international business consulting and analysis experience, coupled with 6 years extensive finance training in Australasia and the Middle East. Kurt is the Director, Senior Consultant, Trainer and Analyst of Condamine Developments, an Australian Company focused on International Business performance and training. Kurt has extensive experience in a wide array of consulting/training engagements within the electrical, hospitality, tourism, resort, mining, property development, construction, telecommunications, agriculture, engineering, retail, IT, manufacturing and consumer industries within Australasia, Sri Lanka and the Middle East. Kurt also has a new start up, "Quick Safety", which will assist Electrical Businesses with easy regulatory safety certificate compliance and storage.

Justin Searle

Justin is the Founder of the Clear Vision Accountancy Group and has been in the accountancy industry for over 20 years. Justin's commercial acumen and his well-developed relationships with other industry partners ensures he delivers cutting-edge business development and profit optimisation advice. While his core business is around taxation and Self-Managed Super Fund administration, Justin's passion lies in the CFO Now brand of his business which provides high level, effective, financial management support to businesses. His advice centres on the Awesome 8 = Growth, Profit, Cash flow, Asset Protection, Tax Management, Financial Retirement, Succession and Estate planning. Justin's approach to his business is replicated in his role as Treasurer ensuring TASC always receives expert, practical advice in keeping up with the organisation's financial demands as it grows and evolves to meet its clients' priorities.





Lesley Beames

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 advisor. 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 communication, education and people management to the Board of TASC.



Michael Maguire

Michael has 30 year's background as a lawyer and now as a mediator. He has a Master of Laws degree and a Grad Dip Ed. Michael is an accredited mediator and Family Dispute Resolution Practitioner. He has over 20 years' experience in mediation and believes that to offer parents the best opportunity to resolve their disputes they need to have a voice in the process. He works with parents to ensure that they are informed and can participate effectively.

Michael has had a long association with TASC having been an active committee member for more than a decade and is now a member of its Board. He has been associated with TASC in various capacities for more than 30 years. Michael has been awarded an honorary life membership of TASC.



Philippa Whitman

Philippa is the Principal Lawyer and Chief Executive Officer of TASC. Philippa was admitted as a Solicitor of Queensland in 1983. She has practised law since that time with a focus on commercial and administrative law, disability law and corporate governance.

Affiliations

Professional Memberships

- » Australian Association of Social Workers (Individual)
- » Australian Institute of Management
- » COTA Queensland
- » Downs & South West Qld Law Association Inc.
- » National Ethnic Disability Alliance
- » Queensland Advocacy Inc. (QAI)
- » Queensland Association of Independent Legal Services (QAILS)
- » Queensland Community Services Employers Association (QCSEA)
- » Queensland Council of Social Service (QCOSS)
- » Queensland Law Society (QLS)
- » National Rural Law and Justice Alliance

Professional Accreditations

- » Accredited Social Worker (AASW) (Individual)
- » Human Services Quality Framework (HSQF)
- » National Association of Community Legal Centres (NACLC)
- » Mental Health First Aid Gold Skilled Workplace



