



WHERE HOPE --- FINDS HELP

2014 Annual Report





Vision, Mission & Values

TaskForce

Where hope finds help.

Our Vision

Giving life changing opportunities for those most in need.

Our Mission

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.

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John Bower President

"We have continued to best utilise our in-house capabilities and skills to provide life changing services..."

President's Report

I am pleased to report that despite some significant challenges facing the not-for-profit sector, TaskForce has had a successful year. We have continued to best utilise our in-house capabilities and skills to provide life changing services to vulnerable members of society who find themselves in a range of difficult circumstances.

TaskForce management and staff met most of their operational objectives, which were proposed to and approved by the Board (Committee of Management). Financially, we again achieved a small but important operating surplus. In a steady Australian financial market, our investment portfolio, which provides us with a financial safety net, continued to give a positive return.

As detailed in the CEO's Report, there has been much change in our operating environment in the last year. Consequently, we have had to allocate considerable time and resources to enable us to adapt to new situations. This in particular has been in the securing of government funding on which we are largely dependent. As alluded to above, this gave us significant challenges and created much uncertainty. Fortunately, in tenders and proposals we have participated in and put forward, both on our own or within consortiums, we have had a number of positive outcomes. Some uncertainty still remains however, which we will look to manage in the coming year.

I again thank the Board for its dedication, hard work and continuing support. Before the last AGM, two Board members retired: Sue Bradshaw and Kathy Soros. Sue, who joined the Board in 2005, was a Vice President and led our Organisational Capability and Performance sub-committee. Kathy, who joined in 2010, was Treasurer and concurrently Chair of the

Finance and Audit sub-committee. Both were very active Board members and I would like to extend my appreciation for their contributions. Three new members joined the Board: Dennis Liberis, who has become Treasurer and concurrently Chair of the Finance and Audit sub-committee; Hyacinth Hancock, now Chair of the Organisational Capability and Performance sub-committee and Carrick McLellan, who has joined the Marketing and Business Development sub-committee. They all bring a broad range of skills and experiences to the Board and I welcome them.

TaskForce would not have been able to pursue its objectives without a very capable and dedicated staff - we are fortunate to have such a passionate team committed to helping people facing major difficulties in their lives and I thank them. As mentioned, they have faced much uncertainty this year but have not wavered in their commitment. They have been very capably and energetically led by CEO, Ray Blessing, who displays much foresight. He in turn benefitted from a very supportive and competent Executive team.

Finally, I wish to again thank our supporters and friends - their contributions come in many ways and play an important part in TaskForce being an on-going successful community organisation.

John Bower
President

Nicky's Story



In 2011, Nicky tragically lost a close family member. It was Nikki who found them after they had been murdered in her own home. Not only had Nicky lost the person who had been her main support for the past 17 years, she would later be wrongly accused and charged with their murder.

Nicky spent 10 months in a youth justice facility for a crime she did not commit. In September 2012, she was released after a committal hearing found she had no case to answer.

When Nicky was released she had lost everything that meant something to her: her family member, her home, most of her belongings and even some of her friends. Nicky now had to start re-building her life, which is what she began to do when she became a participant in TaskForce's South East Youth Connections (SEYC) Program.

At her first appointment with her case manager, Nicky said she would like to return to an alternate

education setting where she could complete her Year 12 VCAL certificate. An interview was arranged and she was offered a place in the senior VCAL program.

Nicky started her course shortly after and gained many outstanding achievements throughout the year. At the end of 2013, Nicky not only celebrated her graduation, she was presented with her senior VCAL certificate and her Certificate II in Community Services. She also achieved two excellence awards, which she earned through her positive attitude and hard work.

The pain and grief that Nicky has dealt with in her life is something no one should have to go through. But Nicky has never allowed her past to hold her back from moving forward. Nicky's story is an inspiration and proof that your past does not have to define you and if you believe in yourself you can achieve anything in life.



Ray Blessing Chief Executive Officer

CEO's Report

Embracing change is essential for successful organisations. Throughout its 41-year history, TaskForce has always welcomed change and as a result has grown and evolved to meet the increasing demands and expectations of the community in which we operate.

As society grows and changes, the challenge for charities, like TaskForce, is to identify the greatest areas of demand and to respond with relevant and effective programs and policies. Just as important are the relationships we build and nurture with government and the wider community to ensure the best possible outcomes for those who seek our services.

TaskForce has delivered many positives throughout 2013-2014. The organisation is in a steady growth phase, with increasing contracts and the gradual diversity of services to meet changing community needs. Our success in working with partnerships and consortiums is reflected in consistent income growth over the past three years, rising from \$3.4 million in 2012 to \$4.2 million in 2014. This growth is vital to ensure we have the funds necessary to continue to provide much-needed services.

