

ANNUAL REPORT

2008 - 2009

AMPARO Advocacy Inc.
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INTRODUCTION

AMPARO Advocacy is a non-profit community organisation which provides individual and systemic advocacy on behalf of people from a non-English speaking background who have a disability. AMPARO Advocacy is governed by a voluntary management committee, the majority of whom are people from a non-English speaking background who have a disability, and is funded by The Department of Communities, Disability Services.

This Annual Report provides an overview of the work that has been carried out from October 2008 - October 2009.

MISSION STATEMENT

AMPARO Advocacy defends, protects and promotes the rights and interests of vulnerable people from a non-English speaking background who have a disability.

THE OBJECTS OF AMPARO ADVOCACY INC.

- 1.** To provide individual advocacy for vulnerable people from a non-English speaking background who have a disability to defend, protect and promote their rights and interests so that their fundamental needs are met.
- 2.** To influence positive sustainable change to attitudes, policies, practices and resources within governments and communities.
- 3.** To develop links with others who can strengthen our advocacy efforts.
- 4.** To be an effective, accountable social advocacy organisation.
- 5.** To undertake activities that furthers the objects of the Association and social advocacy.

AMPARO Advocacy believes:

People from a non-English speaking background who have a disability have a rightful place in community where they:

- are respected and valued;
- can experience valued relationships with friends and family;
- have access to interpreters and information in their preferred language;
- have supports and services provided in a culturally sensitive and responsive ways;
- have their gift and strengths recognised;
- have natural authority to influence the direction of their own lives, or where they have limited capacity, that their family if possible retains this authority;
- are welcomed and have opportunities to live an ordinary life;
- are participating and contributing members in the social, economic and political life of broader Australian society.

AMPARO Advocacy's work is guided by the principles of human rights, social justice and inclusive living.

The way we do advocacy is based on the elements of social advocacy:

- Taking positive, ethical action
- Being on the side of someone who is vulnerable
- Understanding the position and vulnerability of the person
- Remaining loyal and accountable over time
- Being independent with minimised conflicts of interest
- Focusing on the fundamental needs, welfare and interests of the person
- Doing advocacy with vigour and a sense of urgency.

STRATEGIC GOALS 2006-2009

1. Provide individual advocacy in the Brisbane area.
2. Influence positive sustainable change to attitudes, policies, practices and resources within government and communities.
3. Develop links with others who can strengthen our advocacy efforts.
4. Ensure strong governance of the organisation.
5. Ensure skilled staff who reflect the vision and values of the organisation in their work.
6. Be an effective, accountable social advocacy organisation.

MANAGEMENT COMMITTEE 2008/2009

There were 7 Management Committee members elected at the AGM in 2008 to govern AMPARO Advocacy Inc.

President	<i>Don Dias-Jayasinha</i>
Vice President	<i>Shahram Jazan</i>
Secretary	<i>Ludmila Doneman</i>
Treasurer	<i>Karin Swift</i>
Committee Member	<i>Abebe Fekadu</i>
Committee Member	<i>Gustav Gebels</i>
Committee Member	<i>Ignacio Correa-Velez</i>



STAFF 2008/2009

Coordinator (30hrs)	<i>Maureen Fordyce</i>
Advocate (19hrs)	<i>Natalie Lefevre/Claire Brolan</i>
Advocate (19hrs)	<i>Murka Smiechowski</i>
Administration Officer (15hrs)	<i>Liz Martyn-Johns</i>



PRESIDENT'S REPORT

Ladies and Gentlemen, it gives me great pleasure to present my annual report for the year **2008/2009**. It has been another busy year for the management committee, members and staff of AMPARO Advocacy. I would like to thank you all for the many hours that you have given to the organisation over the past year. A special thank you goes to Shahram Jazan, who after several years of dedicated service on the Management Committee has, due to study commitments, stepped down from the role of Vice-President. Shahram remains a much valued member of AMPARO Advocacy.

The past twelve months has presented many new opportunities and the following report is a brief overview of those most important. In November the Coordinator and I met with Minister Lindy Nelson-Carr to present forty-six letters of support from organisations and individuals for our Position Paper: ***Language and Culture Matter: Remove the Barriers Now***. We discussed the additional barriers experienced by people from a non-English speaking background with disability and highlighted the recommendations made in this paper.

In November, the management committee and staff participated in a Membership and Succession workshop, facilitated by Jan Dyke, which resulted in a document 'Planning for the Future'. We have since commenced work on this project as a key priority and we plan to have a student in the coming year to help progress this important work to ensure we have a strong and active membership base.

The organisation remains committed to effective governance and management processes and continues to meet our obligations under the Disability Service Act 2006 and the Queensland Disability Advocacy Standards. In February this year we successfully underwent our First Annual Maintenance Audit with the Institute for Healthy Communities Australia Certification Pty Ltd.

In February we also said a sad farewell to Natalie Lefevre who quite unexpectedly had to return home to Belgium, however we were especially pleased to welcome Claire Brolan to the role of Individual Advocate. In March we conducted our annual planning day to evaluate our progress against the organisation's strategic plan and to identify our priorities for the year. In August we conducted an independent assessment of our response to individuals we advocate for, and feedback from individuals and family members was very positive. We had planned to develop a new three year Strategic Plan at the end of this year, but due to the many commitments of those involved we have postponed this to the 29th and 30th of January 2010.

AMPARO Advocacy's limited advocacy funding continues restrict the amount of both individual and systemic advocacy the organisation can undertake. We have and will continue to bring this issue to the attention of the Hon. Anastacia Palaszczuk Minister for Disability Service.

A major achievement for the organisation this year has been the expansion of our office space. This required considerable effort and time in negotiations with our funding body and our lessors, to ensure we had the funds, and the necessary approval and agreements in place to make this possible. Whilst the six weeks of renovations and two and a half weeks without an operating office were a major disruption, especially for staff, I am sure you will all agree the new office space is much improved and definitely worth celebrating!

My best wishes to you all.

Don Dias-Jayasinha, President

THE WORK OF AMPARO ADVOCACY Inc. for 2008/2009

1. To provide individual advocacy in the Brisbane City area.

AMPARO Advocacy defends, protects and promotes the rights and interests of vulnerable people from a non-English speaking background who have a disability and whose fundamental needs are not being met. Individual advocacy is provided for people less than 65 years of age living in the Brisbane area.

AMPARO Advocacy works with vulnerable people for whom language and /or cultural differences make it difficult to understand and negotiate systems and services that support people with disability. The people we work with are those most likely to be at risk and are least able to represent or defend their own interests and whose fundamental needs are not being met – ie those with inadequate food, clothing, income, support, housing, health and well being, safety and freedom from harm, or without someone who cares.

AMPARO Advocacy has provided vigorous individual advocacy to **16 people with disability from a broad range of cultural and linguistic backgrounds** including: Greek, Afghan, Pilipino, Ethiopian, Sudanese, Vietnamese, Bosnian, and Korean. The individual advocacy work is carried out by 2 part-time advocates.

This year AMPARO Advocacy was without one part-time advocate for a period of 13 weeks due staff recruitment and leave taken. Unfortunately for a small organisation like AMPARO Advocacy this has an impact on the organisation in a number of ways including our ability to accept new referrals during this period

The majority of the individuals who receive advocacy have a number of serious issues which require advocacy over a long period of time. AMPARO Advocacy is committed to advocating for and standing by individuals for as long as it takes for their fundamental needs to be met. AMPARO Advocacy continues to advocate for a number of people who came to the organisation when funding for individual advocacy was first received in October 2005.

Other individuals have required **shorter term advocacy responses**, less than 12 months, which have resulted in individuals having access to:

- accredited interpreters
- safe and affordable housing
- individual lifestyle support
- appropriate advocacy
- legal representation.

