tasc

Legal and Social Justice Services



2023

Annual Report

Standing Up For Human Rights



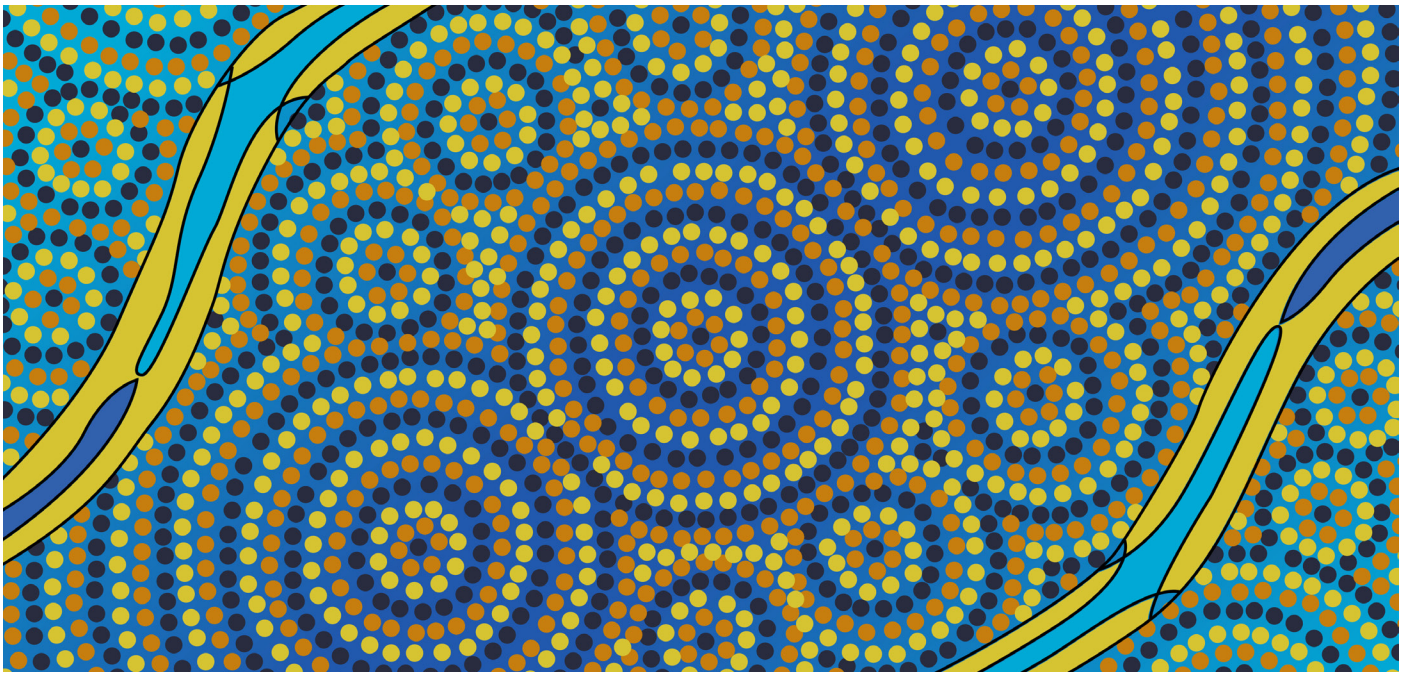
Acknowledgement

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, the Taribelang Bunda, Gooreng Gooreng, Gurang, and Bailai Peoples of Hervey Bay and Bundaberg, The Wakka Wakka people of Cherbourg and the Gubbi Gubbi people of Gympie.

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



In 2022, TASC purchased "Country" by Charleville based First Nations artist Eric Kent.

"It is a very spiritual painting that was inspired by the lands of my country. The hills, ranges and creeks that move across the land. The blues and the greens are the colours of the waterholes and lakes that are left when the waters stop flowing and the yellow and orange colours are representative of the flowering wattle, mulga and gidgee that encompass my country."

Mr Kent passed away shortly after completing this work.

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Theme

As we reflect back across the year on our challenges, achievements and how TASC has adapted, and continues to adapt to a rapidly changing world, the theme of this year's annual report becomes resoundingly clear: hope.

While there is much to be pessimistic about as our society navigates the wicked problems of housing affordability, cost of living, increasing frequency of natural disasters due to climate change and an increasingly divisive political and policy landscape, we also have hope.

Our optimism stems from several sources. We draw inspiration from the empowerment of our clients - seeing them reclaim their agency, often simply by being heard and validated.

We admire the remarkable resilience of our client base, who consistently rise above the daunting challenges life throws their way.

Equally uplifting is the dedication, kindness and expertise of the TASC team, the positive impact of our programs on individuals and the broader community, and the remarkable adaptability shown by the communities we've engaged with.

Moreover, we are heartened to note the growing emphasis the business and investment world, both in Australia and internationally, is placing on Environmental, Social, and Governance (ESG) factors. Their growing alignment with the UN's Sustainable Development Goals (SDGs) signals a shift towards a more sustainable and inclusive global community where human beings and the environment are given the prominence they deserve.

In essence, while hope stands as one of TASC's core values, it isn't just a sentiment. It's a driving force. It propels us forward, prompting reflection on our achievements, areas for growth, and guiding our strategies to adapt and thrive in a changing world. Through it all, we remain committed to fostering a community where hope is not just a word but a lived experience.

Our Cover

With this year's theme of hope and to represent the regions in which we operate, this year we experimented with generative AI to create the cover artwork.

The image we used was generated with a prompt focussing on a south west Queensland landscape, in a folk art style and with a tone of optimism.

In this year's Annual Report we have also utilised generative AI for some of the images, particularly those illustrating our case studies, as our clients' confidentiality is of utmost importance to us.



Chairperson's report

Hearing about the excellent work done by our TASC team has been a source of real inspiration to those of us on the Board of TASC. Along with the affirming client feedback from across our regions we have heard stories of how our team members have supported people through significant hardship. It is a privilege for all of us at TASC to be able to play a part in enabling people to overcome barriers and preserve their legal and human rights.

The highlights for me from the past year include:

- Expansion of services to reach more individuals and families across a broader geographical area;
- Seeing the willingness of our people to tackle some tough assignments;
- Participation in a wider variety of activities within the community sector leading to deeper understanding, cooperation and impact.

I would like to thank our external funding partners at Commonwealth and State level who make it possible for us to deliver services for free to many people across our regions.

We also extend our gratitude to colleagues in other agencies who help us with referrals and advice. Our team is supported by volunteers and pro-bono professionals who make it possible to extend our services in areas our clients would otherwise find difficult to access.

Personally, I want to acknowledge the enormous effort put in by our employees at TASC. There is never a dull moment. Demand for services remains high and teams have been working to capacity for most of the year. To Frances and the team, thank you for your tenacity and compassion.

Finally, I extend my thanks to my colleagues on the TASC Board who have given freely of their time and expertise. This year we welcomed new Director, Ann-Marie Johnston, who has taken on the role of Treasurer. I say a special thank you to retiring Directors, Alison Kennedy and Ross Morgan whose contribution will be remembered with much appreciation.

Looking ahead, please continue to support us in whatever way you can. We are excited about the challenge this coming year of developing some new strategies to empower people to take action on social justice issues affecting the communities we serve.

Lesley Beames
Chair, TASC National Ltd

CEO's report



The team at TASC have truly been doing some exceptional work supporting members of the community in the face of the increasing pressures particularly around housing, cost of living and the associated legal and mental health issues that emerge as a result of these pressures.

As we have focused on consolidation, managing the COVID disruption to the workforce and managing ourselves within this disruption, we have also successfully commenced new programs and focus areas in response to community needs. Mind My Legals provides pathways for those experiencing mental health issues with increased access to legal support. In a formal partnership with Darling Downs Heath Service we established a Mental Health Justice Partnership with an integrated model of a TASC social worker and solicitor being available to take referrals from allied health professionals, primarily with a focus on hospital social workers and those working in the Adult Mental Health Unit. We extended the scope to Community Care Units and Baillie Henderson hospital as the program progressed. With timely and supported wrap around responses we assist the recovery journey for people struggling with issues linked to their mental health. This new program complements the well established work we have been undertaking in the mental health advocacy arena with Health Department funding in Toowoomba.

Our Redress Scheme work is well embedded and the workers have been providing compassionate support and counselling responses to people who have experienced institutional child sexual abuse as they assist them with their applications for redress.

Our social justice and tenancy advocates are responding to increased calls for assistance given the changing landscape around NDIS and assisting people with knowing how to navigate and respond to the complexity of access within the system. With our advocates well established now in 3 locations in the Wide Bay Burnett area, as well as the locations we have traditionally operated from, our expanded services are responsive to the local community needs as our staff are from the local community and familiar with their region's support systems and the uniqueness of their particular geographical catchments.

With a focus on being of service where we need to be we continue to operate our remote offices in Goondiwindi and Roma offering face to face legal appointments and phone appointments as well as remote appointments from our Toowoomba and Ipswich office locations. A client satisfaction snapshot in May 2023 revealed high satisfaction results for ease of access to our centre reflecting our strategic decision to continue with a range of access options, inclusive of face-to-face, telephone or outreach. The high satisfaction level with 'listened to my legal problem' & 'helped me understand how to deal with my legal problem' & 'information and resources received' indicate that TASC is providing effective legal services and is committed to good client outcomes. Even when faced with staffing shortages, the focus has always been on providing good quality legal service reflective of our strategic goal.

The core focus of our legal work remains in the areas of Family Law, Domestic Violence, minor Criminal and Civil matters, our Disability Law Program and our Rural Women's Outreach Service which has been expanded and strengthened in the past 12 months.

Our focus on growing services to support seniors has been realised. With a generous increase in funding from the Queensland Government for our Seniors Legal and Support Service we now have a team of social workers and solicitors based in our Ipswich office expanding our coverage area out to include not only the Ipswich metro area, but also the Ipswich hinterland (see map 5, page 16). Sadly the abuse of our seniors in the communities we support is a growing concern with inheritance impatience and living pressures often being driving factors in causing this serious harm to those who deserve care, honour, respect and support at this time in their lives. Our dedicated



and passionate team are determined to support our seniors to feel safe and valued within our community.

As we continue to flex to the new challenges and demands for service I wish to thank all the hardworking team here at TASC. Our client engagement workers meet and greet people each day who are anxious and distressed, our intake workers listen to their needs and assess the most appropriate avenues for us to provide support and our team of workers create viable options and solutions to the troubles people are facing. Supported and guided by our Board and all our other volunteers who work alongside us we will continue to be there for the community.

Frances Klaassen OAM
CEO, TASC National Ltd



The year ahead

As we enter the new financial year at TASC, our focus is significantly directed towards adapting to the prevailing societal trends, not only in our service region but also on a broader scale, encompassing national and state perspectives.

A critical issue at hand is the ongoing housing and rental crisis. This situation is characterised by an increasing demand for housing coupled with spiralling rental costs, factors that are pushing more individuals and families towards precarious living conditions. Our QSTARS program is formulating strategies to address the anticipated rise in client needs. Concentrating on providing timely assistance and guidance to navigate the challenging housing market coupled with a commitment to advocating for more sustainable solutions keeping people in safe, fair and secure tenancies is our priority.

This crisis, alongside ongoing cost of living pressures is also placing pressure across the communities we serve, particularly vulnerable groups. Unfortunately, as a result we expect the need for domestic and family violence assistance across our programs to increase.

In tandem to this, we are continuing our efforts to mitigate the issue of domestic violence. With the support of the Queensland Government, we are initiating a project, the Rural Motherhood Initiative, in the Western Downs. The program aims to foster stronger bonds between mothers and children in the early stages of motherhood. This initiative is a step towards building safer and more nurturing environments, which are vital in breaking the cycle of violence.

In the coming year, our Social Justice Advocates will prioritise assisting individuals in accessing and navigating the evolving NDIS system. As the NDIS landscape shifts, we're poised to address the emerging needs of the disability community. Our advocates are geared to guide individuals through the system's intricacies.

The rise in reported elder abuse cases, especially concerns linked to failed granny flat arrangements and inheritance impatience, is prompting action from our team. Our newly expanded Seniors Legal and Support Service will not only directly address these issues but will also emphasise early education in the community. This approach aims to raise awareness and promote preventive measures, helping to ensure our elderly population is better protected and informed.

As the financial year commences, we implement a significant organisational restructuring to better align our programs and resources. This restructuring includes initiatives such as creating an additional Principal Solicitor position and expanding our Social Justice and Advocacy services in Toowoomba and Ipswich, focusing on more effective utilisation of expertise and fostering interdisciplinary collaboration.

Like many organisations post-Covid staff recruitment and retention has been a major issue in the past year. With recruitment addressed the coming financial year will see a variety of initiatives implemented to help address focus on retention and to help build a solid culture for the future. One of the key strategies being deployed revolves around improving internal communication, celebrating the work we do and the expertise of TASC's team.

In terms of communication and collaboration, we are working to enhance this through implementing a structured internal communication program which is expected to facilitate more frequent and productive interactions between the Executive Leadership, the Board, and the entire TASC team. This strategy is part of our goal to cultivate a work environment where open dialogue is encouraged, fostering a culture of mutual respect and understanding across various organisational levels. In our pursuit of continuous improvement, we will also refine our feedback mechanisms to garner insights that can guide our future strategies and actions.

Celebrating TASC's values and mission, and the genuine care our team has for the people we serve will also be a core strategy along, with TASC's recruitment strategy continuing to be grounded in a values-based approach. Promoting alignment between the organisation's objectives and the personal values of our staff is an aspect that is instrumental in enhancing staff wellbeing and retention.

To help implement these initiatives, we have engaged HR specialists. Additionally, we are placing a renewed emphasis on ensuring psychological safety within our teams, aligning with the new WHS regulations and recognising

the inherent emotional and cognitive demands of working in the community legal and advocacy sectors.

We are also progressing in the development of a reporting framework to showcase our Environmental and Social Governance initiatives. While our current activities already contribute positively to the community and environment, we will focus on documenting and reporting on the impact these measures have and find ways to improve.

In response to the changing landscape in not-for-profit operational expectations improving our organisational governance is in the forefront for the upcoming year. Along with upskilling ourselves and our Board in July 2023, we plan to establish a risk and finance sub-committee, bringing together the expertise of Board members and TASC's executive leadership to enhance governance and risk management procedures within our organisation.

As your CEO, I am committed to guiding TASC through these developments, with a focus firmly grounded in our mission and a dedication to serving our community effectively. Through collaborative efforts and a continual emphasis on refining our operational processes and service delivery, we aim to make a positive and lasting impact in the lives of those we serve.

Frances Klaassen OAM
CEO, TASC National Ltd

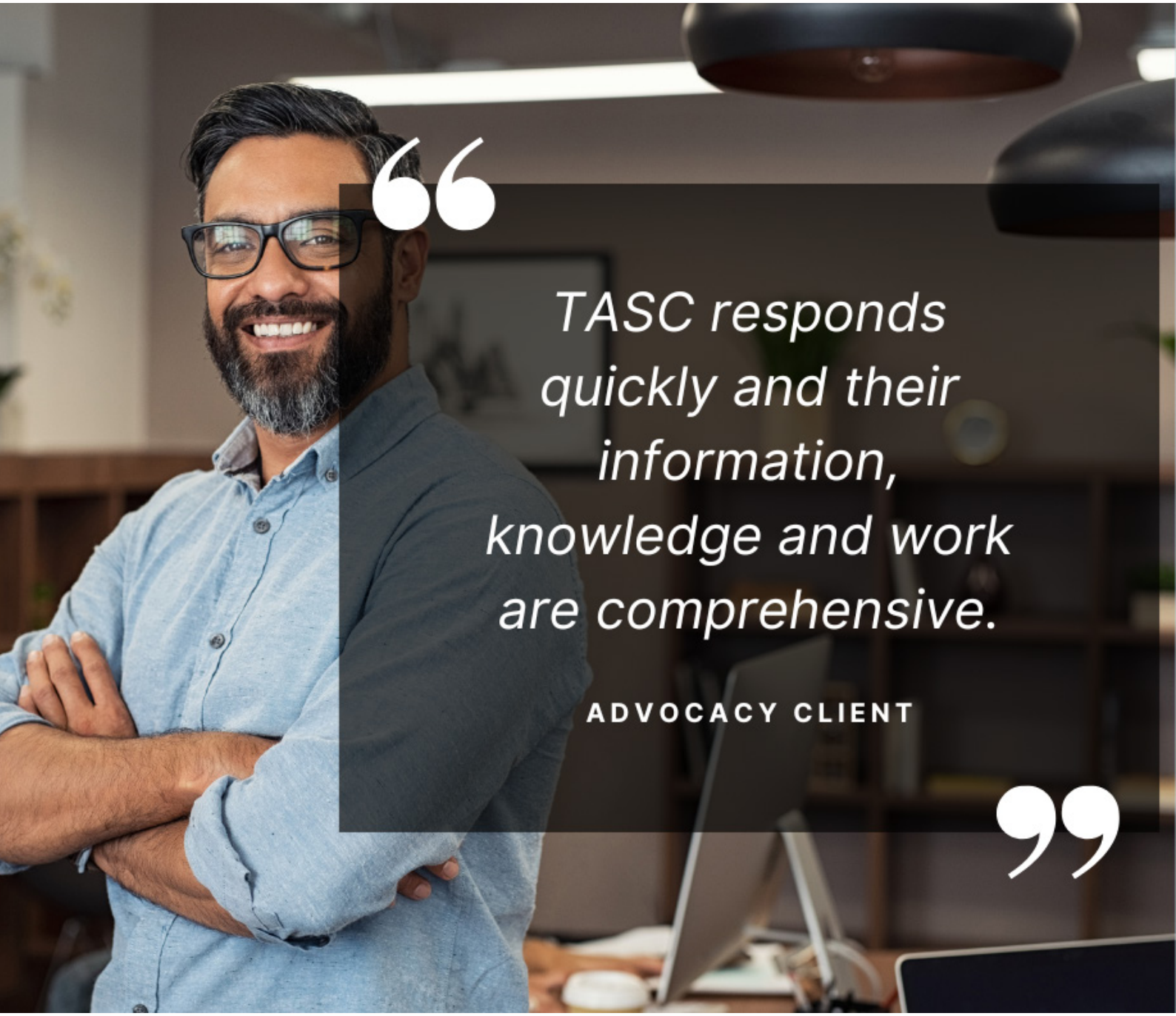



I wish to thank TASC for their efficiency and tact while dealing with this matter for me. I sincerely appreciated all the effort they put in to helping. They kept me informed with every step and forwarded copies of all correspondence between the parties concerned.
TASC CLIENT

About us

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About TASC

Established in 1982, TASC began as a community legal service in Toowoomba, assisting its vulnerable residents. Over the years, it has expanded its footprint to provide legal, advocacy, and social justice services across southern and south-west Queensland, including Ipswich and parts of Wide Bay.

This extension of services reflects the needs of rural communities. The organisation evolved into 'The Advocacy and Support Centre (TASC) Inc.' and established offices in Goondiwindi, Ipswich, Roma, Bundaberg, and Hervey Bay. From its origins as an incorporated association, TASC transformed into TASC National Limited, a company limited by guarantee and a significant community legal entity in Queensland.

Aligning with its core services, TASC adopted the title: 'Legal and Social Justice Service'. Federal and state funding enables TASC to deliver essential services. Our team, comprising lawyers, advocates, and social workers, collaborates with various stakeholders, ensuring comprehensive service delivery.

Our volunteer force contributes significantly, providing legal and administrative support to our clients. TASC is accredited by the National Association of Community Legal Centres for its legal services and the National Standards for Disability Services (NSDS) for Advocacy Services. We remain committed to our mission and thank the community for its support.

Our logo

We have continued our branding implementation 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.
The bottom of the circle is shaped like a hand to represent the guiding hand of TASC professionals to support the clients we serve.



Legal Services overview

TASC Legal Services offer free, comprehensive legal assistance to individuals in low to middle income brackets within Ipswich, Toowoomba, and South West QLD. The service encompasses information provision, referrals, and actionable legal advice. Furthermore, it emphasizes equipping clients with self-help strategies, fostering their autonomy in navigating legal challenges.

Legal services operate out of physical offices in Toowoomba, Ipswich, Goondiwindi and Roma but also work in collaboration with community and neighbourhood centres on the western and southern Darling Downs to provide face to face appointments on a monthly basis.

Within our legal services sits the overarching general legal service, Rural Women's Outreach Legal Service and Mind My Legals, a legal and social work service. Our legal services programs are funded for certain geographic areas within TASC's catchment (see Map 1.).