Strategic partnerships

TaskForce's growth is driven by a vision to build services that support the most vulnerable in our society. The profile of our clients illustrates the necessity for diverse and individualised services and programs. Those who come to us seeking support present with a broad range of issues, from disengaged youth to those going through a combination of legal, drug and alcohol and/or psychological issues.

TaskForce is proud to be a part of the Stepping Up Consortium, which works with marginalised people with complex needs such as those with Alcohol and Other Drugs (AOD) problems, mental health issues, intellectual disabilities, acquired brain injuries, families, job seekers and those involved with the criminal justice system, pre and post-release. The consortium is a combination of four not-for-profit agencies (TaskForce, Interact Australia, Odyssey House and Youth Projects) and is recognised by many as leading best practice in the area of supporting people with AOD issues. The consortium accesses the best of partner agencies, while delivering the effectiveness of a single program provider model. Such partnerships have delivered increased success for TaskForce, enabling us to significantly increase AOD and prisoner release support services.

Over the past year, we grew our partnership with the Prahran Community Learning Centre (PCLC) to include the sharing of staff and resources, enhancing our opportunity to provide increased resources for community benefit. PCLC's Executive Officer, Angela Stathopolous, is now a member of the TaskForce Executive team.

"Throughout its 41-year history, TaskForce has always welcomed change and as a result has grown and evolved to meet the increasing demands and expectations of the community in which we operate."

Innovative programs

TaskForce continues to develop and adapt services that best meet the needs of our clients. This has been highlighted over the past year through the ongoing growth of the Money4Jam Program.

Originally developed in close partnership with Corrections Victoria, this skills-based program supports people with training in food preparation to enhance their skills, and in turn, improve employment prospects. The program also offers support and counselling. Such has been the program's success that it now operates in four locations - Frankston, Rosebud, Cranbourne and Moorabbin.

Through TaskForce's dynamic Moorabbin team, we have grown our exciting Art Therapy Program, which in 2014 culminated in an art exhibition held at the Kingston Art Gallery. The exhibition showcased a wonderful collection of clients' work. Thanks must go to Art Therapist, Juliette Goodall, who has passionately led the program and delivered great outcomes. We also acknowledge the tremendous support of Westpac Bank, particularly Jayd Kewming and his staff at the Collins St branch, where many pieces of our clients' work is on display.

TaskForce continued to grow and develop its Allied Health Services and now works with the federal government's Job Service Australia (JSA), MatchWorks and Salvation Army Employment Plus to provide services across Melbourne. This service supports job seekers with long-term mental health or addiction issues, providing counsellors to work both on a one-to-one and group basis as they prepare to transition back to employment. The program works to more comprehensively support those with AOD and mental health issues, and the multiple barriers they often face in seeking employment.

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"We are fortunate to have a Board that is governance focused and allows the Executive to deliver results in line with our annual budget and strategic plan."

Support and recognition

TaskForce's long-term success is ensured by a highly competent, professional and dynamic Board, led by our President, John Bower, from whom I receive great guidance and support. The TaskForce Board is passionate about our clients and committed to providing our staff with the education, tools and resources they need to deliver the best possible services. We are fortunate to have a Board that is governance-focused and allows the Executive to deliver results in line with our annual budget and strategic plan.

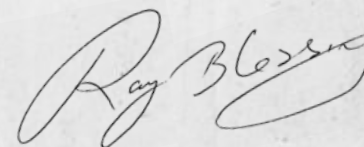
TaskForce has built a great team of staff working across all services. They are supported by an energetic and dedicated Executive team, which includes David Paton, Tracey Fenton, Angela Stathopolous, Kate Forer, Danny Alcock, Rosemary McClean and Natalie Siegel. Decisions at TaskForce are made within a consultative framework of shared accountability and ownership and I truly appreciate the great support I receive from the Executive team.

Whilst TaskForce funding comes primarily from state, federal and local governments, we also rely on philanthropic and corporate support to supplement the income required to enable us to provide services. Through these sources we have been able to expand the Money4Jam Program model in other settings and with vulnerable groups, such as at-risk youth and indigenous groups. This financial support also assists us in seeking formal accreditation for training, enabling programs to access more stable funding opportunities.

