Where hope finds help

Annual Report 2017

TaskForce

Life changing opportunities

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About TaskForce

Established in 1973, TaskForce provides specialist support for Victorian young people, adults and families in need to overcome significant challenges.

Our core services focus on addressing social issues of addiction, unemployment, mental health and high risk taking behaviours. We are committed to supporting clients to transition back into 'mainstream' services and employment that will best enable them to reach their potential.

Most of those who access our services have long-term complex issues: all have experienced significant disadvantage or a crisis in their lives. Many have fallen through society's cracks and are placed in the 'too hard' basket.

Through services, such as counselling and various outreach programs, we work hand-in-hand with individuals, families and consortium partners to build stronger, healthier communities.

A not-for-profit charity, TaskForce receives funding through federal and state governments, local government tenders, philanthropic trusts, foundations and donations from our generous supporters.

Vision Mission Values

TASKFORCE

WHERE HOPE FINDS HELP.

OUR VISION

GIVING LIFE CHANGING OPPORTUNITIES FOR THOSE MOST IN NEED.

OUR MISSION

CREATING POSITIVE OUTCOMES FOR PEOPLE DISENGAGED OR LIVING ON THE MARGINS OF THE COMMUNITY.

How do you get a second chance when society often doesn't care about you in the first place?

TaskForce is committed to creating positive outcomes for people disengaged or living on the margins of the community. Whether they have been born into poverty and disadvantage, overwhelmed by a major crisis, trapped by addiction, mental health, circumstance or are simply seen by some as too difficult to deal with, it is our goal to help provide them with the life changing opportunity to meet their full potential, no matter how tough the circumstances. We never give up on giving people a chance to realise their true potential.

OUR VALUES

OUR VALUES ARE THE CORNERSTONE OF THE TASKFORCE CULTURE.

They reflect the behaviours that shape how we work with our clients, our partners and each other, thereby creating a culture that maximises the organisation's effectiveness and relevance.

Client Centred: We strive to support our clients and their extended networks to change their circumstances. We will collaborate so that our full range of services and supports are wrapped around them enabling each to reach their full potential.

Innovation and Best Practice: We will be cutting edge in all that we do, leading to evidence-based best practice within the sector. Our people will be passionate and motivated to make a difference.

Thought Leadership: We are committed to addressing the tough moral challenges faced, and sensitivities that abound in our sector, leading consequent debate and adapting as broader positions held by society evolve.

Honesty and Integrity: We do our utmost to communicate openly, honestly and respectfully. We collaborate and share accountability with colleagues and clients alike. We acknowledge that as we learn, mistakes may be made but that this learning will make us stronger.

Trust, Respect and Self-care: We collaborate to create a work environment built on trust and respect, where our people and consortium partners are supported and challenged to lead best practice. We recognise that responsibility for self-care is also a foundation to achieve excellence in the services we deliver.

We Remember

Each year, TaskForce supports over 4,000 people battling problems with disengagement, drug and/or alcohol addiction.

No-one chooses to become an addict: addiction is not a choice.

We respect that those who seek our help are someone's son or daughter. They are a devoted parent, best friend, a favourite uncle, a loving brother, a cherished sister.

We never judge: our promise is, and will always be, that we offer a safe place where hope will find help.

HOPE for somewhere safe to live.
HOPE for a job that provides financial security.
HOPE to live each day with a sense of purpose and direction.
HOPE to be surrounded by loving family and friends.
HOPE for educational success.
HOPE to overcome addiction.

Not all clients overcome the devastation of dependence and sadly, many lives are lost.

We acknowledge the loss and we offer our sympathies.

TaskForce pays tribute to the lives lost over the past year and sends its condolences to family, friends and loved ones.

A year in review

460

Christmas presents provided to children in need

TaskForce member of a consortium that wins VicHealth's

2016

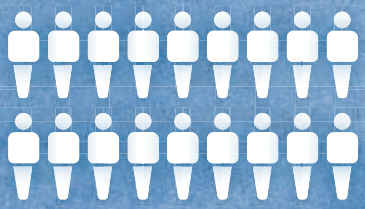
Alcohol Diversion Award

2017–2022

Strategic plan launched

97%

of donations spent to support TaskForce's innovative art therapy program



Staff numbers increase by

44%

TaskForce
Where hope finds help.

Over
4,300
vulnerable people supported

88,000 hours
of support to people provided by
48 staff
across
17 locations
throughout Victoria

988
clients completed training and education courses

Clinical Services team counselled
1,800 clients

TaskForce Strategic Plan

Since its establishment in 1973, TaskForce has worked to provide specialist support services and programs for young people, adults and families impacted by substance misuse, homelessness and economic disadvantage.

We are committed to addressing the increasing and destructive social issue of alcohol and other drug (AOD) addiction, and work to support clients with services and programs that will enable them to fulfil their goals and reach their potential.

Those who access our services often have long-term complex issues, and many have experienced significant disadvantage or a crisis in their lives.

To best meet client needs and expectations, in 2017 TaskForce staff and Board members developed a five-year strategic plan to guide our organisation as it works within a changing drug and alcohol environment and adapts to changing community behaviours. The plan has been driven by a need for TaskForce to:

- become a leader in demonstrating service outcomes and client impact
- adopt evidence-based and wraparound approaches to providing services
- upgrade its IT and data management systems to enable innovative practice

Our 2017-2022 plan clearly articulates our vision and goals for the future and how we will work to ensure TaskForce remains a progressive and sustainable leader in providing alcohol and other drug support. This plan will position TaskForce as a leader in innovative, evidence-based approaches to wraparound AOD treatment, addressing the multiple and complex needs clients have and providing the holistic support they need on their paths to recovery.

Our Strategic Vision

TaskForce is recognised as a leader in breaking the AOD cycle of disadvantage by offering evidence-based, complementary services for people living in Melbourne's South East.

GOAL	STRATEGY
Focus on client impact	To determine if our services are making a real difference in lives, we will measure client outcomes across our core programs and use this information to determine future goals.
Adopt a holistic and integrated support model	We will address client needs and aspirations by providing them with access to a full range of complementary AOD and other support services. This will be achieved by partnering with other community organisations, enabling seamless, easy access to support.
Be seen and heard	We will work to position TaskForce as a leading AOD provider of choice and advocate for disadvantaged and at-risk young people, adults and families living in Melbourne's South East region.
Invest in our people and organisation	Our people will be supported to have the expertise, skills, passion and resources necessary to consistently deliver positive outcomes for clients.

President Report

The 2016-2017 financial year saw TaskForce successfully continue its mission to provide services addressing the social issues of addiction, unemployment, mental health and high risk-taking behaviours. I am also pleased to report we continue to operate on a sustainable financial basis: we recognise that as well as achieving positive outcomes for clients, it is important to provide financial reassurance to our funders.

