



**AMPARO  
ADVOCACY  
DEFENDS  
PROTECTS AND  
PROMOTES THE  
RIGHTS AND  
INTERESTS OF  
VULNERABLE  
PEOPLE FROM A  
NON-ENGLISH  
SPEAKING  
BACKGROUND WHO  
HAVE A DISABILITY.**

# **ANNUAL REPORT**

**2010 - 2011**

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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 2010 - October 2011.**

## **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.**

## **VISION**

AMPARO Advocacy's vision for people from a non-English speaking background who have a disability is to be accepted and respected as part of the diversity of Australian society, with access to information, services and benefits, so that they can be included, and participate and contribute in family and community life.

## **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 way;
- 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 best interests of the person
- Doing advocacy with vigour and a sense of urgency.

## **STRATEGIC GOALS 2010-2013**

1. Provide vigorous individual advocacy
2. Engage in strategic systemic advocacy
3. Ensure strong organisational governance
4. Strengthen organisational capacity
5. Be an effective, accountable advocacy organisation.

## **MANAGEMENT COMMITTEE      2010- 2011**

There were 7 Management Committee members elected at the AGM in October 2010 to govern AMPARO Advocacy Inc.

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



*Management Committee Members 2010-2011*

## **STAFF      2010 - 2011**

<b>Manager</b> (30hrs)	<i>Maureen Fordyce</i>
<b>Advocate</b> (19hrs)	<i>Claire Brolan</i>
<b>Advocate</b> (19hrs)	<i>Murka Smiechowski</i>
<b>Administration Officer</b> (15hrs)	<i>Lynn Barratt/Julie Granger</i>



## President's Report

Ladies and gentlemen it gives me great pleasure to present my report for the year 2010-2011. In presenting this report I look back over the past twelve months with a great deal of satisfaction and pride. We have certainly been 'punching above our weight.' In February we very successfully undertook our Recertification Audit against the Queensland Governments Disability Advocacy Standards.

Soon after this the Management Committee and staff participated in our annual planning to establish our priorities for the year based on the Strategic Plan for 2010 -2013.

We were extremely fortunate to receive funding from the Multicultural Affairs Queensland Multicultural Assistance Programme in late 2010 to undertake a project working with the Afghan, Burundi, Iraqi and Karen communities. This project was the first of its kind for AMPARO and provided us with significant learning. The project was completed in April this year and highlighted that people from a non-English speaking background with disability and those with complex health issues continue to fall through the gaps in accessing supports and services, including advocacy. I would like to thank Mandy Cox who worked as the project coordinator for this project.

Individual advocacy remains our core business and this important work continues to inform our systemic advocacy work. Unfortunately our capacity to respond to the growing requests for individual advocacy is restricted by our limited resources and this is a concern that we are taking to government at all levels. We have received great support from our members and allies in the sector with our endeavours to increase our funding base and we take this opportunity to thank those individuals and organisations.

In August this year AMPARO was pleased to provide our members with our first Newsletter which provided a mid-year update on the work of the organisation. More recently we welcomed the final report by the Productivity Commission into Disability Care and Support. We are pleased that the Federal Government has shown strong support for the recommendations by the Commission including the development of a National Disability Insurance Scheme.

We have had one staff change this year. In March we welcomed Julie Granger to the position of Administration Officer. We are fortunate to receive Julie's expertise of several years working in the disability sector. Julie is now firmly ensconced as an AMPARO family member. On behalf of my fellow Management Committee members I would like to take this opportunity to thank all the staff, Maureen Fordyce our Manager, Murka Smiechowski and Claire Brolan, our Individual Advocates and Julie Granger our Administration Officer. Their dedication and devotion is to be commended.

My thanks also goes out to the Management Committee for their regular attendance and unfailing commitment to AMPARO Advocacy over the past year. This year I would particularly like to acknowledge Abebe Fekadu who due to personal commitments has not renominated for a position on the Management Committee. Abebe has been involved since prior to our incorporation in 2004. Thank you for your significant contribution over the years Abebe we wish you well.

I would also like to thank Karin Swift who is stepping down from the role of Treasurer which she has held for the past several years. Her financial diligence has ensured the organisation has successfully met all our financial obligations.

Don Dias-Jayasinha

## **THE WORK OF AMPARO ADVOCACY Inc. for 2010- 2011**

### **1. Provide vigorous individual advocacy in the Brisbane 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 – i.e. 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 **25 people with disability from a broad range of cultural and linguistic backgrounds** including: *Greek, Afghan, Philippino, Ethiopian, Iraqi, Sudanese, Vietnamese, Columbian, Burundi, Karen, Liberian, Congolese, Somali and Korean.*

***The individual advocacy work is carried out by 2 part-time advocates sharing one full-time position.***

#### **In the past 12 months:**

- **76%** of new individuals who received advocacy came from new and emerging culturally and linguistically diverse communities, and
- **68%** of all individuals required access to accredited interpreters

**A small number of individuals have required short term advocacy responses, less than 6 months, which has resulted in their having access to:**

- Accredited interpreters and translated information
- Safe affordable housing
- Transport assistance through the Education Department
- Auslan tutoring for a parent of a child who is deaf
- Disability Support Pension and other Centrelink benefits
- Personal and in home assistance

***The majority of 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 to address issues of unfair treatment, abuse and discrimination.***

### **Many individuals have received long term advocacy intended to:**

- Encourage the Office of the Adult Guardian to discharge its duty to protect the rights and interests of adults who are not able to make decisions for themselves and who have experienced neglect and abuse.
- Ensure several individualised have access to culturally responsive supports to enable them to remain living in their own homes with their families and to develop lifestyles reflective of their interests and values.
- Assist individual's access appropriate support and information to lodge carer and family reunion visas.
- Ensure individuals and their families have access to appropriate information in their preferred language about the services that they may be entitled to access.
- Ensure access to important appropriate medical and therapeutic support has been relevant to several people receiving advocacy.
- Prevent a young person from being excluded from high school and ensuring appropriate support is provided.
- Safeguard a young man who has repeated contact with the criminal justice system and is at risk of incarceration.
- Prevent a young person living alone without appropriate supports from entering a nursing home.
- Assist a young person and their family who were homeless and living in unsafe, emergency hostel accommodation to access a suitable and affordable home of their own.
- Provide mental health and in home support to a parent living with mental health issues and lacking support to care for a young family.
- Ensure a young person who has impaired capacity and is homeless has access to safe affordable accommodation and support.
- Address issues of discrimination by the Department of Education.

### **Advocacy for Individuals from Refugee Backgrounds**

Over the past five years AMPARO Advocacy has seen a steady rise in the number of individuals seeking advocacy who are recently arrived refugees, living in Australia for six years or less. Many individuals belong to large, single parent families struggling with intersecting, complex and serious issues, which must also be addressed. Issues around severe post traumatic stress disorder and depression amongst individual's and their family members are common. If we fail to advocate for assistance for the family as a whole the person with a disability is at greater risk of not having their needs met.

Conversely, some individuals with disability we work with from refugee backgrounds are totally disconnected from their Australian based family as a result of mental health, drug and alcohol issues.

***Independent advocacy is required to protect the wellbeing, safety and fundamental needs of the person with a disability, whose interests always remains paramount.***

A challenging aspect of the individual advocacy involves ensuring services respond to the language and cultural needs of individuals in a flexible and culturally responsive manner.

## **Use of Interpreters**

As AMPARO Advocacy continues to work with more recently arrived refugees with disability our need to work effectively with accredited interpreters has also increased. **Over the past year accredited interpreters were provided to 68% of those who received advocacy, for either themselves or a family member.** Organising interpreters and attending meetings where interpreters are needed requires the advocacy efforts to be culturally responsive. To do this work well requires significant resources and impacts on the number of individuals we can work with.