Our legal services expertise spans several areas of law, including:

- **Domestic and Family Violence Law**
- **Family Law**
- **Civil and Consumer Law**
- **Minor Criminal Law**

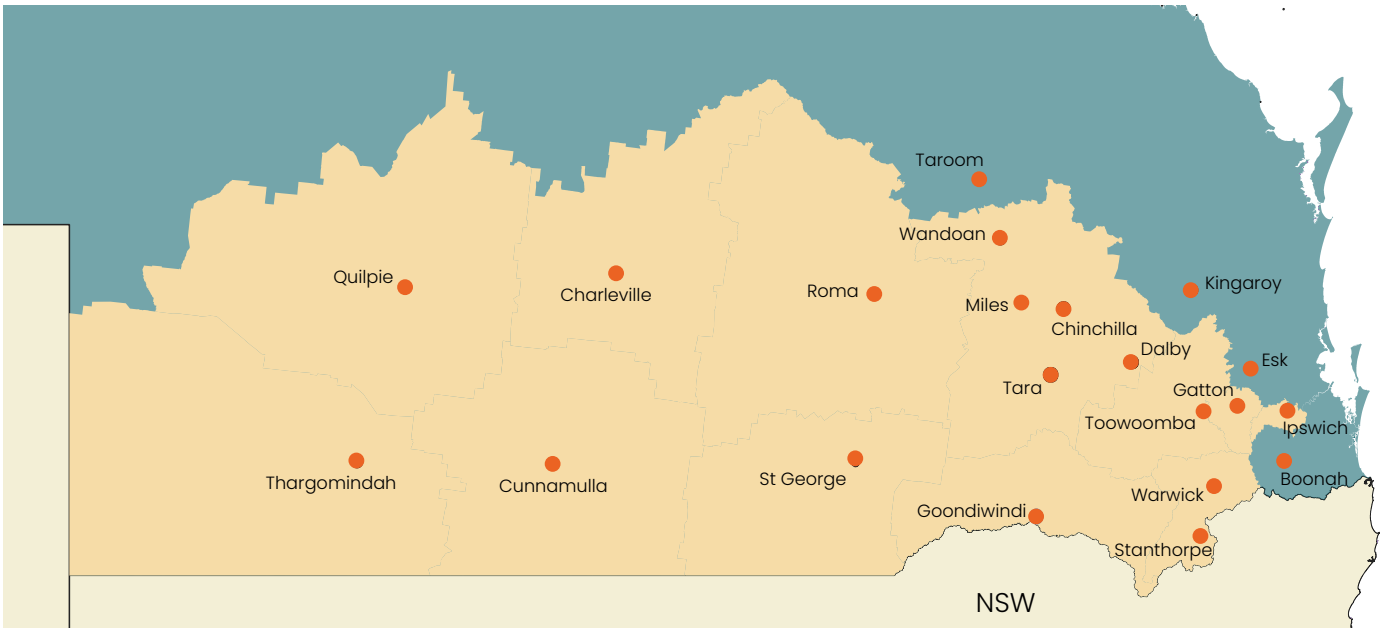
Rural Women's Outreach Legal Service

Exclusively tailored for women in low to middle income situations residing on the Darling Downs and South West Queensland, the Rural Women's Outreach Legal Service is a free service that provides vital legal assistance.

Mind My Legals – Mental health focussed legal and social work service

Mind My Legals is a distinctive service, blending legal advice with social work support, dedicated to individuals over 18 grappling with mental health challenges within the Darling Downs Health Network area (see Map 3.).

This initiative ensures that these individuals, who must have had recent contact with Darling Downs Health, not only understand but also assert their legal rights while getting the essential social work support they require.



Map 1: TASC's Legal Services catchment.

Social Justice Services overview

TASC National's Social Justice and Advocacy Services provide a structured framework to address societal challenges for vulnerable groups throughout southern Queensland communities. With Disability Advocacy as a notable segment of its offerings due to its comprehensive reach, each program is meticulously designed to cater to specific needs. These programs underscore TASC's dedication to service delivery, trauma informed approaches and holistic advocacy.

Due to funding, each program operates in a clearly defined geographic area, with TASC's Disability Advocacy service covering the largest area (see Map 2.).



Map 2: TASC's Disability Advocacy Service's catchment.

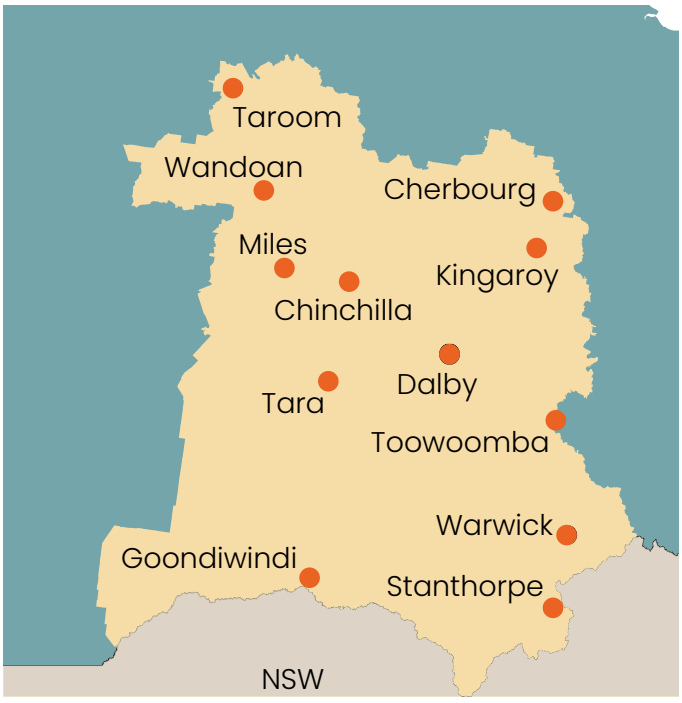
Disability advocacy

TASC's Disability Advocacy initiative provides tailored support to individuals with disabilities or mental illness across a wide geographic area (see Map 2.).

TASC's Disability Advocates support justice, equity and fair treatment. Our team speaks, writes and acts for individuals to ensure their needs are met and their rights are upheld in the wider community. We support people to advocate for themselves to the greatest extent possible.

Mental health advocacy

A service for residents within the Darling Downs Health Network (see Map 3), this initiative focuses on providing structured support to individuals with mental health conditions. It emphasises collaboration between advocates and clients to address key challenges, especially pertaining to system navigation and addressing discrimination. This service works in partnership with Darling Downs Mental Health Unit and conducts regular visits to some Toowoomba based mental health facilities and wards. We conduct remote advocacy outside of Toowoomba



Map 3: Darling Downs Primary Health Network.

Social Justice Services overview

National Redress Scheme Support

Operating throughout the Darling Downs and Maranoa (see Map 4.). This service is funded t0 assist survivors of institutional child sexual abuse navigate the National Redress Scheme.

Offering a holistic approach, it guides individuals through the intricacies of the National Redress Scheme application, ensuring precision and sensitivity and also providing emotional support and counselling for clients throughout what can be a very emotional and confronting process.



Map 4: Toowoomba, Darling Downs & Maranoa forms the funded catchment for TASC's National Redress Scheme Support Service.

QSTARS – Tenancy advocacy

TASC operates this service as part of the wider QSTARS (Queensland Statewide Tenant Advice and Referral Service) which is geared towards ensuring housing stability and upholding tenancy rights in Queensland.

TASC services the areas and communities in Toowoomba and SW Queensland. A comprehensive service, it focuses on practical assistance, from liaising with landlords to preparing for tribunal hearings. Tenants Queensland is the parent body for the QSTARS program and all entry pathways for clients are generated at the State level.

Seniors Legal and Support Service

Serving older people in Toowoomba, Ipswich and the Ipswich hinterland (see Map 5.) This program aims to address the multifaceted challenge of elder abuse.

With a dual approach encompassing both legal and social work interventions, it provides resources ranging from legal advice and assistance to counselling, all centred on safeguarding seniors.



Map 5: TASC's Seniors Legal and Support Service funded service area.

Corporate Services overview

TASC Corporate Services offers a suite of services tailored to ensure efficient, secure, and compliant operations across its vast geographic reach.

These services support the infrastructure, resources, and processes fundamental to TASC's daily activities, highlighting our commitment to upholding standards and maintaining systems pivotal to our organisational success.

Each function, while distinct in its primary role, collectively ensures the smooth management of TASC's operations. Our team's mission is to empower our frontline staff by providing resources and removing obstacles, enabling them to deliver optimal services and drive meaningful social change.

Operations

Information and Communications Technology

(ICT), Fleet and Facilities, WH&S manages the technology infrastructure, offers technical support, and fortifies cybersecurity through centralised IT operations, covering a broad geographical expanse including multiple remote sites in the Wide Bay region, Roma and Goondiwindi.

Manages vehicle acquisition, maintenance and disposal, as well as the oversight of physical properties. Ensures the provision of a modern, fuel-efficient fleet tailored to the needs within TASC's operational areas.

Fosters a safe working environment, emphasises employee well-being and ensures adherence to health and safety regulations, including psychosocial safety aspects.

Finance

Oversees financial operations and strategy, encompassing budgeting, reporting, accounting, resource management and fiscal compliance.

Governance and Risk

Structures and executes organisational policies and governance; assesses and manages risks, playing a pivotal role in TASC's strategic decisions.

Quality Assurance and Compliance

Monitors service quality and enforces compliance with both external regulations and internal policies, promoting consistent adherence to standards and funding body requirements.

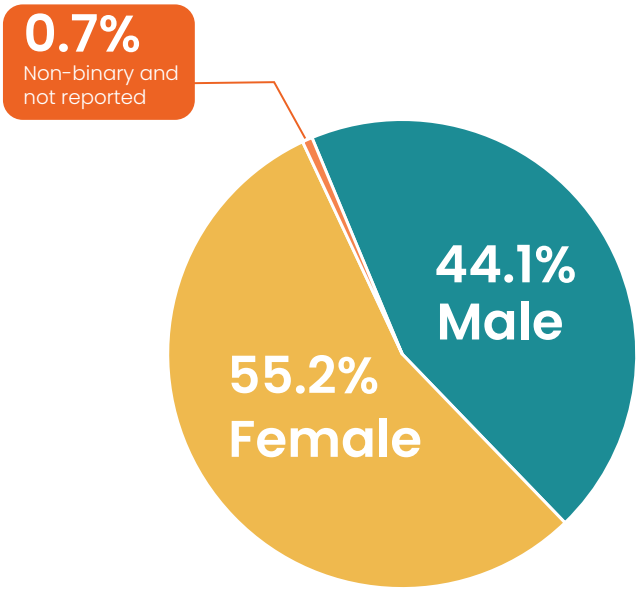
Human Resources

Focuses on employee development, compliance and benefits administration, supporting workforce growth in a geographically extensive and multifaceted organisation.



Performance at a glance

About the people TASC helped in 2022-23.



2158 individuals helped

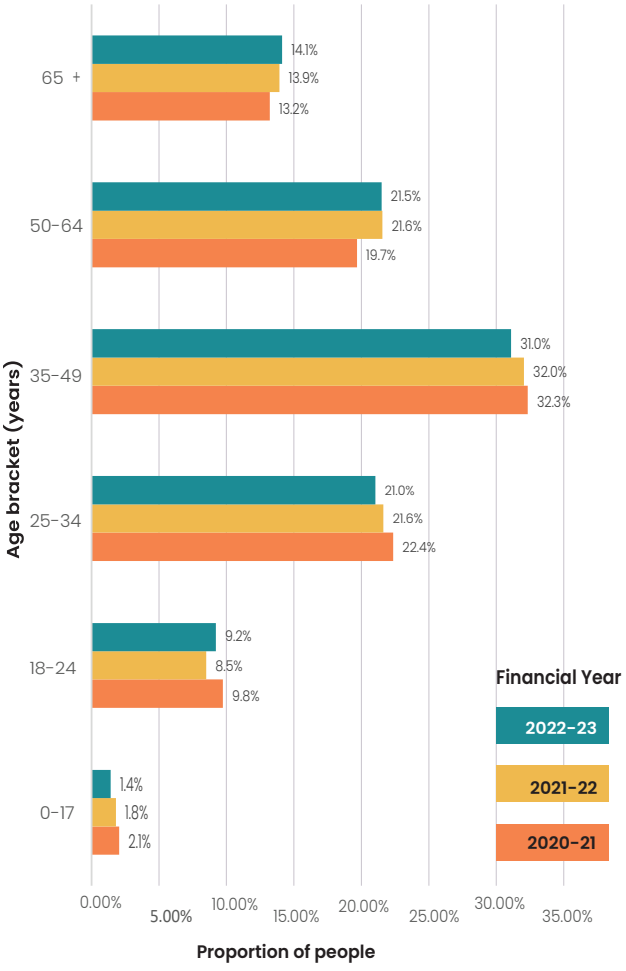
Indigenous Australians
10.2%

Experiencing Financial Disadvantage
92.1%

Experiencing Family and Domestic Violence
41.7%

Living with Disability
44.3%

Homeless or insecure accommodation
9.7%

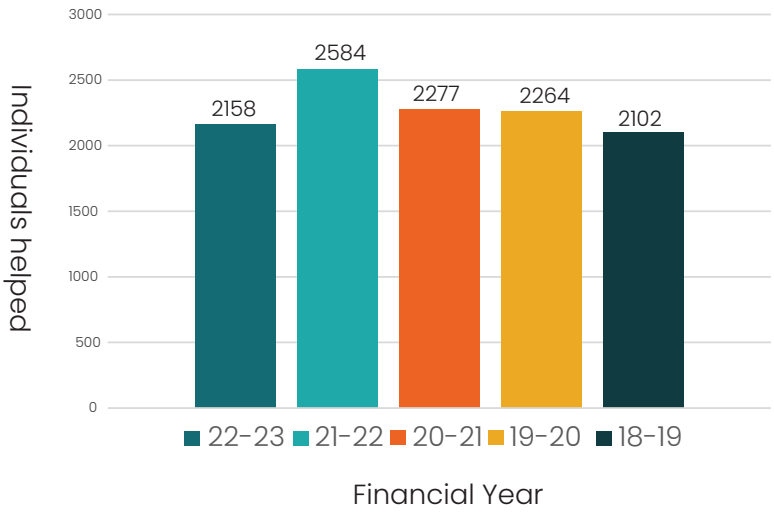


In 2022-23 TASC saw a reduction in the number of people assisted across the year. This reduction was due to impaired capacity resulting from staff recruitment and retention challenges, particularly in our legal service. Despite these challenges, the total number of people helped was only marginally below the five year average.

Among those assisted, TASC saw an increased number of people experiencing homelessness and insecure accommodation. The five year trend shows an accelerating increase with the exception of 2020-21 when COVID interventions by State and Federal Governments may have influenced the drop. Given the continuing housing crisis being experienced nationally, TASC does not expect this trend to change.

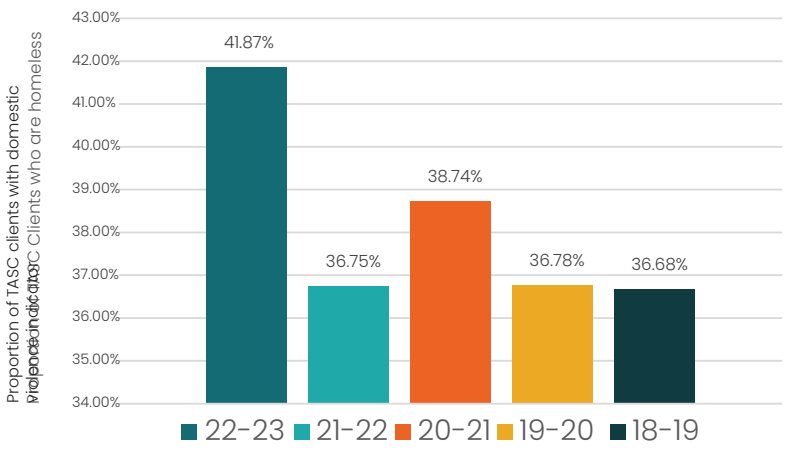
Another area where cost of living and housing crises appear to be having a detrimental impact is in the proportion of TASC clients experiencing Family and Domestic Violence. The 5 year data shows clear peaks where wider societal stressors are at play. In 2020-21, during the peak of COVID lockdowns TASC noted a 2% increase over the historical average of 36.75%. In 2022-23 as cost of living and rental crises have played out further we have seen an even sharper rise to 41.87%.

Number of individuals assisted by TASC - 5 year comparison



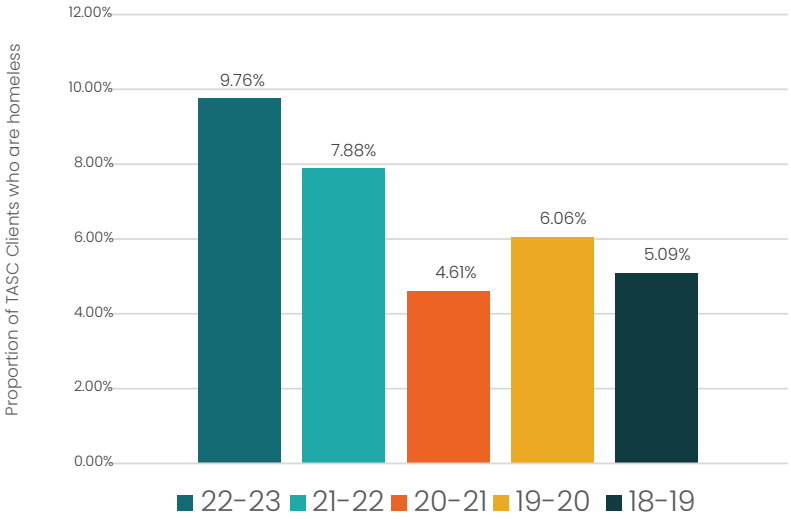
5 year comparion of Family & Domestic Violence indicators among TASC clients

Source: CLASS data 01/07/18 - 30/06/23. Please note these figures combine people seeking assistance via family, criminal and civil law programs per CLASS report C0.1



5 year comparion of Homelessness indicators among TASC clients

Source: CLASS data 01/07/18 - 30/06/23. Metric assessed = Homelessness Indicator





Our funders

TASC National thanks the following bodies for funding our services:

Department of Child Safety, Seniors and Disability Services

Queensland Government

Queensland Health

Queensland Government

Department of Social Services

Australian Government
Department of Social Services

Tenants Queensland

Tenants Queensland Inc

Legal Aid Queensland

Community Legal Centres Queensland

QLD Department of Justice and Attorney General

Commonwealth Attorney-General's Department

Australian Government
Attorney-General's Department

QUEENSLAND GOVERNMENT
Department of Justice and Attorney-General



Charleville Public Art

Memberships & accreditation

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

PROFESSIONAL MEMBERSHIPS

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

Strategic goals

Improving More Lives

- We ensure people are treated fairly and with dignity
- More people are seeking our services and warm referrals are increasing
- We enable inclusion through our legal and social support
- People value our advice. They feel welcome and safe here

Improved Efficiency

- We use effective processes and systems supported by integrated technology
- Our data is reliable and informs business directions
- Our reports articulate the impact and return on investment of our work, identifying regional needs and opportunities
- Stakeholder feedback is monitored for continuous improvement and innovation

Business Integrity & Financial Resilience

- Our funding sources are diverse
- We are trusted with long term contracts
- We are good partners – reliable, collaborative and transparent
- Our asset base enables strategic growth and innovation

Committed to Service Excellence

- We have competent leadership and strong governance
- Our culture reflects our values. We are socially responsible
- Our people's wellbeing is a priority
- Our people engage in ongoing professional development
- We have open communication and hold one another accountable each day

Respected Nationally

- Our communities know who we are and actively utilise our support
- Our communities back us because they believe in what we are doing
- Our footprint and impact is expanding across regional Australia
- We are known for our expertise and tangible outcomes
- We are recognised as a voice for the needs of regional people

Our values

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

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

Hope

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

Honour

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

Authenticity

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

Compassion

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

Tenacity

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




Thank you for being a part of my journey ... bless you.
ADVOCACY CLIENT

Our people

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Who are we

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.



Board of Directors



Lesley Beames – Chairperson

Lesley joined the TASC Board as a Director in 2007 and was elected Chairperson in 2019. With many years' experience in the education, health and not-for-profit sectors, she now contributes to organisations that tackle social issues, transform the lives of individuals and improve the wellbeing of communities. In addition to her role with TASC, Lesley is a Director of workRestart, a social enterprise assisting prison leavers returning to the workforce.



Craig Armstrong – Deputy Chairperson

Craig joined the TASC Board as a Director in 2019 and was elected Deputy Chairperson in 2020.

He is the Chief Customer Officer for the Warwick Credit Union. With over 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. Craig has qualifications from the Australian Institute of Company Directors – Company Director Course, UNSW Australian Graduate School of Management – Executive Management.



Ann-Marie Johnston - Treasurer (incoming)

Ann-Marie joined the TASC Board in 2023. Ann-Marie is currently the CFO and General Manager Finance and Business Strategy at Toowoomba Regional Council and was proud to be the first female member of the Executive Leadership Team.

She joined Toowoomba Regional Council in 2011 following an extensive career in financial management in diverse industries including manufacturing, insurance, transport, education, engineering, agri-business and arts management.

Ann-Marie has a Bachelor of Commerce from James Cook University, is a Fellow of CPA Australia and Graduate of the Australian Institute of Company Directors. Ann-Marie has extensive governance experience and is passionate about diversity and inclusion.