The majority of individuals AMPARO advocates for require ***long term advocacy*** around a number of issues including, but not limited to:

- Young person living in a nursing home and requiring support and housing to live in their own home.
- Medical issues being neglected.
- Living in a boarding house with no support or opportunities to improve their living circumstances and not receiving appropriate mental health support.
- Person with disability living on their own with no informal support and at risk of entering a nursing home.
- Living in a group home with other individuals that the person does not choose to live with and with whom they have nothing in common, other than having a disability.
- Child placed in foster care because they and their family did not have access to adequate support.
- A lack of support to enable the person to participate in any activities outside of the home.
- At risk of entering the criminal justice system because of inadequate support.
- Being unable to access essential supports because the person is not a citizen or permanent resident of Australia.
- Child at risk of serious harm because of safety issues with their public housing.

Advocacy for Individuals from Refugee Backgrounds

Over the past year one third of individuals we have advocated for have come from refugee backgrounds. They or their family have entered the country under Australia's Humanitarian Entrance Program. In turn, so far referrals in the 2009 – 2010 period are increasingly received for families from this same demographic. When advocating for individuals – both children and adults - from refugee backgrounds, we find that often the whole family can be struggling with very complex issues. Some of these issues may include: grieving over the death and/or separation from family members, having to flee their home country or having lived in refugee camps for many years, suffering from post-traumatic stress disorder, sometimes not being able to speak any English and trying to adjust to a whole new way of life.

If some of these serious settlement issues are not appropriately addressed in a coordinated and culturally appropriate manner, families really struggle to provide the best care for their loved ones, which may exacerbate their feelings of social and geographic isolation, dislocation, grief and loss, not to mention increase family tension and breakdown. This can mean that while the advocacy efforts are directed at the individual with a disability, significant and integrated efforts are also required to ensure the needs of parents and siblings are also attended to.

Use of Interpreters

AMPARO Advocacy can report this year that accredited interpreters have been required and provided to two thirds of those who receive advocacy for either themselves or a family member. Advocates often find that large and well known organisations in the community who are involved in providing services to the people AMPARO works with, frequently state “this is the first time I have had to use an interpreter”. As a result, advocates routinely guide both government and non-organisations to the Queensland Government’s directive in relation to the use of/payment for interpreters.

The following individual advocacy stories provide insight into some of the issues experienced by people from a non-English speaking background who have a disability. Real names have not been used and details that may identify the individual have been changed.

The Adult Migrant English Program for Migrants and Refugees who are Deaf

Our advocacy on behalf of Hasan, a young man from Iraq who is profoundly deaf, has highlighted serious gaps in the current system of equipping new arrivals with the essential language skills needed for their successful integration into the broader Australian community.

This young man could only communicate with family members using a sign language that he had developed from childhood. This young man was new to Australia, and for several months was extremely isolated with no way of communicating with anyone other than his family, and as a result became depressed about his situation.

He was unable to participate in the Adult Migrant English Program (AMEP) as he is profoundly deaf and needed to learn Australian Sign Language (Auslan) as his new form of language communication prior to learning to read and understand the English language. Auslan was officially recognised by the Australian Government in 1987 as the language of the deaf in Australia.

The advocacy efforts involved negotiating with TAFE Queensland, a provider of the AMEP, with a request that funding from this program to be used to pay for intensive Auslan tutoring to equip Hasan with enough Auslan to be able to participate in the AMEP with an Auslan interpreter.

TAFE approached the Department of Immigration and Citizenship (DIAC) with a request that funding be used for this purpose, however this request was denied. TAFE advised us that their intention was to develop a new course of Auslan instruction but that this could take several months. However months later TAFE had not taken any action and further advocacy was needed to ensure Hasan’s needs would be taken seriously.

Advocacy was needed to find a community service to provide the much needed Auslan tutoring for Hasan before he could commence the AMEP at TAFE Qld. Fortunately for Hasan the community service involved was prepared to provide some Auslan tutoring free of charge and TAFE Qld also found some funds through a program aimed at assisting people who were deaf to be ready for employment. We also advocated that Hasan would require a one on one Auslan support teacher in the AMEP class rather than simply providing an Auslan interpreter for the class, as his Auslan at this stage was still at the elementary level.

TAFE initially agreed to provide only a small amount of additional Auslan tutoring, however Auslan interpreters provided for the class soon found they were not just interpreting, but instead were providing one on one support for Hasan. The community organisation involved also agreed to provide several hours of lifestyle support a week to assist Hasan to develop skills to negotiate his way around the community, to use public transport and to communicate with shop keepers etc.

The AMEP as it stands does not meet the language needs of new arrivals that are deaf. In order to equip deaf arrivals the program needs to be able to teach Auslan and English together.

AMPARO Advocacy had many discussions with senior bureaucrats within DIAC and lodged a complaint with the department highlighting the fact that the AMEP does not meet the needs of persons who are deaf who wish to access and benefit from the program. We expressed our concern that Hasan's participation in the program was delayed by many months and without advocacy he would not have received the support that was eventually provided, nor would he have been able to access the AMEP. Without learning Auslan as his main form of communication and learning to read English, this young man would have remained extremely socially isolated and continued to experience extreme frustration and depression.

AMPARO Advocacy believes that it is imperative that the Immigration Education Act and the Adult Migrant Education Program be amended to recognise the specific language needs of future arrivals who are deaf, whether or not they may be small in number. Such changes are critical to assist those who are deaf to access employment and to facilitate their successful integration into the broader Australian community.

The Educational Authority, in this case TAFE Qld, was willing to modify the AMEP to meet the needs of the persons with disability wishing to access and benefit from the program. However they were prevented from modifying the program by the Department of Immigration and Citizenship. Should these amendments not be made new arrivals who are deaf will continue to experience discrimination under the Disability Discrimination Act 1992- Section 22, as the content of the AMEP (English only taught) means the person is less able to 'participate' and 'benefit' from the intention and content of the course and to access the significant resources allocated to new arrivals to develop their language skills, because of their disability.

AMPARO Advocacy's concerns were raised at a systemic level in a letter to Senator Christopher Evans the Minister for Immigration and Citizenship. Unfortunately the Department of Immigration and Citizenship's response clearly demonstrated that they failed to understand the issues and more vigorous systemic advocacy is necessary to address this issue.

Too Young for Residential Aged Care – Part II

In our 2007 - 2008 Annual Report, AMPARO Advocacy reported on advocacy efforts for Qing. At the time, Qing, a forty-eight year old woman of a refugee background, had been living in a residential aged care facility for some 5 years, after being discharged from a hospital following a car accident. The car accident had left her with severe brain damage, which resulted in impaired intellectual and physical ability. The residential aged care setting did not meet her needs nor did it reflect her lifestyle choices. For example, she was unable to participate in the cultural life of her community or in general community life, nor was provided with opportunities to relearn lost skills, or to make her own decisions. Her days were spent sitting in the residential aged care facility, and occasional family visits. Further, Qing was not receiving the spending monies allocated to her by the Public Trust. Qing missed cooking and eating her traditional food. She suffered from depression and being in the nursing home exacerbated this to the point where she had expressed thoughts about being ill and dying, and had attempted to kill herself.

AMPARO Advocacy believes that Qing has the right to live in her own home and receive the support she requires. The nursing home environment clearly did not offer a person-centered approach or a developmental approach, both of which are fundamental principals and objectives of the Queensland Disability Services Act.

In our last Annual report, AMPARO Advocacy informed of advocacy efforts to support Qing secure appropriate lifestyle support funding from Disability Services in order for her move from the nursing home to live in her own home with support. AMPARO Advocacy in the last 12 months has successfully obtained Young Persons in Residential Aged Care (YPIRAC) funding package for Qing from Disabilities Services. In obtaining this package, Qing has been able to move out of the nursing home and into a loving home environment with her sister and brother in law. AMPARO Advocacy supported the sourcing of a service provider who can provide 30 hours per week of in-home care to Qing. A one-off payment by Disability Services under the YPIRAC program will also ensure Qing receives new furniture. AMPARO Advocacy has successfully requested that the entire family be prioritized for a larger Department of Housing property, which is more appropriate for Qing's needs. Qing also can now independently access spending monies which she is entitled to.