We faced a number of significant challenges throughout the year, but I am happy to say these were quickly and successfully overcome. New opportunities arose as the year progressed and the organisation's leadership should be congratulated for the way in which it embraced each of these. As a result, TaskForce exceeded expectations both in the breadth and number of successful client outcomes.

This year, the Board commissioned a Strategic Review of TaskForce by respected consultants, Social Ventures Australia (SVA), who specialise in assisting not-for-profit organisations. The consultants identified our strengths and weaknesses, and highlighted risks to avoid and opportunities to pursue in order for TaskForce to achieve its goals over the next five years. As a result of the review, a strategic vision was recommended, which includes a sharpened focus that will enable TaskForce to more effectively operate and better meet the challenges we will face into the new decade. The Board accepted this and, importantly, the new vision has been embraced by staff. A number of strategic priorities were identified and we are now putting in place appropriate resources to achieve these.

TaskForce's staff are central to all we do. They are highly committed and passionate professionals and I sincerely thank them for their hard work. They are also supported by a number of volunteers who deserve commendation and recognition. Ray Blessing, our CEO, remains highly committed to the organisation and the not-for-profit sectors we operate in. He and his leadership group are a formidable team who actively and effectively network and collaborate with other organisations and government at all levels to produce better client outcomes.

The Board continues to work well and I thank members for their dedication, hard work and continuing support. In 2016, we welcomed Kate Daddo who brings considerable experience in community and non-profit organisations. We farewelled our retiring treasurer, Dennis Liberis, who had been with TaskForce since 2013. I thank Dennis for his hard work and commitment to the organisation. Bill Reynolds, a chartered accountant and taxation manager with over forty years' experience, was elected to replace Dennis.

Finally, I thank our supporters and friends – their contributions come in many forms and are always much appreciated. Without them, we would be a much less effective community organisation.

John Bower

CEO Report

With statistics showing more Victorians die each year from a drug overdose than on our roads, in 2017 we welcomed the State Government's announcement it would invest a further $80 million in responding to the growing demand for alcohol and other drug services.

The release of the TaskForce five-year strategic plan proved timely as we seek to effectively respond to sector reforms and the growing need for services to make a tangible improvement to the lives of the 4000 clients who seek our support each year. The strategic review provides a roadmap for the organisation as we develop an evidence-based model to inform the way we provide future programs. Our future work will be guided by successful outcomes and the positive impact our services make to improve the lives of our clients.

To drive and implement this plan, in April we appointed Mike Davis as the Manager of Strategy and Impact. He is currently developing an evaluation framework to better enable us to create services based on client need and expectations and to ensure that TaskForce programs have a positive measurable impact on our clients' lives well into the future.

A year of highlights

2016-17 has been an exceptional year for TaskForce as we responded to the growing need for AOD services. A staff increase of more than 44 per cent enabled us to expand our education, health and youth services, as well as grow our Drink Drive Education programs: we are now Victoria's largest provider of these programs.

Other key highlights include:

- Increased funding from state and federal governments, the South Eastern Melbourne Primary Health Network (SEMPHN) and our philanthropic partners.
- Expansion of TaskForce AOD services in the Bayside area thanks to strong support from the Victorian Department of Health and Human Services (DHHS). The adult services are delivered in partnership with Windana and Central Bayside Community Health Services.
- Increased support for unemployed youth across inner Melbourne thanks to the Transition to Work program. This is provided in partnership with the Inner Melbourne VET Cluster and Jesuit Social Services.
- Accelerated growth due to funding from SEMPHN to improve the experience of people in Port Phillip and Greater Dandenong transitioning from health services to mainstream AOD services, in collaboration with Alfred Health and Youth Support and Advocacy Service (YSAS).
- Collaboration with leading Aboriginal organisation, Rumbalara, to deliver Certificate IV in AOD training to 20 Aboriginal clients. This project was possible thanks to the Department of Education and Training, which funds TaskForce as a Registered Training Organisation (RTO) and Learn Local organisation.
- Working with regional Learn Local groups and local government to develop, strengthen and increase communication and information flow between regional council and learn locals by establishing Learn Local Advisory Groups (LLAG). This project was funded by Adult, Community and Further Education (ACFE) Board.

Acknowledgements

TaskForce gratefully acknowledges the generous support we receive from Friends of TaskForce, philanthropic trusts and foundations and all levels of government. Without such assistance we could not provide the services we do.

Thanks to DHHS project funding, we undertook a major refurbishment of our Bentleigh Clinic, ensuring equitable access to the building.

I especially thank:

- DHHS staff Ross Broad (Deputy Director Drug Policy and Reform), Elzbieta Zorska (Program and Service Advisor), Trudy Parker (Senior Program Advisor) and Paul Maher (Regional Manager Mental Health and AOD Services).
- SEMPHN staff Elizabeth Deveny (CEO), Cam Battaglia (Deputy CEO), and key staff Caitlin Hallett and Darrell Hinga.
- Department of Justice and Regulation staff Gabrielle Levine and Beverley Garratt.
- ACFE staff Robyn Downie and Val MacGregor.
- TaskForce's skilled and dedicated Executive team: Anna Murru, Gayle Stapleton, David Paton, Danny Alcock, Kate Forer, Juliette Goodall, Mike Davis and Natalie Siegel.
- The TaskForce Board, led by John Bower, which provides governance advice and is as passionate about our clients and work as we are.

We should be proud of the year we have had, of the services we have provided, and of the difference we have made to so many. I look forward to the year ahead and continuing to support those at risk and in need, ensuring each has the opportunity to live fulfilling lives with purpose and direction.

Ray Blessing

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Aaron

"The greatest difference was having that relationship with my counsellors, which kept me connected to the real world."

Aaron*, 28, credits his shift from drug user to doting dad to the unwavering support received from TaskForce over the past seven years.

Aaron came to TaskForce at 21, with a heroin habit, highly medicated with benzodiazepines (anti-anxiety and depression medication) and no stable accommodation. Any progress made with his counsellors took a major setback in 2015, when his younger brother died by suicide.

He describes that period in his life as "teetering on the edge" of falling into the abyss of an increasing life of crime and drug use.

But with support, and hard work, Aaron gradually began to change his life.

"The greatest difference was having that relationship with my counsellors, which kept me connected to the real world." he said. "They helped to make sure I attended programs and showed me how to live life in recovery. And there was always someone there saying, 'you can do it'."

Today, Aaron's counsellors describe him as a "role model father". Backed by a supportive partner and two sons, aged 4 and 2, Aaron no longer uses drugs and is studying his Diploma of Alcohol and Other Drugs with a goal to work in youth outreach.