### **1.1 Stories of Individual Advocacy Work**

***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.***

#### **Access to Appropriate Mental Health Support**

*Kheini is a Karen woman, originally from Burma, who lived in a refugee camp on the Thai-Burmese border for approximately 15 years. Kheini entered Australia around 3 years ago as a recognized refugee, on a “woman at risk” visa. Kheini entered Australia with her 4 children, who are all under the age of 11 years. Her husband re-entered Burma for family reasons and is missing, presumed dead.*

*Kheini and her young family are living in a Department of Housing property and the children are attending the local state school. Kheini speaks little English and prefers not to socialize with members of the Karen community. She has few friends and is socially isolated, spending much of her time at home. She experiences a psychiatric disability.*

*When AMPARO Advocacy became involved, Kheini informed us that some days she feels so sick she cannot get out of bed, and thus is so unwell she is unable to perform shopping and cooking for her children. Kheini also states that sometimes her sickness is so bad that she goes to the hospital for overnight periods. She states this is very hard on her children, who often become confused, anxious and upset when they return home from school and find she is not there.*

*AMPARO Advocacy was aware that another community support organization was involved. However, this organization was not visiting Kheini in her home nor aware of the significant health issues that Kheini was experiencing and how such experiences were impacting on her family life.*

*Through slowly building a positive and respectful relationship with Kheini, AMPARO Advocacy understood that when Kheini referred to ‘sickness’ she was talking about her mental ill health and subsequent physical symptoms, and also observed that she experienced frequent memory loss, confusion and paranoia. AMPARO Advocacy was aware that Kheini has been diagnosed as experiencing severe post traumatic stress syndrome and depression by a psychiatrist and through investigation had been told that the psychiatrist’s report had not been forwarded to her treating general practitioner (GP). We had serious concerns that Kheini’s mental health needs were not being addressed. AMPARO Advocacy was also concerned that such issues were having a most detrimental effect not only on Kheini herself and her ability to live a healthy, ordinary life, improve her English and access educational and employment opportunities, but also on her young family.*

*AMPARO Advocacy was keen to promote Kheini’s rights under the Convention on the Rights of Persons with Disability (CRPD) in particular the rights to:*

*(Article 23) – Respect for home and the family*

*(Article 17) – Respect for his or her physical and mental integrity on an equal basis with others,*

*(Article 19) – Live independently and be included in the community*

*(Article 25) – Enjoyment of the highest attainable standard of health without discrimination on the basis of disability<sup>1</sup>.*

*In promoting these rights for Kheini, AMPARO Advocacy considered they were concurrently promoting the rights of her children, per the United Nations Convention on the Rights of the Child 1989.*

*AMPARO Advocacy accompanied Kheini to visit her GP, and with Kheini's consent, provided her doctor with the psychiatrist's report. AMPARO Advocacy supported Kheini to speak to her doctor, through a telephone interpreter, about her 'sickness'. The GP was not aware that Kheini was contacting the ambulance and going to hospital. The GP also stated that the medical practice had frequently been treating Kheini for physical symptoms that she had raised, but not the underlying psychological/psychiatric issues which she had not discussed. Kheini's mental health needs were assessed and appropriate treatment was commenced. A further referral was made by the doctor to a psychiatrist, who has agreed that Kheini requires long term case management support. To ensure that Kheini is receiving appropriate medical support we will attend regular medical appointments in the short term and advocate for the continued involvement of the mental health team. As a result of advocacy, Kheini is receiving the mental health treatment and support she currently requires, and those involved with her care are now connected and communicating, and Kheini is feeling better.*

*Advocacy continues to be necessary to ensure that when Kheini is unwell or needs to go to hospital, culturally appropriate support is provided to care for her children at home.*

### **At Risk of Homelessness**

*Habib and his wife and children are Australian citizens, but were originally refugees from Afghanistan who entered the country around 8 years ago. Habib sustained an acquired brain injury as a result of violence he experienced while fleeing Afghanistan. Habib's brain injury precludes Habib from working. Habib spends much of his time at home playing with his children or volunteering at their school, which he enjoys.*

*A referral was made to AMPARO Advocacy around property issues Habib and his family were experiencing. They live in private rental accommodation that is overseen or managed by a multicultural service provider. After a property inspection, Habib has been accused by his landlord of keeping the house in an unreasonable condition, and there is an indirect threat by the landlord that the family may be asked to leave the property. In addition, Habib has received a bill for over \$5,000 from the multicultural service provider to remedy alleged damages he has caused to the property over a number of years. Habib is confused and very concerned that his family is about to be evicted. He also cannot afford to pay the \$5,000 bill and is unsure why he has received this. The family, due to language barriers, does not understand what is going on and feel very distressed.*

*AMPARO Advocacy considered Habib was in a precarious position in terms of potential imminent homelessness. Through discussing the bill with Habib and his wife through a Dari interpreter,*

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<sup>1</sup> <http://www.un.org/disabilities/convention/conventionfull.shtml> (Accessed September 2011).

AMPARO Advocacy also ascertained that many of the items on the \$5,000 damages bill were in fact not a result of damage caused by the family, but issues that had arisen in the home as a result of reasonable wear and tear that the family had raised with the multicultural service provider. Also, on examination of the property, AMPARO Advocacy observed that the property was an older property with low quality fixtures and finishings; and were somewhat surprised as the multicultural service provider had indicated it was a newer property. While Habib agreed to cover any costs related to damage caused by himself and his family, the family were not prepared to pay for issues to the property which they had not directly caused – but, in fact, had requested to get fixed. AMPARO Advocacy was also concerned that this bill had built up over a number of years and had not been previously addressed by the multicultural service provider.

AMPARO Advocacy supported the family to seek advice and representation from their local Tenancy Advocacy and Advice Centre, including attending appointments with them. Under the terms of their contract, the family learnt that the landlord could issue them with a notice to leave the property at any time. This placed the family in a very tenuous and difficult position in trying to negotiate to have the \$5,000 bill decreased as they were concerned that any conflict could result in a notice to leave. Through an interpreter, the family was advised of their rights to pursue the matter through the legal system.

The matter remains ongoing – a positive outcome of AMPARO Advocacy's involvement being that when contacting the multicultural service provider the family is now represented by the Tenancy Advocacy service, which has created a greater sense of transparency and accountability around their matter. Interpreters are also being used by the Tenancy Advocacy service to clarify background facts, provide the family with advice and obtain their instructions. Importantly, the family feels they understand "what is happening". Habib's CRPD right to an adequate standard of living and social protection (Article 28), while still precarious, is nevertheless being protected and promoted.

### **Unable to Unite with Family Causes Extreme Emotional Hardship**

Abia is a young woman from an African country. She is living with her single parent family including one older and one younger sibling. Abia is diagnosed with Acquired Brain Injury and as a result she also suffers from a severe medical condition. Her older sister, who Abia had a very close relationship with and who was her primary support person for all Abia's life, unfortunately is still in a refugee camp in Africa which places enormous stress on all family members.

Until AMPARO Advocacy became involved, Abia was extremely socially isolated with no life of her own. Due to her disability and medical condition she was not able to attend the Adult Migrant English Program and not speaking English has exacerbated her sense of isolation and ability to pursue interests outside the home.

She was not receiving support to enable her to participate in meaningful activities and develop friendships and was struggling with severe depression. Abia was completely dependent on her mother for all her support needs, who herself has very limited spoken English skills. Abia's mother was missing out on attending important medical appointments as there were times when Abia was too unwell to attend these appointments with her and it was unsafe for Abia to stay at home on her own.