Most significantly, Qing is no longer on medication to help her sleep. Qing reports she is happy, feels healthy, and is attending a physiotherapist in the community to re-develop physical skills and strength which she lost because of her brain injury and inactivity in the nursing home. Qing states she often attends restaurants within her cultural community in order to eat her traditional food, and helps her sister with some cooking. Qing also speaks her first language on a daily basis with her family, and has future plans for travel abroad to visit family. Advocacy efforts have ensured the progression of a life of inclusion and dignity for Qing, and importantly, happiness.

The Right to Choose Where and With Whom you Live – Part II

In our 2007 -2008 Annual Report, AMPARO Advocacy reported on advocacy efforts for Kobkul. At the time, Kobkul, a Thai woman in her early twenties with a disability, had left her family home because of conflict within the family. This was assisted by Emergency Funding from Disability Services. The temporary funding allowed Kobkul to reside in a respite house and an application to the Guardianship and Administration Tribunal resulted in the Adult Guardian being appointed to assist Kobkul in making lifestyle decisions and the Public Trust being appointed to manage her finances. Two months after moving into the respite house, Disability Services found another temporary home for Kobkul in a house with two other people with a disability. Kobkul had little in common and did not get along with the other people who she shared her home with. She was very unhappy and requested that she really wanted to move out of where she lived. After 8 months of living in the share accommodation, the tension had escalated to a point where there was physical violence among the tenants. AMPARO Advocacy's efforts focused on influencing those with the authority to change Kobkul's situation, including Disability Services and the Adult Guardian. However, advocacy efforts had been hampered by the high turnover of departmental staff in both organisations (but more so in the Office of the Adult Guardian), and the limited funding options provided by Disability Services for individuals with disability.

Since our last Annual Report, AMPARO Advocacy has successfully assisted Kobkul, with the support of her service provider, to receive further Emergency Funding to move into a Department of Housing apartment by herself. The service provider continues to support Kobkul manage in her own home, to access educational opportunities and to pursue her interests. Kobkul consistently expresses that she is happy living by herself, and the service provider reports that her confidence in living in the community and managing her own home is growing. AMPARO Advocacy continues to encourage Kobkul's service provider to assist her to visit her family regularly so she can re-establish relationships with family members. This is important to Kobkul who frequently states her keenness to visit her family.

AMPARO Advocacy, however, is involved in ongoing advocacy to ensure that Kobkul remains living in the manner in which she chooses – that is by herself and not sharing her home with another person. We are also working to ensure that the current Emergency Funding from Disability Services continues so that Kobkul can remain living in her community and in her own home with good quality support. Kobkul has also experienced much dislocation and depression in recent years. AMPARO Advocacy is therefore making efforts to ensure she receives culturally appropriate counselling, which is close to her home.

Language and Cultural Barriers Preclude Access to Vital Services for a Child at Risk

Justice is a 2 ½ year old boy of a refugee background with a disability that was diagnosed only 3 months ago. His mother and father speak little English, as they arrived in Australia under the Humanitarian Entrance Program only 12 months ago. They also have 5 other children, all aged under 15 years. Cultural and language barriers have made it more difficult for the family to find and access the appropriate services to support Justice and the family. Since AMPARO Advocacy's involvement, we have had to request that a number of agencies who had not been using interpreters commence to do so.

In addition, Justice and his family live in an area of Brisbane that has poor public transport links, and the geographic and social isolation exacerbates their frustration. Further, the front window in Justice's Department of Housing home was not secured, allowing Justice the opportunity to climb out and run onto the road on various occasions. Despite several attempts by Justice's older siblings who have some English language to contact the Department of Housing to request the front window be fixed, this had not occurred.

The doctor has made some referrals for Justice for physiotherapy and other allied health supports, and provided these to the family in a letter in English without contact details. Needless to say, the family was not able to follow up on any of these referrals.

At this point AMPARO Advocacy received a referral and agreed to provide individual advocacy for Justice. AMPARO Advocacy began by intensively advocating to the Department of Housing, who then arranged for the front window to be secured.

It also became apparent that Justice's mother in particular was suffering from post traumatic stress disorder, as well as stresses from caring for all her children, as well as the needs of Justice, in a new country. AMPARO Advocacy therefore advocated for Carers' Queensland to work with the family as well, and liaises closely with this organisation. Disability Services have only offered Justice and his family a small amount of therapy. AMPARO Advocacy will pursue additional support for Justice and his family from Disability Services. AMPARO Advocacy is also liaising with Justice's doctor and following up the doctor's recommended referrals. AMPARO Advocacy is also investigating other options or supports that Justice is entitled to in terms of his education, social and behavioural needs and well-being, as well as ensuring that all services that engage with Justice work with an interpreter.

AMPARO Advocacy will continue to advocate for Justice to set the foundations to ensure he is accepted as part of Australian society, with access to information and all services and benefits, so that he is included, and can participate and contribute in family and community life throughout his childhood and into his adult life, as per the United Nations Convention on the Rights of All Persons with Disabilities.

Immigrants with Disability wait 10 Years to Receive the Disability Support Pension

Over the past three years, AMPARO Advocacy has provided advocacy for a Serbian woman, Eva, who is suffering from Post Traumatic Stress Disorder (PTSD) and severe depression. For 7 years, Eva had been trying to access the Disability Support Pension (DSP). However, her application has been rejected every time and she was unaware of the reasons for this.

Eva has limited proficiency in English and as Centrelink had never provided her with a written translated explanation of why she was ineligible for DSP, she believed that the authorities doubted that she had a disability. In fact, her applications were rejected due to the International Social Security Agreement (1991) that indicates that migrants with disability have to wait for the "10 years qualifying Australian residence". Eva entered a nearby country under a humanitarian program as a refugee and later migrated to Australia.

When AMPARO Advocacy became involved, Eva was on a New Start Allowance (NSA). She was required to actively look for work and lodge an application every two weeks, which was extremely stressful and confusing; as a result, her mental health was deteriorating.

The involvement of AMPARO Advocacy helped to clarify the eligibility for DSP and investigate all options available to Eva's specific situation. The Advocate also secured the involvement of an accredited interpreter to ensure that Eva understood why her applications had been rejected in the past and that all other possible avenues within the system were being explored.

As a result of vigorous advocacy, the option of a Personal Support Program (PSP) of Eva's choice was identified. However, the PSP was only offered for two years, followed by a one year waiting period to be eligible for another PSP. Eva needed only a further half a year to be entitled to apply for DSP as she had almost fulfilled her 10 years residency requirement. Centrelink required Eva to sign an Activity Agreement for the remaining period. This agreement obligated her to be involved in one of the following activities: referral to Language, Literacy and Numeracy Program, return to actively searching for employment, or engage in Centrelink approved activities.

At this point Eva felt overwhelmed by the complexity of the processes and even more fearful that the authorities did not believe she had a disability, especially since having entered the PSP. Eva had to undergo a further **three Job Capacity Assessments (JCA)** but due to her ill health was unable to fulfil any of the Centrelink requirements. Upon consultation with the Centrelink Multicultural Officer, AMPARO Advocacy identified that a medical certificate will exempt Eva from the requirements of Activity Agreement and will take her to the 10 years residency. The lodgement of a medical certificate triggered another JCA, the fourth in a period of two years.

Finally Eva reached the 10 years residency requisite and her application has been accepted (**after a fifth JCA**) and she has been granted the DSP. The Disability Support Pension is paid at a slightly higher rate in comparison to other Centrelink income benefit payments, which is meant to compensate some of the additional costs incurred when you have a disability.

The ten years exemption period for migrants to attain the Disability Support Pension is very unfair and creates enormous emotional strain for people with disability and their families. It can affect their mental and physical condition and access to other services and supports which can significantly hinder the process of settling and establishing oneself in a new country.