*Not his real name

AOD Services Report

Through its AOD counselling service, TaskForce offers youth and adults experiencing alcohol or other drug issues professional support in a safe and non-judgmental environment. In partnerships with a number of providers we deliver services for clients living across the South East of Melbourne from South Melbourne through to Frankston and the Morning Peninsula and across Dandenong, Cranbourne, Pakenham and Koo Wee Rup.

In early 2017, TaskForce was pleased to be one of the inaugural providers offered funding to deliver the Choices Program, a new three-hour group-based AOD education session for forensic clients on Community Correction Orders. The program was delivered to three groups across Bayside and South East Melbourne with additional groups to be implemented in 2017/2018. The program offers advice on the potential harms associated with alcohol and/or drug use, working to change behaviours and implement strategies to identify risks, self-monitoring and relapse prevention.

To support TaskForce's plans to introduce men's behaviour change programs, addressing the limited knowledge and experience around AOD issues in this sector, in May 2017 a staff member completed a Graduate Certificate in Male Family Violence, and throughout the year we hosted a male privilege awareness group for those working in the family violence sector. The group was endorsed by No to Violence incorporating the Men's Referral Service.

Focusing on the complex interface of family violence, mental health and AOD, TaskForce teamed with Windermere to provide the Engaging Families program for clients living in the Cardinia area. The program offers outreach, parenting and counselling support ensuring that children, families and communities are safer, healthier and more resilient.

Further reinforcing our commitment to reducing family violence, our staff attended family violence training and participated in the 'Walk in her shoes' tour at the Moorabbin Justice Centre to gain greater insight into intervention orders.

TaskForce is collaborating with the Moorabbin Justice Centre to co-design a behaviour change program working with 18-25-year-old perpetrators of family violence impacted by AOD issues. This program will launch in 2018.

With our focus on continuous quality improvement we:

- developed a risk register and introduced monthly clinical risk review group meetings
- engaged a clinician from Southern Dual Diagnosis Service to provide professional development training for staff
- engaged an additional external supervisor to provide reflective group supervision to clinical staff every two months
- improved practices at our Bentleigh pharmacotherapy clinic
- opened case review meetings to Windana and Odyssey House colleagues
- provided staff training in managing
  - aggressive client behaviour
  - suicidal clients (Applied Suicide Intervention Skills Training).

Additional funding was received from DHHS to expand, develop and strengthen our skills in providing youth AOD outreach programs. This enabled TaskForce to:

- partner with Mackillop Family Services to engage with its Out of Home Care (OOHC) clients on AOD issues
- participate in OOHC community of practice meetings
- provide AOD advice to young people attending Headspace Bentleigh and participate in case planning for clients
- provide additional youth outreach counselling services.

TaskForce was thrilled to be a part of an Alcohol Diversion Program at Dandenong, which won a 2016 VicHealth Award. The program, which aims to break the cycle of alcohol-related crime, is a collaboration between the local Dandenong police, Dandenong Magistrate's Court, Sherriff's office, City of Greater Dandenong, ACSO, Monash Health Drug and Alcohol Services and local alcohol treatment and other support agencies.

TaskForce's Breaking the Barriers program has supported up to 500 mothers and babies over the past 14 years of operation across the South East of Melbourne. The program works closely with maternal health services and hospitals to engage with mothers with AOD misuse and other complex issues, and provides clients with the care, support and advocacy they require to live fulfilling lives and to break the cycle of disadvantage for them and their children and families. Fiona Mulligan, who coordinates the program, was shortlisted for the 2017 Victorian Protecting Children Awards.

In February 2017 TaskForce received funding from the South Eastern Melbourne Primary Health Network to expand our AOD services to include Alcohol and Drug Liaison Outreach Workers (ADLOWs) in Port Phillip and Dandenong. The funding supported a partnership for TaskForce with Alfred Health and YSAS to recruit staff to work with people impacted by AOD issues who present at health and other services, and supporting these clients to engage with community AOD services.

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Claire

The 38-year-old was determined to get her life back on track. She created a list of goals and with TaskForce's support, began to gradually tick each off.

When Claire* came to TaskForce in 2015, life looked bleak. A drug addiction triggered by a violent former partner had seen her lose custody of her two sons, her family home and her job. Her six-month-old son had been placed in foster care, while her four-year-old was living with a family member. She was emotionally empty, only allowed to see her children on supervised visits.

But the 38-year-old was determined to get her life back on track. She created a list of goals and with TaskForce's support, began to gradually tick each off.

In just two years, Claire worked to improve her mental health and overcame her addiction. She is currently studying nutrition with the aim of pursuing a career in the field. Best of all, in June 2017 she regained full custody of her sons, achieving the number one goal on her list.

Claire is currently working with domestic violence resource centre WAYSS to find a house and is on track to move into a three-bedroom home, providing her with the independence, safety and stability she craves.

*Not her real name

Youth and Employment Services Report

Through its range of employment programs, TaskForce works with disadvantaged and disengaged young people to provide them with the skills necessary to gain work or to reengage with education and training.

Our federally funded Transition to Work (TTW) program supports young people aged 15–21, primarily early school leavers or those who have had difficulty gaining employment after school, to build skills, confidence and workplace readiness. Throughout the program, clients receive intensive, pre-employment support that focuses on workplace and employer expectations. TaskForce provides TTW in partnership with Inner Melbourne VET Cluster and Jesuit Social Services. Through TTW, over the past year TaskForce placed 135 young people in employment or education.

The State Government funded Navigator Program supports young people aged 12-17 who have disengaged, or are at risk of disengaging from school to return to education. Working with schools and support services in South East Melbourne, TaskForce delivers assertive outreach, assessment and planning, group conferences and individual case management to keep young people connected and engaged with their learning. TaskForce is member of a consortium led by South East LLEN who will deliver the program in the Casey/Cardinia regions through to December 2018.

TaskForce, funded by SEMPHN, successfully worked with the Kooweerup Regional Health Service to deliver a youth health clinic in partnership with the Koo Wee Rup High school. The program successfully engaged with over 200 young people and was supported by Black Fish medical clinic. The program will be continued for a further two year period funded by a grant from the William Buckland Foundation.

In February 2017 TaskForce with funding from SEMPHN began delivering the Alcohol, Wellbeing and Risk Education (AWaRE) program. AWaRE operates in schools and provides an engaging, fun and hands-on approach for young people to understand the risks involved with excessive drinking. Students learn strategies to cope with peer pressure, short and long term harms (physical and mental), harm minimisation strategies, reasons why people drink, standard drinks and laws relating to alcohol consumption. TaskForce will be delivering a total of 20 AWaRE programs over 12 months to students and young people across the Local Government Areas of Bayside, Cardinia and Mornington Peninsula. TaskForce will also run three parent/teacher information sessions with local Councils, bringing communities together to discuss these issues.