TaskForce acknowledges and appreciates the philanthropic and corporate support it receives from:

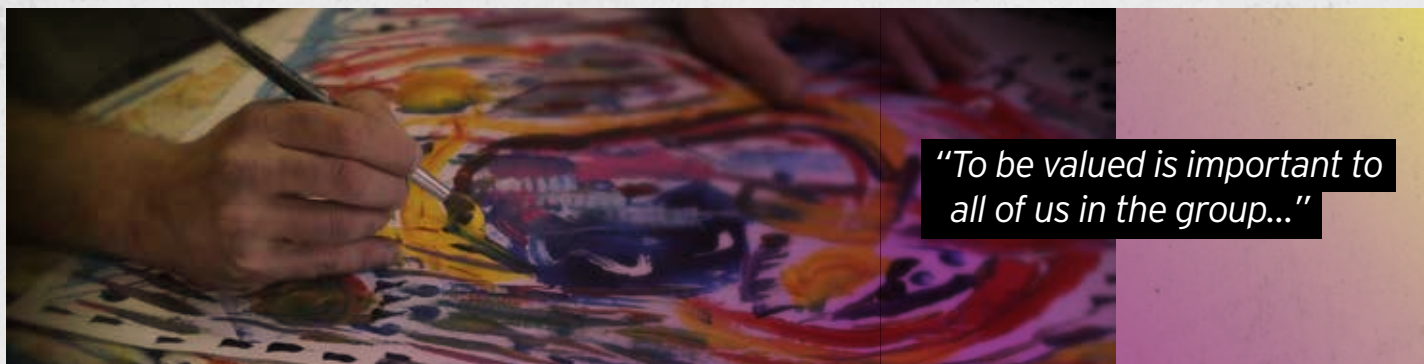
- G&E Ramsay
- Kingston City Council
- Lords Mayor's Charitable Fund
- Marian and EH Flack Trust
- Robert Halliday and Associates
- Rotary Club of Clayton
- The Friends of TaskForce and the Burnett Family
- Westpac Bank

Finally, I look forward to the year ahead where we will continue to expand our services to meet the needs of those most vulnerable in our community. I welcome the opportunity to work with, and respond positively to, government reforms, and to continue expanding our exciting partnerships with community agencies to increase services and programs that enhance the lives of our clients. We will continue to embrace change where it means better outcomes for those we support. TaskForce is committed to ensuring that at the heart of every service we deliver and program we provide is an opportunity for our clients to achieve and live their best possible life.



Ray Blessing
Chief Executive Officer

John's* Story



"I commenced art therapy with Juliette at TaskForce six months ago. After a long battle with mental health issues and substance abuse, I now have more routine and enjoyment in my life. Art therapy has given me a platform to build on, in terms of confidence and artistic skill. It has helped my state of mind and the support I receive has provided me with a better chance to reduce the use of drugs, and promote a more positive outlook on the future.

Art therapy exposes your soul and your inner most feelings. It touches deep and often subconscious issues and helps to release and purge deep-seated issues. I have seen a psychiatrist for 10 years,

which is mostly about balancing medication. But art therapy is more meaningful because it values me as a person. The drawings sink in more, and enable me to keep a visual record of my progress, which I am able to reflect on when necessary and use as a tool at home.

Art therapy has reassured my value as a person, given me direction in my life and provided me with a group of like-minded people to move forward with.

I was invited to show my artwork in the TaskForce exhibition. The effort and understanding that went into the preparation and execution of a very professional art exhibition overwhelmed me.

The framing, presentation and cards gave me an immense sense of importance, the likes of which I have not experienced since the age of 21, half my age.

To be valued is important to all of us in the group, and the opportunity to be in encouraging, non-judgmental surroundings is critical. Making friends and having positive experiences is an integral part of finding well-being for all. My physical and mental health is imperative to my life and future, and both are improving. Thank you very much, your service is invaluable."

**Real name not used to conceal the identity of the client.*



David Paton Chief Financial Officer

CFO's Report

Despite a challenging economic and political environment, TaskForce continued to grow in 2013-2014, recording a surplus of \$23,000, prior to the inclusion of net investment results.

Income grew for the third consecutive year, a 10 per cent increase from 2012 - 2013, to \$4.2million. As with other years, there was a similar growth in expenses as the increase was distributed back into programs to provide life changing opportunities for those most in need.

TaskForce's Forensic Program, which assists clients with substance abuse and related legal issues, continued to grow, recording a 10 per cent income increase on the back of a 50 per cent increase from the previous financial year.

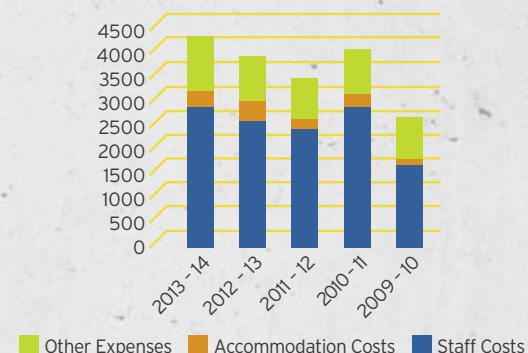
Education and training programs also grew significantly from 2012-2013, highlighting encouraging signs for future growth. The redevelopment of the TaskForce Allied Health

Services (TAHS) Program continued, and despite being a challenging year for the program, income also grew.