Funding Bodies



Organisational Structure

BOARD

CHIEF EXECUTIVE OFFICER

Philippa Whitman

LEGAL SERVICES	ADVOCACY & SOCIAL SERVICES	ADMINISTRATION TEAM	BUSINESS SERVICES	SOCIAL ENTERPRISE DEVELOPMENT MANAGER
LEGAL SERVICES COORDINATOR	ADVOCACY & SOCIAL SERVICES COORDINATOR	ORGANISATIONAL DEVELOPMENT COORDINATOR	BUSINESS SERVICES COORDINATOR	
Katrina Potter	Terri-Ann Dwyer	Jess Hughes	Sib Redfern	Beres Hogan
SOLICITORS TOOWOOMBA	ADVOCATES	RECEPTIONISTS	FINANCE OFFICERS	
Brenton Day Laney McQueen Genevieve Nuttall Miranda Woodland	Amanda Robinson Simone Rodgers	Allana Chicksen Lyn Aplin	Betty Seth Trineta Meiklejohn Janine Francis	
SOLICITORS - IPSWICH	SOCIAL WORKER	CLIENT SERVICES SUPPORT OFFICER		
Allana Janke Martha Cheung Hayley Toombs	Kym Allen	Louise Todd		
SOLICITORS - ROMA	SOCIAL SERVICES OFFICER	QA / EXECUTIVE OFFICER		
Nick Ware	Adam Waterhouse	Rachelle Deem		
LAW GRADUATE	TENANCY ADVOCATES	ADMINISTRATION OFFICERS		
Nikola Prince	Kerry Wicks Belinda O'Shea	Natalie Wallace Emily Hendrick Carly Partridge (Roma) Linda Rattray (Roma) Rye Stephenson (Roma) Lara McGee (Ipswich)		
VOLUNTEERS	VOLUNTEER	VOLUNTEERS		
Andy Huntley Chris Tierney Robyn Hartfiel Charmain Malam Emily Myatt Mark Orchard Naomi Cox Stephen Rees Vincent Hede	Margaret Savic	Melisa Avery Ally Roberts Jingli Lewer		

Our Rural and Regional Partners

Charleville

Charleville Neighbourhood Centre
114-118 Alfred Street
PO Box 327
CHARLEVILLE QLD 4470
Phone: 4654 1307
Fax: 4654 3240
Email: coordinator@charlevillenc.org.au

Chinchilla

Family Support Centre
67-71 Middle Street
PO Box 406
CHINCHILLA QLD 4413
Phone: 4662 8528
Fax: 4668 9615
Email: chinfamsupport@bigpond.com

Cunnamulla

Local Area Co-ordinator
Disability Services
South West LAC Group, DOC, CS & DS
PO Box 10
CUNNAMULLA QLD 4460

Cunnamulla

Cunnamulla Court House
PO Box 227
CUNNAMULLA QLD 4490

Dalby

Myall Youth and Community Network Centre Inc.
Cnr Drayton and Nicholson Street
DALBY QLD 4405
Phone: 4662 0152
Fax: 4669 7350
Email: admin@mycnc.com.au

Darling Downs

Partners in Recovery, Darling Downs & South West
Queensland Strategic Leadership Panel
Phone: 1300 991 443
Email: info@partnersinrecovery.net.au

Goondiwindi

Care Goondiwindi
56 Marshall Street
PO Box 687
GOONDIWINDI QLD 4390
Phone: 4670 0700
Fax: 4671 4132
Email: info@caregoondiwindi.org.au

Miles

Murilla Community Centre
73a Murilla Street
MILES QLD 4415
Phone: 4627 2027
Fax: 4627 2021
Email: mccm@bigpond.com

Roma

Centacare
133 a-b McDowall Street
PO Box 1514
ROMA QLD 4455
Phone: 4622 5230
Email: jboulter@tmba.centacare.org.au

Roma

Roma Community Hub
Maranoa Regional Council
57 Bungil Street
ROMA QLD 4455
PO Box 42
MITCHELL QLD 4465
Phone: 1300 007 662 / 4624 0808
Email: reception@maranoa.qld.gov.au

Roma

Aboriginal Family Legal Service
17 Spencer Street
PO Box 481
ROMA QLD 4455
Phone: 1800 185 950 / 4622 3677

St George

Care Balonne
84-86 Victoria Street
PO Box 517
ST GEORGE QLD 4487
Phone: 4625 5450
Fax: 4625 3268
Email: admin@carebalonne.com

St George

Centacare
88-90 The Terrace
PO Box 155
ST GEORGE QLD 4487
Phone: 4625 4317
Fax: 4625 3250
Email: cmcquillan@tmba.centacare.org.au

Stanthorpe

Stanthorpe Community Development Service Inc.
8 Corundum Street
STANTHORPE QLD 4380
Phone: 4681 3777
Fax: 4681 4532
Email: cadsadmin@halenet.com.au

Tara

Tara Neighbourhood Centre
49 Day Street
PO Box 158
TARA QLD 4421
Phone: 4665 3508
Fax: 4665 3894
Email: centre@taranc.com.au

Warwick

Department of Communities, Child Safety and
Disability Services
69 Guy Street
PO Box 195
WARWICK QLD 4370
Phone: 4667 5155
Fax: 4667 515



Let's Work Together

Financial donations

TASC National is a not for profit, charitable organisation. All donations are tax deductible against income earned in Australia and do not attract GST. To make a donation contact TASC on 07 4616 9700.