Earlier in 2017 TaskForce entered into a service agreement, Responding to Alcohol and Drug use across Frankston and Mornington Peninsula, (RAD-FMP). The Youth Referral Pathways (YouRPath) pilot outreach project targets at-risk young people aged 15-24 who routinely socialise in the Young Street precinct and Frankston Central Activity District, are engaged in early offending behaviours, and are at-risk of developing AOD dependencies and long term socio-economic marginalization due to disengagement. The YouRPath program works to reduce disengagement and at risk behaviours among young people in Frankston.

TaskForce will further expand its services in the South East during 2017/2018 following recent grants to deliver further youth programs:

- TaskForce will deliver a Skills First Reconnect program in Casey, Cardinia and Dandenong. Funded by the Victorian Department of Education and Training, this program aims to support marginalised young people reengage in eduction and training.
- Led by YSAS and in partnership with Victoria Police, TaskForce will provide effective interventions for youth offenders who are engaged with the correction system as part of the Victorian Department of Justice and Regulation's Youth Crime Prevention initiative.

The image is used for visual purposes only, and the person is not related to the case study.

When Lisa* celebrated her 21st birthday, it was from inside a drug rehabilitation centre. It wasn't the first stay in such a facility for the now 27-year-old, who says a "dabble" in drugs at 17 swiftly escalated to "out of control" in just one year.

It's hard to believe this articulate mother of one, who is currently studying her Certificate IV in Alcohol and Other Drugs with plans to work in the community services sector, once spent her days drifting between court appearances and consistent drug use.

However, over the past 10 years, there have been two constants in Lisa's life, both of which she credits to her being alive today: a loving and supportive family, and TaskForce.

"Even when I knew what I was doing was wrong, when I felt shame and guilt, there was always someone there from TaskForce to support me.

All the strategies I use today to remain free from drugs, I learnt from my counsellors. They were always there for me, to speak with, to pick me up and take me to appointments, to organise a detox program. I know without that support, I wouldn't be here today."

*Not her real name

"Even when I knew what I was doing was wrong, when I felt shame and guilt, there was always someone there from TaskForce to support me."

Lisa

Education and Training Report

As a Registered Training Organisation and Learn Local organisation, TaskForce works to provide quality accredited and pre-accredited vocational education and training programs, providing clients with opportunities to develop their knowledge, gain new skills and increase employment options.

Over the past year, thanks to funding from the ACFE Board, TaskForce has offered the following courses:

- Introduction to Art
- Prepare for an Art Exhibition
- Introduction to Hospitality
- Back on Track
- Work Readiness

Our innovative Back on Track course offers clients education in essential life skills like conflict resolution, resilience, stress management, navigating the legal system and how to access affordable housing. It also provides substance impacted clients with the tools necessary to successfully transition from supported assistance to living independently in the community. The success of this program has seen TaskForce asked to implement the course at Corrections Victoria Pakenham, Dandenong and Frankston centres.

Cultural connections

In 2017, funding received through Skills Victoria has enabled TaskForce to deliver Certificate IV in Alcohol and Other Drugs to 20 Indigenous clients at the Rumbalara Aboriginal Co-operative in Shepparton.

The program has been customised to make it culturally appropriate for Aboriginal participants, with training that acknowledges the substantial cultural resilience of Aboriginal communities and which encourages and promotes Aboriginal self-determination. To ensure culturally sensitive training and two-way learning, the course has been developed and is adapted in ongoing consultation with Aboriginal students and their managers, as well as Rumbalara elders.

TaskForce's training also incorporates a clinical supervision component, including culturally sensitive art therapy techniques, in order to address any trauma triggered by sensitive course topics, such as suicide and self-harm.

Driver education

This year, TaskForce expanded services to become the largest provider of accredited Drug and Drink Drive courses in Victoria, providing clients with the opportunity to regain their driver's licence lost due to a drink or drug driving offence.

Committed to best practice in driver education, over the past year we ensured our programs are current, relevant and meet departmental guidelines. Feedback from VicRoads indicates a high standard of course content, while clients completing the courses have commented on both the quality of presenters and clear understanding and realisation of the dangers while driving under the influence of alcohol and/or drugs.

The image is used for visual purposes only, and the person is not related to the case study.

Sarah

At TaskForce, she was placed with a counsellor who not only worked to prepare her for the job market, but also became a supportive and reassuring presence in her life.

Struggling to cope with family and personal problems, Sarah* left school at the end of Year 10. Living with her grandparents, the 20 year-old says she wanted time out to try and work out her life's direction.

With no work experience, Sarah found securing employment difficult. It was during a Centrelink visit that Sarah was referred to TaskForce. At TaskForce, she was placed with a counsellor who not only worked to prepare her for the job market, but also became a supportive and reassuring presence in her life, ready with words of encouragement and guidance.

Earlier this year, Sarah secured a three-month placement with the Children's Court of Victoria as a client service officer. So impressed with her work ethic, Sarah's employers have since extended her contract twice.

"I loved the work from the start. I never imagined I would have such a great job," she said, adding that she has welcomed her changing roles with increasing responsibilities. She even plans to return to study next year, her sights set on legal studies to enhance future opportunities.

TaskForce maintains weekly contact with Sarah, checking to see that she is staying on track, and she knows we are always ready to support her.

*Not her real name

TaskForce Board of Directors

John Bower President
(Board Member: 2008 – current)

Rosetta Isma Vice President
(Board Member: 1998 – current)

Deborah Dobbie Board Member
(Board Member: 2008 – current)

Chester Allan Board Member
(Board Member: 2012 – current)

Trevor Williams Board Member
(Board Member: 2013 – current)

Hyacinth Hancock Board Member
(Board Member: 2013 – current)

Carrick McLellan Board Member
(Board Member: 2013 – current)

Kate Daddo Board Member
(Board Member: 2016 – current)

Bill Reynolds Treasurer
(Board Member: 2016 – current)

TaskForce Executive Team

Back Row Left to Right:
Mike Davis, Gayle Stapleton, Danny Alcock, David Paton

Front Row Left to Right:
Ray Blessing, Anna Murru, Kate Forer, Juliette Goodall, Natalie Siegel

Chief Financial Officer Report

The 2016-17 financial year proved a landmark for TaskForce as income passed the $5 million mark for the first time in the Agency's 44 year history. The total income of $5.9 million represented a 24 per cent increase on our income for 2015-16 and reflected the continued growth of TaskForce's standing in the not-for-profit sector.