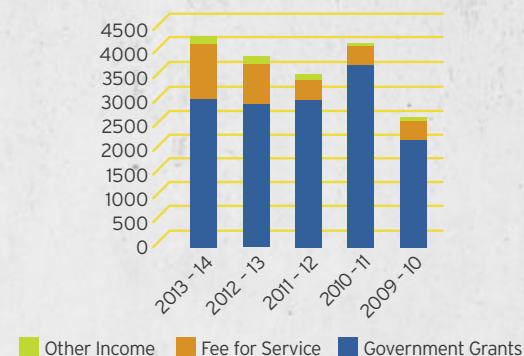
Staff development continues to be a key priority for TaskForce as the organisation understands the challenging and demanding environment in which we work and the increasing need for a skilled and knowledgeable workforce. In the past year staffing costs exceeded \$2.8 million - more than 70 per cent of our total expenses. This figure includes investment in training and development to ensure staff have the experience and competency needed to deliver the best possible services and programs.

With the 2013 purchase of the premises adjoining our Moorabbin head office at 423 South Road, the organisation's depreciation expense increased significantly and this will continue into 2014-2015.

Five Year Expenses Chart



Five Year Income Chart



The TaskForce balance sheet remains very healthy, with the organisation free from any long-term debt (the mortgage taken out to assist with the purchase of the South Road property was paid off in late 2013). Total equity is now more than \$2.4 million and represents a solid base for the organisation as it enters its fifth decade.

*Note:
Figures quoted are prior to net investment results and are subject to the annual audit.*

For full audited financial statements please refer to TaskForce website www.taskforce.org.au

Kerry Ann's Story

"Hello my name is Kerry Ann. I am 50 years old, a mother of three and a grandmother of three. I am here to talk about my life, my difficulties and what TaskForce has done to help change my life for the better.

I had my first child at 19 - she was born with many deformities and died at seven weeks of age. I felt suicidal and overdosed on drugs. Many times I got myself back on track. I was able to find employment again and met my husband at this new job. By the time I was 29, I had three lovely children.

One day, one of my children came to me with some devastating news. After this, I became very violent and found myself using any drug that was available, just to numb the pain. Due to my actions, I lost custody of my children. I became even more violent, and suicidal, and drove my car off a cliff.

I was in a coma for two months and had two years in rehabilitation.

I continued to use drugs and led a criminal life. I got into trouble with the law and this led me to being sentenced to Community Work at TaskForce.

I participated in a program called Money4Jam. At first I was scared to go because I was not used to being around people who were not using drugs and I didn't know if I would feel very comfortable.

Somehow I was able to find the courage to go into TaskForce that first time, and I am glad I did because it changed my life. I no longer need to use drugs to cope with life. I am drug free and have met new people and learnt new skills doing something that I like.

The TaskForce staff are there to help and assist in any way they can. I am now drug free and I look forward to the days that I get to go to Community Service.

I now have more hope in my life and my goal is to stay drug free, get my life on track and to have more contact with my children."

"I was able to find the courage to go into TaskForce that first time, and I am glad I did because it changed my life."





Danny Alcock Counselling & Forensic Manager

Counselling & Forensic Manager

Adapting to change

Over the past three years, TaskForce has been involved in extensive consultation, collaboration and research to provide a more cohesive, comprehensive and accessible Alcohol and Other Drugs (AOD) treatment service in Victoria.

TaskForce has been a strong voice in this process, working hard to advocate for clients and stakeholders to provide an evidence base that best represents the needs of those most in need. Thanks to the development of a new framework around which we will now provide services, there has been considerable growth and development in the quality of our treatment programs.

Working with families

Throughout 2013-2014, we increased family therapy and support group services and provided much-needed support to some of our most vulnerable young people through the Youth Outreach program. Forensic Clinician and Family Therapist, Dagmar Marek, has worked with us to deliver systemic family therapy to more than 10 families. We also facilitated four family support groups with Odyssey House and outreached to more than 100 young people requiring AOD support.

The past year has seen methamphetamine use, and its associated problems, grow in our community. To effectively engage this client group we have actively worked in partnership with medical practitioners, mental health services, allied health services, complementary therapists and legal

practitioners to provide services that best meet needs. We have also offered linkages to residential withdrawal and rehabilitation programs and connected clients to TaskForce's employment and pre-employment services. Family inclusive practice (as with all drug treatment) is essential, as will be future research programs to drive best practice long term.