Dr. Sharon Boyce - Director

Dr Sharon Boyce is an educator, author, speaker and disability advocate from Toowoomba. Sharon has dedicated her life and considerable talents to promoting a true understanding of disability, diversity and complex health issues, receiving many awards including the 2016 University of Southern Queensland's Alumnus of the Year Award; 2012 Queensland Regional Achiever Award; 2008 Human Rights Award for Individuals, and 2003 Disability Action Week Award.

As founder of Discovering DisAbility & Diversity she delivers positive change with community attitudes and awareness across government, health, and education sectors to achieve real outcomes for people with disability and regularly delivers keynote and conference presentations, both nationally and internationally, in the areas of inclusion and awareness.

She is the Director of the Australian Institute of Inclusive Education and Research, Director of the Disability Training Institute and Chief Executive Officer and Director of Aus Inclusion Pty Ltd. In 2020 she was awarded a Doctor of Letters for her research in education inclusion and dyslexia, and she is currently completing a Doctor of Philosophy.

Sharon is also the current chair of the Queensland Disability Advisory Council (Queensland Government) and Advisor to the Queensland Minister for Seniors and Disability Services. She is an appointed member of the National Disability Insurance Scheme Independent Advisory Council, an Executive Director of the Physical Disability Australia Board, and advisor to the Toowoomba Regional Council's Access Committee.

Sharon continues to lead work and change fundamental to the principles that people with disability need a valued and equal seat at the table.



Dr. Rhett Martin - Director

Dr Rhett Martin joined the TASC board in 2022, bringing with him wide experience gained from private legal practice and academia. Rhett graduated from Melbourne University with degrees in Commerce and Law and also holds an LLM and PhD in sustainability regulation.

Rhett is a senior lecturer in law at the University of Southern Queensland, where he has worked since 2014. His research interests include environmental and sustainability regulation which looks at the intersection of law with sustainability and he has authored 'Understanding Sustainability Law' (2017, LexisNexis) along with a series of academic articles on ecologically sustainable forest management.

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



Ross Morgan - Treasurer (outgoing)

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 Omicare Alliance, CASPA Services, Variety Queensland, Volunteering Queensland, and Bundaberg Tourism. Ross has a Bachelor of Business, a Graduate Certificate of Management and is a qualified Certified Practising Accountant. He is a Fellow of the Governance Institute of Australia and the Institute of Managers and Leaders Australia and New Zealand, and a Member of the Australian Institute of Company Directors.



Executive team



Frances Klaassen OAM - Chief Executive Officer

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. She introduced the Women's Wellness Centre in Toowoomba; the Indigenous Foster Care program, which was later transitioned to Goolburri; and partnerships with organisations like Playgroup Australia and Lifeline Darling Downs to fill gaps in early intervention programs in the region.

As the champion of groups like the Local Level Alliance and Refugee and Migrant Settlements Services Interagency, Frances has driven successful collaborations to support the region's diverse communities. In 2015, Frances received the Order of Australia Medal (OAM) for service to children and families through social welfare organisations.



Rohit Hirani - Chief Financial Officer

Rohit has extensive experience in the Not-for-Profit space, having worked corporate and finance roles in various sectors including education, early childhood, advocacy, disability and aged care.

Currently CFO and Company Secretary for TASC National Ltd, Rohit oversees financial , human resources and ICT functions with a strong focus on risk and corporate governance.

In addition to his professional experience and qualifications, Rohit has worked in voluntary roles with organisations which have an interest in education, youth and leadership. Rohit currently serves on the board of the National Ethnic Disability Alliance (NEDA) as Treasurer.



David Manwaring - Principal Solicitor – Legal Services Manager

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.

David has specialised expertise gained from a career spanning both the legal and health sectors. His legal career started in medical negligence with Maurice Blackburn in Maroochydore and later as the Human Rights Lawyer with Queensland Advocacy Incorporated in Brisbane. Before moving to law, he was a registered nurse with experience in mental health, general and occupational nursing.

David's background as a frontline mental health worker has given him a unique insight and commitment to social justice, which underpins his reputation as an expert on restrictive practice as a human rights issue. He speaks and consults extensively on this topic, including as an invited speaker to the United Nations and the Disability Royal Commission, to ABC radio and other media, and to government, legal and advocacy bodies.

David has a Bachelor of Laws (Hons), Graduate Diploma in Legal Practice and a Masters of Law, all from Queensland University of Technology (QUT).



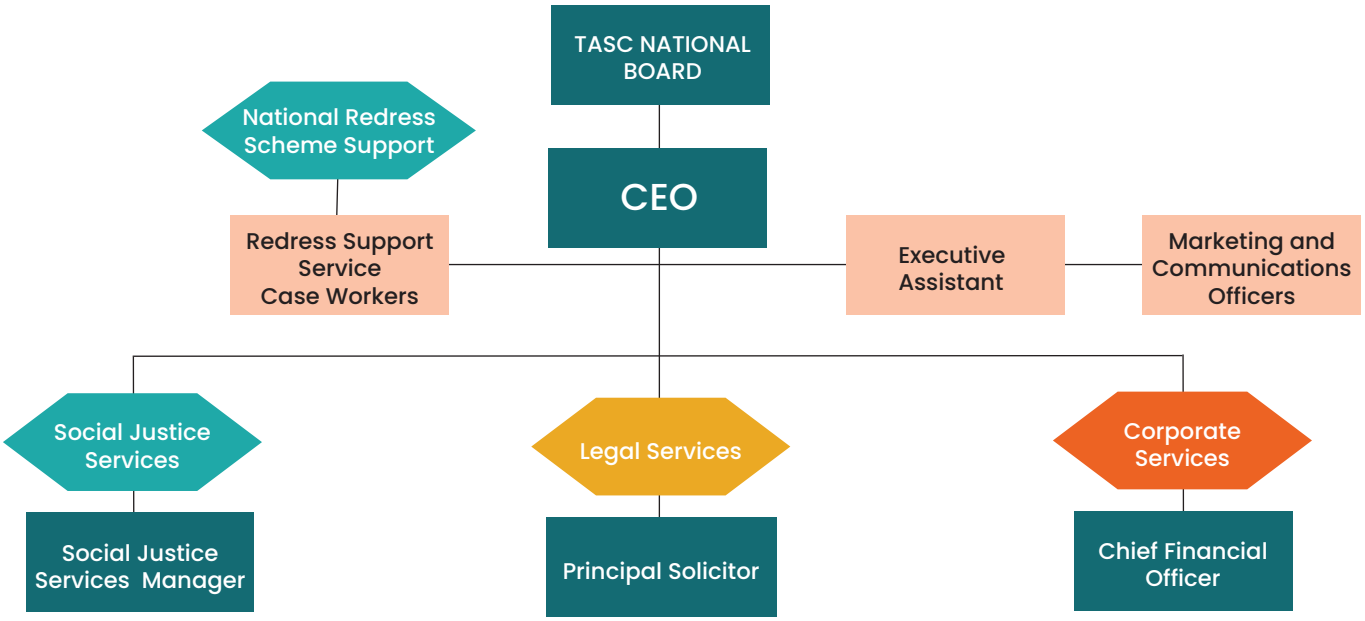
Gail Reardon - Social Justice Services Manager

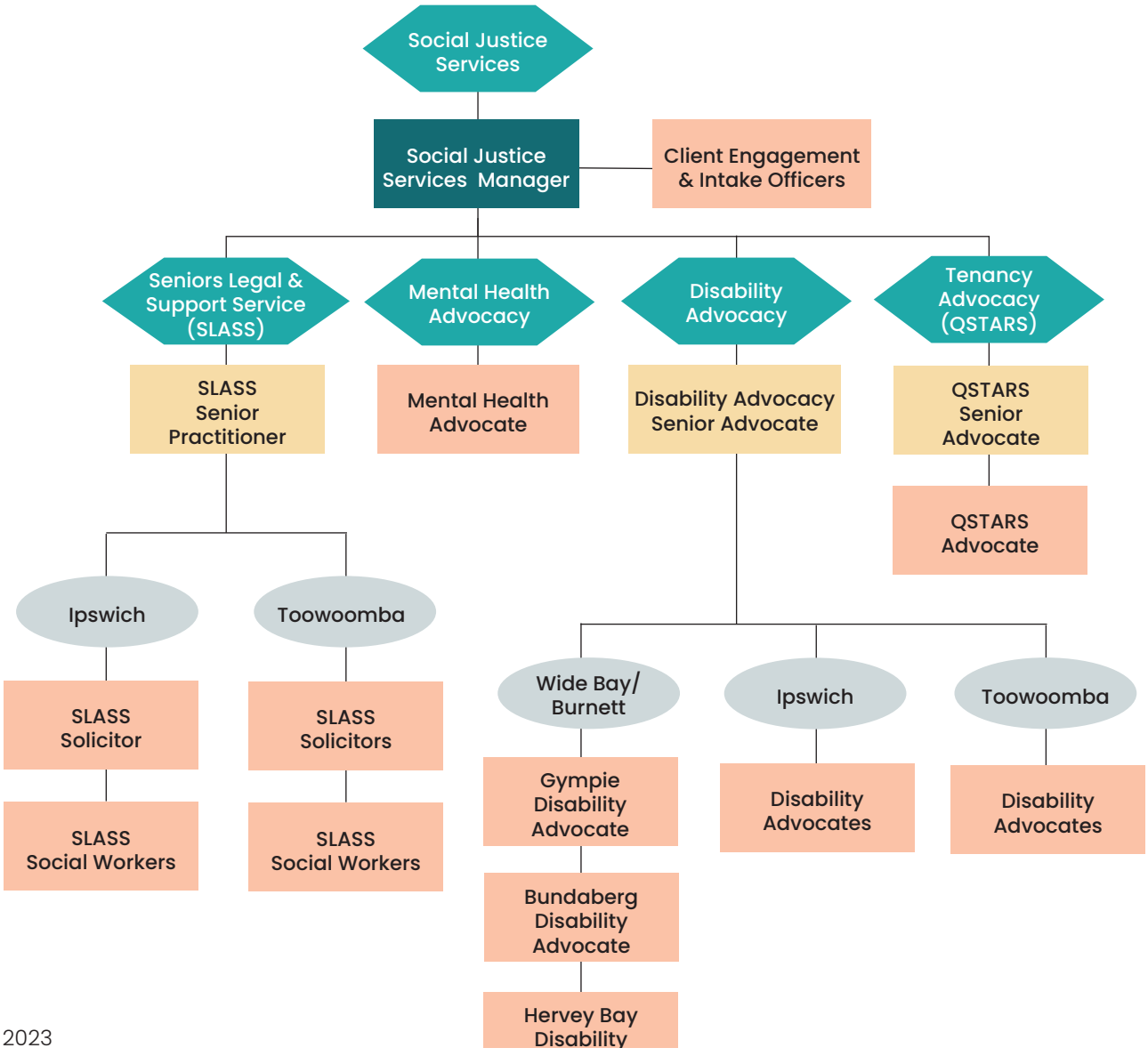
Gail is an accomplished Social Justice Manager with 15 years of expertise in child protection, and is now at the helm of disability advocacy, Redress support and mental health initiatives.

Her dedication to creating a fairer community and a lived experience of how disability can impact families has led her to champion the rights of vulnerable populations.

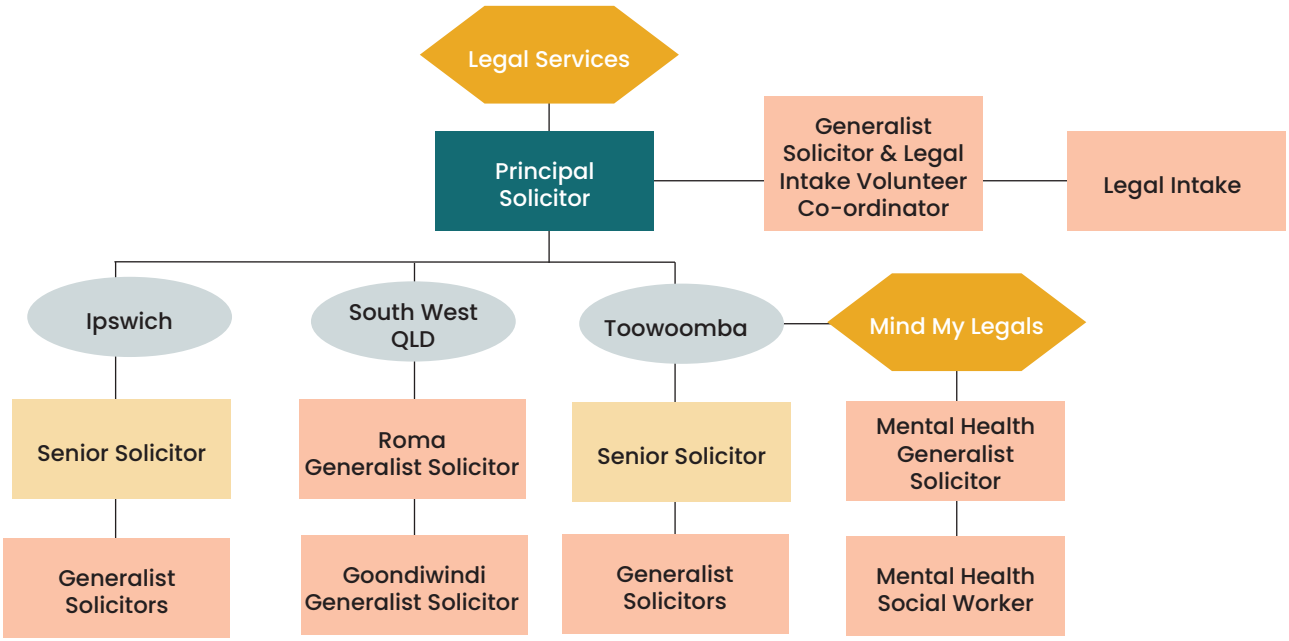
With a compassionate and strategic approach, Gail guides advocacy teams in addressing the diverse challenges faced by individuals with disabilities. Leading the Redress Support team, she facilitates healing and justice for survivors of injustice. Moreover, her commitment to mental health advocacy fosters understanding and support for those in need. Gail's multifaceted efforts continue to make a lasting impact on social justice and inclusivity.

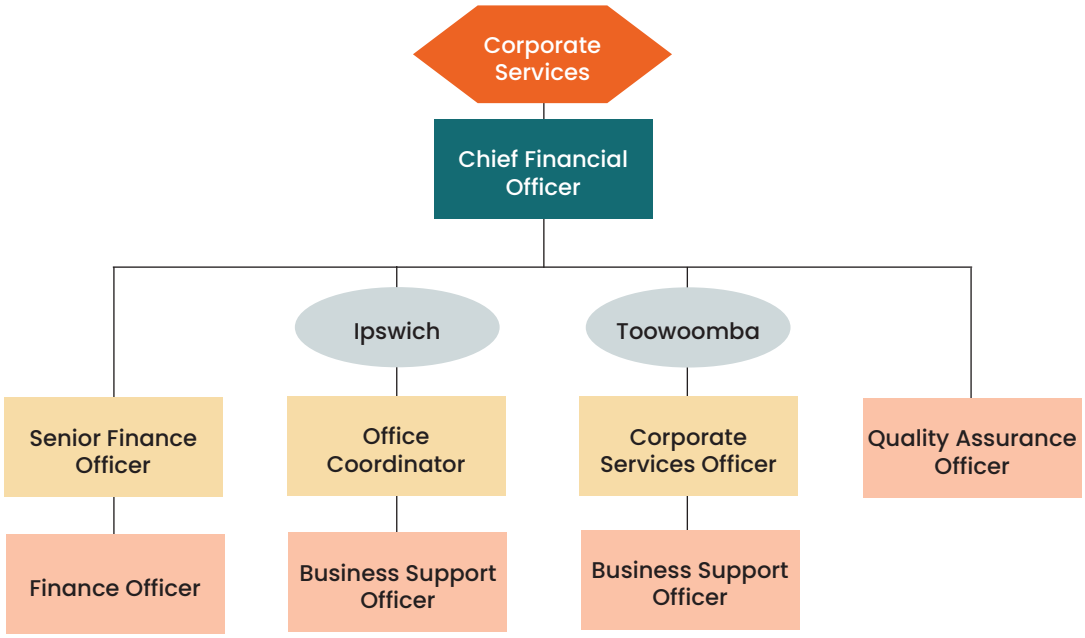
Organisational structure





30 June 2023





LEGEND

Positions = Executive Leadership = Mentor/Leadership = Service Delivery

Geographic location = Role specific locations

Service or program = Legal Services = Social Justice Services = Corporate Services

Our workforce and occupational well-being

Geographic distribution

TASC boasts a workforce geographically distributed across several regions of Queensland.

Our two key staff centres are in Toowoomba and Ipswich. Additional offices, staffed by individual staff members, are strategically located in Bundaberg, Gympie, Hervey Bay, Roma and Goondiwindi.

As of 30 June 2023, TASC employs 59 individuals in various roles across full-time, part-time and casual positions with a Full-Time Equivalent (FTE) of 41.

Leveraging technology for collaboration

Given our expansive geographical footprint, the role of technology and electronic platforms cannot be overstated.

These resources have proven crucial for ensuring seamless intra-team communication and cross-discipline collaboration among TASC's personnel, effectively aligning individuals across the organisation. Our openess to utilising technology facilitates both remote work arrangements and comprehensive organisational communication.

Equal opportunity and diversity

Embodying our commitment to inclusivity, TASC stands as an equal opportunity employer. We actively foster a diverse workforce, encouraging applications from individuals from all backgrounds to join our community legal centre.

This stance is solidified by both established policies and our organisation's underlying values and approaches to respectful and culturally sensitive community interactions.

Training and development

To enhance staff retention, satisfaction and professional growth, TASC provides varied opportunities for employee training and development.

These range from formal learning avenues such as seminars, workshops and certification programs to informal learning opportunities, including internal mentorships and self-paced learning. Our initiative to formalise mentorship opportunities in the upcoming fiscal year shows our dedication to employee growth, ensuring the transference of knowledge, skills and strategies from senior roles to newer team members.

Occupational health, safety, and well-being

The past year saw a reinforced focus on employee-driven Occupational Health and Safety (OH&S) initiatives.

Despite high staff turnover, we have sought to maintain a dynamic and engaged OH&S committee, integral to reinforcing TASC's formal OH&S policies. The management team is prioritising this aspect, ensuring the well-being and safety of our staff members.

In response to the substantial car travel involved in outreach programs, TASC ensures the provision and maintenance of a modern vehicle fleet, equipped with advanced electronic safety features. We also offer ergonomic support to our office-based staff, emphasising the significance of physical well-being.

Focus on psychosocial safety

In light of the April 2023 amendments in Australian Work Health and Safety Regulations, we welcome the heightened focus on psychosocial safety.

Recognising the cognitive and emotional load associated with our sector, TASC has pre-emptively established strategies and policies to mitigate related risks.

All TASC employees have access to an independent Employee Assistance Program, offering various supports, including counselling services, further underlining our commitment to holistic employee well-being.

TASC Legal and Social Justice Services
May 29 ·

Alan Martin (the Rainbow Warrior) visited TASC on Monday morning for a smoking ceremony and mindfulness session as part of Reconciliation week.

We thank Alan, proud Gungarri man, for sharing his time and traditional cultural practices today at TASC. The ceremony has created a foundation to keep reflecting, learning, working with First Nations peoples respectfully as a Team, and to "Be a Voice for Generations", a voice for reconciliation – where we live, work, and play.

#closethegap #reconciliation #NRW2023



During Reconcilation week, TASC held a smoking ceremony and mindfulness session for staff at their Toowoomba office.

TASC Legal and Social Justice Services
July 27, 2022 ·

Coinciding with NAIDOC week in the first week of July, Strategic Indigenous Awareness training was presented by Gooreng Gooreng Man, Grant Sarra to the team at TASC. The day delivered some powerful and at times confronting insights for attendees to take with them into their work and daily lives. To understand our present, we must understand our past.



Coinciding with NAIDOC Week, TASC conducted Strategic Indigenous Awareness training presented by Gooreng Gooreng man, Grant Sarra.

TASC Legal and Social Justice Services
April 12 ·

Congratulations! Hayden on successfully completing your traineeship and Cert III in Business, and even bigger congratulations on starting your new role with TASC!

The team at TASC, along with Sharron Jackson from Harness Energy who facilitated the traineeship were on hand to congratulate Hayden who finished his traineeship with TASC just before Easter and began his new Business Support Officer role with us the following week.

Hayden is pictured with TASC Corporate Servic... See more



After successfully completing his Certificate 3 in Business Traineeship, Hayden Marsh started his new role with TASC.

TASC Legal and Social Justice Services
March 10 ·

Our SJS team headed to Marburg for a team retreat this week. On day one, Consultant Joan Wilson-Jones facilitated a session around creating team culture establishing how to work together in a supportive, productive and inclusive way.

On the second day, our CEO Frances Klaassen provided DiSC training on the way we work together with a good understanding of our preferred work styles. we finished the day reviewing our Advocacy procedure manual as part of our focus on continuous... See more





TASC's Social Justice Services team attended a two day retreat aimed at building team cohesiveness and inclusivity during the year.