We experienced growth across all sectors in which we operate, particularly so in the South East AOD region where new programs and partnerships were initiated and expanded. The SECADA program, a partnership with Windana, Odyssey House, Monash Health and YSAS and based in Dandenong, Pakenham and Cranbourne, continued to grow and a new youth program with Kooweerup Regional Health Service was also successfully introduced and will continue into 2017-18. Similarly, our relationship with Anglicare Victoria and Windermere continues to grow with our Engaging Families program being extended until 2019.

The Bayside partnership with Windana and Central Bayside Community Health Services has continued to strengthen and our youth outreach services have also increased significantly. The Breaking the Barriers outreach program is being stepped up in 2017-18 due to an increase in funding. Introduced this year with funding by the South Eastern Melbourne Primary Health Network, and continuing into 2017-18, is our ADLOW program, a partnership with Alfred Health and YSAS.

In the employment sector, the Transition to Work program was effective in replacing the Work for the Dole programs which concluded early in the financial year. The Navigator program was also implemented successfully and continues to grow into 2017-18.

Our increased focus on Driver Education programs was successful with income increasing by over 54 per cent. In 2017-18 we intend to run more programs across our catchment area in Bentleigh, Dandenong and Pakenham.

Staff development continues to be a key priority for TaskForce, as the organisation understands the challenging and demanding environment in which we work and the increasing need for a skilled and knowledgeable workforce. In the past year staffing costs exceeded $3.3 million, representing almost 80 per cent of our total expenses (excluding payments to consortium partners). This figure includes investment in training and development programs to ensure staff have the experience and competency needed to deliver the best possible services.

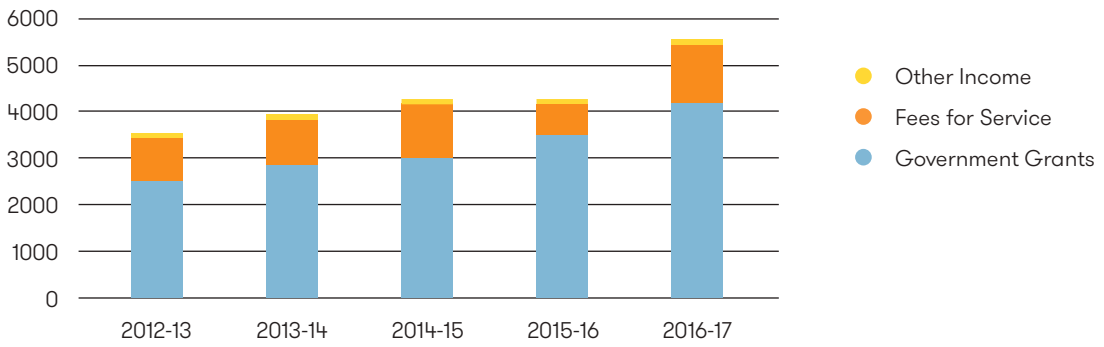
It is notable too that our payments to consortium partners exceeded $1.5 million, an increase of 45 per cent on 2015-16. This is reflective of the changing nature of the sector and the recognition of the benefits of collaborating with like-minded organisations to help those in need.

As a not-for-profit, TaskForce's goals are to provide life changing opportunities for those most in need: we aim to make a small surplus each financial year primarily to secure long-term security. Income growth is not reflected in an increased 'bottom line' but rather in an enhanced community presence. Having said that, once again TaskForce has finished the year with a surplus from ordinary activities, the seventh consecutive year this has been the case.

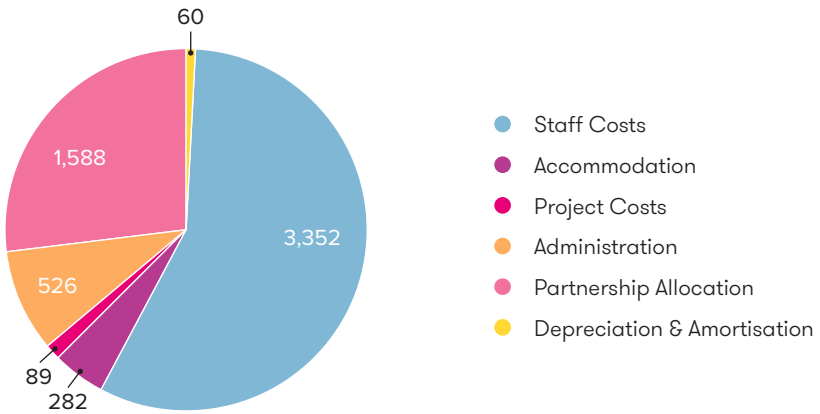
The TaskForce balance sheet remains healthy, with the organisation free from any long-term debt. Total equity is now in excess of $2.7 million and we expect continued growth in 2017-18. The financial statements included in this year's report have been audited by Rucker DWC Pty Ltd.

David Paton
Chief Financial Officer

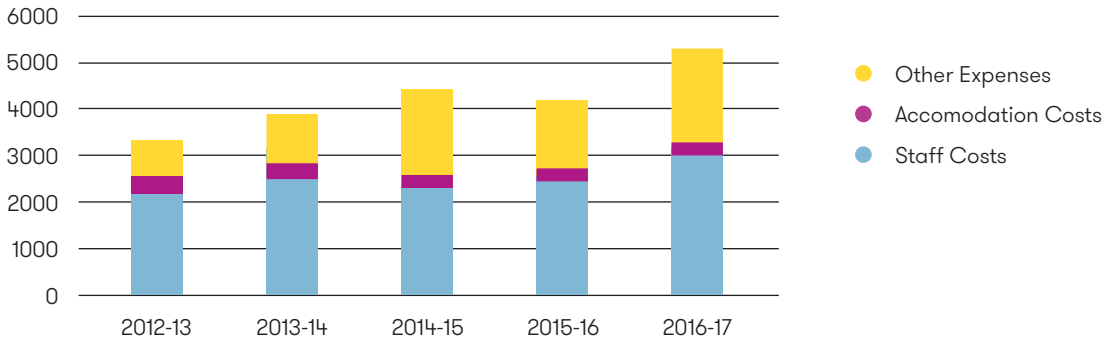
Five Year Income Chart



2016-17 Expenses $000's



Five Year Expenses Chart



Statement of Financial Performance

For the year ended 30 June 2017

INCOME	Note	2017	2016
Core Funding			
Government grants - State		3,461,966	2,871,399
Government grants - Commonwealth		1,047,063	584,268
Government grants - Work for the Dole		17,311	394,270
Fees for Service			
ACSO Coats		457,106	294,134
Non government organisations		401,617	144,416
Local government		70,569	114,184
Seminars, training and workshops		159,082	101,500
Other Income			
Donations		22,300	15,543
Charitable foundations		204,026	95,820
Rent received		55,487	55,745
Profit on sale of assets		-	-
Sundry		18,068	97,274
TOTAL INCOME		**5,914,593**	**4,768,552**
LESS EXPENDITURE			
Staff costs		3,352,200	2,841,912
Accommodation		281,666	269,829
Project costs		88,555	85,526
Administration		525,694	348,067
Partnership allocation		1,588,021	1,090,170
Depreciation & amortisation		59,550	39,658
TOTAL EXPENDITURE		**5,895,686**	**4,675,162**
SURPLUS (DEFICIT) FROM ORDINARY ACTIVITIES		**18,906**	**93,389**
Investment income	6	80,053	3,297
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		**98,960**	**96,686**
Add accumulated surplus 1 July 2016		1,567,200	1,470,513
Add revaluation reserve Moorabbin building		1,071,871	1,071,871
CAPITAL AT END OF FINANCIAL YEAR		**2,738,031**	**2,639,070**