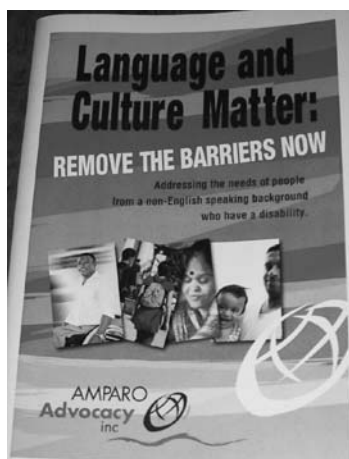
2. To influence positive sustainable change to attitudes, policies, practices and resources within governments and communities.

This goal focuses on a small number of state-wide advocacy priorities, identified as part of the Management Committee's annual planning and informed by our advocacy work with individuals, to bring about systemic change. Key issues are taken up with governments, services and communities to influence positive changes to policies, practices and resources to support people from a non-English speaking background who have a disability. Throughout the year where resources permit, we also respond to other opportunities to address systemic issues. Systemic advocacy is part of the part-time coordinator's role.

The following provides a brief outline of the systems advocacy work over the past year.

2.1 AMPARO Advocacy Position Paper

We have continued to advocate for the recommendations of our Position Paper, ***Language and Culture Matter: Remove the Barriers Now***, with a strong focus on access to accredited interpreting and culturally responsive services for non-English speaking Queenslanders with disability. In November 2008 the President and Coordinator of AMPARO Advocacy met with Minister Lindy Nelson-Carr to present forty-six letters of support from organisations and individuals for our Position Paper, to discuss our concerns and to argue the case to implement recommendations relevant to the State Government.



During this meeting we stressed the need for a whole of government approach to guarantee the provision of fee-free qualified interpreting services and the importance for DSQ to undertake an information strategy to inform people from non-English speaking background communities about available services and supports for people with disability.

We emphasised that the success of the new DSQ funded interpreter service would be limited by the current under representation of people from a non-English speaking background with disability accessing disability services generally.

2.2 Disability Services Interpreting and Translation Strategy

In late 2008 Disability Services provided funding to Deaf Services Queensland to implement a two year Interpreting and Translation Strategy. This strategy is aimed at addressing the diverse communication needs of people accessing services for people with disability only. In February 2009 AMPARO Advocacy attended the launch of this service by Deaf Services Queensland, which is now called the ***Support with Interpreting, Translating and Communication (SWITC)***.

The strategy aims to assist people with disability who are:

- Aboriginal and Torres Strait Islanders;
- from a culturally and linguistically diverse background including Australian South Sea Islanders;
- deaf or hearing impaired and who use sign language as their primary mode of communication; and
- blind or visually impaired and who use Braille for written communication.

This initiative was the result of work undertaken as part of Disability Services implementing their Multicultural Action Plan and influenced by community members.

In June AMPARO Advocacy coordinated a meeting with the DSQ Manager of this initiative and staff from Gold Coast Multicultural Community Service to provide feedback about the implementation of this initiative. We were able to suggest improvements that could be made and raise a number of important concerns, some of which have been addressed and others that DSQ staff acknowledged could not be addressed given the limitations of the funding.

While AMPARO Advocacy continues to advocate for a whole of government approach to provide fee-free interpreting services, this initiative has provided increased access for some people to services that previously they would not have been able to access. However there are some aspects of this current model that do not work well, in particular, time delays in accessing phone interpreters are a major concern and often we resort to using the Commonwealth service, the Translating and Interpreting Service (TIS), which can provide a quicker response. We will continue to meet and provide feedback to Disability Services about this initiative.

2.3 Collective Action

Queensland Accessing Interpreters Working Group

AMPARO Advocacy has continued our work for equitable access to services and supports through our work with allies in the Queensland Accessing Interpreters Working Group. We have been an active member of this group since its formation in March 2008. The Working Group was initially formed by a number of organisations and peak bodies who were concerned with equitable access to interpreting services for non-English speaking Queenslanders and included the Queensland Council of Social Services, Ethnic Communities Council of Queensland, AMPARO Advocacy, Multicultural Development Association, Immigrant Women Support Services, and Spiritus Care Services.

Support for the Position Paper, *'Access to Interpreting Services in Queensland'*, developed by the Working group, continued to grow and by October 2008, 42 organisations had endorsed the paper. As a result of significant efforts by the group including several meetings with those in government, including the then Minister Lindy-Nelson Carr, the group received confirmation in November that the Premier Anna Bligh had advised all Queensland Government Departments to make provision to meet the costs of interpreter services for their funded non-government organisation. **This was a major achievement for the Queensland Accessing Interpreters Working Group!**

In the meantime the Queensland Accessing Interpreters Working Group had collected stories of the experiences of workers from community services to highlight what happens when people from culturally and linguistically diverse (CALD) backgrounds do not have equitable access to fee-free qualified interpreting services and culturally responsive services. These stories were summarised in a document titled ***A Matter of Interpretation*** which was launched at the Multicultural Development Association on the 2 December 2008. This is available on the AMPARO Advocacy website: www.amparo.org.au

This document asked the State Government to show leadership and adopt the Working Group's Recommendations as follows:

Recommendation 1: That the Queensland Government adopts a whole-of-government commitment and approach to guarantee the provision and use of fee-free qualified interpreting services to community organisations in Queensland.

Recommendation 2: That until a whole-of-government response is achieved, each department either reimburse interpreter costs or provide recurrent funding for qualified interpreters, to all funded organisations that provide services to the public.

Recommendation 3: That the Queensland Government funds all state government departments and government funded agencies to ensure the sustained development and implementation of cultural competence in their service provision.

The launch was a great success with 90 people in attendance including many senior people from state government agencies and non-government organisations. Susan Booth the Anti-Discrimination Commissioner spoke strongly to in support of the report.

Currently State Departments are implementing the Premier's directive in different ways and close monitoring of these processes is necessary. In order to support the implementation of an effective interpreting model the Working Group developed a paper for distribution called '***Delivery of Interpreter Services – Making Sure the Model Works***', which outlines the fundamentals of an appropriate interpreting model.

AMPARO Advocacy will continue our support and participation of the Queensland Accessing Interpreters Working Group and would like to acknowledge and particularly thank the peak organisations, the *Queensland Council of Social Services* and the *Ethnic Communities Council of Queensland* who contributed significant resources to the efforts of the Working Group.

Community Safeguards Coalition

AMPARO Advocacy has continued its support of the Community Safeguards Coalition which is a network of people with disability, families, friends and allies who are concerned about people with disability's right to choose where and with whom they live on an equal basis with others. This right is articulated in the ***Convention on the Rights of Person's with Disabilities***, but unfortunately is not protected in either law or practice in Queensland.

The Community Safeguards Coalition's Mission is to:

Promote people with disabilities having the opportunity to pursue the same range of lifestyles as other members of the community and to safeguard against policies, practices and legislation that limit or deny these opportunities.

This past year has seen no improvements in access to funding for people with disability across Queensland and access to Crisis and Emergency Funding has become extremely difficult. Often the only support offered to a person with a disability is a 'place' in a group home with other people with disability that they may not choose or want to live with. This can also mean the person with a disability has to move long distances away from their family and community connections, or alternatively the person may be asked to open their own home and allow other people with disability to move in and share support.

In March 2009 members of the Community Safeguards Coalition (CSC) rallied outside the Hon. Minister Lindy Nelson-Carr's office to present our Position Statement '**My Life, My Home, My Solution**'. Lee Morris the Minister's Chief of Staff accepted this paper on behalf of the Minister and held discussions with several members who attended the rally. Soon after this the Coalition received a written commitment by the Bligh government to ongoing dialogue with the Coalition.

Since April this year the Coalition has had a number of meetings with the Director General and the Deputy-Director General to discuss the concerns of the Coalition and to influence and challenge current policies and practices by Disability Services that limit the lives of people with disability.