TASC Legal and Social Justice Services
February 23 ·

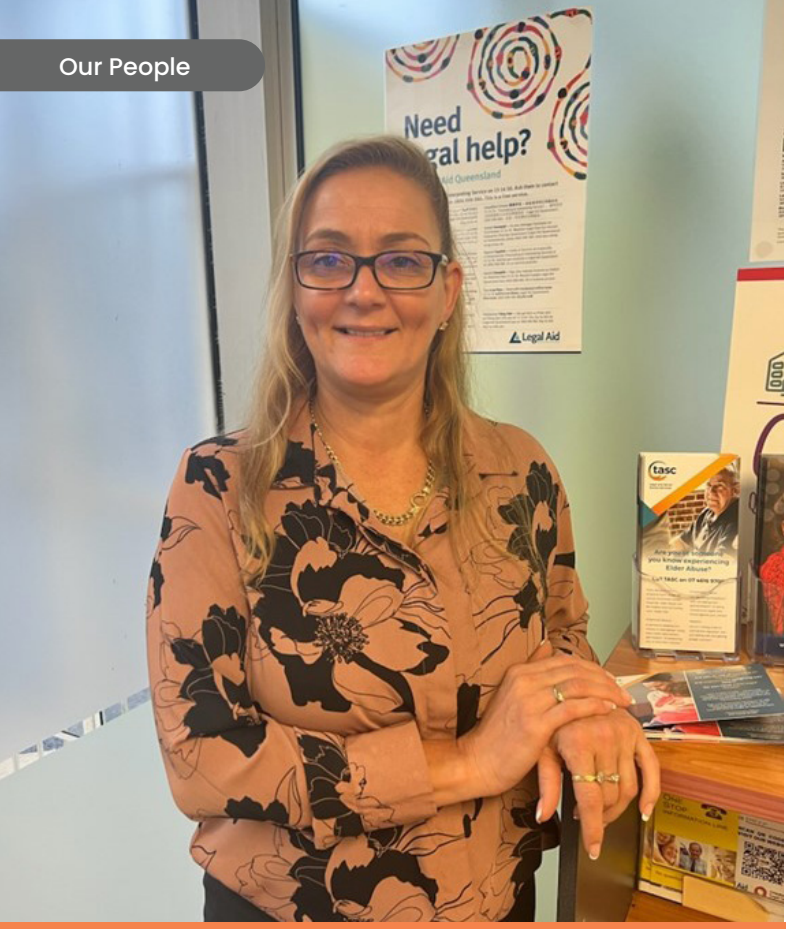
TASC CEO Frances Klaassen OAM caught up with Chair and Managing Director at Cultural Perspectives Group, Pino Migliorino AM GAICD FPRIA in Melbourne today.

Pino was today's facilitator at the NDIS Cultural and Linguistic Diversity Strategy Summit being held in Melbourne today.

At the summit they discussed, reflected on and refined objectives and actions with attendees from across Australia. It was also a chance to identify and gaps or areas which need refining.... See more



TASC CEO Frances Klaassen OAM caught up with Chair and Managing Director at Cultural Perspectives Group, Pino Migliorino AM GAICD FPRIA at the NDIS Cultural and Linguistic Diversity Strategy Summit in Melbourne.



TASC volunteer Lisa Sentinella.



TASC volunteer Sarah Franklin, who is now employed by TASC in Legal Intake.



TASC volunteers Gabbie Gottardo & Katarina Hall.

Our volunteer program

Volunteer program
In 2023, TASC's volunteer program, specifically within the Legal Intake Team, has undergone significant development. Utilising the capabilities of the Volaby volunteering platform and orchestrated by solicitor, Kirsten Williams, TASC has successfully incorporated seven motivated Legal Intake volunteers in its Ipswich and Toowoomba locations.

Successful transitions to paid roles
A positive outcome of this revitalisation is evident in the transition of three volunteers to paid positions within the organisation. This shift not only marks personal growth for the individuals but also forms a beneficial cycle of skill and knowledge exchange, as they now assist in training new volunteer inductees.

Academic partnership and achievements
This year also saw the roll-out of a collaborative relationship between TASC's volunteer program and the Law Hub and Legal Clinic at the University of Southern Queensland. This partnership paved the way for the new Law3491 Work Experience elective course, which blends theoretical instruction with practical experience. Notably, this collaboration aided student Lisa Sentinella in achieving a high distinction, while also enabling TASC to leverage her legal expertise.

Upcoming volunteers
As we approach September 2023, TASC is set to onboard four new Legal Intake volunteers. This engagement is expected to provide them with substantial real-world legal experience and opportunities for professional advancement The experience is anticipated to be a valuable step in their budding legal careers and fulfils TASC's direction to give back to the community legal sector through providing opportunities for practical legal experience.

Volunteer feedback and organisational culture
Volunteer feedback underscores the positive impact of TASC's program, aiding in skill development and enhancement while complementing academic learning. At TASC, there is a consistent endeavour to cultivate an environment that promotes a sense of belonging and appreciation, acknowledging the substantial contributions volunteers make to the organisation.


People like me can be so caught in up in their own troubles that we don't stop and appreciate others' efforts. But TASC's willingness to help can change a person's life.
LEGAL CLIENT

Operations

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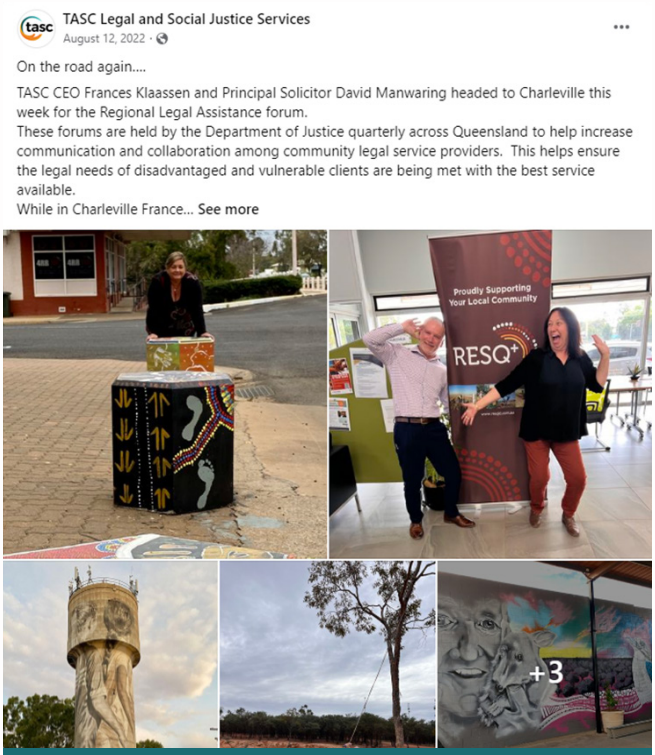
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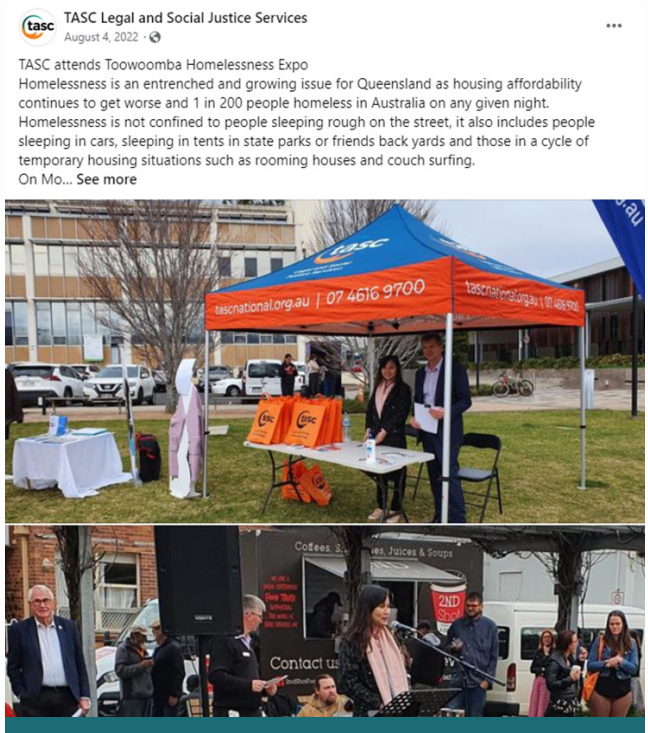
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Legal services team in the community



CEO Frances Klaassen OAM & Principal Solicitor David Manwaring attended the Regional Legal Assistance Forum in Charleville during the year.



TASC's legal team attended the Toowoomba Homelessness Expo earlier in the year.

Legal services achievements and challenges

During the 22-23 financial year, our General Legal Service encountered significant challenges, primarily characterised by staffing shortages and recruitment difficulties.

These issues were magnified in rural and regional areas due to a prevalent labour shortage within the sector. Despite these hurdles, we initiated several strategies to stabilise the situation and maintain the quality of service delivery.

Staffing and Recruitment

High staff turnover during the period, combined with recruitment difficulties saw substantial challenges in terms of capacity for our legal services.

TASC actively addressed these concerns, implementing innovative solutions to minimise disruptions. While this has been a pervasive issue across the sector, TASC is committed to fostering a resilient and adaptable workforce.

In Goondiwindi, recruitment remained an ongoing challenge. However, towards the end of the financial year we were able to fill the Goondiwindi solicitor position. Before this development, we ensured continuity of service by rotating solicitors on a fortnightly basis.

Additionally in Roma, we adopted a flexible approach, successfully filling a position with a solicitor who alternates between working on-site and remotely on a weekly basis.

Throughout these challenges, we maintained transparency with the State Program Manager for Legal Aid Queensland, who was updated on the hurdles and the strategies employed to navigate them.

Performance Metrics

With the stated staffing challenges we were unable to meet our yearly deliverables.

Nevertheless, through regular liaisons with the State Program Manager, a modification to reduce the deliverables was approved, maintaining the effectiveness and quality of our services.

Discrete Assistance:



Information
355



Referral
2560



Legal Advice
1525



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Service quality maintained

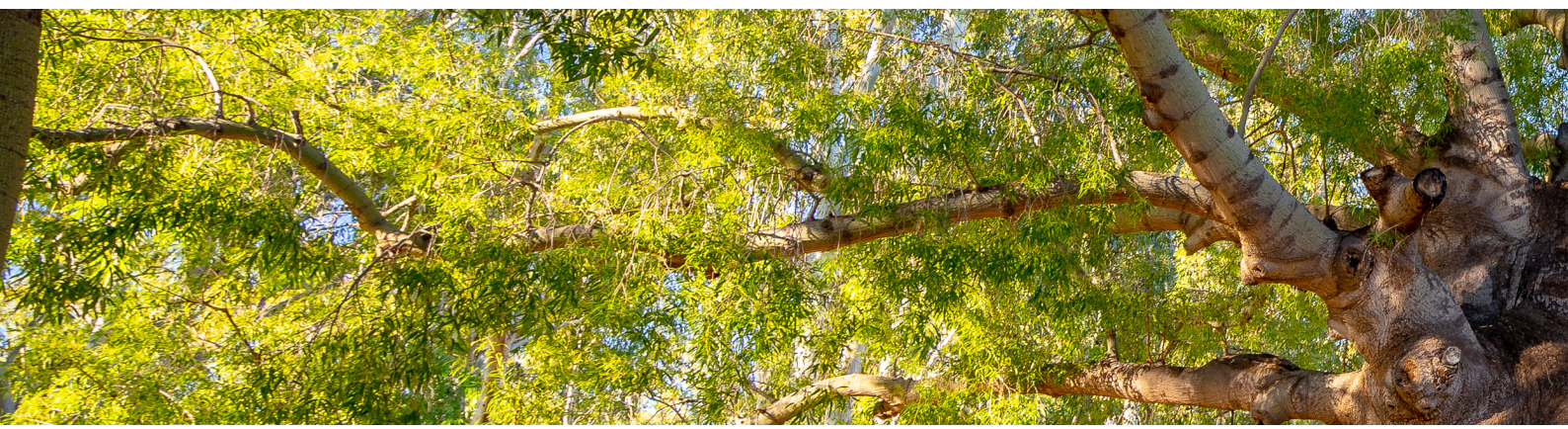
We are pleased to report that TASC has once again achieved above-average results in the annual Community Legal Centres Queensland survey.

This survey, part of the National Legal Assistance Program (NLAP) funding requirements and coordinated by Community Legal Centres Queensland (CLCQ), assesses various metrics including service accessibility, staff expertise and client engagement, client confidence in the service, the alignment of services with cultural and personal needs and overall satisfaction.

These outcomes demonstrate our resilience and commitment to excellence despite the challenges encountered during the year.

Community Legal Centres QLD Annual Survey Results

	Average	TASC
It was easy to contact the legal service when I first needed help	3.38	3.73
The legal centre staff listened to my legal problem in a friendly and respectful manner	3.68	3.91
The service provider helped me understand how to deal with my legal problem and provided me with options	3.54	3.91
The information and resources I received from the legal centre staff were very useful	3.48	3.86
I am very likely to access the other service(s) that I was referred to by the legal centre	3.34	3.47
I feel confident in the ability of the legal centre staff to assist me	3.52	3.86
I am satisfied with the resolution of the matter I received assistance for	3.33	3.84
I know where to get help if I have another legal problem in the future	3.47	3.77
The legal centre was able to meet my specific cultural or personal needs	3.43	3.81
I would recommend this legal service to other people	3.61	3.86



Other Programs

Legal Social Work position

Early in the financial year, the legal social work position was discontinued due to funding realignment.

Initially established through the repurposing of unspent funds to provide short-term social work support and counselling, it had begun to integrate seamlessly within our legal service structure, with a notable number of referrals. We are considering seeking funding to reinstate this position in the upcoming funding round.

Mind My Legals

TASC secured funding for a hybrid legal/social work program called "Mind My Legals," designed to assist individuals within the Darling Downs Health Network experiencing mental illness.

The Toowoomba based program is forging a strong partnership with the Darling Downs Mental Health Unit to address concurrent mental health, legal and social work issues.

We anticipate an increase in referrals and collaborations in the coming months, after establishing a firm foundation for the program through collaboration, networking and raising awareness of the service.

Funding for this was awarded by the Queensland Government from funds from the Commonwealth Government through the National Mental Health and Suicide Prevention Plan to support the early resolution of legal problems for those experiencing mental illness.

Rural Women's Outreach Legal Service

TASC has amplified our commitment to the Rural Women's Outreach Legal Service, with a focus on communities in Miles, Chinchilla and Tara.

This initiative is designed to support women in rural areas through regular visits to neighbourhood centres and outreach services.

Additional Legal Services

Our efforts continue in the Mental Health Review Tribunal and Domestic Violence Duty Lawyer operations in Toowoomba and Ipswich.

However, due to resource constraints, we have paused the Criminal Duty Lawyer and Child Protection Duty Lawyer services.

Organisational Restructuring

Reflecting TASC's growth and development, a restructuring of services in the fiscal year 22/23 was planned, with full implementation expected early in the 23/24 fiscal year.

This restructure will divide the General Legal and Integrated Services, with each section managed by a Principal Solicitor. The recruitment process for a second Principal Solicitor is ongoing.

Community Legal Sector activities

TASC is an active member of Queensland's Regional Legal Assistance Forums (RLAFs), particularly as it applies to South West Queensland.

Regional legal assistance forums (RLAFs) help to reduce service duplication, encourage working relationships between services and the forums, and provide feedback to the Queensland Legal Assistance Forum (QLAF) on the needs of disadvantaged people.

Meetings are held quarterly, and membership is comprised of stakeholders relevant to each RLAF but usually involves participation from Legal Aid Queensland, the Aboriginal and Torres Strait Islander Legal Service (ATSILS) Queensland, local Community Legal Centres and the Family Violence Prevention Legal Services.

For more information please visit Regional Legal Assistance forums | Department of Justice and Attorney-General.



Community Legal Education

At TASC our legal team also conducts community education and law reform activities to help build a fairer society and empower groups with knowledge and resources.

From education sessions at high schools to working with other community organisations to build their knowledge on legal topics which affect their service delivery, our legal team uses their unique experience and expertise to give useful, accurate and topical information and resources.

Community Legal Education activities In the 2022-23 financial year were curtailed somewhat, again due to well-documented staffing issues at the organization. However, through their outreach work with the Rural Women's Legal Outreach Legal Service we were able to conduct education activities around family and domestic violence including explanations and information around new coercive control legislation being implemented in Queensland.

These activities predominantly took place in townships on the Western Darling Downs and also covered explanation and education around different types of domestic violence along with the associated court process and application process.

Once again the Rural Women's Outreach Service demonstrated its value, not only to women in rural communities, but also for TASC as an opportunity to connect people in rural and regional areas in order to provide timely and pertinent information. With this in mind, TASC has earmarked early 2024 as a time to expand the face-to-face service footprint to include other towns on the Darling Downs and Maranoa. These include Dalby, St George, Warwick and Stanthorpe.





Legal Service case study:

Securing Protection from Domestic Violence

Background:

Carol (name changed), faced severe domestic violence from her long-term partner, the father of her two youngest daughters. The relationship was marked by physical assault, stalking, and coercive control.

Carol's turning point came when her four-year-old daughter revealed sexual abuse by her father, prompting Carol to seek immediate protection for her family. Despite reporting to the police, Carol was advised to lodge a private application for a domestic violence order, as her case was not deemed urgent.

Challenge:

Carol's situation is indicative of critical social issues, including the threat of domestic violence and the challenge of navigating legal systems for safety and justice. Her case raised concerns about access to immediate support, family security, and the fairness of the legal response.

Intervention:

TASC's involvement began when Carol accessed its domestic violence duty lawyer service at the Ipswich Magistrates Court House. Recognising the complexity of her case, TASC's duty lawyer referred her to the generalist team.

TASC's multidisciplinary approach, incorporating legal and social work services, was pivotal in addressing Carol's needs. TASC solicitors conducted multiple advice sessions to delve into the depth of her legal issues, a process she initially couldn't fully explore with police. The internal legal/ social work service at TASC played a significant role in supporting Carol, facilitating open discussion about her legal matters.

With the established trust and rapport, TASC assisted Carol in applying for ongoing representation through Legal Aid and in drafting a comprehensive Domestic Violence Affidavit. This affidavit strategically demonstrated the strength of her case against the long-term partner, indicating the unlikelihood of his success at trial.

Outcomes:

Carol successfully obtained a final protection order for five years, which prohibited her long-term partner from contacting or locating her and mandated good behaviour towards the children.

She expressed deep gratitude for TASC's assistance in preparing her affidavit and media exhibits. Empowered by the process and well-prepared evidence, Carol now lives in stable accommodation, feeling safer with the protective order in place. She is reassured that she can rely on TASC for future legal support if needed.

This case underscores the essential role of community legal centres in providing comprehensive legal and social work services, particularly for individuals confronting domestic violence and navigating complex legal systems.



Legal Services

Legal Service case study:

Facilitating access to legal assistance for in remote areas

Background:

Jean (name changed), a single parent residing in an isolated town in South West Queensland, faced significant challenges due to the lack of local services. With no access to a solicitor, support services, food, or public transport, her challenges were compounded by the remoteness of her location.

The nearest town with essential amenities was over an hour away by car. Further complicating her situation, Jean had lost her driver's license which was critical for accessing food and medical services for herself and her children, amidst a backdrop of family violence.

Challenge:

Jean's predicament highlighted issues faced by many in remote and rural areas of Queensland, such as limited access to legal and social support, compounded by logistical difficulties.

The loss of her driver's license not only impacted her mobility but also her ability to provide for her family's basic needs, emphasizing the importance of access, security, and fairness in such circumstances.

Intervention:

A referral was made to TASC through a stakeholder who recognised the unique challenges Jean faced.

The Rural Women's Outreach Legal Service (RWOLS) solicitor travelled to Jean's town to prepare an application for a special hardship order, a task that required in-person attendance to witness her affidavit.

Without this direct intervention, Jean would not have been able to proceed as there was no one locally available to fulfill this role. The solicitor also liaised with stakeholders for additional support letters. This assistance was crucial, as Jean, without the ability to drive, was relying on limited food supplies at home to feed her family.

By filing the application swiftly, the suspension on Jean's license was temporarily stayed until the night before the court date, allowing her temporary driving access to obtain food and medical services.

Outcomes:

The solicitor successfully sought leave to appear in the relevant court on Jean's behalf. Additionally, permission was granted for Jean to attend the hearing via phone.

The application was successful, resulting in Jean being granted a special hardship license due to her severe and unusual circumstances.

Conclusion:

Now the problem is solved, Jean can continue to drive under the special hardship license, ensuring access to essential services for her family.

This case illustrates the critical role of access to legal assistance in remote and rural areas, where geographical isolation can severely limit access to basic services and legal support. The successful outcome highlights the importance of tailored legal assistance in addressing the unique challenges faced by individuals in remote communities.