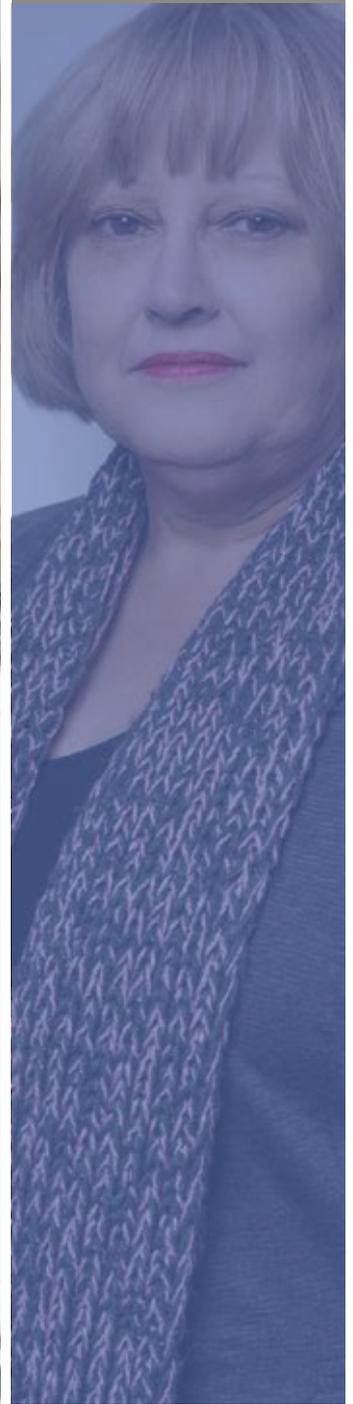
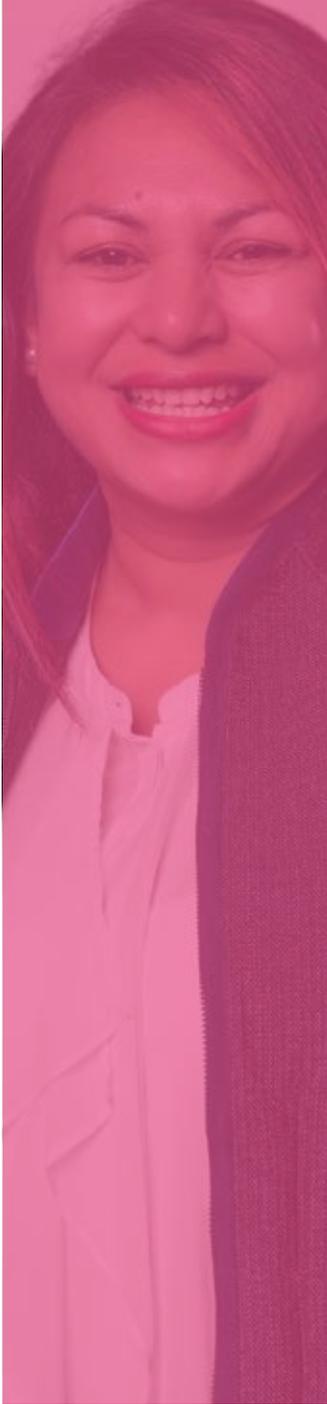
Business Partnerships

Business partnerships can benefit everyone. To find out more about how your business and TASC National can work together, contact TASC CEO Philippa Whitman on 07 4616 9700

Leave a Bequest

If you wish to leave a bequest to TASC National and ensure your legacy continues on, contact TASC on 07 4616 9700 for more information.





CALL
1300 008 272
(TOLL FREE) OR
07 4616 9700
and speak to our reception staff

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