Statement of Financial Position

As at 30 June 2017

CURRENT ASSETS	Note	2017	2016
Cash assets		545,119	421,953
Receivables		394,707	391,133
Investments at market value		837,949	769,809
Prepaid expenses	2	39,001	28,479
TOTAL CURRENT ASSETS		**1,816,776**	**1,611,374**
NON CURRENT ASSETS			
Property plant & equipment	3		
Equipment & motor vehicles at cost		307,743	249,126
Land & buildings and improvement		2,177,114	2,032,168
Total non-current assets		**2,484,857**	**2,281,294**
Less provision for depreciation & amortisation		(311,722)	(177,172)
TOTAL NON-CURRENT ASSETS		**2,173,134**	**2,104,122**
TOTAL ASSETS		**3,989,910**	**3,715,496**
CURRENT LIABILITIES			
Creditors	4	280,631	307,324
Provision for employee entitlements		260,048	225,180
Grants in advance	5	711,201	543,922
TOTAL CURRENT LIABILITIES		**1,251,880**	**1,076,426**
TOTAL LIABILITIES		**1,251,880**	**1,076,426**
NET ASSETS		**2,738,031**	**2,639,070**
TOTAL EQUITY		**2,738,031**	**2,639,070**

Statement of Cash Flows

For the year ended 30 June 2017

CASH FLOWS FROM OPERATING ACTIVITIES	Note	2017	2016
Receipts from government grants & donations	9	4,983,446	3,582,658
Receipts from customers		1,084,329	1,067,537
Payments to suppliers		(2,801,803)	(2,071,942)
Payments for salaries		(2,951,158)	(2,465,978)
NET CASH PROVIDED BY OPERATING ACTIVITIES	**8**	**314,814**	**112,275**
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of assets		-	-
Purchase of motor vehicles		(31,391)	(61,373)
Purchase of fixed assets		(172,170)	(27,794)
Proceeds from investments	6	11,913	9,342
Net cash used in investing activities		**(191,648)**	**(79,825)**
Net increase/ (decrease) in cash held		123,166	32,450
Cash at beginning of the financial year		421,953	389,503
CASH AT END OF THE FINANCIAL YEAR	**7**	**545,119**	**421,953**

Notes To & Forming Part of the Accounts

For the year ended 30 June 2017

Note 1: Statement of Significant Accounting Policies

These financial statements are a general purpose financial report. The Board has determined that the Agency is not a reporting entity as defined in Statement of Accounting Concepts 1 'Definition of the Reporting Entity' and therefore, as there is no requirement to apply accounting standards in the preparation and presentation of this report, they have been adopted only to the extent shown in this note. The report has been prepared in accordance with the requirements of the Associations Incorporation Reform Act 2012 (Vic). The statements are prepared on an accruals basis, whereby items are brought to account as revenue earned or expenses incurred, from the records of the Agency. The following Australian accounting standards have been applied:

AASB101	Presentation of Financial Statement
AASB107	Statement of Cash Flows
AASB1031	Materiality
AASB108	Accounting Policies , Changes in Accounting Estimates and Events
AASB1048	Interpretation of Standards
AASB1054	Australian Additional Disclosures

(a) Income Tax The Agency is endorsed as an income tax exempt charitable entity under Subdivision 50-B of the Income Tax Assessment Act 1997 so no provision for income tax has been raised.

(b) Property, Plant and Equipment The purchase amount of all property, plant and equipment is depreciated over the useful lives of the assets to the Agency, commencing from the time the asset is held ready for use. Leasehold Improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. Refer (d) below for assets purchased with capital grants. Land & Buildings are not depreciated but undergo revaluation on a periodical basis. The carrying amount of fixed assets is reviewed annually by the Committee of Management to ensure it is not in excess of the recoverable amount of those assets. The recoverable amount is assessed on the basis of expected cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining the recoverable amounts.

(c) Employee Entitlements Employee entitlements are calculated and accrued based on the Agency's liability in accordance with obligations calculated under current requirements. Long service leave is accrued for employees based on the likelihood of reaching entitlement. 100% of the entitlement is accrued for all employees with seven or more years service.

(d) Grants Some assets are purchased from funds received as grants and/or donations. When the asset is purchased, the relating grant and/or donation is recorded as income and the asset is fully depreciated in the year of purchase. The Committee of Management of TaskForce consider this non compliance with accepted accounting standards as appropriate for the organisation.

(e) Provisions Provisions are recognised when the Agency has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(f) Cash on Hand Cash on hand includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

(g) Accounts Receivable and Other Debtors Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

(h) Revenue and Other Income Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established. Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt. If conditions are attached to the grant that must be satisfied before the Agency is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

All revenue is stated net of the amount of goods and services tax.

Notes To & Forming Part of the Accounts

For the year ended 30 June 2017

(i) Leases Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the Agency are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or 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 lease interest expense for that period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

(j) 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 Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

(k) Financial Assets Investments in financial assets are initially recognised at cost, which includes transaction costs, and are subsequently measured at fair value, which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

(l) Accounts Payable and Other Payables Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the Agency during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

Note 2: Prepaid Expenses

	2017	2016
Rent	15,985	13,227
Other	23,016	15,252
	39,001	**28,479**

Note 3: Property, Plant and Equipment

Equipment at cost	156,659	129,434
Less accumulated depreciation	(90,136)	(69,889)
	66,523	**59,545**
Land & buildings at 421 South Road, Bentleigh at revaluation value	1,400,000	1,400,000
Land & buildings at 423 South Road, Bentleigh at cost	514,667	514,667
Less accumulated depreciation		-
	1,914,667	**1,914,667**
Motor vehicles at cost	151,084	119,692
Less accumulated depreciation	(75,964)	(53,477)
	75,120	**66,215**
Building improvements at cost	262,447	117,501
Less accumulated amortisation	(145,623)	(53,806)
	116,824	**63,695**

Note 4: Payables

GST & group tax payable	91,371	114,254
Trade creditors and accruals	189,260	193,070
	280,631	**307,324**

Notes To & Forming Part of the Accounts

For the year ended 30 June 2017

Note 5: Grants in Advance / Friends of TaskForce

Friends of TaskForce monies historically are used for specific purposes and expended in the financial year after their receipt. Unspent Friends of TaskForce monies have been transferred to Grants in Advance to be expended in the coming financial year on Board approved projects.