Law reform and systemic advocacy

In the last financial year, TASC maintained its commitment to championing the rights and welfare of vulnerable populations through active participation in legislative inquiries and contributions to law reform.

Below is an outline of TASC's contributions, advocating for human rights, particularly for the vulnerable in our community, helping make their voices heard in legislative discussions:

October 2022 – Submission to the Inquiry into the Residential Tenancies and Rooming Accommodation (Rent Freeze) Amendment Bill 2022

In this submission, TASC underscored the fundamental human right to adequate housing as recognised by the United Nations Declaration of Human Rights.

The submission highlighted the concern that substantial rent increases, significantly outpacing the Consumer Price Index (CPI), are propelling vulnerable individuals into homelessness.

Attention was drawn to real estate and property management services advocating for these increases solely for financial gain, without considering the devastating human impact. It further highlighted the struggle of the economically disadvantaged who are forced to compromise basic life necessities to afford the escalating rents.

TASC proposed the introduction of an annual levy on real estate agents and property managers, the revenue from which would directly assist those burdened by rent increases, particularly individuals dependent on welfare.

November 2022 – Submission to the Inquiry into the Child Protection (Offender Reporting and Offender Prohibition Order) and Other Legislation Amendment Bill 2022

TASC expressed its support for proposed legislative amendments aimed at enhancing the powers of agencies in overseeing offenders.

The submission backed registration of the use of anonymising software by offenders and enhanced inter-jurisdictional exchange of criminal history information, particularly concerning child sex offenders.

Such amendments are crucial for fortifying child protection measures and ensuring more effective monitoring and management of offenders.

January 2023 – Submission to the Monitoring of Places of Detention (Optional Protocol to the Convention against Torture) Bill 2022

In this instance, TASC voiced its support for amendments permitting the OPCAT team to oversee and report on places of detention within Queensland.

The findings of such monitoring will contribute to formulating recommendations, ensuring Australia's adherence to its obligations under the Optional Protocol to the Convention against Torture.

TASC reinforced the importance of scrutiny over various detention centres, including prisons, psychiatric facilities, acute mental health units, aged care facilities and youth detention centres, as a measure to prevent torture and inhumane treatment.

February 2023 – Submission to the Inquiry into the Strengthening Community Safety Bill 2023

TASC's submission for this inquiry highlighted the hasty call for submissions within a 48-hour window as a reaction to increasing youth crime and related civilian deaths.

TASC emphasised the impossibility for stakeholders to provide thoughtful and comprehensive evidence within such a constrained timeframe.

Moreover, TASC criticised the proposed legislative amendments related to youth crime as contradicting the recommendations from a comprehensive inquiry conducted by the same Government in 2015. The submission focused on the Government's inability to effectively address and manage youth crime, cautioning against reactionary and ill-considered legislative changes that may not address the root issues and could inadvertently exacerbate the problem.

Through these activities, TASC continues to demonstrate a relentless pursuit of justice and equity, ensuring that legislative amendments adhere to human rights standards and genuinely address the concerns and needs of the vulnerable sectors of society.



Legal Service case study:

Advocating for fair representation and children's best interest

Background:

In the wider social sphere, where issues like homelessness, mortgage stress and violence against women prevail, the case we encounter here revolves around a father who has been trapped in an exhausting legal battle for the safety and well-being of his children, presenting a clear violation of fairness and security.

For a period of five years, this father has been navigating through a turbulent sea of accusations, legal intricacies and representation imbalances which has threatened his access to justice and the opportunity to safeguard his children's best interests.

Challenge:

This case underscores a father's journey in retaining the custody of his two children, amidst a barrage of unsubstantiated allegations by the children's mother. Despite bearing the brunt of accusations ranging from drug abuse to domestic violence and alcoholism - allegations that remained uncorroborated - the father persevered, fiercely advocating for what he believed to be the best interest of his children.

Throughout the gruelling legal process, the mother was continually supported by legally aided solicitors and barristers, an advantage the father notably lacked for most of the journey. This discrepancy created an environment ripe for attempts by other legal parties to manipulate and pressurise the father into conforming to agreements he didn't consent to. The situation garnered the attention of our Community Legal Centre (CLC), which perceived an egregious absence of fairness and the potential for the father to be unduly pressured by other legal entities, including the court system.

Intervention:

In light of the financial constraints preventing the father from hiring a private solicitor, TASC emerged as a crucial source of assistance. Though not formally representing him in court as it is beyond the scope of our funding, TASC played a pivotal role in equipping the father with the necessary tools to navigate the trial. This included helping craft affidavits at the court's request, developing case outlines and offering guidance on courtroom protocols, including witness cross-examination techniques.

During the final hearing at the Federal Circuit and Family Court of Australia (FCFCoA), the father represented himself with considerable poise and competence, even when faced with the concerted efforts of three barristers representing the opposing party. TASC continued to support him diligently, aiding in the preparation of final submissions before the judge reserved their decision.

Outcomes:

Through the tireless efforts and extensive support provided by TASC, a breakthrough was finally achieved.

The father regained custody of his younger child after 14 months of separation, as the court acknowledged the lack of evidence supporting the risk allegations made by the other party.

Additionally, the father was granted the sole authority to make critical long-term decisions for the younger child.

Regarding his 16-year-old daughter, who initially stayed with her mother, a consensus was reached acknowledging the child's autonomy at this age. However, it was heartening to note that she has now chosen to reside with her father.

Social Justice Services (SJS) achievements and challenges

TASC Social Justice Services (SJS) team combines professionals from all walks of life with unique personal experiences and exceptional credentials.

We have social workers, advocates, team leaders and legal professionals all working together to achieve remarkable outcomes for vulnerable members of the communities in which we operate.

The 2022/23 financial year was a time of rapid change for the SJS team, with staffing changes across all levels of the service including executive management. This was part of a nationwide trend witnessed by many organisations in the sector which included increased employment mobility, recruitment and retention challenges, particularly in regional areas which are still experiencing at times acute labour shortages.

In August TASC farewelled long term SJS manager Terri-Ann Dwyer and welcomed Gail Reardon to the role in December following a thorough recruitment process for this key position. We also farewelled many existing advocates and brought new people into the organisation, particularly in the Disability Advocacy roles.

While challenging, TASC was able to leverage this into an opportunity to align with the wider organisational goal of amending the structure of both the SJS and Legal services.

This was a significant transformation, striving to enhance team capacity and align with our foundational values. The restructure was planned in the 22/23 financial year and implemented in July of the following financial year.

These challenges have allowed TASC to embark on building a team that marries expertise with compassion, creating a dedicated team of advocates in sync with the organisation's ethos.

Performance: Across all SJS programs, excluding QSTARS and the Seniors Legal and Support Service which operates under a hybrid social work and legal model for reporting, TASC's SJS service helped 599 individuals, reflecting 5932 hours of advocacy assistance and support.

Milestones and progress

Team expansion and strategic realignment

Despite recruitment challenges across the sector, TASC's SJS team has filled all advocate roles across their programs. This has allowed us to expand our footprint and fortify our team across several geographic regions:

Toowoomba: Our central hub and where the head office is situated, Toowoomba hosts an experienced senior advocate who is available to assist and mentor a team of advocates. Toowoomba is also the base for specialists focusing on mental health advocacy and redress programs.

Ipswich: A vibrant centre with a growing team of advocates and plans well underway to introduce an Ipswich base senior advocate to help steer our efforts in the area.

Gympie, Hervey Bay, and Bundaberg: TASC's Wide Bay hub, these locations have warmly welcomed dedicated disability advocates who are tirelessly working to build strong community connections and provide essential support.

Additionally, our client engagement team has seen changes in Ipswich and Toowoomba, welcoming new team members to continue the energy and empathy of our initial client interaction and intake processes.

Program restructuring

A notable part of our journey this year was the strategic restructuring that we initiated to optimise resource management and align our programs more cohesively with respective disciplines.

In a significant move, two of our programs – the Seniors Legal and Support Service and the QSTARS tenancy advocacy service – transitioned from the Social Justice Services (SJS) to TASC's Legal Services.

This transition, planned and designed in 22/23 and executed in July '23, was designed to resonate more accurately with the legal disciplines and streamline management resources.

Community engagement: collaborative outreach

Community engagement and building our profile in the communities we serve has been a focal point of our activities this year:

Speaking engagements: Our team has been honoured to serve as guest speakers at various forums, sharing insights and fostering synergies with organisations like Carers Queensland and Cosmos Community Care.

Conferences: We actively participated in significant conferences in Queensland and Sydney, engaging with peers and gathering fresh perspectives to enrich our mission.

Local Initiatives: Our focus remained steadfast on nurturing community ties through active participation in local events, as well as fostering respectful collaborations with communities and healthcare establishments in Toowoomba.

Challenges and Strategic Responses

This year's voyage also brought forward certain challenges, including managing an uptick in NDIS-related referrals and ensuring cohesive support across our geographically dispersed teams.

To address this increased technically challenging workload, we initiated regular and meaningful team meetings, encouraging a culture of open dialogue and mutual support.

Given the current debate and policy landscape around the National Disability Insurance Scheme, we expect this increased need for support to continue and are continuing our strategy of timely, supportive and open internal communication across the team to manage this within our current funding and resources.

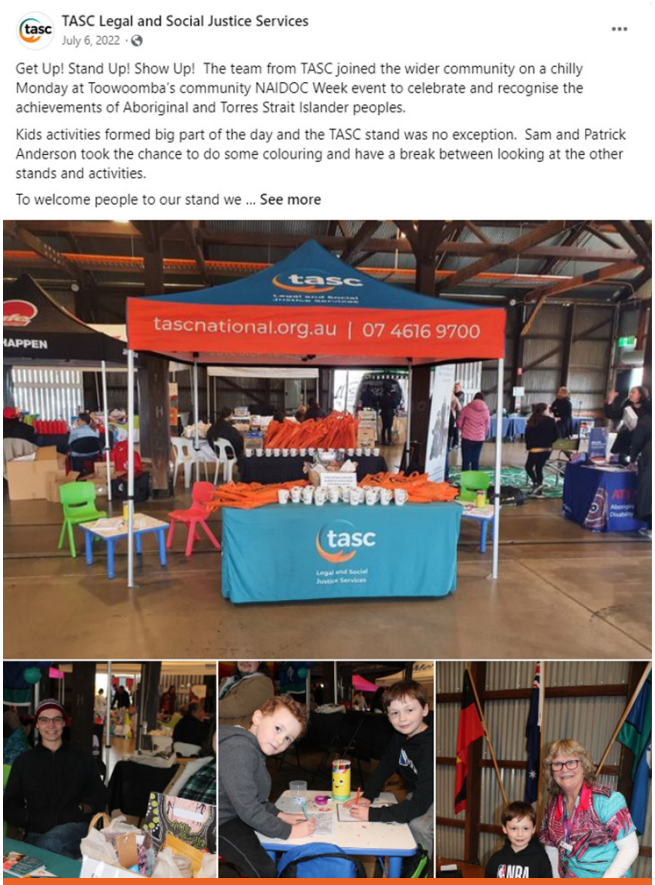
Looking Ahead

As we move forward, our dedication remains strong in fostering a team that embodies both professionalism and a nurturing spirit. Our first-ever team retreat in March served as a valuable platform for team members to forge deeper connections and align towards common goals.

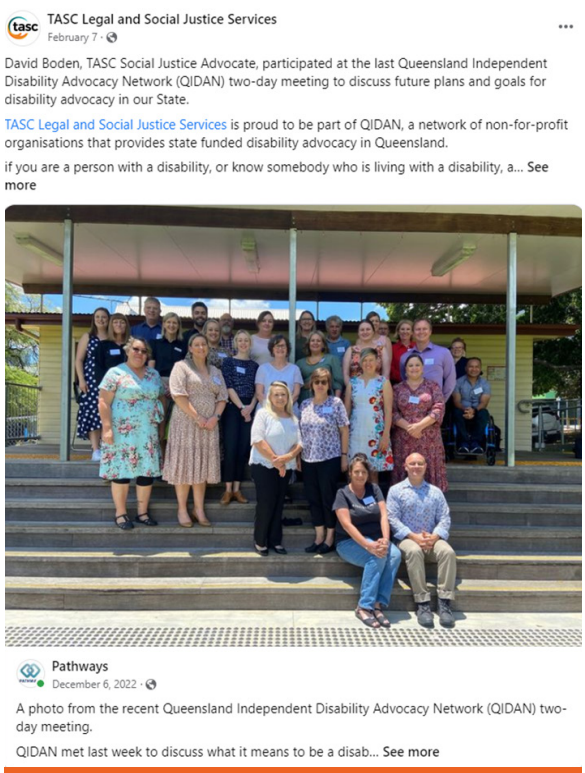
For the purpose of this report, QSTARS Tenancy Support Service, Seniors Legal and Support Service and Redress will be presented separately due to the notable opportunities and unique challenges each program has faced across the year.



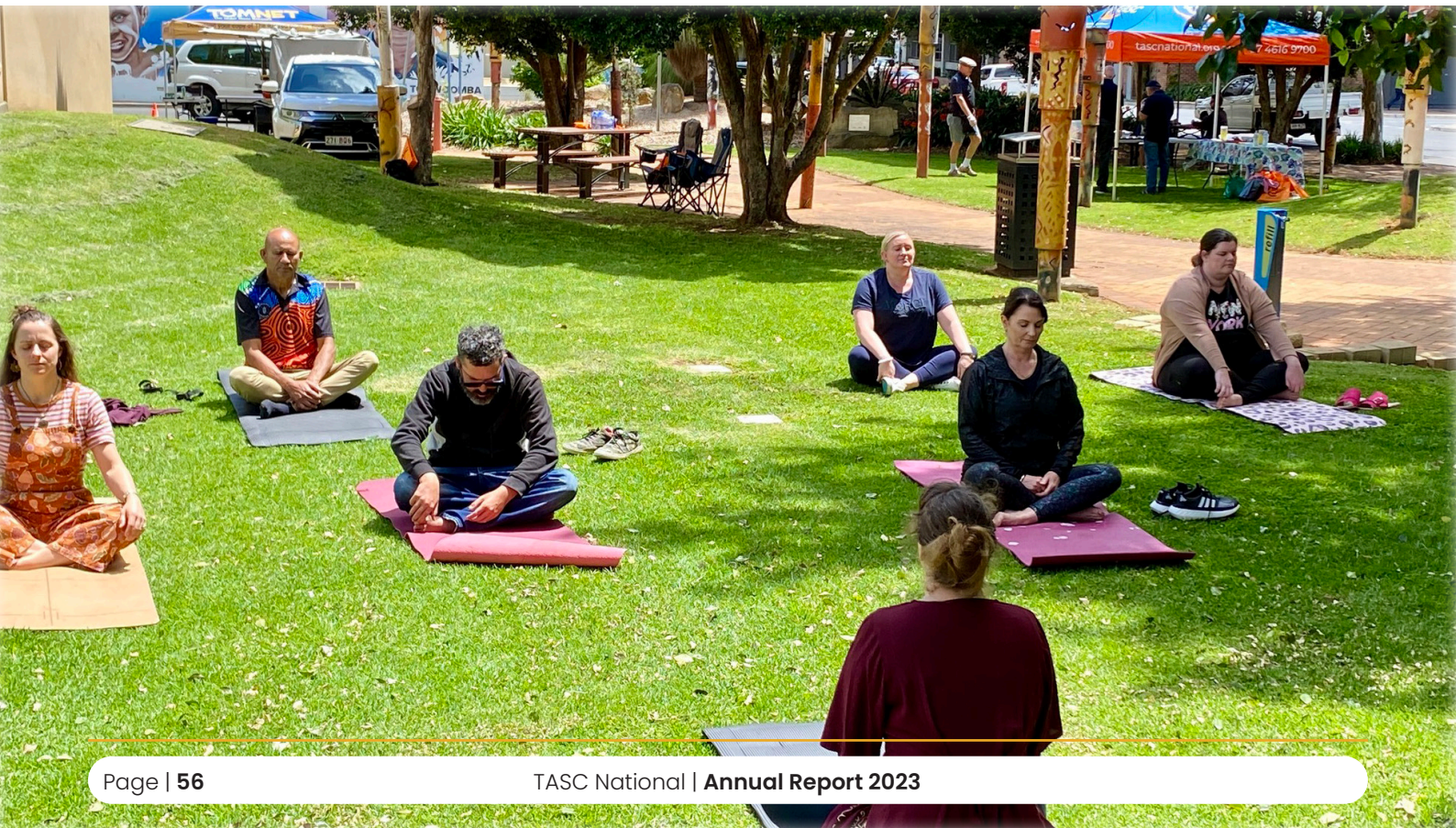
TASC in the community



TASC attends Toowoomba's community NAIDOC week event each year.



SJS Advocates David Boden participated in the last Queensland Independent Disability Advocacy Network (QIDAN) to discuss future plans and goals for disability advocacy in Queensland.



TASC Legal and Social Justice Services
March 3 ·

TASC's Social Justice team had the chance to discuss the impact their programs are having in Southern Queensland communities earlier this week when senior members of QLD's Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships visited our Toowoomba office.

Deputy Director General, Max Wise and Director of Specialist Programs Lauren McFarlane were given an overview of our services, with an emphasis on TASC's disability advocacy and Seniors Legal and Support Services (SLASS).

TASC's SLASS service exists to help older people who are at risk of or experiencing elder abuse – which it's estimated affects almost 1 in 6 Australians aged over 65.
Each year our disability advocacy services help hundreds of people living with a disability to enforce and maintain their human rights.

Pictured are Max Wise and Kym Allen with (seated) Lauren McFarlane, Frances Klaassen and Gail Reardon.

TASC receives funding from the QLD Government to provide legal services and disability advocacy to communities in parts of Queensland. Please visit tascnational.org.au for more information about our advocacy and legal services.



Opportunities to liaise with senior public servants from QLD's Department of Seniors, Disablilty Services & Aboriginal & Torres Strait Islanders Partnerships were available to TASC when they visited our Toowoomba Office.

TASC Legal and Social Justice Services
February 15 ·

Last week saw TASC CEO, Frances Klaassen OAM and Social Justice Services Manager Gail Reardon travel to the Wide Bay region to catch up with our advocates and network with other organisations in the sector.
While in Gympie they also inspected possible office spaces for TASC's Social Justice advocate for the area, Alicia Hawkins.
Stopping by TASC's Bundaberg office also gave them the opportunity for an in person catch up with Nakayla Murnane who joined the TASC team in Decemb... See more



CEO Frances Klaassen OAM & SJS Manager Gail Reardon visited the Wide Bay region to catchup with the local TASC SJS team.

TASC Legal and Social Justice Services
February 10 ·

Goodna Street Life - Helen's Haven is a non-government organisation which supports the homeless and vulnerable communities around Goodna and Ipswich. Community organisations were invited to a breakfast to launch their new sleeping pods and provide an in-depth look at the services they provide. The delicious breakfast was prepared and served by fully paid staff-in-training under a unique program designed to provide skills to vulnerable people.

TASC Social Justice Advocate... See more

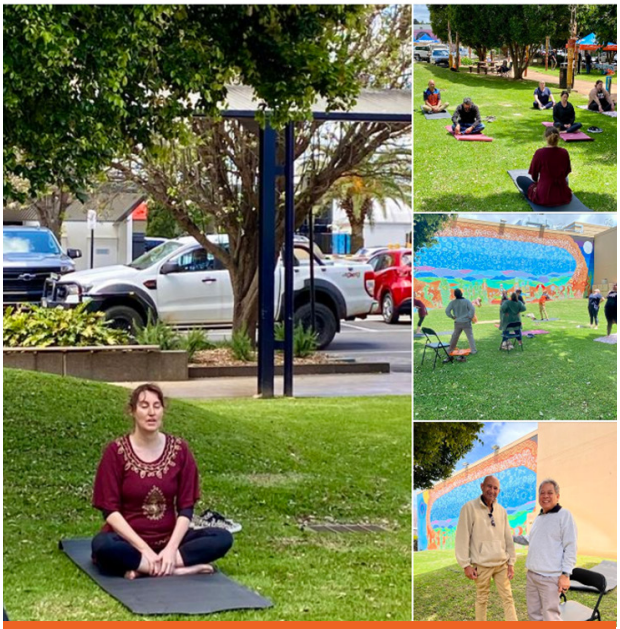


TASC's advocacy team from Ipswich represented the organisation at Helen's Haven breakfast to launch their new sleeping pods for the homeless. Helen's Haven is a non-government organisation which supports the homeless and vulnerable communities around Goodna and Ipswich.

TASC Legal and Social Justice Services
October 14, 2022 ·

TASC's Mental Health Week activities kicked off on Tuesday with our Toowoomba event near the Art Gallery in Little St. With one in six Australians currently experiencing depression or anxiety or both according to Beyond Blue, it was a reminding for us to check in on and be kind to ourselves and those around us.

People visiting us there had the opportunity to hear about and experience well-being activities and ideas with mindfulness and yoga sessions. Thank you to Alan Marti... See more



Mental Health week last year saw TASC hold a community event which encouraged locals to explore yoga and mindfulness as well as raise awareness around TASC's Mental Health and Disabliity Advocacy programs.