The family has applied three times to the Department of Immigration and Citizenship (DIAC) for family reunion under the Refugee and Humanitarian Visa. AMPARO understands that the third application was strengthened by the letters of support from Abia's doctor; unfortunately this application was also rejected because DIAC was:

*Not satisfied that there are compelling reasons for giving special consideration to granting you a visa, having regard to particular factors in the criteria.*

*These factors are:*

- *The degree of persecution to which the applicant is subject in the applicant's home country;*
- *The extent of the applicant's connection with Australia; and*
- *Whether or not there is any suitable country available, other than Australia, that can provide for the applicant's settlement and protection from persecution; and*
- *The capacity of the Australian community to provide for the permanent settlement of persons such as the applicant in Australia*

*This decision of DIAC appears to contradict the following from 'Enabling Australia', Inquiry into The Migration Treatment Of Disability:*

***Currently family and humanitarian migration streams reflect Australia's international commitments to protect the family as the fundamental unit of society and to provide a safe haven for people in other nations who are escaping from the threat of persecution or violence<sup>2</sup>.***

*DIAC's definition of family is a narrow one and does not acknowledge the importance of the extended family unit for many cultures. As a result the impact on Abia and her family includes extreme mental health stressors, such as grief and loss for family left behind in a very unsafe environment. Abia continues to grieve for her sister and insists on phoning her regularly. However this adds to the huge financial strain on the family and is the primary cause of both Abia and her mother experiencing mental health issues, including severe depression and anxiety.*

*In addition barriers that many newly arrived refugees struggle with are also present for Abia and her family:*

- *lack of knowledge about available support system*
- *failure to provide interpreters in service delivery which is a violation of the right to understand and participate in decisions affecting one's own life*
- *lack of cultural responsiveness and insensitivity by services*
- *the expectation that people can respond to correspondence in English, especially when letters may determine, for example: income status with Centrelink or Housing status with Housing Department*

*As a result of advocacy services are now involved and providing culturally appropriate support for Abia and her mother. One such service is provided with limited support from Disability Services under Post School Option funding. With encouragement from AMPARO, this service engages a culturally appropriate bi-lingual worker to provide individualised social support and is assisting Abia to learn English. Abia also receives four hours a week of support from another service which provides an interpreter during this time to ensure Abia is able to fully participate in all activities. Abia's mother is now receiving financial, social and emotional support by an organisation working with families.*

A vital part of AMPARO's advocacy has been to ensure Abia accesses appropriate medical treatment and support. This has included removing the need for Abia and her family to negotiate appointments with two hospitals and ensuring the medical services engage interpreters for as long as necessary at each appointment.

The focus in future advocacy efforts will include ensuring this family has access to professional support to lodge an appropriate application to assist Abia's family to reunite with their immediate family member still living in Africa. In addition it is anticipated that Abia will continue to need advocacy to ensure access to appropriate medical intervention. The exact nature of appropriate treatment for her condition has yet to be determined.

### **Growing Stronger Fails People with Disability**

In our 2009-2010 Annual Report, AMPARO Advocacy reported on advocacy efforts for Akila a young woman from a Middle Eastern background with an irreversible and progressive neurological condition, post traumatic stress disorder, severe depression and anxiety. At the time Akila, had been living by herself with no other family in Australia, and her application for Carer's Visa was rejected. Akila's wish, was to continue living in her own home with appropriate support, and as her condition is progressive and her physical and cognitive abilities were rapidly deteriorating, she would require more support over time. At the time she had four hours per week of in home support and one and a half hours per fortnight of domestic support. Ideally Akila would like to have a member of her family live with her and provide support. To this end she had applied for a Carer's visa, but her application was rejected.

AMPARO explored with Akila the benefits of moving closer to her informal support networks, however this would have meant Akila would lose the only formal support she was receiving as she would have then been living outside the service's catchment area.

AMPARO Advocacy believes that Akila has the right to live in her own home and receive the support she requires. If Akila does not receive the appropriate support which allows her to live independently, she is at serious risk of being placed in an aged care facility as her condition deteriorates. This would violate **Article 19 of The United Nations Convention On The Rights Of Persons With Disabilities, Living independently and being included in the community.** According to Queensland Advocacy Incorporated Article 19 requires states to:

**Ensure that persons with disability have access to the support services they require in order to live freely in the community, and to avoid isolation and segregation from the community and**

**Ensure that mainstream community services and facilities are available and responsive to the needs of persons with disability so as to facilitate their freedom to live in and be part of the community<sup>3</sup>**

Since our last Annual Report, advocacy efforts have focused on securing appropriate in home support. The new process for obtaining funding / support from Disability Services under the Growing Stronger program involves an assessment of the person's functional needs and the assignment of a Support Linker. Given our concerns for Akila's situation we advocated for Akila to undergo the new assessment as a matter of priority.

The advocate attended the Growing Stronger assessment with Akila and highlighted serious concerns regarding the ethical nature of the assessment. The assessment questions focused on

<sup>3</sup> Queensland Advocacy Incorporated, *Human Rights Indicators for People with Disability* (August 2008)

*Akila's deficits and unnecessary detail of what she was not able to do, which made Akila even more aware of her limitations. She became very distressed as the discussion progressed, which highlighted her lost functioning and her poor future prospects. As a result the advocate requested that the assessment be postponed until another day.*

*The role of Support Linker is cited as '**..develop an Integrated Support Plan (ISP) with the person..... and to connect the person to a broad spectrum of services and supports that focus on inclusion, independence and build their capacity**'.*

*The reality unfortunately did not follow the theoretical process. The Support Linker met with Akila only once. Due to Disability Services funding restrictions the Support Linker only managed to negotiate an extra one and a half hours of additional domestic support, instead of daily in home support. The outcome of the process did not address Akila's serious need for additional culturally responsive support. The outcome was inadequate, frustrating and distressing for Akila.*

*Despite several requests AMPARO Advocacy was not provided a copy of the report from the assessment or the Integrated Support Plan.*

*AMPARO successfully assisted Akila to pass a medical assessment and obtain a Carer's Visa recommendation to the Department of Immigration and Citizenship. However, to date we still await the results of the Carer's Visa application. Akila was missing her family greatly, particularly not knowing when she would see them again. She was struggling to undertake everyday tasks with the limited support provided and decided to return to her country of birth for three months to be with her family. She is still with her family. Akila faces the dilemma of returning home to Australia where she can access superior medical treatment, but risks spending her remaining days in an aged care facility without close family nearby.*

### **System Fails to Respond to Those in Urgent Need of Support**

*Tatthok is a young Nepalese man who lives alone. Tatthok is estranged from his family and has few friends. He is very socially isolated. Tatthok experiences a neurological condition and most days does not have the energy to get out of bed. Tatthok is reliant on others to help him bathe, clean his house, do his laundry, shop, prepare and cook meals and support him to attend medical appointments. Tatthok is receiving Emergency & Crisis funding support from Disability Services, and receives 2 hours of support services per day. However, despite the efforts of support workers, 2 hours per day is simply not enough time to ensure that Tatthok is provided with the necessities of daily living. Tatthok frequently does not shower, does not have all his meals cooked, does not have somebody to assist him with his grocery shopping, and his laundry can go unwashed for substantial periods of time. Tatthok would like to focus on improving his health, but he finds that he is so stressed from the day to day anxiety of not having his immediate needs met, that this is detrimentally impacting on both his psychological and physical health. It could be argued that Tatthok is being subjected to degrading treatment in breach of Article 15 of the United Nations Convention on the Rights of Persons with Disabilities (CRPD), as well as Article 17 (Protecting the Integrity of the Person), Article 19 (Living Independently and Being Included in the Community), Article 25 (Health), and Article 28 (Adequate Standard of Living and Social Protection).*

*For a number of years, AMPARO Advocacy has been advocating to Disability Services that the 2 hours of Emergency and Crisis Funding be reviewed, and for Tatthok to receive more supported hours and importantly, ongoing, permanent funding. A report from an independent occupational therapist considered that Tatthok required at least 35 hours per week of support. In 2011 Disability Services informed AMPARO Advocacy that in order for Tatthok to be considered for further funding and supports, Tatthok would have to undergo the Growing Stronger Assessment, and this should*

occur as a matter of urgency. Disability Services stated Growing Stronger was a superior needs assessment tool and functional test and it was imperative Tatthok undertake this assessment, but could not guarantee further hours of support as a matter of its outcome.