	2017	2016
Beginning balance Friends of TaskForce	51,946	51,396
Friends of TaskForce income 2016-17	9,300	6,400
Less expended on specific projects in 2016-17	(7,318)	(5,850)
BALANCE FRIENDS OF TASKFORCE	**53,928**	**51,946**
Sundry project grants	656,068	490,740
Social Club	1,205	1,236
BALANCE GRANTS IN ADVANCE	**711,201**	**543,922**

Note 6: Investment Income

Refund of imputation credits & GST	11,913	9,342
Less management fee	(8,007)	(7,612)
Unrealised gain (loss) on investment	76,147	1,567
NET INVESTMENT INCOME	**80,053**	**3,297**

Note 7: Reconciliation of Cash

Cash at bank & on hand	545,119	421,953
	545,119	**421,953**

Note 8: Reconciliation of net cash provided by operating activities to operating surplus/(deficit)

Operating surplus/ (deficit)	18,906	93,389
Add back		
Depreciation	134,550	39,657
Decrease/ (increase) in receivables and other assets	(3,574)	(223,295)
Decrease/ (increase) in prepayments	(10,522)	(15,714)
Increase/ (decrease) in payables and accrued expenses	8,175	97,585
Increase/ (decrease) in grants in advance	167,279	120,653
NET CASH PROVIDED BY OPERATING ACTIVITIES	**314,814**	**112,275**

Notes To & Forming Part of the Accounts

For the year ended 30 June 2017

Note 9: Receipts from Government Grants

	2017	2016
Department of Health and Human Services Victoria	1,761,161	1,649,210
Stepping Up consortium	751,863	629,635
Department of Education, Employment and Workplace Relations	483,225	652,820
ACSO Coats	457,106	294,134
Department of Infrastructure	-	15,000
South East Melbourne Primary Healthcare Network	1,191,031	561,414
Department of Economic Development, Jobs, Transport and Resources	47,912	-
Department of Justice and Regulation	40,000	16,140
Department of Health & Ageing - Health Strategies	251,149	325,719
	4,983,446	**4,144,071**

Note 10: Statement of Changes in Equity

Equity as at 30 June 2016	1,567,199	1,470,513
Surplus (net income) 2016-17	98,960	96,686
Reserve on revaluation on 421 South Road Moorabbin	1,071,871	1,071,871
BALANCE OF EQUITY AS AT 30 JUNE 2017	**2,738,031**	**2,639,070**

Note 11: Leasing Commitments

Operating Leases		
Lease payments payable		
Being for Motor Vehicles		
not later than 12 months	33,089	38,774
between 12 months and 5 years	67,333	38,700
later than 5 years	-	-
	100,422	**77,474**
Being for Office Rentals		
not later than 12 months	155,922	107,886
between 12 months and 5 years	88,600	71,532
later than 5 years	-	-
	244,522	**179,418**

Friends of TaskForce

Government and Community Agencies

ACSO/COATS

Adult Community and Further Education (ACFE) Board

Anglicare

Australian Catholic University

Australian Government Department of Education and Training

Australian Government Department of Employment

Australian Government Department of Health

Australian Government Department of Human Services

Bayside Glen Eira Kingston Local Learning and Employment Network (BGKLLEN)

Biccys Op Shop Supporters Inc.

Brotherhood of St Laurence

Cardinia Shire

Central Bayside Community Health Services

Centrelink

Chisholm Institute of TAFE

City of Bayside

City of Casey

City of Glen Eira

City of Kingston

City of Stonnington

Dandenong Monash Health Crisis Assessment Treatment Team (CATT)

David Southwick MP, member for Caulfield

Department of Education and Training Victoria – Adult Community and Further Education Board

Department of Education and Training Victoria – Higher Skills Education Group

Department of Health and Human Services Victoria

Department of Justice and Regulation Victoria

Echo Australia

Frankston North Community Centre

Fruit2Work

Grow Your Heart Kitchen

Headspace

Higher Education and Skills Group

Inner Eastern Local Learning and Employment Network (IELLEN)

Inner Melbourne VET Cluster

Interact Australia

Jesuit Social Services

Hon. Kelly O'Dwyer MP, Federal Minister for Revenue and Financial Services

Kiwanis Brighton

Kooweerup Regional Health Service

Hon. Martin Foley MP, Victorian Minister for Housing, Disability and Ageing

Tim Richardson MP, member for Mordialloc

Tim Wilson MP, member for Goldstein

MatchWorks

Max Employment

MOIRA

Monash Health

Moorabbin Justice Centre

Moorabbin Magistrates Court

The Nappy Collective

Narre Warren Bowls Club

Nick Staikos MP, member for Bentleigh

Odyssey House Victoria

Hon. Philip Dalidakis MP, Victorian Minister for Small Business, Innovation and Trade

Prahran Community Learning Centre

Southern Melbourne Primary Care Partnership

Share the Dignity

SkillsPlus and BRACE

South Eastern Melbourne Primary Health Network

Hon. Wade Noonan MP, Victorian Minister for Industry, Employment and Resources

Windana

Youth Projects

Youth Support and Advocacy Service (YSAS)

Pro-Bono Supporters

CHE Proximity

Peter C Cowan

KW Doggett

Lithocraft

McCormick Australia

Medibank

Michael Robinson

Miele

Procter & Gamble

Professional Pathways

Phil Logan

Volunteers

Oisin Blessing

Irina Donald

Glenys Pattinson

Udo Polzin

Christine du Toit

Philanthropic Supporters

Danks Trust

Equity Trustees

Freemasons

Rotary Clubs of Victoria

William Buckland Foundation

TaskForce acknowledges the support of the Victorian Government.

TaskForce acknowledges the support of the Federal Government.

How You Can Help

As a not-for-profit organisation, TaskForce receives funding primarily through federal and state governments, local government, philanthropic trusts and foundations and donations from our generous supporters.

Our core services focus on supporting people with a range of social issues, including addiction, unemployment, mental health and high risk-taking behaviours. We are committed to supporting our clients to transition back into 'mainstream' services that will best enable them to reach their potential.