Social Justice & Advocacy Services

Disability Advocacy case study:

Comprehensive advocacy for Sean's NDIS support needs

Background:

Sean (name changed) is a 7-year-old boy facing a myriad of health challenges. His diagnoses include ASD level 3, oral aversion, asthma, central hypertonia, sleep disorder, non-verbal tendencies, permanent hearing loss in his right ear and intellectual impairment. Additionally, Sean relies on a nasogastric tube for his nutritional needs. This complex healthcare scenario is further complicated by his father's long, sporadic absences due to work, leaving his mother to shoulder the significant caregiving responsibilities.

Challenge:

Sean's support network faced a substantial setback when the NDIS unexpectedly reduced core funding, vital for his active overnight support, given his two-hourly feeding schedule.

This cut deeply impacted his mother, who was already grappling with the challenges of caring for him and his three siblings, two of whom are also on the spectrum.

Despite a previous internal review, the NDIS proceeded to further slash the support coordination funding. Their rationale was that the family's existing "dream team" of allied health professionals made additional funding superfluous.

Moreover, the family encountered bureaucratic obstacles, with the NDIS requiring separate forms for each of Sean's multiple diagnoses.

Intervention:

An advocate took the helm to provide guidance and clarity in this intricate scenario, collaborating closely with the support coordinator, who was based interstate. The advocate facilitated the correct completion of the "Change of Circumstance" form and shared methodologies to incorporate all Sean's conditions into the plan. To gain a better understanding and clear any ambiguities, the advocate initiated direct dialogues with the NDIS, ensuring all steps were transparent and well-communicated.

Outcomes:

Armed with the advocate's insights and resources, the support coordinator began intensive collaboration with key medical professionals, including Sean's occupational therapist, speech pathologist and paediatrician. They reframed their reports, highlighting the extensive impact of Sean's impairments. By shedding light on issues including social isolation, daily living challenges, personal care needs and caregiver burnout, the team aimed to present a robust case for the reinstatement and possible increase of his funding. A significant development was the allocation of a new support worker for Sean. Moreover, a resolution was reached with the NDIS where they agreed not to charge the plan for the previous support work hours, providing significant relief for the family.

Conclusion:

Sean's case serves as a poignant reminder of the intricacies and hurdles families can face within administrative systems, even when the primary objective is ensuring holistic care for a child with multifaceted medical needs.

Advocacy, in such contexts, emerges as an invaluable tool, bridging knowledge gaps and strategising to secure families the comprehensive support they both need and deserve.



Social Justice & Advocacy Services

Disability Advocacy case study:

Advocacy support for NDIS application during a time of crisis

Background:

James (name changed) was facing an impending crisis. His mother, who was terminally ill with cancer, sought assistance to secure an NDIS plan for James prior to her passing.

James had previously applied for an NDIS plan through NDIA, but his application was denied.

Challenge:

With his mother's health deteriorating, James urgently needed to:

- Reapply and successfully obtain an NDIS plan.
- Ensure all support systems were in place prior to his mother's passing.

Intervention:

Application review and submission: The advocate embarked on a thorough review of all existing documentation related to James' initial NDIS application, including forms, reports and feedback from NDIS. Recognising the importance of comprehensive documentation, James' mother commissioned an occupational therapist report. The advocate reviewed this report, ensuring it aligned with the needs of a successful NDIS application. Subsequently, the advocate aided in completing a new application, and then formally submitted it on James's behalf to NDIA.

Urgent communication: Considering the time-sensitive nature of James' situation, the advocate communicated with NDIA to emphasise the urgency of the plan's review. This was crucial given James' primary decision-making assistant, his mother, was rapidly approaching the end of her life.

Plan formulation and implementation: To ensure the efficacy of the plan, the advocate guided James and his mother in formulating precise Plan Goals. At the family's request, the advocate also actively participated in the planning meeting with the Local Area Coordinator, providing essential insights and recommendations.

Following the plan's approval, the advocate played a pivotal role in identifying and connecting with a suitable support coordinator. This liaison was instrumental in actualising James's NDIS plan.

Outcomes:

Thanks to the advocate's diligent and timely interventions:

- James successfully secured his NDIS plan.
- A robust support system was put in place, ensuring James' future care.

Conclusion:

This case sheds light on the challenges faced by families during traumatic times and the importance of advocacy support.

The advocate's involvement provided James and his mother with peace of mind, alleviating the latter's anxiety concerning her son's well-being after her death. Through methodical steps and a deep sense of compassion, James' future was secured, demonstrating the power of timely and effective advocacy.



Social Justice & Advocacy Services

Disability Advocacy case study:

Supportive interventions for a client with chronic panic disorder

Background:

Kevin (name changed), a 43-year-old male on a Disability Support Pension due to Chronic Panic Disorder, found himself navigating immense challenges.

The sudden and unexpected passing of his partner and carer of over two decades had left him without the essential support he relied heavily on. His partner had been instrumental in facilitating access to key services and sharing living expenses, including rent.

Challenge:

In the wake of his partner's passing, Kevin's immediate priorities included:

- Obtaining medication to aid in managing his Panic Disorder.
- Seeking housing assistance given the looming threat of homelessness.

Kevin's severe condition intensified these challenges. A history of blackouts from panic attacks had led to various physical injuries and the chance of a severe head injury or even death was a very real threat.

Intervention:

Medication access: Initially, Kevin encountered challenges in obtaining his medication. His GP, who was well-acquainted with his condition, had moved to another practice. Unfortunately, the new GP misinterpreted Kevin's abrupt manner, which stemmed from anxiety and limited social interactions, as rudeness, leading to Kevin being banned from the clinic.

Thankfully, with the assistance of TASC Advocacy, an understanding local GP was found. This GP correctly interpreted Kevin's behaviours and diagnosis. Though Kevin became agitated momentarily and exited the consultation; with the advocate's support he was encouraged to return and was able to complete the appointment. Consequently, Kevin received the prescription for the required medication.

Housing assistance: Previously, Kevin had made attempts to secure housing assistance but lacked knowledge of the proper application process. With the guidance and support of his advocate, Kevin approached the Department of Housing (DOH). During this visit, when he experienced a panic attack, he was able to be calmed and reassured. The DOH staff's empathetic and accommodating approach saw Kevin being granted a six-month rental aid at $100 per week—double the typical duration. This act held profound significance for Kevin, evidenced when he felt secure enough to momentarily remove his hat during the meeting.

Outcomes:

- Kevin successfully procured his medication, mitigating some of the risks associated with his Panic Disorder and enabling him to attend to matters outside his home.
- He was granted six months of rental assistance, allowing him more time to explore long-term housing alternatives to avoid homelessness.

Conclusion:

This case underscores the profound challenges faced by individuals grappling with Chronic Panic Disorder in executing day-to-day activities. Kevin's resilience, especially given the grief of losing his partner, is truly commendable. This case study demonstrates the efficacy of an advocacy approach which works with clients to empower them to have choice and input into their affairs.



Social Justice & Advocacy Services

Tenancy Advocacy:
QSTARS Program

In the 22/23 financial year, TASC's QSTARS program funded and supervised by Tenants Queensland as part of the statewide QSTARS service witnessed increasing demand and demand coming from people who have not needed tenancy and housing services previously.

With the ongoing housing crisis being experienced across Australia, TASC's tenancy advocates have noted several evolving trends in the rental markets of South West and certain areas of South East Queensland.

The housing crisis and unconventional living arrangements

Over the period, people have had to adapt to the enduring housing crisis in an effort to secure shelter.

A growing number of individuals have begun resorting to unconventional living solutions, like occupying vehicles or entering shared spaces. This change correlates with the prevailing difficulties in the housing market, where high demand for properties significantly outstrips supply, particularly in the sectors offering affordable accommodation.

Additionally, a move towards rooming accommodation agreements has been discerned, with lessors favouring a room-by-room rental strategy, which typically costs between $180 and $250 per week.

Unfortunately, TASC has also seen a growing desensitisation towards the housing crisis, with it becoming increasingly common for people to be living in their car, on the streets or with someone else.

Challenges for single-income individuals

Unfortunately, the present market dynamics have rendered it increasingly difficult for single individuals, irrespective of their employment status or reliance on support payments, to secure rental properties.

This appears largely due to agents enforcing the 30% income-to-rent guideline, a benchmark becoming increasingly unfeasible amidst soaring rental prices.

Property maintenance issues

Adding complexity to the scenario is the noticeable increase in properties that are not adequately maintained by lessors.

Several factors are contributing to this trend, including higher expenses incurred by lessors and a prevalent tendency among potential tenants to accept properties "as is," thereby diminishing the necessity for immediate repairs.

This hesitancy to request repairs, or to accept poorly maintained properties is likely due to fears of retaliatory actions such as termination of tenancy or abrupt rent surges

Legislative developments and market responses

Legislative advancements, specifically the enactment of a rule limiting rent hikes to a 12-month cycle, have paradoxically encouraged a proliferation in 6-month tenancy contracts. This approach from lessors seems to be a tactic to bypass the new regulations, often resulting in tenants being asked to vacate to permit rent adjustments. The Government is currently scrutinising this situation, given the primary objective of the legislation was to ensure greater security and stability for tenants.

Agency negotiations and power imbalance

All these factors have combined to contribute to an increased power imbalance between tenants and agents, with the ability to negotiate noticeably reduced. On numerous occasions, lessors were found to be uninformed of the agents' engagements with the tenants, breeding a clear power disparity between agents and tenants which affects a wide demographic cross-section across all rental property segments.

Seniors Legal & Support Service (SLASS)

The 2022/23 financial year saw a significant evolution for TASC's Seniors Legal and Support Service (SLASS), embodying a period of transformation and rejuvenation. Throughout this period, we've sharpened our focus on enhancing the support structure for the older people in our service catchment, making concerted efforts to expand reach and amplify awareness regarding elder abuse.

Program development and expansion

This year, SLASS underwent significant transformations, witnessing the departure of several long-standing team members and welcoming new professionals to reinforce its ranks. Initially situated in Toowoomba, the revitalised team gives a fresh perspective and dynamic approach to supporting the seniors community.

Moreover, TASC was successful in gaining Queensland Government funding to increase their SLASS service beyond its current catchment, expanding the service beyond Toowoomba to include the Ipswich metropolitan area and the large geographic area encompassing the Ipswich hinterland (see Map 5.).

This funding was awarded at the end of March 2023, spurring recruitment activities that spanned the remainder of the financial year, successfully broadening the SLASS team to encompass six skilled solicitors and four social workers (as at 30 June), enhancing the program's capability.

Understanding SLASS' core mission

At the core of SLASS is a deep-seated commitment to assist individuals aged 60 and above (50 for First Nations People) who may be facing forms of mistreatment or exploitation, including financial misconduct.

The service operates as a vital support structure, providing a confidential environment to addresss potential elder abuse cases with sensitivity, diligence and respect.

Central to its success is the hybrid legal-social work model it employs. This model is a collaborative approach that combines the expertise of solicitors and social workers to facilitate a comprehensive support system which addresses both the legal and socio-emotional aspects of elder abuse.

Additionally, over the course of the year the SLASS team has continued to foster health justice partnerships by connecting with healthcare providers to identify and address potential cases of elder abuse, facilitating a more holistic approach to senior's care.

To the fullest extent possible the SLASS program ensures that individuals maintain autonomy over decisions pertaining to their welfare.

Community engagement and awareness

A vital component of SLASS operations involves fostering a community that is well-informed and vigilant about elder abuse. Through proactive engagement and educational initiatives, the program seeks to elevate public awareness about the forms and prevalence of elder abuse and the available avenues for help. By developing and disseminating strategies that assist seniors in recognising and mitigating potential risks, SLASS is actively working to create a landscape where safety and knowledge converge, enhancing the well-being of older people.

Key initiatives in community engagement during the 22/23 financial year included participation in community events, regular networking across the health district and working with aged care facilities.



TASC's Seniors Legal and Support Service (SLASS) attends Seniors Expo in Toowoomba.

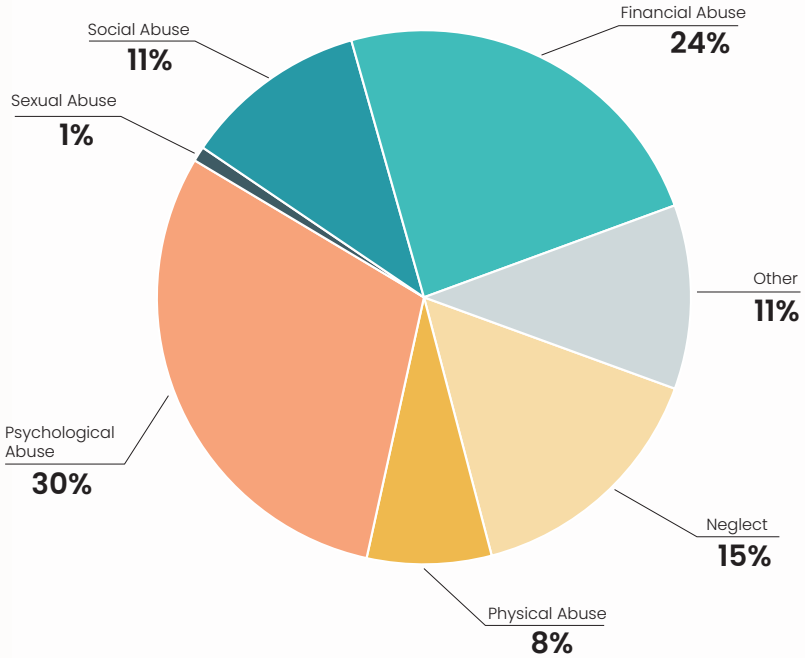


TASC SLASS Team took part in the March & Candle Light Ceremony against Domestic & Family Violence which marched through Toowoomba's CBD.

Raising awareness about elder abuse is a key aim for the SLASS program and events such as Seniors Expos which are held in Ipswich & Toowoomba each year provide a strong platform to connect directly with older people.

How SLASS helped in 2022-23

Proportion of problem types SLASS assisted in 22/23



The 'Other' category includes a range of legal problems which are not included in SLASS services and were referred to both TASC's general legal service or other legal services by the SLASS team.

These problems include:

- Consumer complaints,
- Divorce and Family Law
- Civil and property law
- Wills and probate.



Social Justice &
Advocacy Services

Seniors Legal and Support Service case study:

Navigating justice for a victim of financial elder abuse

Background:
Amid a difficult time marked by terminal medical diagnoses, Daphne, a 78-year-old woman grappling with multiple incurable conditions including cancer found herself in a distressing situation of financial abuse. Despite her significant health challenges, Daphne has maintained her full decision-making capacity and was in the process of applying for voluntary assisted dying in Queensland.

Challenge:
In this emotionally fragile period, Daphne's vulnerability was exploited by a family member's partner, who she had trusted with her bank details and certain health support roles. This individual defrauded Daphne, illicitly withdrawing substantial amounts from her bank account, accruing a loan under a false identity, and deceptively manipulating her Centrelink payments. Consequently, Daphne's financial stability was deeply undermined, further exacerbating her mental and emotional strain and leaving her with scarce resources for essential needs.

Intervention:
Amid this crisis, a SLASS social worker and solicitor promptly stepped in to provide comprehensive support to Daphne. Their intervention encompassed a myriad of services, including:

- Offering legal advice and support regarding Daphne's rights and potential courses of action.
- Facilitating connections and continuous follow-up with external agencies for additional assistance for services beyond SLASS' scope.
- Conducting a psychosocial assessment and providing essential counselling support throughout this taxing period.
- Extending advocacy support, particularly with government entities like Centrelink to alleviate the financial and emotional strain exacerbated by the fraud.
- Delivering consistent support and assistance during interactions with police prosecutors, the court, and victim liaison officers.

Outcomes:
This multifaceted intervention empowered Daphne to regain control and articulate her desires confidently. She received extensive support to manage her profound experiences of grief and loss. Crucially, her reporting obligations to Centrelink were revised, eliminating the need for frequent meetings and unwarranted deductions from her payments due to the fraudulent activities. The legal process is now underway, with the offending family member awaiting sentencing for their egregious exploitation and abuse of Daphne.

Conclusion:
This case underscores the critical role of organisations like TASC in championing the rights of vulnerable individuals like Daphne, providing holistic support beyond legal counsel to include emotional and psychological assistance. Their timely intervention facilitated the restoration of Daphne's financial stability, mental well-being, and ensured the initiation of legal proceedings against the perpetrator, reaffirming the importance of comprehensive, empathetic support in navigating the complexities of justice and well-being.



Social Justice &
Advocacy Services

National Redress Scheme Support

About the service:

This service performs the important role of assisting survivors of institutional childhood sexual abuse to apply to the National Redress Scheme and navigate the practical and emotional challenges that can arise from this process.

Redress Support Services are in operation across Australia, with TASC funded to provide this vital service to our local Toowoomba, Darling Downs and Maranoa communities.

The National Redress Scheme, established in response to recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse, offers the opportunity for eligible survivors to receive financial support, counselling and an apology or acknowledgement directly from the institution responsible for their abuse.

Trauma informed practice:

Given the complexity of each individual trauma experience for survivors, the process of applying for Redress support can be an incredibly daunting and challenging one.

For many survivors, this may be the first time they have ever fully shared the details of their abuse experience and had the opportunity to be supported to thoroughly reflect on the lifelong impacts it has had on them.

This challenging and confronting personal journey is often made more complex due to the dynamic of survivors having to rely on and trust in the institution of Government to treat their personal stories through a trauma informed lens, with sensitivity and respect to make a fair offer of Redress support.

Our Redress caseworkers support survivors with both the practical support to navigate what is at times a complex system, and the emotional support to assist them to look after their general health and wellbeing throughout their journey.

Building awareness and trust:

Given the sensitive and timebound nature of the National Redress Scheme, significant service focus must also be maintained on building awareness and trust in the Scheme in our local communities.

As such, part of our responsibility as a Redress Support Service is to ensure that as many people as possible are aware of the Scheme and that local support is available to assist people to apply during the duration of the Scheme.

In the first year of service delivery, significant time has been spent engaging in community dialogues, creating partnerships with local entities, and fostering rapport with other community service providers in the region.

Focus is placed on connecting with services that provide assistance to vulnerable groups within our community, including Forgotten Australians, Former Child Migrants, First Nations Australians, people with disability, and people with mental health difficulties.

The year ahead:

As the Scheme matures, our ongoing focus for our service is to cultivate an environment where survivors, their families, and the wider community are empowered to share, understand, and seek the assistance currently available.

In order to achieve this, the TASC Redress Support Service strives to ensure that every survivor that seeks out our support finds not just assistance to engage with the Scheme but also a space of genuine understanding and empathy.



Members of TASC's Corporate services team, Matthew Chardon, Lara McGee, Hayden Marsh and Rohit Hirani.

Overview of TASC's Corporate Services Team

The past fiscal year witnessed the dedication of our Corporate Services Team in supporting staff to deliver the best possible services and outcomes for our clients. Their commitment was underlined by consistent high levels of service, ensuring optimal internal operations.

Key achievements

Streamlining operations

With an eye on evolving technological landscapes, service delivery dynamics, and programme demands, the Corporate Services Team has undertaken a comprehensive restructuring. This shift optimises operations and financial management, simplifying internal stakeholder interaction, eliminating task duplications, and enabling the team to zero in on their primary responsibilities.

Emphasising quality assurance

We transitioned the Quality Assurance function into a distinct role, deviating from its previous integration into other positions. This focused approach not only ensures audit compliance but also intensifies our pursuit of continuous improvement across the organisation. Special emphasis has been placed on service enhancement, data management, in-house service audits, and systems management.

Key challenges

Recruitment difficulties: Managing human resources, particularly around recruitment posed substantial challenges. These were accentuated by the prevailing tight labour market conditions. However, we have fostered stronger collaborations with third-party recruitment agencies, amplifying our internal recruitment capabilities.

Cybersecurity concerns

The fiscal year underscored the need for robust cybersecurity, considering the spike in high-profile data breaches across Australian firms. TASC, too, witnessed an upsurge in phishing and related social engineering attacks targeting staff emails. Our proactive stance, aided by the expertise of our ICT providers, ensured these threats were effectively countered.

Data quality and integration

With the revitalised focus of the quality assurance role, we identified data silos and system integration as potential improvement areas. Explorations are underway to revamp TASC's data management systems.

Future direction

Data management and security: The 2024 fiscal year is set to prioritise the refinement of data collection and management processes. Our objective is the deployment of an integrated system that enhances data security and provides a holistic view of organisational data. This will decisively shape our decision-making processes and reporting mechanisms.

Outcomes-driven focus

In tandem with our data integration endeavours, TASC is geared to amplify its emphasis on measuring outcomes and impacts across all programmes. This will further our commitment to tangible results and sustainable programs.

Our marketing activities

TASC National's marketing team has been diligently working to strengthen and enhance our communication channels, with a significant emphasis on our website which serves as a vital interface between our clients and our services.

A focal point of these efforts was the systematic overhaul of our website, an initiative informed by detailed feedback gathered from internal stakeholder surveys and discussions.