Partnerships

To meet the needs of an evolving cycle in problematic substance use, the TaskForce Clinical Team continued to provide holistic service delivery. Acupuncturist, Michelle Ruskin, provided services each Wednesday at Moorabbin with a regular stream of old and new clients attending. Clients report positive outcomes from the acupuncture, particularly in relation to anxiety and depression resulting from substance withdrawal, assistance with appetite, physical ailments and stress release.

TaskForce's Art Therapy Program, run by Juliette Goodall, continued to go from strength to strength, providing individual and group art therapy. An excellent example of the diversity of TaskForce's treatment programs, art therapy has helped many clients explore new and creative ways to express themselves and treat underlying issues related to substance abuse and ill mental health. We have been inspired by Juliette's passion and enthusiasm to apply her skills with clients to support those making positive steps toward recovery.

The 'butterfly group', held at Moorabbin and run by allied health professional, Vito DoQuille, has delivered outstanding results. Vito's psycho-education groups and individual consultations cover topics ranging from understanding grief and loss, anxiety and depression and relapse prevention to withdrawal symptoms and interactions between illicit substances and medications. His unique and sensitive way in supporting people understand these often misunderstood and stigmatised topics, has been instrumental in assisting clients to make informed lifestyle decisions.

The Money4Jam Program continued to support clients learn valuable life skills in the kitchen. Clients completing Community Service hours prepare delicious jams and chutneys, which are donated to the community. During their time in the kitchen, participants have the opportunity to gain a Food Handlers Certificate and work towards a Certificate I or II in General Education for Adults. Money4Jam won two awards at last year's 2013 Corrections Victoria: Community Work Partnership Awards, where the program was named Best in Region (South East Metropolitan Region - South), while Hospitality Specialist, Caitlin Tailor, won the Supervisor's Award. Jesse Sibly and Fiona Mulligan now facilitate the program, which has expanded to the Mornington Peninsula and Koo Wee Rup regions, providing opportunity for young people with disabilities to participate.

Congratulations must go to the TaskForce Clinical Team who has worked hard to achieve positive

outcomes for clients and the community: it is a privilege to lead such a dedicated and professional team. Our holistic approach and the multidiscipline nature of our services have supported a diverse range of clients and stakeholders.

"Clients report positive outcomes from the acupuncture, particularly in relation to anxiety and depression resulting from substance withdrawal..."

We are proud of TaskForce's ability to partner with, and apply services to meet vital programs within the not-for-profit non government organisations' sector. I would like to thank the team for its dedication, commitment and professionalism over the past year: their achievements are testament to hard work and a collaborative approach.



Danny Alcock
Counselling & Forensic Manager

Partnership & Strategy Manager



Tracey Fenton Partnership & Strategic Manager

The 2013-2014 year has provided many successes and challenges for TaskForce's Youth and Education programs.

We were pleased to see our Caring Again Program continue to go from strength to strength with a 50 per cent attendance increase across all groups. The program provides support for people who are primary carers for their grandchildren or nieces/nephews.

The equally successful Money4Jam Program also continued to deliver outstanding results for the organisation. Working with Karingal (who provide support services for people with a disability or mental illness, older Australians and those who are disadvantaged), the program has now expanded to the Frankston/Mornington Peninsula region. The Money4 Jam/Jam It programs, located at Moorabbin, continue to be extremely popular with a wait list for those wanting to participate. The in demand classes are testament to the skills and quality of the staff delivering the programs.

As a government-registered Learn Local provider, TaskForce continues to deliver a variety of pre-accredited training programs that assist both with engaging clients and providing positive learning activities for people to participate in. Learn Local offers a range of education and training programs designed to assist with learning needs like reading, writing or math skills or support in returning to study, gaining a qualification or seeking a job.

TaskForce also offers self-improvement programs targeted at disengaged boys and girls: the Girls with Attitude and M8s programs offer self defence classes and opportunity to participate in dance and social groups. These programs provide participants skills in team work, communication and other workplace skills. Our thanks to the Adult, Community and Further Education Board (ACFE), in particular the board's southern metropolitan region, and ACFE Board Chair Rowena Allen, for their support with funding and professional development opportunities. We look forward to a continued successful relationship.

Community support and partnerships

In 2013-2014, TaskForce successfully applied to a number of philanthropic bodies, who provided funds and support for a variety of new programs, including Trade Tryouts - a program for young people to 'try' different trades before moving into a pre-apprenticeship. This program is funded by The Lord Mayor's Charitable Foundation.

We were also successful in securing two Equity Trustee Grants and an ANZ regional grant: the former enabled us to expand our Money4Jam Program, while the latter provided the necessary funds to deliver programs, which will be provided in partnership with Koo Wee Rup Regional Health Service. Thanks must go to our Strategic Advisor, Rosemary McClean, for her hard work in coordinating these grant submissions.