But we need your help to achieve this. There are many ways to support our organisation, including:

Become a Friend of TaskForce

Friends of TaskForce demonstrate their commitment to our organisation by making financial contributions to support our ongoing work in the community. These Friends are invaluable to our success.

Through their incredible support we have:

- Increased educational programs to better support clients
- Directed money to assist in geographical hot spots of troubled youths
- Helped finance activities that receive little or no government funding
- Funded the Burnett Family Scholarship, which is used to develop skills, education and learning of TaskForce staff.

Donations from Friends come in many forms – financial, in-kind or pro-bono and we gratefully acknowledge the support we receive. To make a contribution, or to find out more about becoming a Friend of TaskForce call **(03) 9532 0811** or email **enquiries@taskforce.org.au**

Donate

Your donation, no matter the size, will make a difference to changing the life of someone in need. It might be to provide education and training to seek employment, or counselling to assist with a long-term drug or alcohol problem. Everyone deserves a chance at life. You can donate online at **www.taskforce.org.au** or by calling **(03) 9532 0811**.

Bequest

By making a bequest to TaskForce in your Will*, you have the opportunity to leave a lasting legacy that will continue to make a difference for many years to come. To speak with someone about leaving a bequest to us, call **(03) 9532 0811** or email **enquiries@taskforce.org.au**

*Before making or modifying your Will, we recommend you seek independent legal advice from a solicitor or trustee company. This will help ensure your Will accurately reflects how you want your gift to be used.

Volunteer

TaskForce is fortunate to be supported by a dedicated team of volunteers who make an invaluable contribution to our organisation. Our vibrant and growing volunteer community includes participants from all age groups and walks of life, including tertiary students, parents and retirees.

Our volunteers are involved in a range of 'front-of-house' and 'behind-the-scenes' activities – from assisting in counselling, art and cooking programs to helping with office tasks.

To find out more visit **www.taskforce.org.au** or call **(03) 9532 0811**.

Locations

Bentleigh

421-423 South Road
Bentleigh
VIC 3204

T: 03 9532 0811
F: 03 9532 1830

Cranbourne

61 High Street
Cranbourne
VIC 3977

T: 03 5991 8001

Dandenong

50-54 Robinsons Street
Dandenong
VIC 3175

T: 03 8738 1490
F: 03 9794 6596

Pakenham

44 James Street
Pakenham
VIC 3810

T: 5943 3800

Frankston

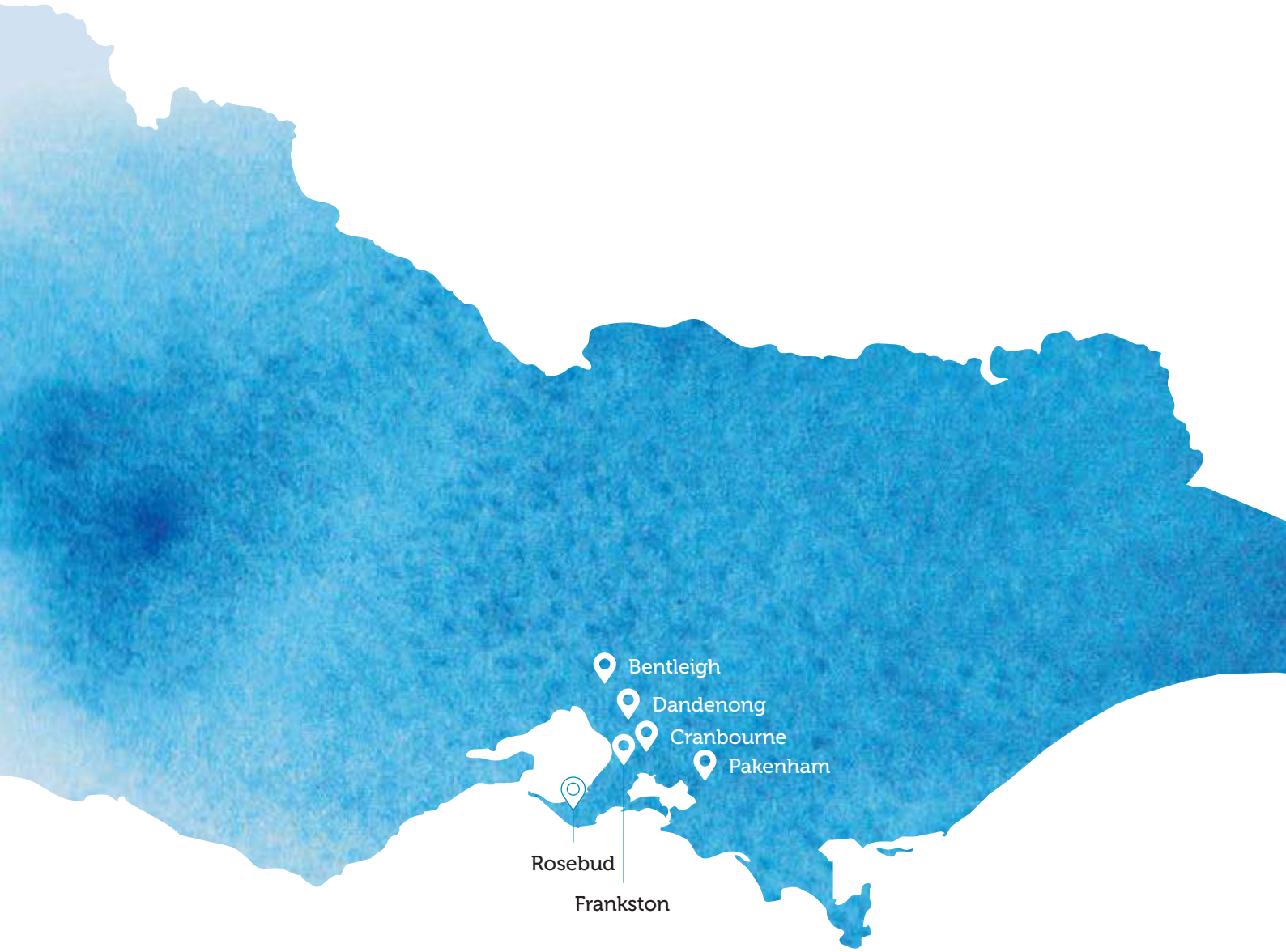
68 Playne Street
Frankston
VIC 3199

T: 9770 2480

Rosebud

878 Point Nepean Road
Rosebud
VIC 3939

T: 5986 1285



The TaskForce team acknowledges and thanks our many supporters, particularly our clients who have generously shared their stories and for being such an important part of our 2017 Annual Report.

TaskForce acknowledges and pays respect to the Boonwurrung and Woiwurrung people of the Kulin nation, the traditional owners of the land on which TaskForce offices are located.

taskforce.org.au