Disability Services and AMPARO Advocacy quickly facilitated the new assessment which was held in a Disability Services office, and AMPARO Advocacy and Tatthok's former Disability Service's linkage worker provided responses, as Tatthok was not well enough to undergo a 2 hour interview. Encouragingly AMPARO Advocacy and the Disability Services worker were consistent in their responses around Tatthok's needs.

On completion of the Growing Stronger Assessment, Disability Services informed AMPARO Advocacy that recommendations and an outcome would be provided by the Department in the near future, and there was an appreciation that this would occur in a timely manner.

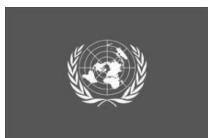
Almost 3 months later, and despite much communication with the Department, Tatthok and AMPARO Advocacy had not received a tangible outcome to the Growing Stronger "urgent" assessment. Now the Department has stated that Tatthok requires a medical assessment by a doctor who specialized in his neurological condition, to validate his condition and functional needs. AMPARO Advocacy considered the Department was again "moving the goal posts" – AMPARO Advocacy queried the need for such a report when the Growing Stronger functional assessment could – as Disability Services had previously purported - provide the Department with a clear outline of Tatthok's current functional needs and the test allegedly ensured fair, transparent and equitable access to disability services across the State of Queensland as it was a standard and uniform process.

However, in Tatthok's circumstances, another layer has been added by the Department to the Growing Stronger process making the process no longer standard and uniform for all Queenslanders with disability.

AMPARO Advocacy continues to seek an outcome for Tatthok in relation to his "urgent" Growing Stronger assessment. In the meantime, Tatthok remains enormously stressed and anxious, his psychological and physical health compromised, as his necessities of daily living remain unmet and his Convention rights are not being upheld, contrary to the Department's own act, the Disability Services Act 2006.

In addition, Tatthok experiences a rapid turnover of support workers due to the pressure to meet his support needs in an inadequate amount of time. This creates further tension and anxiety for Tatthok due to the uncertainty around his immediate environment to meet his basic needs, and as he is required to frequently retrain new workers. Tatthok finds this again compromises both his physical and psychological health. Furthermore, workers – who earn modest wages – frequently work unpaid hours because they are concerned for Tatthok's welfare and recognize that his basic needs are often neglected because of a lack of support. In the meantime, Disability Services – aware of the situation – acquiesces to this unreasonable and improper situation.

**Human rights are inherent, inalienable, indivisible and universal. They are the birthright of all people and cannot be lost or taken away. They are all of equal importance and apply to all people whatever their race, gender, disability, language, religion, political or other opinion, national or social origin, age, property or other status.**



## **1.2 Capacity Building for Greater Access to Services and Supports for People with Disability in CALD Communities.**

AMPARO Advocacy was fortunate to receive funding from Multicultural Affairs Queensland's Multicultural Assistance Program in 2010 to undertake a project working with the Karen, Afghan, Iraqi and Burundi communities. This project was the first of its kind for AMPARO and provided us with significant learning, including the importance of using bi-cultural workers in working with culturally and diverse communities.

The purpose of the project was to provide accessible information to 4 culturally and linguistically diverse (CALD) communities in the Brisbane area about the rights of people with disability and the availability of advocacy, services and information, to increase their access to these essential supports, including advocacy.

A project coordinator and 4 bicultural community education consultants were employed to undertake this work which was completed in April this year.

***We would like to take this opportunity to sincerely thank Mandy Cox, Immaculee Habimana, Toh Lwi Wah, Hana Alraman and Nasrin Karim for their important contribution to the work of AMPARO Advocacy and the generous spirit in which they undertook this work.***

### **Important outcomes from the project included:**

- 150 people were provided accessible information and given the opportunity to speak with us about their concerns,
- Improved networks and links with these communities,
- Increased the capacity of community leaders and their communities to support people with disability to access services and supports,
- Increased the knowledge and understanding of the needs and rights of people with a disability within communities so that communities are more cohesive and inclusive of people with disability,
- Participants have a better understanding of the rights of people with a disability and the availability of services and supports,
- Participants have greater knowledge of the role of AMPARO Advocacy,
- AMPARO Advocacy has increased our membership from these communities.

### **The project identified:**

- That people from a non-English speaking background with disability and those with complex health issues continue to fall through the gaps in accessing important supports and services, including advocacy.
- 24 individuals required assistance to address significant issues related to health/ mental health or disability
- 14 individuals with disability were referred to AMPARO for advocacy.

In some instances bi-cultural workers supported people to directly access appropriate services and benefits. Whilst this was not the original intention of the project we felt it necessary to respond to those in critical need of support, and was made possible by the flexibility of the bicultural workers.

AMPARO was able to refer some people to appropriate services and we have commenced advocating for 4 individuals, other individuals have been prioritised to receive assistance when we have capacity.

### **Common Concerns/ Issues**

Participants frequently expressed their frustration and concerns around the following issues which were seen to have a serious impact on their mental health and their capacity to feel included and part of the general community.

#### **Important issues included:**

- \* Language barriers and a lack of access to interpreters,
- \* A lack of affordable housing,
- \* High levels of unemployment,
- \* High levels of financial stress,
- \* Limitations of settlement support,
- \* Chronic health issues
- \* Stigma related to mental health and disability
- \* Pressure to meet the requirements of Centrelink and employment services

Some of the issues raised are not within our purview to take action on, however AMPARO has undertaken to bring these systemic issues to the attention of those whose role it is to influence positive sustainable change.

#### **The Project also highlighted the benefits of employing skilled bicultural community education consultants when working with CALD communities to:**

- Educate and provide information to members of their communities ,
- Identify issues of concern for their communities and
- Identify individuals who have slipped through the gaps and are not accessing important services and support.



*Meeting with members of the Karen Community*



*Meeting with members of the Burundi Community*

***AMPARO Advocacy would like to thank all those who attended information sessions and who generously gave their time and energy to participate and contribute to this project.***

***We would also like to thank Multicultural Affairs Qld for recognising the importance of this project and for their support and financial contribution.***

## 2. Engage in strategic systemic advocacy

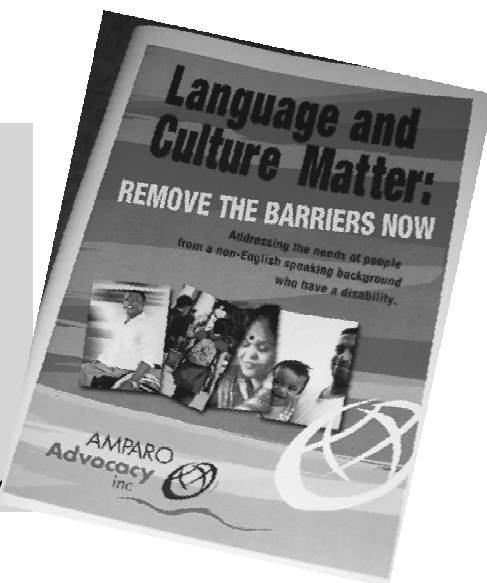
This goal focuses on a small number of state-wide advocacy systemic priorities, identified as part of the Management Committee's annual planning and informed by our advocacy work with individuals.

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 (NESB) 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 Manager's role.