Throughout the past year, TaskForce has continued to strengthen its partnerships to provide educational opportunities for both clients and staff. These have included:

- Delivery of a peer education program throughout Victoria, provided in partnership with the Self Help Addiction Resource Centre (SHARC)
- Delivery of Youth Mental Health First Aid program, in partnership with the Alfred Child and Youth Mental Health Services (CYMH) and the cities of Stonnington and Port Phillip

"We were pleased to see our Caring Again Program continue to go from strength to strength with a 50 per cent attendance increase across all groups."

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- The development and trialling of the Resilience for Staff (ReSt) Program, in partnership with the Prahran Community Learning Centre. This program is designed to upskill staff to develop skills that will increase their resilience, and in turn ensure we do not lose their expertise from the sector. Participation in the ReSt Program exceeded expectations, with more than 200 Learn Local staff undertaking training and providing us with glowing feedback.

Both the peer education and ReST programs have been enthusiastically received and congratulations must go to Education Manager, Pat Hamdorf, who developed them.

The past year has seen a number of changes in the TaskForce Allied Health Services (TAHS) with the implementation of a Medicare claiming system, which will enable clients to receive longer term counselling and support.

TaskForce is fortunate to partner with a number of psychologists who provide counselling services to Jobs Services Australia (JSA) clients across Melbourne's northern and western regions. Over the past year, the service has been streamlined to improve client attendance and engagement. Thanks must go to this program's support staff, Assistant Accountant, Denise Lau, and Administration Officer, Jocelyn Spring for their contribution towards the service's success.

TaskForce is committed to providing outstanding services to clients, their families and our much-valued partners.

Youth Connections

Our clients present with complex social and emotional problems, often exacerbated, or caused by experience of or exposure to, family violence, drug use and mental health issues. This contributes to the difficulty these young people face in participating and remaining in school and/or training for jobs.

The organisation's Youth Connections Program offers young people many pathway options towards sustainable education and/or employment opportunities.

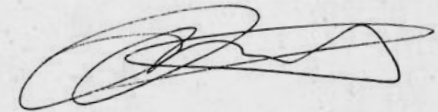
Therefore, we were disappointed to learn, that due to the loss of ongoing federal government funding, our three Youth Connections services in Melbourne's southern region will close in December 2014. The services currently work with an average of 2000 clients and their families, offering a

valuable and much-needed resource. TaskForce is currently investigating ways in which to reestablish the service in 2015 and beyond.

I would like to thank all my staff for an outstanding year of work, especially those working with the southern region Youth Connections Program, who accepted news of the program closure with good grace and an obvious touch of sadness. They are to be commended for the way in which they continually put their clients first to provide an outstanding service.

I would also like to thank the TaskForce Board, CEO and Executive team for their support and assistance in making our services and partnerships successful and well respected throughout Victoria, particularly in Melbourne's southern region. It is through their hard work and innovation that

TaskForce is a leader both in delivering outstanding youth services and engaging in successful partnerships. Our programs would not work as efficiently and effectively without our partners and the ongoing support they provide. I thank everyone for their support over this past challenging year and look forward to providing continued successful services in the year ahead.



Tracey Fenton
Partnership & Strategy Manager

"Our clients present with complex social and emotional problems, often exacerbated, or caused by experience of or exposure to, family violence, drug use and mental health issues. This contributes to the difficulty these young people face in participating and remaining in school and/or training for jobs."



Kate Forer HR Manager

Our People

TaskForce employs a dedicated and skilled team of more than 60 people across Victoria. They include counsellors, psychologists, nurses, teachers, artists, social workers, youth workers, administrators, accountants, researchers, chefs, trainers and many others. The common thread in this diverse range of people is giving life changing opportunities to those most in need.

At TaskForce, we aim to be an employer of choice in the Alcohol and Other Drug (AOD) and youth sectors, resulting in a higher level of performance, greater workforce stability, customer loyalty and high levels of employee satisfaction and engagement. We put great effort into engaging with employees, ensuring they understand our mission and their role within it.



Recruitment and retention

TaskForce has a commitment to providing a supportive and welcoming workplace for all staff. Annual staff survey results create the picture of a team that is motivated, change-ready and highly engaged with the organisation's purpose. The appointment of new staff members over the past year will enable us to continue to build strong capability across all aspects of the organisation and is aimed at improving the quality of our services.

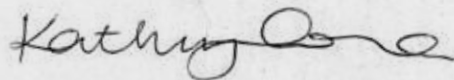
In 2013-2014, we continued to focus on attracting new talent to the workforce, in particular through TaskForce's student placement program. Following placements throughout the organisation, we anticipate many of our current students will take up employment opportunities with TaskForce.