Queensland Council of Social Services

This year AMPARO Advocacy, with the support of other Community Safeguard Members, has raised with the Queensland Council of Social Services (QCOSS) the significant issues of disadvantage and discrimination experienced by Queenslanders with disability. We have sought greater support from QCOSS as a peak body whose values are in part to 'uphold and advance the fundamental rights of people in Queensland' with a purpose to 'provide a voice for and with Queenslanders affected by poverty and inequality'. We are very pleased with the commitment shown to date by the Queensland Council of Social Services and in particular for the work of Jenny Whitworth the Senior Social Policy Officer.

AMPARO Advocacy has been involved in the following over the past year:

- Encouraged Queenslanders with Disability to provide comment on QCOSS's budget submission and policy platform for people with disability in late October 2008.
- Provided feedback to QCOSS about Questions for Politicians leading up to the State election in March 2009.
- Attended the QCOSS Social Policy Forum in May 2009.
- Organised a meeting with Jenny Whitworth the Senior Social Policy Officer from QCOSS to discuss the experiences of Queenslanders with Disability, to provide input into the QCOSS's Social Policy Position for 2010 and to enlist their support for the Community

Safeguards Coalition's Position Statement. Speaking Up For You, QPPD (Qld Parents of People with Disability), Gold Coast Advocacy and QDN (Queenslanders with Disability) also attended this meeting.

- Attended QCROSS's Budget Breakfast on 18th June.
- Attended the QCROSS Conference and 50th Celebrations - Aug/Sept 09.

Disability Services Skilling Plan: Cross-Cultural Development Strategy

This was a joint initiative of Disability Services and the Department of Education, Training and the Arts. The strategy was initially to focus on the delivery of a relevant cross-cultural skills program to staff in the disability service sector, and to meet the needs of individual participants and service agencies. Recent changes to the Departments have resulted in the expansion of the initiative to include the needs of those working in HACC services and Community Mental Health Services.

AMPARO Advocacy was invited to participate in a Working Group to provide feedback and comment on the developed training package. Feedback provided by AMPARO Advocacy and others was well received and acted upon by those leading the project. AMPARO Advocacy were also invited to attend a number of the training events to provide information about advocacy and the work of the organisation. This commitment involved attending 4 meetings with the working group and giving presentations at three events, in Brisbane, Ipswich and Logan.

National Human Rights Consultation

In December 2008 the Federal Government announced a national consultation into human rights, to explore the need for Australia to develop a charter or bill of rights. This was an significant opportunity to highlight breaches of human rights for people with disability and to provide support for a Human Rights Act. AMPARO Advocacy was involved in the following:

- In February attended a Roundtable Discussion organised by Qld Charter Group regarding a proposed Human Rights Act and future consultations happening across the country.
- In March 09 attended a Human Rights Consultation.
- Provided a submission to the National Consultation on Human Rights.

The National Ethnic Disability Alliance (NEDA)

NEDA advocates at the federal level for the rights and interests of people from NESB with disability. NEDA works closely with its state and territory member organisations to ensure that its policy advice reflects the experiences of people from NESB with disability. Gustav Gebels, a member of AMPARO Advocacy's Management Committee, is an active member of the National Ethnic Disability Alliance and attends regular meetings.

3. To develop links with others who can strengthen our advocacy efforts.

This goal focuses on the work that develops and sustains strong, principled based advocacy. AMPARO Advocacy continues to provide opportunities for people in government and community to learn about social advocacy and the work of AMPARO, to strengthen our connections within the multicultural and disability sector and to develop strong and working relationships with members, allies and contacts that support the work of the organisation. AMPARO Advocacy maintains our support for the development of a strong social advocacy movement in Queensland. The following are key activities undertaken to meet this goal.

3.1 Provided opportunities for people to learn about social advocacy and the work of AMPARO Advocacy

This has included attending a number of forums, meetings and discussions with key people in the multicultural, disability and community sectors. The outcome of this work is that groups and individuals have a better understanding of what makes people vulnerable and why social advocacy is needed.

- Updated the AMPARO Advocacy website with additional translated information and Annual Report for 2008.
 - Distributed AMPARO Advocacy translated information cards on request, at meetings, forums etc.
 - Provided information about key issues for people from a non-English speaking background with disability at the Combined Advocacy Group Qld Annual Gathering.
 - Attended three meetings with the *Disability Skilling Plan Cross Cultural Development Strategy Working Group* to provide input and to give feedback about the content of the training package.
 - Presented information about advocacy and the role of AMPARO Advocacy at *Cross Cultural Training* events held in Brisbane, Ipswich and Logan.
 - Provided information about AMPARO Advocacy to two students studying Human Services at the University of Qld and 2 students from Griffith University
 - Presented information about AMPARO Advocacy to the Inclusion Support Agency
 - Met with a QCOSS worker to discuss models for consumer health advocacy
 - Provided information for the QDN E-Bulletin regarding the Premier's directive for State Department to meet the cost interpreters for state funded community organisations.
- Submission to Disability Services Queensland:** AMPARO Advocacy submitted an application to Disability Services Strengthening Non-Government Sector to access funds to enable us to provide information about the role of AMPARO and to promote the rights of people with disability to a number of culturally and linguistically diverse community groups. Unfortunately AMPARO Advocacy was unsuccessful in this application, however we think this work is important and will continue to explore other funding options.

3.2 Develop connections and seek allies within the multicultural and disability sector to progress the advocacy work

Establishing links and gaining support from those who share our concern for the rights of people from a non-English speaking background with disability is important and ongoing.

- Attended AGMs: ECCQ, QAI, MDA CRU and QCOSS.
- Assisted Gold Coast Advocacy in interviewing for a new worker
- Participated on an interview panel for a new network development worker for Queenslanders with Disability.
- Attended International Woman's Day Celebration at QDN.
- Attended the Launch of the Public Advocates: *In Sickness and in Health*.
- Presented information about the organisation at the Qld Centre for Intellectual Disability.
- Attended the Multicultural Awards evening with the President of AMPARO Advocacy who was recognised for his major individual contribution to the multicultural sector
- Met with Karen Lee the advocate at MDA
- Met with the Director of QAI to discuss the work of AMPARO.
- Attended the launch of SWITC at Deaf Services Qld
- 13th March: Attended ECCQ Election Forum prior to State Elections.

Thanks to our allies and supporters in November 2008, AMPARO Advocacy was able to meet with the then Minister for Disability Services Qld, the Hon Lindy Nelson-Carr and present to her forty-six letters of support from organisations and individuals for our Position Paper: ***Language and Culture Matter: Remove the Barriers Now. Addressing the Needs of People from a non-English speaking background who have a disability.***

AMPARO Advocacy has continued our participation in the ***Queensland Access to Interpreters Working Group*** which allows us to connect with individuals and organisations that are passionate about protecting the rights of people from culturally and linguistically diverse backgrounds. Through our participation we are able to raise the issues that effect people from non-English speaking background with disability and support the efforts of the group to influence and bring about positive changes in policy and practice.

Supported the development of advocacy and a strong social advocacy movement in Queensland.

▪ Combined Advocacy Organisations Queensland

AMPARO Advocacy has continued to be an active member of the Combined Advocacy Organisations of Queensland. This year we commenced linking with state-wide members through Skype, a more affordable means of communication.

In July 09 two management committee members and 3 staff members attended the annual gathering that was held this year in Toowoomba and hosted by the Advocacy Support Service.

The Annual Gathering provides an opportunity to network with other advocates, to share information and discuss common concerns.

- **Update on the review of State Funded advocacy organisations by Disability Services Queensland**

In June 2008 Disability Services completed the review of the 'activities and achievements of advocacy services' in Queensland. The purpose of this review was to inform DSQ of future advocacy development strategies and to assist with planning for future demand. In November 2008 the report prepared by Ian Boardman was finally released. In terms of discussing the achievement of advocacy services the report was limited, however it highlighted that a number of organisations that received advocacy funding were very openly not involved in advocacy and several organisations that were received such limited funding their long term viability was at risk.