### 2.1 AMPARO Advocacy Position Paper

AMPARO Advocacy has continued to advocate for the recommendations of our position paper, ***Language and Culture Matter: Remove the Barriers Now.***

*Many of the recommendations in this report continue to be relevant. While there has been significant progress in some areas, there are a number of recommendations that are still important in order to address the additional barriers and discrimination experienced by people from a NESB with disability*



### 2.2 Queensland New Multicultural Policy and Language Service Policy.

On the 19 July the Queensland Government released a new Multicultural Policy, *A multicultural future for all of us* and a new *Language Service Policy*. Whilst we still have unanswered questions about how the Language Services policy will be implemented, we are encouraged by the commitment to provide non-government agencies with ***“appropriate budget and assistance to engage interpreter services”***.

The new Language Service Policy aims to ***“address communication issues affecting people with limited proficiency in English, this may include speakers of Aboriginal and Torres Strait Islander languages and Auslan (Australian Sign Language).”*** It is positive that this policy also shows a much stronger commitment to providing auslan interpreters for people who are deaf.

**A Queensland Multicultural Action Plan for 2011-2014** has also been developed to implement the Queensland Multicultural Policy. The Action Plan is comprised of 6 key goals or themes which include:

- Multicultural recognition legislation
- Language, information and communication
- Improving Service Delivery
- Regional and emerging communities
- Skills, jobs and enterprise
- Inclusive communities

## Key Issues

- **Equal Access to Language Services.**

The aim of the Language Service Policy is:

***“To provide people who have difficulties communicating in English with the same access to effective and efficient services and programs as English speaking Queenslanders”.***

Currently Queenslanders from a non-English speaking background with disability do not have equitable access to information, services and supports. This is in part because **Language Services that are available to people with disability from a NESB**, accessing state funded disability services, **are unable to provide the same level of access to effective and efficient services and programs.**

- ❖ The language service system that is available to people with disability from a NESB takes bookings between **9-5pm, Monday to Fridays** and the system is **cumbersome to use, and not timely in its response.**
- ❖ The language service system available to people from a NESB accessing all other agencies within the Department of Communities (eg. Child Safety, Housing, Homelessness, Women, etc.) operates **24 hours a day, 7 days a week. The service is relatively easy to use and generally provides timely access to accredited interpreters.**

***The provision of language services in Queensland does not support equitable access to language services for people with disability.***

AMPARO Advocacy has raised our concerns about the limitations of this service through:

- Meetings and phone conversations with the Principal Program Officer of Disability Programs and Reform, Department of Communities.
- Attending a feedback session and several phone discussions with the service provider.
- Providing a written submission commenting on the ***draft 10 Year Plan for Supporting Queenslanders with Disability.***

An important action in the Multicultural Action Plan is to ***“Establish a whole-of-government taskforce to investigate options for a Queensland Government interpreter service or strategy, including consideration of existing models within departments.”***

AMPARO Advocacy will continue to highlight our concerns with relevant stakeholders and the ***whole-of-government taskforce*** which is to be established by the end of 2011.

- **Improve Cultural Competence**

The sustained development of cultural competence at the individual and organisational level for both State Government and non-government agencies is necessary to ensure equitable access to effective and efficient services and programs.

This includes training to develop worker’s skills in identifying when to access interpreters and how to work appropriately with interpreters.

Advocacy continues to be necessary to ensure services respond to the language and cultural needs of people from a NESB with disability. **Through our individual advocacy we are aware that some:**

- \* State Government agency staff fail to provide access to interpreters and have openly stated that their agency does not have resources for this.
  - \* State Government agency staff are often unaware that they can access interpreters services for clients and continue to use family members.
  - \* Community agency staff are unaware of language services that are available to assist them in communicating with people from a NESB with disability.
  - \* State and community agency staff show a reluctance to work with interpreters usually because they lack the skills, knowledge and training to enable them to do so with confidence.
  - \* Doctors fail to provide interpreters during consultations.
  - \* Individuals attending hospital appointments do not have access to interpreters when appointments are delayed even though an interpreter has been booked they may only attend part of an appointment with the patient, as they are unable to delay their next interpreting assignment.
- ***Implementing the Queensland Multicultural Action Plan.***

Additional resources are necessary for Departments to implement the many commitments made in “***A multicultural future for all of us.***” Given that some departments have cited a lack of resources for their failure to provide access to interpreters, we hope that this new commitment to engage interpreters when needed is supported by additional funding allocation.

Another important measure in the Action Plan is to: “*Improve data collection to inform programs and services for Queenslanders from culturally and linguistically diverse backgrounds*”. The need to improve data collection across agencies and in the community has been brought to the attention of the State Government by many organisations and individuals and highlighted as an area to be addressed in Department of Communities and Disability Services Multicultural Action Plans since 2006.

As far back as 2000 the Human Rights and Equal Opportunity Commission called for more effective data collection by the then CSTDA NMDS, suggesting that effective data collection and analysis tools were essential to influence policy change, and necessary to plan for appropriate services, including interpreter services<sup>4</sup>.

Improved data collection and analysis mechanisms are absolutely necessary to demonstrate the effectiveness of a range of actions and strategies in the Multicultural Action Plan.

## **2.3 Working Groups**

### **\* Queensland Accessing Interpreters Working Group**

AMPARO Advocacy continues to be actively involved in **Queensland Accessing Interpreters Working Group** (QAIWG) and advocating for high quality language service provision and a culturally responsive government and non-government service system in Queensland.

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<sup>4</sup> Human Rights and Equal Opportunity Commission, *On the Sidelines, Disability and People from Non-English speaking background Communities*, (2000).

Access to interpreters should be a relatively simple process and standard practice within service provision in Queensland. However this is often not the case. The Queensland Accessing Interpreters Working Group continues to highlight areas of concerns and has collected stories from the community sector about barriers they experience in providing access to interpreters and culturally responsive services to people from CALD backgrounds. The QAIWG plans to release a follow up report to "[A Matter of Interpretation](#)", released in 2008, in early 2012.

The working group has developed a list of questions in relation to the new Queensland Language Service Policy that as yet are still unanswered.

**Key activities of the working group have included:**

- Held several forums across Queensland to discuss the current barriers and issues in relation to language services and culturally competent service provision,
- Met with the Commissioner and Deputy Commissioner of the Anti-Discrimination Commission Queensland to discuss our concerns and to seek their advice,
- Developed a list of questions we would like Multicultural Affairs QLD to answer in relation to the implementation of the new Language Service Policy.
- Developed and released to our networks two surveys, one to collect individual stories from workers in the community sector about barriers they experience in providing access to interpreters and culturally responsive services. The other to ascertain community organisations current knowledge and practices in relation to providing access to interpreters.
- Information from these surveys will be included in the follow up report to "[A Matter of Interpretation](#)", due to be released in early 2012.

\*\* AMPARO Advocacy would like to acknowledge the significant contribution QCOSS makes to this group through the work of Lisa Toh their Multicultural Policy Officer.

The Queensland Accessing Interpreters Working Group will continue to advocate for better responses, practices and policies within government and the community sector to address our concerns.

**\* Community Safeguards Coalition**

As a member of the Coalition AMPARO Advocacy will continue to bring to the attention of the State Government their policies and practices that erode the rights of people with disability. The rhetoric of government and responses to people with disability and their families is often worlds apart and initiatives under Growing Stronger have been an important focus of the Coalition in past months. AMPARO Advocacy is working with four individuals who have undergone the new functional needs assessment process and like many other agencies we have serious concerns about the assessment tools that are being used.

The Coalition has met a number of times throughout the year with senior officers from the Department of Communities, Disability and Community Care Services to discuss our concerns about many of the initiatives under Growing Stronger, including the New Intake and Assessment Process.

People with disability who seek support from Disability Services must now undertake the new functional needs assessment which uses the **Inventory for Client and Agency Planning (ICAP) to “measure adaptive and maladaptive behaviours”**.

The test was developed in 1986, and is deficit based, devaluing for the person with a disability and proven to be highly stressful for the person and their family.