Workplace health and safety and employee well-being

TaskForce prides itself on its commitment to the health and safety of its staff, which is paramount in all decisions and is critical to the organisation's success and sustainability. Over the past year, TaskForce has established a new Occupational Health and Safety Committee, which encourages an active culture of incident reporting. Health and safety issues are now also discussed at all team meetings.

Our employees continued to benefit from Taskforce's flexible work arrangements, enabling continued support of work-life balance, including part-time and job share opportunities, additional leave, telecommuting and flexible working hours (including compressed hours).

TaskForce remains committed to supporting further changeable workplace arrangements, including future satellite offices as a flexible working option.



Kate Forer
HR Manager

"Annual staff survey results create the picture of a team that is motivated, change-ready and highly engaged with the organisation's purpose."

The Board



John Bower
President
(Since 2008)

John is semi-retired after a long career in international business with the Gillette Company in Australasia, Europe and Asia. He is now a part-time management consultant and company director. John became President of TaskForce in 2010.



Ron Barnacle
Immediate Past President
(Since 1990)

Ron first joined the committee of TaskForce more than two decades ago and has been the organisation's longest serving President. He began his own very successful marketing communications company, then had senior roles in the Clemenger Communications Group. He is now a director of several companies and not-for-profit organisations. Ron's long and many contributions to TaskForce were recognised in 2010 when its refurbished Moorabbin clinic was named in his honour.



Rosetta Isma
Vice President
(Since 1998)

Rosetta is a long serving Board Member with professional experience in corrections and refugee detention. She has a particular interest in art therapy and is a passionate and compassionate advocate of new ideas to address social issues facing the community.



Dennis Liberis
Treasurer
(Since 2013)

Dennis qualified as a Chartered Accountant with Deloitte Australia and for the past 20 years has had extensive and increasingly senior financial experience with various multi-national manufacturing companies. He is presently Finance Manager - Operations with the dairy products company, Fonterra Australia Pty Ltd.



Deborah Dobbie
Board Member
(Since 2008)

Deborah is a qualified psychologist with considerable business consulting experience providing specialist HR advice and delivery to enhance morale, skills and productivity. Her areas of expertise include Leadership/Management Coaching, Training and Development, Change Management and Psychometric Testing. Deborah also lectures in management on a number of MBA and undergraduate programs.



Chester Allan
Board Member
(Since 2012)

Chester has extensive experience in general management and marketing. After an international career with the Gillette Company in South Africa, S.E. Asia and Australia/New Zealand, he is now a part-time business consultant. Chester is also a Vice President of the Lions Club, the global voluntary service organisation.



Trevor Williams
Board Member
(Since 2013)

Trevor is a former investment banker with Deutsche Bank and previously HSBC Bank. He has had extensive experience as a funds manager with a particular interest in the not-for-profit sector assisting clients with strategy development, asset allocation and overall financial management. Trevor is also a Charter Member of the Brotherhood of St Laurence.



Hyacinth Hancock
Board Member
(Since 2013)

Hyacinth is a HR professional with significant experience managing the human resource function in a variety of companies, most recently with the German medical technology company, Draeger Medical Australia Pty Ltd. In her corporate career in human resources, Hyacinth has often been the principal contact with not-for-profit organisations that the company has supported. Hyacinth is also an active volunteer with AMES, working with new migrants and assisting them with their English skills.



Carrick McLellan
Board Member
(Since 2013)

Carrick has much senior management experience in the food and grocery industry in Australia and New Zealand. Until his recent retirement, he managed the Food Service division of Simplot Foods - one of Australia's largest food manufacturers. Carrick is also involved in not-for-profit youth services, being a volunteer education mentor for disadvantaged young people through the Ardoch Youth Foundation.



Fatma's Story

In July 2013, Fatma* was referred by Monash Hospital, where she had just had a baby and was on methadone treatment, to TaskForce's Breaking the Barriers, an outreach program for mothers and soon-to-be mothers on opioid replacement therapy. The hospital was concerned about Fatma's lack of engagement in their services and signs of family intimidation and domestic violence. Fatma was the only daughter in a strict Muslim family, had never lived away from home and had been brought up in a violent environment, perpetrated mainly by her father and brothers.

Initially, the Breaking the Barriers clinician found it difficult to engage with Fatma and her partner, as her family were heavily involved and distrustful of services. After assessment, Fatma ignored offers of support. Attempts were made to connect with her, but phone calls were unanswered and letters not replied to. After several months, the service received a call from Fatma stating she would like to reengage and that she would benefit from some support. She said she had recently been beaten by her father and had moved in with her partner (father of the child) and his family. The living situation was not ideal as there were several families living in a small home, some with disabilities. Fatma's family did not understand her drug dependence issues, nor agree with her being prescribed methadone. Attempts by the family were regularly made to reduce her dose or miss them completely, creating instability, risk of relapse and conflict in the home.