Advocacy groups have been informed by Disability Services that they are in discussions with the Commonwealth and are awaiting the release of the National Disability Strategy in 2010 before they undertake the second stage of the review or take any action on recommendations in the Report by Ian Boardman.

3.3 Developed a strong membership base to support our work.

Membership and Succession Planning Workshop

In November 2008 the management committee and staff participated in a Membership and Succession workshop, facilitated by Jan Dyke, which resulted in a document 'Planning for the Future'. We have since commenced work on this project as a key priority and we plan to have a Human Services student in the coming year to help progress this important work to ensure we have a strong and active membership base.

4. To ensure strong governance of the organisation.

AMPARO Advocacy recognises the importance of having skilled and committed Management Committee members to provide good governance and stewardship of AMPARO Advocacy.

There were 7 Management Committee members elected at the Annual General Meeting on the October 24th 2008.

4.1 Held regular Management Committee and Subcommittee meetings

- 5 Management Committee Meetings
- 3 Quality Sub-Committee Meetings
- Sub-committee meeting to review the constitution of AMPARO Advocacy
- Sub-committee meeting re organisational membership
- Received bi-monthly staff reports on the progress of the operation plan for 08/09
- Supported staff to attend committee meetings.

4.2 Developed and refined information to clarify roles and responsibilities

- Developed a new yearly governance calendar to meet organisational requirements.
- Reviewed and updated the *AMPARO Advocacy Charter for Management Committee*.

4.3 Participated in the strategic planning/ development and training

- In March 09 the Management Committee for 2008/2009 participated in joint training on governance roles and responsibilities with the management committee of Speaking Up For You Inc.
- All committee members attended the *Annual Planning Evening* in March 2009 where the strategic goals were reviewed and priorities set for the year.
- Two management committee members attended the *Combined Advocacy Group Qld* Gathering held in Toowoomba and hosted by the Advocacy Support Service in July 09.
- One committee member attended a Financial Management course held by ECCQ.

4.4 Advocacy Reflections Meetings

Management committee members and staff held an advocacy reflections meeting in July 2009 to discuss, question and reflect on the individual advocacy work. These discussions help members of the management committee to maintain a strong connection and understanding of the realities of life for people from a non-English speaking background with disability. Another reflections meeting is planned for November 2009.

4.5 Provided support to the Coordinator

- Throughout the year the President and Treasurer frequently met with or held discussions with the Coordinator, to provide support to the Coordinator in her role and to progress the work of the organisation.
- Two members of the Management Committee carried out the annual appraisal of the Coordinator's work and jointly developed a Professional Development Plan.

5. To ensure skilled staff who reflect the vision and values of the organisation in their work.

This goal focuses on the competency of staff to do advocacy and their commitment to people from a non-English speaking background who have a disability. Increasing the cultural competence of staff is an essential part of this process. The following is a brief account of the work undertaken to develop the skills and competencies of staff who reflect the vision and values of AMPARO Advocacy.

5.1 Staff Recruitment

- Advertised and recruited for a new advocacy worker in February 2009.
- Induction of new advocacy worker in March/April 2009.

5.2 All staff participated in the following training and development

- Annual Planning Day in March 09 to review the strategic goals and set priorities for the new year.
- Professional Development Planning and Appraisal.
- Attended the Combined Advocacy Group Qld Gathering in Toowoomba for 2 days in July 2009.
- Fortnightly staff meetings.
- Regular supervision with the Coordinator.

AMPARO Advocacy staff take to the ropes in a team building exercise in January 2009



5.3 Other staff development/ training

- External professional supervision for the Coordinator.
- Financial management course provide free of charge by ECCQ.
- QCOSS Conference and 50th Anniversary Celebrations.
- Positive Behaviour Support Workshop.
- Conflict Resolution Training.
- An Introduction to PowerPoint.
- Introduction to the Mental Health Sector.

6. To be an effective and accountable social advocacy organisation.

This goal focuses on our operation as a publicly funded advocacy organisation. The following is an outline of the most important work undertaken over the past year to maintain an effective and accountable social advocacy organisation.

6.1 Managed an efficient and effective office

AMPARO Advocacy maintains its commitment to continuous improvement and this year we were pleased to be able to address the work place health and safety issues that our very limited office space presented to staff.

A major achievement this year was the expansion of our office space. In July, after twelve months of intense negotiations with Disability Services, and Christ Church Community Precinct, we had the necessary funds and grant agreements in place to commence the expansion and renovation of the office space. Staff worked for six weeks while renovations went on around them and were without an office for two and a half weeks. This was a major disruption to the staff trying to do the work of the organisation; however the outcome is a much improved and more efficient office space for all.

In addition to more appropriate space for staff, there is additional space for the storage of information, equipment, record keeping and easier access to resource information. AMPARO Advocacy also received funds from Disability Services to renovate the bathroom at the Community Precinct to meet the Australian Standards for accessibility.

The following improvements/ activities also occurred:

- Employment of new bookkeeper in September 08.
- Meetings with 4 builders regarding quotes for renovations.
- Several meetings with Christchurch Community Precinct to develop a new lease agreement and to discuss proposed renovations.
- Updated the Website with additional translated information and the Annual Report for 2008. www.amparo.org.au.
- Developed a Risk Register and Complaints Register.
- Updated our Membership, Allies and Contacts data base.
- Updated the Assets Register and Depreciation Schedule.
- Completed a funding application for Building Supportive Communities Grant to upgrade office equipment which was successful.

6.2 Complied with legislative, constitutional, industrial and funding requirements

Complied with Disability Services Queensland's requirements

- Maintained a Quality Management System:
 - (i) Held four Quality Subcommittee meetings.
 - (ii) Successfully completed our First Annual Surveillance Audit and received confirmation of our certification as required under the Disability Services Act 2006 and the Disability Advocacy Standards.
 - (iii) Signed a new Service Agreement in February 2008.
 - (iv) Conducted an independent assessment of our response to individuals receiving advocacy.
 - (v) Reviewed and amended policies and procedures as per review schedule.
- Collected the relevant data on individuals receiving advocacy and submitted Quarterly CSTDA reports.
- Acquitted the funds by providing Quarterly Financial Reports to DSQ.
- Provided a copy of the Audited Financial Reports 07/08 to DSQ.
- Maintained up to date Criminal History Checks for staff and committee members.
- Completed and submitted Grant Agreements.

The Coordinator met with and held regular discussion with our DSQ Senior Project Officer, Alan Lee, to ensure he was kept informed of organisational concerns and progress of work undertake.

AMPARO Advocacy would like to take this opportunity to thank Alan Lee for his diligence in progressing departmental processes and for his support of the organisation over the past year.

Complied with Constitutional requirements

- Held Management Committee Meetings as per Constitution
- Held an Annual General Meeting and provided an Annual Report to the members
- Completed Annual Return for 2008
- Independent Financial Audit conducted
- Notified members of Special General Meeting to propose changes to the classes of Membership of AMPARO Advocacy.

Complied with Industrial Relations and other requirements

- Monitored changes in the structure of the relevant awards through regular contact with the Queensland Community Services Employers Association and the Australian Services Union
- Maintained up to date Worker Agreements
- Implemented award increases in pay structures
- Updated all insurance policies, including WorkCover
- Supported the pay Equity Case run by the Queensland Services Union.

6.3 Implement Good Planning and Evaluation Processes

At the organisational level:

- A *Membership and Succession Workshop* was held in November 2008, facilitated by Jan Dyke, to explore ways that the membership could be increased and how the organisation could continue its strong leadership and governance into the future.
- The *Annual Planning Evening* held in March 2009 was attended by Management Committee members and staff. The strategic goals were reviewed and priorities were set for the year. At this meeting it was agreed that there needed to be a review of the AMPARO Advocacy Constitution and its classes of Membership.
- A *Constitutional Subcommittee* met to discuss and propose changes to the classes of Membership for consideration by the Management Committee.
- A *Membership Subcommittee* met to take forward the recommendations of the Membership and Succession Workshop.
- A *Quality Subcommittee* met 3 times to progress the work in the Continuous Improvement Plan and to prepare for the Maintenance Audit.