This exercise enabled us to identify and address both strengths and areas requiring improvement within the existing website structure and content.

A structured analysis led to the re-evaluation of the site's navigational properties and informational coherence, with a clear objective to facilitate user-friendliness and accessibility.

To improve clarity and to better assist clients with varying literacy levels, the service pages were revised to clearly outline the services we offer, where we operate and the services which sit outside our scope of operations. A concerted effort to maintain simplicity in language was made with the goal to present a minimum readability level of grade 6, aligning with our commitment to accessibility.

Several user-centric features were integrated into the website. Among these was the 'quick exit' button, a crucial tool for users who might need to leave our site quickly due to sensitive situations. We also embedded tools designed to enhance accessibility for those with visual impairments, further underscoring our commitment to inclusivity.

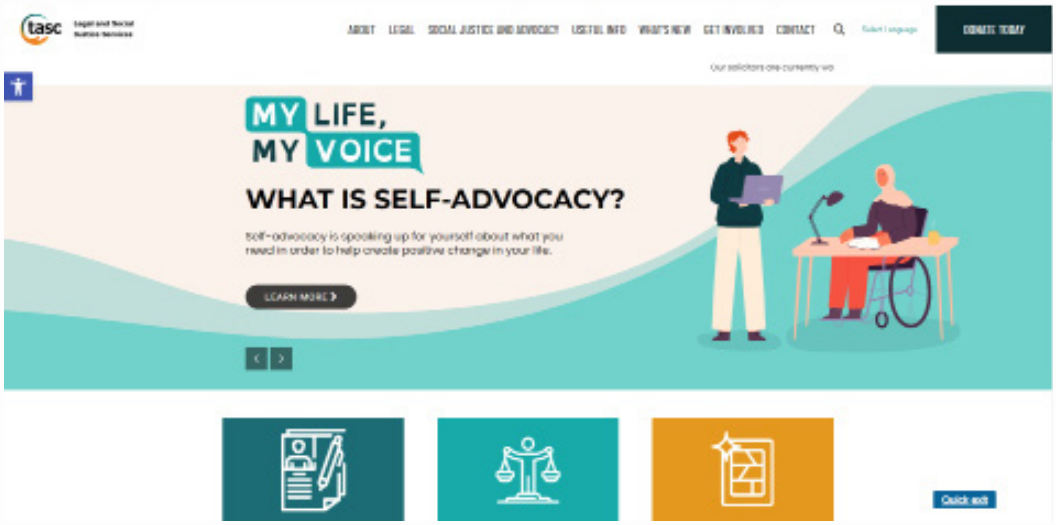
Furthermore, we have introduced measures to enhance transparency and build trust with our clients. Now, when potential clients approach TASC, they are greeted with clear expectations, an aspect vitally important given the barriers many of them face when seeking assistance.

Additionally, the website now facilitates more direct and effective pathways for client assistance through collaborative efforts with TASC's intake teams, which have culminated in the development of streamlined web forms for various services.

Parallel to our digital enhancements, we took measures to maintain consistency in TASC National's branding across both printed and digital platforms. We provided our frontline staff with new promotional materials and supported them with resources for their presentations and community engagements.

However, this journey was not without its challenges. Changes in certain key staff positions temporarily affected our access to comprehensive program information. To navigate this, we intensified our internal liaison, involving more direct face-to-face discussions and leveraging foundational documents as references. This approach was instrumental in obtaining accurate details, and it also paved the way for creating supportive tools like geographical maps and enhanced presentations for our teams.

In conclusion, the focus for the year was on refining and amplifying our communication efforts. These deliberate and informed changes are aimed at optimising the experience for our clients and fortifying TASC National's engagement strategies.



The addition of user centric tools to TASC's website, such as a quick exit button and accessibility tools will enhance client experience and trust.

TASC Legal and Social Justice Services
September 12, 2022 ·

Catch up with the team at TASC on Tuesday 11 Oct for a sausage sizzle, a cuppa, a chat and the chance to do some wellbeing activities. Did you know TASC offers a Mental Health Advocacy Service? If you or someone you know experiences mental health challenges and needs advocacy assistance please contact TASC on (07) 4616 9700 or visit tascnational.org.au for more information.



Helping our front line staff create engaging events is another goal of the marketing team.

TASC Legal and Social Justice Services
June 21 ·

🎉 Big News! 🎖️🏆

We're thrilled to announce that TASC National has won SILVER at the prestigious Australasian Reporting Awards! 🌟✨ It's a tremendous achievement for our organization, and we couldn't be prouder of our team.

This recognition is a testament to the hard work, dedication, and expertise of every member at TASC National. We're incredibly grateful for their unwavering commitment to delivering outstanding reports that make a real impact.

We would like to extend our heartfelt thanks to the Australasian Reporting Awards committee for this honour. It's truly humbling to be acknowledged among the top performers in the industry.

We also want to express our gratitude to our clients and partners for their continued trust and support. You are instrumental in our success, and we value the strong relationships we have built along the way.

This silver award is a reminder of our commitment to excellence and motivates us to push the boundaries even further. We will continue to raise the bar, innovate, and strive for greater achievements in our reporting endeavours.

Congratulations to all the winners and nominees at the Australasian Reporting Awards. Let's celebrate our collective accomplishments and continue making a positive impact in the reporting world.

#AustralasianReportingAwards #SilverWinner #Proud #tascnational



TASC wins Silver at the Australasian Reporting Awards (ARA) two years in a row. Naish Nand & Liam Anderson attending the awards ceremony in Sydney.

TASC Legal and Social Justice Services
October 6, 2022 ·

This month is Seniors Month. TASC helps seniors with legal and advocacy services and will be attending both the Ipswich and Toowoomba Senior's Expos again this year. We'd love it if you stop by for a chat!



Supporting our forward facing teams through the provision of timely and well designed communications is a core function of the marketing team.


Thank you so much for organising this information session. It was a beautiful event and such an important message for us to all continue hearing and absorbing. So much to learn about personal well-being, connection and healing from Aboriginal and Torres Strait Islander cultures. A real gift to be able to have the opportunity to do some of that learning and connection at work.
INFORMATION SESSION CLIENT

Risk and governance

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Risk and governance

In the past year, TASC has revisited and adjusted its structures and strategies concerning corporate governance and risk management, particularly in light of emerging cyber security risks, its evolving structure and expansion of services.

Strategic approach
While TASC has historically relied on the comprehensive risk management guide offered by NACLC for its risk mitigation procedures, the growth and diversification in the organisation's services necessitated a review and evolution of its corporate governance and risk strategies. Compliance with the NACLC risk management guide will still underpin our efforts.

Activities and initiatives

Board workshops
Understanding the importance of effective corporate governance, the Board took the initiative to organise in-depth workshops. These sessions were tailored to address and align corporate governance practices within the contemporary scope of TASC's operations, ensuring that governance structures are aptly suited for its current scale and future ambitions.

Risk management framework development
Recognising the dynamic nature of risks in the industry, TASC is charting out a plan to devise a comprehensive risk management framework in the upcoming fiscal year. The objective of this initiative is to bolster TASC's preparedness and responsiveness to potential risks. Complementing this will be a series of future workshops designed to keep the framework updated and relevant.

Strategic plan formation
TASC is in the process of crafting a new strategic plan, placing emphasis on measurable impact goals. Guided by a set of established principles, this strategy also places a premium on evidence-based and data-informed practices, ensuring that TASC's actions and initiatives are grounded in solid, empirical foundations. The current strategic plan TASC is operating under was developed prior to COVID, and despite having a year to run it was deemed necessary to revise it due to the disruption across communities, technology and the workforce caused by COVID.

Participation in the Better Boards Conference
To ensure alignment with best practices and trends in the not-for-profit sector, several TASC Directors marked their presence at the Better Boards Conference in June 2023. This participation was aimed at gathering insights and networking with industry peers to ensure TASC's governance practices are in line with sector standards.

Audit & Risk Committee introduction
In a strategic move to enhance oversight and governance, TASC introduced an Audit & Risk Committee. Scheduled to meet quarterly, this committee is tasked with closely monitoring and providing recommendations on key areas including audits, financial reports, identification and management of emerging risks, cybersecurity measures, strategies for talent retention, and assessing organisational culture. By having a dedicated committee:

- Board meetings gain focus: The centralisation of risk and audit discussions within the committee will enable board meetings to prioritise and concentrate on overarching strategic decisions and organisational direction.

- Specialised focus on risk and governance: With dedicated personnel and resources, there's an expectation of a more detailed and concentrated approach to risk management and corporate governance.

Board commitment
These initiatives and structural changes echo the board's consistent commitment to refining TASC's governance and risk management practices, ensuring both immediate and long-term effectiveness.

Through these focused measures and forward-looking strategies, TASC is laying down a solid foundation for a balanced and robust approach to risk management and corporate governance, ensuring resilience and adaptability.


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

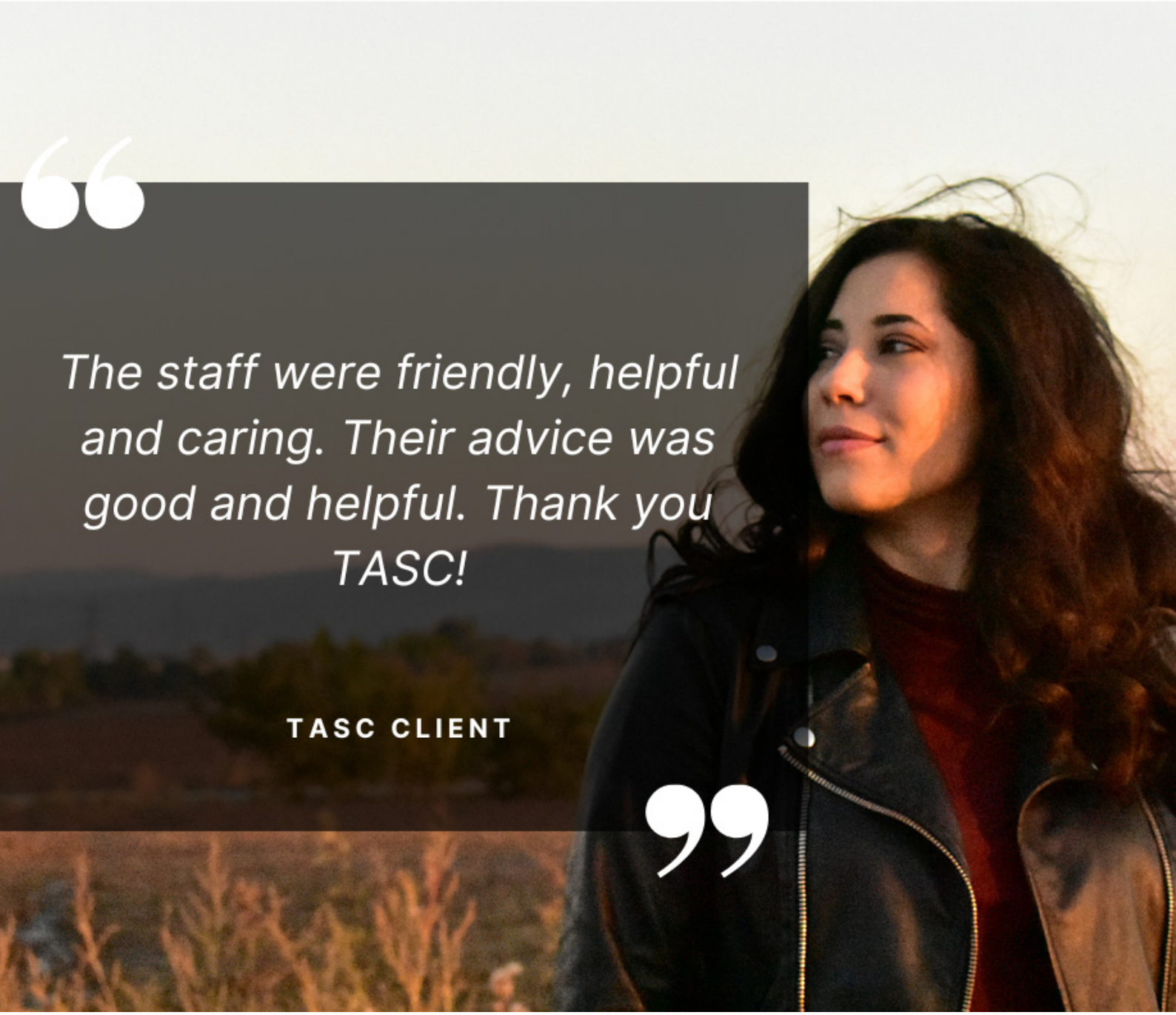
Finance

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Treasurer's report

I am pleased to present the TASC National audited financial statements for the period ended 30th June 2023.

TASC National finished the 2022-2023 financial year with a surplus of $198K on an annual turnover of $4.77M with an unqualified audit. Revenue for the year was consistent with the previous financial year. From an expense point of view employee costs have also been consistent with last year. However, non-employee costs have increased by 22% driven by programming and planning expenses, travel, and depreciation.

TASC National receives core funding through grant income administered by State and Federal Government departments. Funds for some programs have been carried over to be completed in 2023-2024. Grant funding forms the majority of TASC National's revenue.
The 2022-2023 year saw TASC National explore new services in new regions, particularly firming its roots in the Wide Bay region. TASC National continues to operate efficiently with adequate resources to meet ongoing commitments and is well placed to take up new opportunities and meet future challenges. This year saw an improved internal focus on quality control of processes, systems and services which contributed to more detailed and comprehensive reporting by TASC National.

In the past financial year, we achieved a positive financial result. The Board, working closely with the Management Team, continues to be fully dedicated to realising the objectives outlined in the Strategic Plan. TASC National board are aware of their responsibility to meet the benchmarks of funding agencies. A rigorous focus on operational efficiency and cost-effectiveness is a priority, and at the heart of our endeavours is our unwavering dedication to serving the community members who rely on our assistance.

Ann-Marie Johnston
Treasurer, TASC National Ltd

Financial Report Summary

INCOME STATEMENT

For the year ended 30 June 2023

INCOME STATEMENT	2023	2022
Grants	4,597,021	4,528,327
Donations	5,510	1,304
Interest	46,197	7,189
Other	99,159	136,854
Rental income	28,729	27,691
Revenue	**4,776,616**	**4,701,365**

EXPENSES	2023	2022
Marketing expenses	43,330.14	48,968
Occupancy expenses	140,676.00	103,149
Client Support Services	3,858,263.17	3,745,779
Depreciation	155,617.22	124,541
Other expenses from ordinary activ	369,506.29	302,794
Borrowing costs expense	11,931.24	9,738
Expenses	**4,579,324**	**4,334,968**

Surplus for the period	2023
Surplus	**197,292**

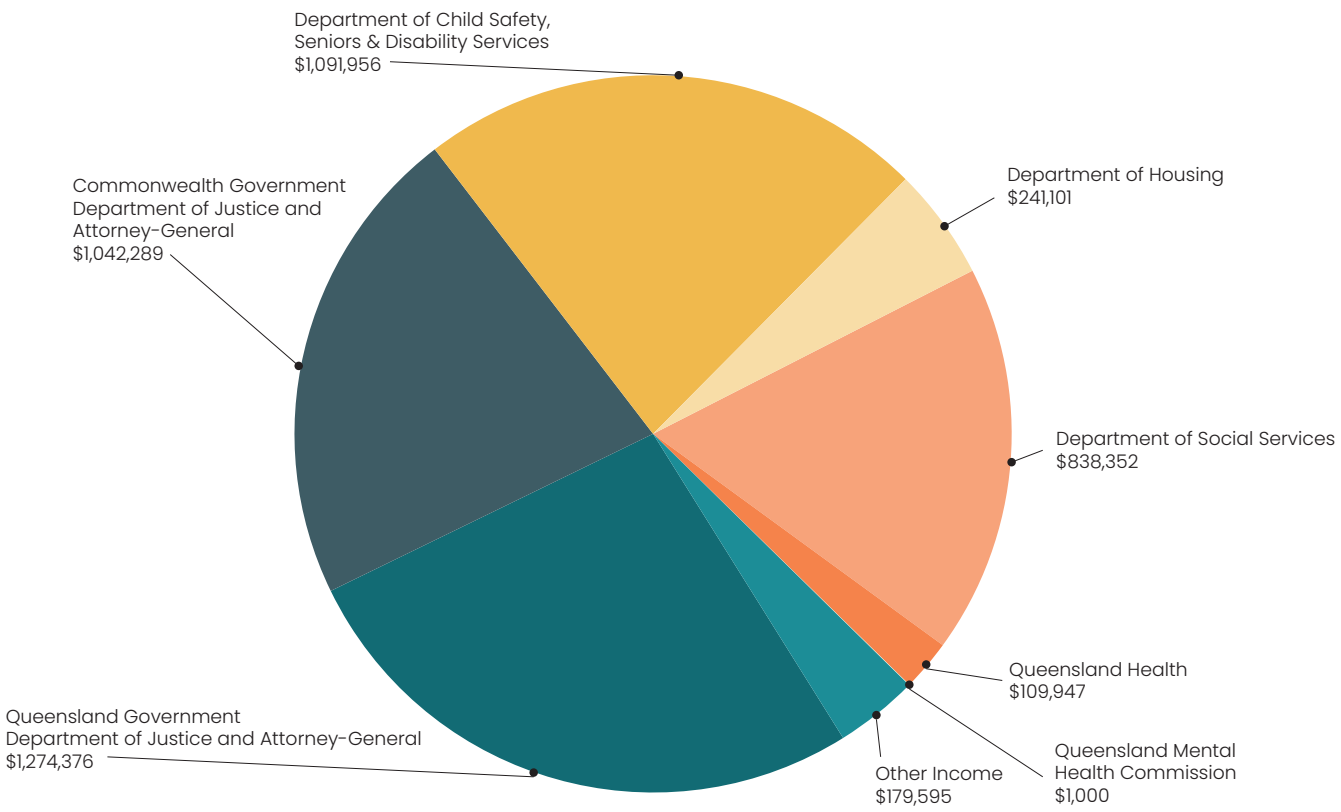
BALANCE SHEET

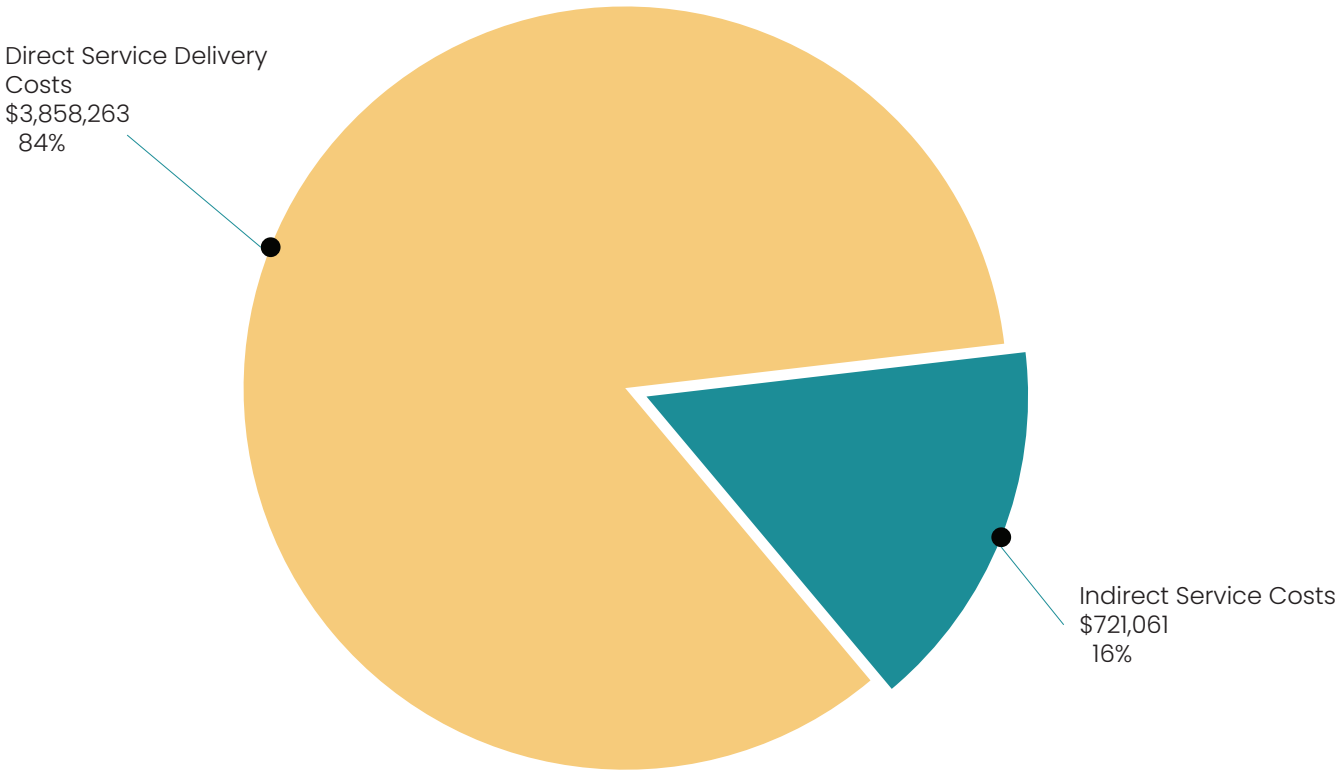
As at 30 June 2023

ASSETS	2023	2022
Current Assets		
Cash and cash equivalents	1,965,181	1,524,604
Trade and other receivable	17,499	16,753
Prepaid Expenses	49,034	24,063
Total current assets	**2,031,714**	**1,565,420**
Non-current assets		
Property plant and equipm	370,947	305,169
Right-of-use Asset	115,277	167,515
Total non-current asset	**486,224**	**472,684**
Total assets	**2,517,938**	**2,038,104**

LIABILITIES	2023	2022
Current Liabilities		
Trade and other payables	877,082	571,531
Financial liabilities	135,002	37,574
Provisions	228,521	234,363
Total current liabilities	**1,240,605**	**843,468**
Non-current liabilities		
Financial liabilities	122,253	222,873
Provisions	46,466	61,442
Total non-current liabilities	**168,719**	**284,315**
Total liabilities	**1,409,324**	**1,127,783**

EQUITY	2023
Retained surplus	**1,108,614**
Total equity	**1,108,614**


Department of Child Safety, Seniors & Disability Services $1,091,956
Department of Housing $241,101
Commonwealth Government Department of Justice and Attorney-General $1,042,289
Department of Social Services $838,352
Queensland Health $109,947
Queensland Government Department of Justice and Attorney-General $1,274,376
Other Income $179,595
Queensland Mental Health Commission $1,000


Direct Service Delivery Costs $3,858,263 84%
Indirect Service Costs $721,061 16%

TASC NATIONAL LIMITED
ABN: 14 611 777 087

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2023

TASC NATIONAL LIMITED
ABN 14 611 777 087

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TASC NATIONAL LIMITED

DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2023

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2023.