Despite our efforts AMPARO Advocacy has been unable to access the results of these assessments for several individuals receiving advocacy. This is a serious concern as decisions about the type and level of support a person is deemed to need and the services and supports being recommended by Disability Services, are based on this assessment.

**This is not a transparent and accountable process as reports and recommendations relevant to the person are not available to them or their advocate, making it difficult to understand or challenge important decisions that are being made.**

Like many people who undergo this assessment, those who AMPARO has been involved with are highly vulnerable and desperate for support to meet very basic needs, such as assistance with buying, preparing and cooking meals and having regular showers. **However the current system does not respond to the urgency of an individual’s situation and people with disability are frustrated and disempowered by the process.**

The Productivity Commission Report spoke of the disability support system across Australia being **“underfunded, unfair, fragmented and inefficient ..... marked by invisible deprivation and lost opportunities .....and providing people with disability little choice”**. Unfortunately this accurately describes the current situation for Queenslanders with disability.

We have also been present when a parent of a person we advocated for was assessed using the **“Understanding the Carer Role”** questionnaire. Questions and the language used in this assessment are extremely negative and the image that is promoted is that the person with a disability is a “burden” to the family.

Families who are desperate to receive support for their son or daughter, brother or sister with disability will complete this assessment even when it is distressing, as they believe that they will have a greater chance of receiving funding. The Assessment tools are also promoted as taking a ‘strengths-based approach’, this is not accurate.

## **2.4 10 Year Plan for Supporting Queenslanders with Disability**

**The Absolutely everybody: enabling Queenslanders with a disability** has just been released and sets out the Queensland Government’s commitments to people with a disability. This 10 year plan is accompanied by a **Whole-of-government action plan 2011-2014** and a commitment to develop three, three-year action plans, and a final consolidation plan in the final tenth year.

**Absolutely everybody** supports the National Disability Strategy and the Productivity Commission’s proposal for a National Disability Insurance Scheme (NDIS) and importantly has committed to

adopting the principles of the Convention of the Rights of Persons with Disability (CRPD). *Absolutely everybody* is an ambitious plan which promotes human rights and an inclusive community where “Queenslanders with disability are enabled to lead valued and fulfilling lives”<sup>5</sup>.

Under this Plan there is also a broad commitment to improve data collection through the following action to:

**9.2.2.3 Participate in national and Queensland research and development, and evaluation activities to:**

- develop an evidence-base to inform policies and practices across the disability, government and mainstream community sectors<sup>6</sup>.

This commitment is welcomed as the importance of collecting relevant accurate data to inform policy is critical. It would be nonsensical to develop and implement strategies to “**improve access to appropriate services**”<sup>7</sup> without developing effective data collection and analysis mechanisms which can accurately demonstrate improvements in participation rates.

AMPARO will continue to support the development of more appropriate data collection as promoted under Article 31 of the CRPD.

The Department of Communities Disability and Community Care Services **Whole-of-government action plan 2011-2014** also shows a commitment to improve the cultural responsiveness of, and access to disability and community care services.

The following action is particularly relevant to our concerns about the current provision of language services for people with disability from a NESB and would seem to indicate the Department of Communities recognises that the current system does need improving.

**9.2.3.4 Enhance access to interpreters by people with a disability through streamlining access to translating and interpreting services across the Department of Communities.**

Independent advocacy will be necessary to ensure the State Government delivers on its commitment to bring meaningful changes to the current system that supports Queenslanders with disability.

## **2.5 National Disability Long-term Care and Support Scheme**

In 2010 the Federal Government recognised the significant flaws in the current systems of support for people with disability and made a strong commitment to major reform. The Productivity Commission was asked to undertake a public inquiry into a National Disability Long-term Care and Support Scheme and to examine a range of options and approaches, including a social insurance model.

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<sup>5</sup> Department of communities Disability and Community Care Services, *Absolutely everybody: enabling Queenslanders with a disability*, (2011).

<sup>6</sup> Department of communities Disability and Community Care Services, *Absolutely everybody: enabling Queenslanders with a disability*, (2011).

<sup>7</sup> Department of communities Disability and Community Care Services, *Absolutely everybody: enabling Queenslanders with a disability*, (2011).

This project is completed and the final report was delivered to Government on 31 July 2011. In August 2011 the **Council of Australian Governments** (COAG) agreed on the need for major reform of disability services in Australia through a **National Disability Insurance Scheme** (NDIS). The Council agreed to form a **Select Council** of Treasurers and Disability Ministers from the Commonwealth, States and Territories to start work immediately to lay the foundations for the NDIS.

In early October the Federal Government announced the appointment of a National Disability Insurance Scheme **Advisory Group**, to be chaired by Dr Jeff Harmer AO, to steer the development of the NDIS and to work closely with all government to deliver the foundation reforms in preparation for the NDIS. The Advisory Group includes “*people with expertise in social insurance principles, disability policy, service provision, performance monitoring, training and curriculum development, academia and research, psychological and intellectual disability, indigenous disability services, young people and children with disability.*”<sup>8</sup>

At the inaugural meeting of the **Select Council** on Disability Reform in late October, agreement was reached on the key foundational reforms necessary for a NDIS by mid-2013- a year ahead of the timetable set out by the Productivity Commission. These reforms include the development of “*common assessment tools to determine eligibility, national quality standards, and strategies to boost the disability workforce.*”<sup>9</sup> The Select Council will also consider draft principles and terms of reference to be agreed COAG, which will guide the work of the Council in pursuing reforms.

We understand that the **Advisory Group** will undertake a series of community workshops around Australia and this information will be forwarded to members when available.

The acknowledgement that the current system of support and services for people with disability in Australia is not working and the willingness to undertake major reform is a unique opportunity to effectively implement the Convention on the Rights of Persons with Disabilities. How the Queensland Government and Disability Services translate the key principles of the NDIS into reality for people with disability will require the willingness of government to dismantle much of what has been implemented under Growing Stronger.

## **2.6 New Zealander’s with Disability Living in Australia Not Eligible for Many Services**

AMPARO Advocacy is concerned by the increasing number of New Zealand citizens who have settled permanently in Queensland since 2001 and who are deemed not eligible to access support from Disability Services or housing through the Department of Housing and are ineligible for the Disability Support Pension.

The Anti-Discrimination Commission Qld earlier this year accepted and mediated a complaint from a young woman with disability who has lived in Queensland with her family since 2006. We understand that mediation between the Queensland Government and this young woman was not successful and the **Queensland Civil and Administrative Tribunal (QCAT)** will examine this complaint of unlawful discrimination.

A similar case was accepted earlier in the year by the **Western Australia Equal Opportunity Commission** and while recent conciliation was not totally successful, we understand that the Disability Services Commission in Western Australia have agreed to amend its policy to allow New Zealand Citizens access to supports and services. It is now up to the Equal Opportunity

<sup>8</sup> [www.jennymacklin.fahcsia.gov.au/mediareleases/2001/Pages/ndis\\_advisory\\_gr...](http://www.jennymacklin.fahcsia.gov.au/mediareleases/2001/Pages/ndis_advisory_gr...)

Commissioner to determine whether to dismiss the file or refer the matter to the State Administrative Tribunal for hearing and determination.

AMPARO Advocacy keenly awaits the outcomes of both hearings as they will have a significant impact on the lives of many people with disability.

## **2.7 Limitations of the Office of the Adult Guardian**

AMPARO Advocacy has advocated for several individuals where the Adult Guardian has been appointed for important personal and health matters. The role of the Adult Guardian is to protect the rights and interests of adults who lack decision-making ability, as a result of impaired capacity.