AMPARO Advocacy plans to conduct a two day, Three Year Strategic Planning Workshop on the 29th and 30th January 2009.

Individual Advocacy level:

- Individual advocacy plans were reflected on and reviewed regularly
- Capacity of the organisation to accept new referrals was reviewed regularly

TREASURER'S REPORT

It is with great pleasure that I present the AMPARO Advocacy Financial Report for the year ended June 30, 2009 for acceptance at this Annual General Meeting.

I would like to take this opportunity to thank Jason O'Connor from Malcolm V Leeke & Co Chartered Accountants for his support over the past year and for his diligence in the preparation of these reports.

AMPARO Advocacy Inc. has received the following grants for the 2008-09 financial year:

Recurrent funding:

Department of Communities, Disability Services	\$170,741
--	-----------

Non-recurrent funding:

Department of Communities, Disability Services: Quality System Grant	\$ 11,170
--	-----------

AMPARO Advocacy has again had a very productive year fully expending our recurrent grant as you can see in the ***Income Statement for the year ended 30 June 2009***, which shows a surplus of only \$42.

Whilst not received in this financial year's income, we have been fortunate to have had approval from the Department of Communities, Disability Services and since received, additional recurrent funding for rent and some non-recurrent funds which have enabled AMPARO Advocacy to renovate and expand our office space.

On the 6th May this year the Queensland Industrial Relations Commissioner handed down her decision on Pay Equity in regard to the new Queensland Community Services and Crisis Assistance Award – State 2008. Substantial pay increases were granted to workers in organisations covered by this award, such as AMPARO Advocacy, and are to be phased in over the next three years commencing on the 13th July 2009. We have recently been informed by Disability Services that AMPARO Advocacy will receive additional funding to assist with the cost of these salary increases.

I take this opportunity to sincerely thank Carolyn McCauley our bookkeeper who has ensured our financial accounts and records accurately reflect AMPARO Advocacy's financial situation. Thank you Carolyn for your hard work and commitment to the organisation. I'd also like to extend a special thanks to Maureen for her regular and ongoing support to me as Treasurer.

Lastly, I thank my fellow Management Committee members and the staff of AMPARO Advocacy for their valuable and much appreciated assistance throughout the year.

Karin Swift

Treasurer

FINANCIAL STATEMENTS

30 JUNE 2009

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We stand up for....

people from a non-English speaking background with a disability
who are being treated unfairly, abused or discriminated against.

We speak, act and write on your behalf to protect your most basic
needs.

Auditor:
Malcolm V Leeke & Co
www.leeke.com.au

Phone: 07 3355 7799
Fax: 07 3355 0253

PO Box 42, Everton Park Qld 4053
8 McIlwraith Street, Everton Park Qld 4053

INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2009

	2009 \$	2008 \$
INCOME		
Grants - Disabilities Services Queensland:		
DSQ Recurrent Operating	170,741	165,440
DSQ Non-Recurrent Operating	-	4,950
DSQ Quality Assurance	11,170	13,200
Carried Fwd Funding - Note 3	(1,047)	562
Total Grants - DSQ	180,864	184,152
Other income	569	80
Total Income	181,433	184,232
EXPENDITURE		
Audit fees	700	700
Advertising and promotion	180	-
Asset purchase < \$500	1,316	665
Bank charges	121	126
Bookkeeping and administration	3,260	4,058
Computer repairs and software	1,618	1,459
Consultancy fees	5,427	10,156
Depreciation	8,395	8,351
Fees and permits	202	38
Loss on disposal of assets	-	2,827
Information resources	273	4,556
Interpreting services	1,018	675
Membership fees	905	467
Printing and stationery	2,081	8,906
Postage, freight and courier	384	475
Rent	6,338	6,075
Repairs and maintenance	313	68
Staff amenities	337	770
Staff recruitment	118	530
Telephone, fax and internet	4,821	3,692
Training and development	4,566	3,902
Insurance - general	6,721	6,440
Meeting expenses	3,199	3,381
Motor vehicle expenses	2,428	2,228
Travel and accommodation	2,528	3,001
Employment entitlements	124,142	125,296
Total Expenditure	181,391	198,842
Surplus / (Deficit) before income tax expense	42	(14,610)
Income tax expense (note 1.a)	-	-
Surplus / (Deficit) attributable to the members	42	(14,610)

The accompanying notes form part of these financial statements.

BALANCE SHEET AS AT 30 JUNE 2009

	2009 \$	2008 \$
CURRENT ASSETS		
Cheque account	37,634	38,663
Donation account	156	106
Investment account	9,346	3,355
Prepaid renovations	3,198	-
Other receivables	-	300
Petty cash float	265	200
Total Current Assets	50,599	42,624
NON CURRENT ASSETS		
Motor vehicles at cost	21,579	21,579
less accumulated depreciation	(9,143)	(4,997)
	12,436	16,582
Plant and office equipment at cost	16,605	16,605
less accumulated depreciation	(11,208)	(6,959)
	5,397	9,646
Total Non Current Assets	17,833	26,228
TOTAL ASSETS	68,432	68,852
CURRENT LIABILITIES		
Accounts payable	4,437	5,708
Unexpended Grants - quality assurance	13,783	12,556
Unexpended Grants - DSQ non-recurrent operating	2,605	2,784
GST liabilities	882	850
Provision for personal leave	3,438	6,947
Provision for annual leave	7,581	6,086
Total Current Liabilities	32,726	34,931
NON CURRENT LIABILITIES		
Provision for long service leave	5,406	3,663
Total Non Current Liabilities	5,406	3,663
TOTAL LIABILITIES	38,132	38,594
NET ASSETS	30,300	30,258
EQUITY		
Accumulated surplus	30,300	30,258
Total Equity	30,300	30,258

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2009

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2007	44,868	44,868
Less deficit	(14,610)	(14,610)
Closing Balance 30 June 2008	30,258	30,258
Opening balance 1 July 2008	30,258	30,258
Plus surplus	42	42
Closing Balance 30 June 2009	30,300	30,300

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

	2009 \$	2008 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	182,442	186,681
Payments to suppliers and employees	(177,404)	(183,198)
Interest received	39	35
Net Cash Provided by Operating Activities	5,077	3,518
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of motor vehicle	-	-
Purchase of equipment	-	-
Net Cash Used In Investing Activities	-	-
CASH FLOWS FROM FINANCING ACTIVITIES		
Net Cash Used in Financing Activities	-	-
Net Increase in Cash Held	5,077	3,518
Cash at the beginning of the year	42,324	38,806
Cash at the ended of the year	47,401	42,324

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Association's Constitution. The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the following Australian Accounting Standards:

- AASB 101: Presentation of Financial Statements;
- AASB 107: Cash Flow Statements;
- AASB 110: Events after the Balance Sheet Date;
- AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors;
- AASB 1031: Materiality; and
- AASB 1048: Interpretation and Application of Standards.

No other Australian Accounting Standards or other authoritative pronouncements of the Australian Accounting Standards Board have been applied. The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

a) Income tax

The association is exempt from payment of income tax in accordance with the provisions of Section 50 of the Income Tax Assessment Act 1977.

b) Events Occurring After Reporting Date

No events have occurred since the end of the reporting period, which the committee considers is likely to affect the association or its future activities.

c) Revenue

Revenue from recurrent grants is recognised upon receipt and non-recurrent grants are recognised upon meeting the expenditure requirements specified in the agreements.

Membership revenue is recognised on a cash basis and is only recognised when a member accepts the invitation to become a member by paying their annual fees.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

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

d) 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 Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense.