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:

Director	Current	Resigned	Appointed
Ann-Marie Johnston	✓		15/5/2023
Dr Nikola Stepanov	✓		28/5/2023
Lesley Jenet Beames	✓		
Craig Anthony Armstrong	✓		
Ross David Morgan	✓		
Dr Rhett Martin	✓		
Dr Sharon Boyce	✓		
Alison Deirdre Kennedy		22/11/2022	
Reagan Philip Wilson		16/08/2022	
Sarah Margaret Phelan Webb		6/10/2022	

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

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 Chief Customer Officer for Warwick Credit Union Ltd and has been in the finance sector 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:	Deputy Chairperson

Name:	Ann-Marie Johnston
Title:	Director
Experience and expertise:	Ann-Marie joined the TASC Board in 2023. Ann-Marie is currently the CFO and General Manager Finance and Business Strategy at Toowoomba Regional Council and was proud to be the first female member of the Executive Leadership Team. She joined Toowoomba Regional Council in 2011 following an extensive career in financial management in diverse industries including manufacturing, insurance, transport, education, engineering, agri-business and arts management. Ann-Marie has a Bachelor of Commerce from James Cook University, is a Fellow of CPA Australia and Graduate of the Australian Institute of Company Directors. Ann-Marie has extensive governance experience and is passionate about diversity and inclusion.
Special responsibilities:	Treasurer

Name:	Dr Nikola Stepanov
Title:	Director
Experience and expertise:	Dr Nikola Stepanov- General Manager, Planning and Development at Toowoomba Regional Council, and In-house Counsel. Nikola has spent much of her career in dedicated service to the public sector and community, and has a background in regulation, professional ethics, governance, and dispute resolution. She holds six degrees including a Juris Doctor and a Doctor of Philosophy and is accredited or registered in a number of professions including as a solicitor, mediator, and governance professional. She has particular expertise resolving complex and contentious ethico-legal issues and conflicts and is well known for her work reforming key corruption risk areas such as lobbying, and for her advocacy work such as cross-border treaty matters involving children requiring urgent health care. As well, Nikola has been engaged to undertake reviews of systems and processes and to implement change at international, national, state, and local levels. She is a Professor in an adjunct capacity with the Centre for Tropical Health and Medicine at James Cook University, and continues to supervise PhD students and to publish in various fields of ethics and law. In addition to her 'paid' day job, Nikola is committed to voluntary work and sits on several boards and committees, including as one of the founding governing board members of the ALIVE National Centre for Mental Health Research Translation, and a steering committee member of Health Ethics and Law Qld.
Special responsibilities:	Nil

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

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

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

TASC NATIONAL LIMITED

DIRECTOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2023

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 2023, and the number of meetings attended by each director were:

Director	Attended	Held
Lesley Jenet Beames	9	9
Craig Anthony Armstrong	8	9
Alison Deirdre Kennedy	3	4
Reagan Philip Wilson	2	3
Sarah Margaret Phelan Webb	2	3
Ross David Morgan	8	9
Dr Rhett Martin	7	9
Dr Sharon Boyce	4	9
Dr Nikola Stepanov	2	2
Ann-Marie Johnston	2	2

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, being current directors 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

.....

Ann-Marie Johnston
Director

Dated: 23rd Aug 2023
Toowoomba

AUDITORS INDPENDENCE DECLARATION TO THE DIRECTORS OF

TASC NATIONAL LIMITED

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profit Commission Act 2021, as auditor of TASC National Limited for the year ended 30 June 2023, I declare that, to the best of my knowledge and belief, there has been:

a) No contraventions of the auditor independence requirements as set out in section 60-40 of the Australian Charities and Not-for-profit Commission Act 2021; and

b) No contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect to Waminda Services Limited.



Jessica Galvin

RCA Number: 476815

Dated: 13 August 2023

Toowoomba

TASC NATIONAL LIMITED

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023	2022
		$	$
Revenue	2	**4,731,419**	4,694,176
Interest revenue		**46,197**	7,189
Communication expenses		**- 32,450**	-31,272
Interest expenses		**- 6,145**	-7,719
Depreciation		**- 155,617**	-124,541
Finance, audit and accounting expenses		**- 27,650**	-30,888
Insurance expenses		**- 26,434**	-12,086
Employee benefits expense		**- 3,858,263**	-3,745,779
Library, resources and subscriptions expenses		**- 30,257**	-25,147
Minor equipment expenses		**- 28,158**	-34,114
Occupancy costs		**- 77,034**	-59,299
Office overhead expenses		**- 74,223**	-98,944
Programming and planning expenses		**- 138,701**	-92,379
Rent expenses		**- 51,262**	-30,781
Repairs and maintenance		**- 12,380**	-13,068
Travel expenses		**- 60,749**	-28,952
Surplus/(deficit) before income tax expense		**198,292**	366,397
Income tax expense	1(d)	-	-
Surplus/(deficit) after income tax expense for the year attributable to the members of TASC National Limited		**198,292**	366,397
Other comprehensive income for the year, after tax		**-**	**-**
Total comprehensive income/(deficit) for the year attributable to the members of TASC National Limited		**198,292**	366,397

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2023

	Notes	2023	2022
		$	$
CURRENT ASSETS			
Cash and cash equivalents	3	**1,965,181**	1,524,604
Trade and other receivables	4	**17,499**	16,753
Prepaid Expenses		**49,034**	24,063
TOTAL CURRENT ASSETS		**2,031,713**	1,565,419
NON-CURRENT ASSETS			
Property, plant and equipment	5	**370,947**	305,169
Right-of-use asset	6	**115,277**	167,515
TOTAL NON-CURRENT ASSETS		**486,224**	472,684
TOTAL ASSETS		**2,517,937**	2,038,103
CURRENT LIABILITIES			
Trade and other payables	7	**877,082**	571,531
Borrowings	8	**64,388**	36,120
Employee benefits	9	**228,521**	234,363
Lease Liabilities	10	**70,614**	1,454
TOTAL CURRENT LIABILITIES		**1,240,605**	843,468
NON-CURRENT LIABILITIES			
Borrowings	8	**93,775**	59,975
Employee benefits	9	**46,466**	61,442
Lease Liabilities	10	**28,478**	162,898
TOTAL NON-CURRENT LIABILITIES		**168,719**	284,315
TOTAL LIABILITIES		**1,409,324**	1,127,783
NET ASSETS		**1,108,613**	910,321
EQUITY			
Retained surplus		**633,796**	503,681
Funding Reserves		**474,817**	406,640
TOTAL EQUITY		**1,108,613**	910,321

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2023

	Notes	Funding Reserves	Retained Earnings	Total
Balance at 1 July 2021		-	543,924	543,924
Surplus after income tax expense for the year		-	366,397	366,397
Movements to reserve		406,640	-406,640	-
Balance at 30 June 2022		406,640	503,681	910,321
Balance as at 1 July 2022		406,640	503,681	910,321
Surplus after income tax expense for the year		-	198,292	198,292
Movements to Reserve		68,177	-68,177	
Balance at 30 June 2023		474,817	633,796	1,108,613

The accompanying notes form part of these financial statements.

TASC NATIONAL LIMITED

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023 $	2022 $
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers		5,125,595	4,675,071
Payments to suppliers and employees		-4,607,356	-4,644,549
Interest expense on lease liabilities		-6,011	-7,719
Interest received		46,197	7,189
Net cash (used in) operating activities		558,424	29,992
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from the disposal of property, plant and equipment		-	16,617
Payment for property, plant and equipment		-91,674	-145,516
Net cash (used in)/provided by investing activities		-91,674	-128,899
CASH FLOW FROM FINANCING ACTIVITIES			
Repayment of borrowings		-	51,883
Principal repayments under finance leases		-26,165	54,770
Net cash (used in)/provided by financing activities		-26,165	106,653
Net increase/(decrease) in cash held		440,586	7,745
Cash at beginning of financial year		1,524,604	1,516,859
Cash at end of financial year	3	**1,965,181**	**1,524,604**

The accompanying notes form part of these financial statements.

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', AASB124 'Related Party Disclosures' 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.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(c) Critical accounting judgements, estimates and assumptions

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

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

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

Key estimates – grants

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

Key estimates – useful lives of assets

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

Key estimates – provisions

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

Key estimates – Lease term

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

(d) Income Tax

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

(e) Cash and Cash Equivalents

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

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.

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.

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

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(n) Comparative Figures (continued)

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 2023. 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.

	2023	2022
	$	$
NOTE 2: REVENUE		
Grant income	**4,598,020**	4,528,327
Duty Lawyer fees	**65,946**	84,179
Mental Health review	**14,240**	30,688
Other income	**53,212**	50,982
	4,731,419	4,694,176
Other Income		
- Rental income	**28,729**	27,691
- Other	**24,483**	23,291
	53,212	50,982
NOTE 3: CASH AND CASH EQUIVALENTS		
Cash on hand	**100**	250
Cash at bank	**1,965,081**	1,524,354
	1,965,181	1,524,604
NOTE 4: TRADE AND OTHER RECEIVABLES		
CURRENT		
Trade receivables	**5,841**	5,194
Deposits	**11,658**	11,558
	17,499	16,753

	Notes	2023 $	2022 $
NOTE 5: PROPERTY, PLANT AND EQUIPMENT			
LEASEHOLD IMPROVEMENTS			
At cost		**224,883**	223,203
Less accumulated depreciation		**- 174,610**	-144,530
		50,273	78,673
PLANT AND EQUIPMENT			
(a) Plant & equipment			
At cost		**314,676**	403,557
Less accumulated depreciation		**-190,614**	-317,117
		124,062	86,440
(b) Motor vehicles			
At cost		**233,099**	188,396
Less accumulated depreciation		**- 64,284**	-75,529
		168,815	112,867
(c) Furniture, fixtures & fittings			
At cost		**65,649**	59,041
Less accumulated depreciation		**- 37,852**	-31,851
		27,797	27,190
Total plant and equipment		**320,674**	226,497
Total property, plant and equipment	**9**	**370,947**	305,170

NOTE 5: PROPERTY, PLANT AND EQUIPMENT (continued)

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 2023					
Balance at the beginning of the year	78,672	86,440	112,866	27,190	305,169
Additions	1,680	83,386	82,549	6,608	174,223
Disposals	-	-	-5,067	-	-5,067
Depreciation expense	-30,080	-45,764	-21,533	-6.001	-103,378
Balance at 30 June 2023	50,272	124,062	168,815	27,797	370,946
Balance at 30 June 2022					
Balance at the beginning of the year	17.457	73,849	83,039	21,613	195,958
Additions	74,392	44,626	67,400	13,336	199,358
Disposals	-	-	-17,153	-	-17,153
Depreciation expense	-13,177	-31,140	-20,420	-7,758	-72,496
Balance at 30 June 2022	78,672	87,440	112,866	27,190	305,170

	2023 $	2022 $
NOTE 6: RIGHT-OF-USE ASSET		
Land and buildings -right-of-use	**251,191**	248,213
Less: Accumulated depreciation	**-135,915**	-80,697
	115,277	167,516
NOTE 7: TRADE AND OTHER PAYABLES		
CURRENT		
Income carried forward	**517,752**	233,916
Accrued Wages	**142,359**	128,446
Trade payables	**25,297**	62,707
Sundry payables and accruals	**164,340**	146,334
Accrued Expenses	**27,206**	-
Employee social club	**128**	128
	877,082	571,531
NOTE 8: BORROWINGS		
CURRENT		
Borrowings	**64,388**	36,120
	64,388	36,120
NON-CURRENT		
Borrowings	**93,775**	59,975
	93,775	59,975
	158,164	96,094
NOTE 9: EMPLOYEE BENEFITS		
CURRENT		
Annual leave	**184,528**	193,860
Long service leave	**43,993**	40,140
Other	**-**	363
	228,521	234,363
NON-CURRENT		
Long service leave	**46,466**	61,442
	46,466	61,442
	274,987	295,805

	2023 $	2022 $

NOTE 10: LEASE LIABILITIES

Lease liability - Current	**70,614**	1,454
Lease liability – Non-Current	**28,478**	162,898
	99,092	164,352

NOTE 11: COMMITMENTS

Finance lease

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

The company has no other commitments for expenditure as at 30 June 2023 except for several leased properties (2022: NIL)

NOTE 12: REMUNERATION OF THE AUDITORS

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

Audit services – JG Audit & Assurance Pty Ltd		
Audit of the financial statements	7,500	-
Audit Services – Crowe Audit Australia	-	15,170
Other services – Findex		
Preparation and lodgement of FBT and Other Business Services	870	600

NOTE13: RELATED PARTY TRANSACTIONS

(a) *Key Management Personnel Remuneration*

Total remuneration for key management personnel	498,663	569,685

(b) *Transactions with related parties*

There were no transactions with related parties during the current year.

(c) *Receivable from and payable to related parties*

There were no trade receivables from or trade receivables to related parties at the current reporting date

(d) *Loans to and loans from related parties*

There were no loans to or from related parties at the current reporting date.

	2023 $	2022 $

NOTE 14: CONTINGENT LIABILITIES

In the opinion of the directors, the company did not have any contingencies at 30 June 2023 (2022: 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

	2023 $	2022 $

NOTE 14: CONTINGENT LIABILITIES

In the opinion of the directors, the company did not have any contingencies at 30 June 2023 (2022: 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 23 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 2023 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors made pursuant to section 295(5)(a) of the *Corporations Act 2001*.

On behalf of the directors

Lesley Beames
Director

Ann-Marie Johnston
Director

Dated 23rd Aug 2023

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

TASC NATIONAL LIMITED

Opinion

I have audited the financial report of TASC National Limited (the Company), which comprises the statement of financial position as at 30 June 2023, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the accompanying financial report of TASC National Limited, is in accordance with Division 60 of the *Australian Charities and Not-for-Profit Commission Act 2012*, including:

- Giving a true and fair view of the registered entity's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- Complying with the Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-Profit Commission Regulation 2013.*

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of the Entity in accordance with the ethical requirements of the *Corporations Act* 2001 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of matter – basis of accounting

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist TASC National Limited to meet the requirements of the applicable legislation. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Responsibilities of the directors for the financial report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with the financial reporting requirements of the *Australian Charities and Not-for-Profit Commission Act 2012* and for such internal control as the directors determine 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.

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

Auditor's responsibilities for the audit of the financial report

My objective is 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 my 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 Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I 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 my 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 procedure that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting polices used and the reasonableness of accounting estimates and related disclosures made by the Company.
- Conclude on the appropriateness of the Company's use of the going concern basis or 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 I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my 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 a true and fair view.

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

Other matter

The financial report of TASC National Limited for the year ended 30 June 2022 was audited by another auditor who expressed on an un-modified opinion on the financial report on 18 October 2022.

Galvin .

Jessica Galvin

RCA Number: 476815

Dated: 23 August 2023

Toowoomba

TASC NATIONAL LIMITED.

DISCLAIMER TO THE MEMBERS OF
TASC NATIONAL LIMITED.

DETAILED INCOME AND EXPENDITURE STATEMENT – LEGAL AID
FOR THE YEAR ENDED 30 JUNE 2023

	2023 $
INCOME	
Carried forward income	**406,938**
Grant income – Commonwealth	**880,889**
Grant income – State	**1,273,620**
Non Recurring Grants	**300**
Other income	**11,807**
TOTAL INCOME	**2,573,553**
LESS EXPENSES	
Communication	**20,569**
Depreciation	**119,740**
Finance, audit & accounting	**17,799**
Insurance	**14,763**
Library, resources & subscription	**20,338**
Minor equipment	**10,798**
Office overheads	**47,605**
Other on costs	**26,894**
Other premises costs	**58,870**
Program costs	**45,172**
Rent	**21,266**
Repairs & maintenance	**9,169**
Salaries & wages	**1,579,715**
Staff recruitment	**15,182**
Staff training	**21,491**
Superannuation	**157,419**
Travel	**34,692**
TOTAL EXPENSES	**2,221,484**
SURPLUS/(DEFICIT)	**352,069**

TASC NATIONAL LIMITED

DETAILED INCOME AND EXPENDITURE STATEMENT
LEGAL AID – MENTAL HEALTH CONDITIONS SUPPORT
FOR THE YEAR ENDED 30 JUNE 2023

	2023 $
INCOME	
Income	**160,000**
TOTAL INCOME	**160,000**
LESS EXPENSES	
Depreciation	**397**
Minor equipment	**2,798**
Program costs	**13**
Salaries & wages	**30,577**
Staff recruitment	**225**
Staff training	**15**
Superannuation	**3,227**
TOTAL EXPENSES	**37,252**
SURPLUS/(DEFICIT)	**122,748**

DETAILED INCOME AND EXPENDITURE STATEMENT – QUEENSLAND STATE-WIDE TENANTS' ADVICE AND REFERRAL SERVICE (QSTARS)
FOR THE YEAR ENDED 30 JUNE 2023

	2023 $
INCOME	
Income Carried Forward	**31,643**
Grant income – State	**244,695**
Other income	**1,337**
TOTAL INCOME	**277,674**
LESS EXPENSES	
Communication	**447**
Depreciation	**674**
Finance, audit & accounting	**237**
Insurance	**271**
Library, resources & subscription	**1,768**
Minor equipment	**178**
Office overheads	**1,159**
Other on costs	**789**
Other premises costs	**625**
Programming & Planning costs	**2,056**
Repairs & Maintenance	**122**
Salaries & wages	**199,507**
Staff recruitment	**11,406**
Staff training	**2,235**
Superannuation	**20,447**
Travel	**516**
TOTAL EXPENSES	**242,438**
SURPLUS/(DEFICIT)	**35,236**

Glossary

A

AASW – Australian Association of Social Workers

ATSILS - Aboriginal and Torres Strait Islander Legal Service

C

C&C – Criminal and Civil

CEO – Chief Executive Officer

CLASS - Community Legal Assistance Services System

CLC – Community Legal Centre

CLCQ – Community Legal Centres Queensland

CPI - Consumer Price Index

D

DA – Disability Advocacy

DDHS - Darling Downs Health Service

DLP – Disability Law Program

DOH - Department of Housing

DV – Domestic Violence

E

ESG - Environmental, Social, and Governance

F

FCFCoA - Federal Circuit and Family Court of Australia

FL – Family Law

M

MH – Mental Health

MHJP – Mental Health Justice Partnership

MML – Mind My Legals

N

NACLC – National Association of Community Legal Centres

NDIA - National Disability Insurance Agency

NDIS – National Disability Insurance Scheme

NEDA – National Ethnic Disability Alliance

NLAP - National Legal Assistance Program

NRS – National Redress Scheme

NSDS – National Standards for Disability Services

O

OPCAT - Optional Protocal to the Convention Against Torture (United Nations Convention)

S

SJS – Social Justice Service

SLASS - Seniors Legal and Support Service

SDGs - Sustainable Development Goals

SW – South West

SWQ - South West Queensland

Q

QAI – Queensland Advocacy Inc.

QCOSS – Queensland Council of Social Services

QLAF - Queensland Legal Assistance Forum

QLD - Queensland

QSTARS – Queensland Statewide Tenant Advice and Referral Service

T

TASC – The Advocacy and Support Centre

U

USQ – University of Southern Queensland






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