AMPARO Advocacy met with the Adult Guardians, Dianne Prendergast and Lindsay Irons to raise a number of pressing concerns as a result of our work with individuals. Issues raised included the:

- **Failure by the office to provide interpreters:** Informed by two officers from the Office of the Adult Guardian (OAG) that the office had limited resources and could not afford to pay for interpreters in these incidences.
- **Frequent turnover of guardianship officers:** Due to the high turnover of staff it was not uncommon that over a twelve month period a person may have as many as five guardianship officers, many of whom would not ever have met the person for whom they were making important life defining decisions. We believed that this was impacting on the OAG's capacity to safeguard individuals for whom they were appointed.
- **Officers failing to follow up on agreed actions and to discharge their duty:**
  - (i) One person who had been removed from her family home waited for over 12 months for the Guardianship Officer to lodge an application on her behalf for housing, which they had agreed to do. During this period the person had 7 Guardianship officers.
  - (ii) Another person, for whom the adult guardian was appointed for all matters, including legal matters, was refused assistance to secure important identification papers that limited his access to crucial supports.
- **Some Guardianship Officers have questioned the role of the advocate and indicated that permission for our involvement is subject to their approval.** However many officers are pleased to know the person has an advocate and are happy to work collaboratively in the best interests of the person.

***The Adult Guardian followed up with particular concerns with a number of individuals, showed strong support for the involvement of advocates, and acknowledged the broader systemic issues such as the importance of working with interpreters and the impact of the Office's high turnover of staff.***

The lack of resources for the Office remains a concern given that there has been no additional budget for Departments to support the implementation of the Language Service Policy, access to interpreters is not guaranteed.

### **Provided information / attended consultation:**

- Draft Brisbane Access and Inclusion Plan 2012-2017
- Brisbane MIND, Access to Allied Psychological Services (ATAPS) Program
- Kyabra Association.
- National Ethnic Disability Alliance: February 2011.
- Department of Communities: Proposed new standards across the Department.
- Draft Productivity Commission Report on Disability Support and Care: Department of Communities, Disability Services.
- Multicultural Services Manager, Centrelink Area South & West Qld to raise systemic issues.
- Centrelink Multicultural Advisory Committee meeting in June.
- Development of ECCQ policy statements.

### **3. Ensure strong organisational governance.**

This goal focuses on the role of the Management Committee and their direction and leadership of the organisation over time.

#### **3.1 Provide direction and leadership of the organisation to ensure the service fulfils its mission and remains faithful to its intent**

There were 7 Management Committee members elected at the Annual General Meeting on 10 November 2010.

#### **Held regular Management Committee and Subcommittee meetings**

- 5 Management Committee meetings
- Sub-committees included the following.
  - Building organisational capacity
  - Growing and sustaining the membership

#### **Participated in the strategic planning/ development and training**

- All committee members and staff attended the *Annual Induction and Planning Day in April 2011* where the roles and responsibilities of Management Committee members were reviewed and discussed and priorities were set for the year.
- Management Committee Members attended one advocacy reflections meeting

#### **3.2 Implement a planned governance succession strategy**

For AMPARO to remain strong and relevant we believe it is important to plan for the succession of people in key positions, especially those on our Management Committee, to ensure that we continue to have a strong future with good governance and representation of the people for whom we advocate. The Management Committee with the support of the subcommittee continued the work on growing and sustaining the membership and identified potential new committee members.

## 4. Strengthen organisational capacity

This goal focuses on our need to build our capacity to do advocacy work so that the organisation can grow and be sustainable over time.

AMPARO Advocacy held our annual planning day with members of the Management Committee and staff to develop our priorities for the year based on our Strategic Plan for 2010-2013.

### 4.1 Develop a strong membership base to support our work

AMPARO Advocacy has continued to promote the work of the organisations to strengthen and increase the membership base.

### 4.2 Develop a strong evidence based submission to address issues of capacity

Last year AMPARO Advocacy collated data that we have collected over the past 5 years in relation to the need for advocacy and our capacity to respond to this need. This data informed a detailed submission which outlined the organisation's concerns and our interests in furthering our capacity to respond to the increasing need for refugees and migrants with disability to have access to advocacy. This submission was presented to Amanda Moffat on behalf of the Minister Anastacia Palaszczuk the then Minister for Disability Services. Unfortunately we did not receive a positive response to our request for additional funding at this time.

**Our current level of funding is equivalent to that of 2.13 full time positions and this work is undertaken by four part-time staff.**

***We are requesting additional funding to:***

1. Employ another full-time individual advocacy worker;
2. Increase the part-time manager's position to full-time ;
3. Increase the administration position to 25 hours per week; and
4. Address an operational shortfall.

Since late 2009 AMPARO Advocacy has paid, as legally required, wage increases as per the Queensland Community Services & Crisis Assistance Award – State 2008. AMPARO has received less than half of what was needed in supplementary funding from Disability Services to assist with these increases. ***This has further eroded our capacity on an operational level and as is evident in our budget for 2011-2012.***

**The duties and responsibilities of the Manager and the Administrative Officer have increased significantly with the growth of the organisation since first funded in 2001 and include:**

- the employment of two part-time advocates in late 2005,
- the introduction of the Quality Management System,
- the increasing organisational knowledge of the issues that need to be addressed through systemic advocacy,
- an increasing number of requests to respond to government inquiries, initiatives and strategies and to address government, NGO and community forums,

- increasing number of referrals for advocacy that require communication with the assistance of interpreters and
- the need to maintain knowledge, resources and information about services and supports in both the multicultural and disability sector.

By August this year, our need for additional funding had become even more serious. We wrote to Michael Hogan the Deputy Director General of Disability, Home and Community Care, and Community Mental Health Services seeking to meet with him to discuss our concerns which included:

- the critical unmet need for advocacy for people from a NESB with disability,
- the complexity of this work and
- the urgent need for additional resources to extend the provision of individual and systemic advocacy and to ensure the organisation is sustainable.

In early October the President and Manager of AMPARO Advocacy met with Michael Hogan and Merrilyn Strohfeltd, Executive Director, Disability Programs and Reforms, to discuss our request for additional funds. We were pleased to be able to present Michael with a list of organisations who support our request for additional funding, information regarding situations where due to limited capacity we have not been able to assist vulnerable people from a NESB with disability and information on how through our advocacy efforts we have made a significant difference to the lives of many people.

This was a positive meeting and though no commitment was made to fund our request there was an appreciation of the importance of advocacy for refugees and migrants with disability and a willingness to explore future funding opportunities.

### **4.3 Support the development of a strong social advocacy movement in Queensland**

AMPARO Advocacy has been involved in telephone and Skype link ups with other advocacy agencies across Queensland to discuss common issues, advocacy strategies and to reflect on changes in legislation, policy and practices which impact on the lives of people with disability. The Disability Advocacy Network of Australia (DANA) was also involved in a number of these link ups to discuss the Productivity Commission of Disability Care and Support.

In March this year AMPARO Advocacy organised and hosted a meeting with several other advocacy agencies in Southeast Queensland working with people with disability. This was an opportunity to discuss common issues and meet new advocacy workers.

Unfortunately due to changes in staff across a number of advocacy organisations, and capacity and resource issues the Combined Advocacy Groups of Queensland did not hold our annual gathering for the first time in many years. Plans are being made for advocacy organisations throughout Queensland to meet early next year but this will be dependent on available resources.

### **4.4 Support a Student on Placement**

AMPARO was fortunate to support a student on placement in the first semester this year and were pleased with Benjamin Angalo's contribution to the organisation and appreciate his continued support as a new member of AMPARO Advocacy.

## **5. Be an effective, accountable advocacy organisation**

This goal focuses on the quality of our work and our operation as a publicly funded advocacy organisation.

### **5.1 Recruit and support skilled staff who demonstrate the values and competencies required**

- Recruited and inducted a new administration officer in April 2011.