Receivables and payables in the statement of financial position are shown inclusive of GST.

e) Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

2009
\$

2008
\$

NOTE 2: CASH FLOW INFORMATION

a. reconciliation of cash flows from surplus

Surplus / (Deficit) attributable to members	42	(14,612)
Non Cash flows in surplus		
Depreciation	8,395	8,351
Profit / (loss) on sale of assets	-	2,827
Changes in assets and liabilities		
(Increase) / decrease in prepaid renovations	(3,198)	
(Increase) / decrease in receivables	300	(300)
Increase / (decrease) in payables	(191)	1,244
Increase / (decrease) in provisions	(271)	6,008
	5,077	3,518

b. reconciliation of cash

Petty Cash Float	265	200
Cheque account	37,634	38,663
Donation account	156	106
Investment account	9,346	3,355
Less bank overdraft	-	-
Total Cash	47,401	42,324

	2009 \$	2008 \$
NOTE 3: UNEXPENDED GRANTS		
Unexpended Grant - DSQ recurrent:		
Opening balance - unexpended	-	-
Plus income	170,741	165,440
Less Expenditure	(171,448)	(180,050)
	(707)	(14,610)
Closing balance - unexpended	-	-
Net Surplus / (Deficit)	(707)	(14,610)
Unexpended Grant - quality assurance:		
Opening balance - unexpended	12,556	15,902
Plus income	11,170	13,200
Less Expenditure	(9,943)	(16,546)
	13,783	12,556
Closing balance - unexpended	(13,783)	(12,556)
Net Surplus / (Deficit)	-	-
Unexpended Grants - DSQ non-recurrent operating:		
Opening balance - unexpended	2,784	-
Plus income	-	4,950
Less Expenditure	(180)	(2,166)
	2,604	2,784
Closing balance - unexpended	(2,604)	(2,784)
Net Surplus / (Deficit)	-	-
RECONCILIATION OF CARRIED FORWARD FUNDING:		
Unexpended Grant - quality assurance:		
Opening balance - unexpended	12,556	15,902
Closing balance - unexpended	(13,783)	(12,556)
Sub-total movement	(1,227)	3,346
Unexpended Grants - DSQ non-recurrent operating:		
Opening balance - unexpended	2,784	-
Closing balance - unexpended	(2,604)	(2,784)
Sub-total movement	180	(2,784)
Carried Fwd Funding - Note 3	(1,047)	562

STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2009

The committee has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.


In the opinion of the committee the financial report;

1. Presents fairly the financial position of Amparo Advocacy Inc as at 30 June 2009 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

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



Chairperson



Treasurer

Dated this 6th day of October 2009.

INDEPENDENT AUDIT REPORT

To the members of Amparo Advocacy Incorporated

Scope

The financial report and members of committee responsibility

The financial report comprises the income statement, balance sheet, statement of changes in equity, cash flow statement, notes to the financial statements, and the members of committee declaration for the **Amparo Advocacy Incorporated** (the Association) for the year ended 30 June 2009.

The members of committee of the Association are responsible for the preparation and true and fair presentation of the financial report in accordance with the Association Incorporations Act 1981. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

Audit Approach

We conducted an independent audit in order to express an opinion to the members of the association. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the Association Incorporations Act 1981, including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the Association's financial position, and of their performance as represented by the results of their operations.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the members of committee.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

INDEPENDENT AUDIT REPORT

To the Members of Amparo Advocacy Incorporated

Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report of **Amparo Advocacy Incorporated** presents fairly, in all material respects the financial position of the Association as of 30 June 2009 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Malcolm V. Leeke & Co Chartered Accountants



Kirby J Leeke Registered Company Auditor

Liability limited by a scheme approved under Professional Standards Legislation

Dated this *6th* day of *OCTOBER* 2009.

Malcolm V Leeke & Co
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Everton Park, Brisbane 4053

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AMPARO ADVOCACY INC
MINUTES OF THE ANNUAL GENERAL MEETING
FRIDAY 24th OCTOBER 2008

Meeting commenced at 6pm.

1. Welcome and Apologies

AMPARO Advocacy's President, Don Dias-Jayasinha, welcomed everyone and thanked them for attending.

1.1 Attending:

Don Dias Jayasinha, Ludmila Doneman, Karin Swift, Gustav Gebels, Shahram Jazan, Ignacio Correa-Velez, Maureen Fordyce, Murka Smiechowski, Natalie Lefevre, Liz Martyn-Johns, Lorella Piazzetta, Mary Kenny, Roy Hanfling, Carolyn Perry, Jen Barrkman, David Swift, Njau Gitu, Letitia Casagrande.

1.2 Apologies:

AMPARO Advocacy's Secretary, Ludmila Doneman, read out the list of apologies:

Abebe Fekadu, Kerrin Benson, Josey McMahon, Sharyn Pacey, Anne Fraser, Andrew Fraser, Lalita Lakshmi, Margrot Pidgeon, Di Toohey, Peter Forday, Hazel Mephram, Stella Pabon, Fiona Connelly, Patricia Wilson.

1.3 Proxies Received:

Ludmila read out the details from proxy forms which had been received:

- Anne Fraser nominated Don Dias-Jayasinha as her proxy.
- Margrot Pidgeon nominated Gustav Gebels as her proxy.

2. Previous Minutes (2007 AGM)

With no business arising from the previous minutes, it was proposed that the minutes of the 2007 AGM be confirmed as a true and accurate record.

Proposed: Ludmila Doneman Seconded: Ignacio Correa-Velez Carried

3. The President's Report

The President's Report was presented by Don Dias-Jayasinha and accepted.

Proposed: Don Dias-Jayasinha Seconded: Shahram Jazan Carried

4. The Treasurer's Report

Karin Swift presented her Treasurer's Report and proposed that the audited 2007/08 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

Proposed: Karin Swift Seconded: Ignacio Correa-Velez Carried

5. Report on the work of AMPARO Advocacy over the past year.

5.1 The Coordinator's Report for 2008 was presented by Maureen Fordyce.

5.2 The Advocates' Report for 2008 was presented by Natalie Lefevre.

6. Election of Office Bearers and Committee

Don thanked the Committee Members for their tireless commitment throughout the year.

The meeting was handed over to the Returning Officer, Lorella Piazzetta. Lorella enquired and it was confirmed by Maureen Fordyce that a quorum was present. Lorella then declared all Management Committee positions vacant and asked the Management Committee to step down.

It was proposed that the number of Management Committee members remain at 7.

Proposed: Jen Barrkman Seconded: Mary Kenny Carried

Lorella read out the list of nominations received.

As there was only one nomination for President, Don Dias-Jayasinha was declared President of AMPARO Advocacy for 2008/2009;

As there was only one nomination for Vice-President, Shahram Jazan was declared Vice-President of AMPARO Advocacy for 2008/2009;

As there was only one nomination for Secretary, Ludmila Doneman was declared Secretary of AMPARO Advocacy for 2008/2009;

As there was only one nomination for Treasurer, Karin Swift was declared Treasurer of AMPARO Advocacy for 2008/2009;

There were three nominations for the 3 general Committee member positions. Abebe Fekadu, Gustav Gebels and Ignacio Correa-Velez were elected as general members of the Management Committee for 2008/2009.

Don thanked Lorella for her support and welcomed the newly elected members to the Committee.

7. Appointment of the Auditor for 08/09

It was proposed that Malcolm V Leeke and Co at 8 McIlwrith Street, Everton Park, be appointed as auditors for 2008/2009

Proposed: Don Dias-Jayasinha Seconded: Karin Swift Carried

8. General Business

8.1 AMPARO's Vice President Shahram Jazan moved a vote of thanks to the staff of AMPARO Advocacy for their work in organizing the Annual General Meeting and to AMPARO's members and guest for attending.

8.2 As there was no other General Business Don thanked everyone for their contributions, attention and attendance and stated that he looked forward to working with everyone as a team during the year ahead. Don then asked that everyone join in celebrating the year by sharing some refreshments.

9. Meeting Closed: Don closed the meeting at 6.50pm.