Breaking the Barriers worked hard to build trust with Fatma, her partner and both extended families to enable a thorough assessment, particularly of risk factors for the child. Fatma's family was provided with education around pharmacotherapy and the nature of drug dependence issues, to better help them understand the importance of a coordinated and supportive approach. Fatma was also connected to appropriate supports such as housing services (for accommodation), maternal and child health, GP and pharmacy to maintain stability on her methadone.

Fatma is now in stable, supported accommodation with a domestic violence service and receives therapy and support in dealing with her past traumas. She has established strong links with services in her new area and maintains a great relationship with TaskForce and Breaking the Barriers. Fatma will continue to receive support from Breaking the Barriers to achieve her goals of providing a stable, positive life for her son and remaining abstinent from illicit substances.

Through Commonwealth Department of Health funding, Breaking the Barriers can support parents, like Fatma, to have a chance of successfully breaking a generational cycle of drug abuse, undiagnosed mental health issues, poverty and neglect.

**The name in this story has been changed to conceal the identity of the client.*

Friends of TaskForce



Friends demonstrate their commitment as supporters of TaskForce by making financial contributions to support our ongoing work for the community. Friends are invaluable contributors to our success.

Through the support of Friends this year, TaskForce has:

Increased the number of programs we deliver and clients we support.

Funded the Burnett Family Scholarship, which develops the skill base of TaskForce staff.

We gratefully acknowledge the support we receive from federal, state and local governments, trusts and grants organisations, the corporate sector, community organisations and individuals, whose support is financial, in-kind and pro-bono.

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- ACFE - Learn Local • ACSO COATS • Anglicare • Australian Catholic University • BGK LLEN
- Brotherhood of St Laurence • Cardinia Shire • Central Bayside Community Health Services • City of Casey
- City of Glen Eira • City of Kingston • City of Stonnington • Clem Newton Brown MP • Collingwood Children's Farm
- David Davis MP, (Victorian Minister for Health) • David Southwick MP • Department of Education and Early Childhood Development, State Government Victoria
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- Department of Health, Australian Government • Department of Human Services, Australian Government • Department of Justice, State Government Victoria
- Elizabeth Miller MP • IELLEN • Inner Melbourne VET Cluster • Interact Australia • Karingal • Kelly O'Dwyer MP • Koo Wee Rup Health Services
- Mary Woodridge MP, (Victorian Minister for Mental Health, Women's Affairs & Community Services) • MatchWorks • Medicare Local
- Mission Australia • Moira • Monash Health • Moorabbin Magistrates Court • Nick Staikos, (ALP candidate, Bentleigh) • Odyssey House Victoria
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We are extremely grateful for the generous support of our Friends of TaskForce, volunteers, students, businesses, community organisations and government departments who continue to support our work and assist us to save lives!

TaskForce acknowledges the support of the Victorian Government.



TaskForce acknowledges the support of the Federal Government.



Australian Government

TaskForce Services Network

TaskForce

Moorabbin

421 South Road
Moorabbin VIC 3189

P: 03 9532 0811

Prahran

Level 2, 240 Chapel Street
Prahran VIC 3181

P: 03 9521 4000

Carnegie

64 Rosstown Road
Carnegie VIC 3163

P: 03 9571 1766

Cranbourne

61 High Street
Cranbourne VIC 3977

P: 1800 828 466

Pakenham

46 James Street
Pakenham VIC 3810

P: 1800 828 466

Stepping Up

Bendigo Region

PO Box 1081
Castlemaine VIC 3450

P: 03 9532 0811

Peninsula

878 Point Nepean Road
Rosebud VIC 3939

P: 03 5986 1285

Geelong

22 Malop St
Geelong VIC 2330

P: 03 5229 0222

Youth Connections

Carnegie

64 Rosstown Road
Carnegie VIC 3163

P: 1800 609 889

Dandenong

213 Lonsdale Street
Dandenong VIC 3175

P: 1800 335 106

Pakenham

My Place
5-7 Main Street
Pakenham VIC 3810

P: 03 5940 9128

Frankston

22-24 High Street
Frankston VIC 3199

P: 1800 224 557

TaskForce Allied Health Services

Preston

6 Gilbert Road
Preston West VIC 3072

P: 03 9484 7093

Moorabbin

421 South Road
Moorabbin VIC 3189

P: 03 9532 0811

**TaskForce is a
QIC accredited organisation**



Interested in supporting TaskForce?

Please complete form and return it to:

Friends of TaskForce

PO Box 2112, Moorabbin Victoria 3189

T 03 9532 0811 **F** 03 9532 1830 **E** friends@taskforce.org.au

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