#### **All staff participated in the following training and development**

- Annual Planning Workshop March 2011 to set priorities for the year.
- Professional development planning and appraisals.
- Team Building with Christine Douglas in August 2011.
- Fortnightly staff meetings and regular supervision with the Manager.

#### **Other staff development/ training**

- Manager: How to survive and thrive: Pathways
- Making Complaints using the UN Convention on the Rights of persons with disability : QAI
- Leadership Training: CRU
- Cultural & Conflict Resolution : Pica
- Ethnic Groups from Burma Cultural Information.
- Working with professional Interpreters: Pica

### **5.2 Provided support to the Manager**

- Throughout the year the President and Treasurer frequently met with the Manager, to provide support and to progress the work of the organisation.
- Two members of the Management Committee carried out the annual appraisal of the Manager's work and jointly developed a professional development plan.

### **5.3 Managed an efficient and effective office**

- Employment of new bookkeeper in October 2010.
- Employment of a new administration officer in March 2011.
- Updated the website with additional translated information, policy information and the Annual Report for 2010. [www.amparo.org.au](http://www.amparo.org.au).
- Maintained register of policies and other registers as per quality management system.
- Updated membership, allies and contacts data bases.

## **5.4 Complied with legislative, constitutional, industrial and funding requirements**

### **Complied with Disability Services Queensland's requirements**

- Maintained a quality management system:
  - (i) Held one quality subcommittee meeting
  - (ii) Successfully completed our *Re-Certification Audit against the Queensland Disability Advocacy Standards*.
    - (i) Updated and maintained accurate registers
    - (ii) Reviewed and amended policies and procedures as per schedule
- Collected the relevant data on individuals receiving advocacy and submitted quarterly CSTDA reports
- Acquitted the funds by providing quarterly financial reports to Disability Services
- Provided a copy of the Audited Financial Reports 09/10 to Department of Communities, Disability Services
- Maintained up to date criminal history checks for all staff and committee members.
- Signed new Service Agreement June 2011- June 2012

### **Complied with Constitutional requirements**

- Held 5 Management Committee meetings
- Held an Annual General Meeting and provided an Annual Report to the members of the Association.
- Completed Annual Return for 2010
- Independent financial audit conducted for financial year 2010/2011.

### **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
- Implemented full Fisher increases for all staff as per Award
- Updated all insurance policies, including WorkCover.

## **5.5 Implement Good Planning and Evaluation Processes**

### **At the organisational level:**

- All committee members and staff participated in the Annual Induction and Planning Day in March 2011 where priorities for the year were established based on the Strategic Plan 2010-2013.

## TREASURER'S REPORT

It is with pleasure that I present the AMPARO Advocacy Financial Report for the year ended 30 June, 2011 for acceptance at this Annual General Meeting. I would like to take this opportunity to thank Jason O'Connor Registered Company Auditor Formerly Malcolm V Leeke & Co Chartered Accountants for his support over the past year and for his diligence in the preparation of our financial statements.

AMPARO Advocacy Inc. has received the following grants for the 2010-2011 financial year:

### Department of Communities (Disability Services)

#### **Recurrent funding:**

Disability Services Recurrent Operating	\$217,955
Disability Services Quality Assurance	\$ 24,300

#### **Non-recurrent funding:**

Disability Services Non-recurrent Operating	\$ 140
Grants Carried forward from last year	\$ 16,383

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 2011***, which shows a deficit of \$19,112.

This deficit is the result of our limited funding and the necessary expenditure on the following:

- Salary payments for twenty-seven rather than twenty-six fortnights this year;
- The project work with four culturally and linguistically diverse communities,
- Criminal history checks,
- IT repairs and
- Depreciation.

AMPARO Advocacy fully expended our non-recurrent grant of \$8,000 from Multicultural Affairs Queensland and spent an additional \$10,773 on ***Capacity Building for Greater Access to Services and Supports for People with Disability from CALD Communities***. This project which provided accessible information about the rights of people with disability and the availability of information, services and advocacy, to increase access to important services and supports, including advocacy was completed in April this year. We thank Mandy Cox, the project coordinator and the 4 bicultural community education consultants who worked on this project.

The President and manager recently met with Michael Hogan Deputy Director-General Disability and Community Care Services to discuss the critical unmet need for advocacy for people from a NESB with disability, the complexity of this work, and the urgent need for additional resources to extend the provision of individual and systemic advocacy and to ensure the organisation is sustainable. **Our current level of funding is equivalent to that of 2.13 full time positions and this work is undertaken by four part-time staff.**

#### **We are requesting additional funding to:**

1. Employ another full-time individual advocacy worker;
2. Increase the part-time manager's position to full-time ;
3. Increase the administration position from 15 hours to 25 hours per week; and
4. Address an operational shortfall.

**The total amount of additional recurrent funding that is being requested is \$144,037.00 a year.**

The response from government was sympathetic but we received no indication that funding would be forthcoming in this financial year. I would like to thank those organisations who have shown strong support for our request for additional funding through writing letters of support and agreeing to be added to list of supporters presented to Michael Hogan. Our efforts to secure additional funding will continue at a State and Federal level as it is crucial that we can continue the work that we do.

On a more positive note we are pleased to announce that recently an application to the Gaming and Community Benefit Fund for a grant to assist with the purchase of a new vehicle has been successful.

I would like to take this opportunity to acknowledge the hard work and dedication of the staff of AMPARO Advocacy; I would particularly like to acknowledge and thank Maureen Fordyce as manager and Lucia Forman our bookkeeper for their support to me in my role as Treasurer.

In my last report as Treasurer I would like acknowledge that AMPARO Advocacy is a very skilled and diligent organisation in managing a finite monetary resource to a maximum outcome for the people for whom we advocate. I am in awe of the amount and complexity of work the staff undertake, all of whom are part- time. I have enjoyed my time as Treasurer and look forward to continuing on the Management Committee as an ordinary committee member.

*Karin Swift*  
Treasurer

# FINANCIAL STATEMENTS

## 30 JUNE 2011

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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:**  
Jason O'Connor B.Com CPA  
Registered Company Auditor (No.353931)  
Formerly Malcolm V Leeke & Co

## INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
<b>INCOME</b>		
<b>Grants Received</b>		
DSQ Recurrent Operating	217,955	217,692
DSQ Quality Assurance	24,300	-
DOC Multicultural Affairs	-	8,000
DSQ Non-Recurrent renovations	-	45,000
DSQ Non-Recurrent assets	-	10,775
DSQ Non-Recurrent Operating	140	-
Grants carried forward as unexpended - note 3	(4,328)	(16,383)
Grants carried forward from last year - note 3	16,383	16,387
<b>Total Grants</b>	<b>254,450</b>	<b>281,471</b>
Other income	85	161
<b>Total Income</b>	<b>254,535</b>	<b>281,632</b>
<b>EXPENDITURE</b>		
Audit fees	700	700
Audit fees - quality assurance	3,291	-
Asset purchase less than \$1,000	2,484	10,680
Bank charges	244	136
Bookkeeping and administration	1,643	3,468
Computer repairs and software	1,865	1,041
Consultancy fees	5,261	9,035
Depreciation	4,316	9,713
Fees and permits	829	332
Renovations	-	44,525
Interpreting services	750	579
Membership fees	650	649
Other expenses	1,277	820
Printing and stationery	3,474	2,616
Postage, freight and courier	575	491
Rent	23,536	18,969
Repairs and maintenance	105	3,131
Telephone, fax and internet	4,688	5,916
Training and development	3,767	4,582
Insurance - general	8,859	5,749
Meeting expenses	3,006	3,382
Motor vehicle expenses	2,793	3,660
Travel and accommodation	5,432	4,554
Employment entitlements	194,099	146,965
<b>Total Expenditure</b>	<b>273,647</b>	<b>281,692</b>
<b>Surplus / (Deficit) before income tax expense</b>	<b>(19,112)</b>	<b>(60)</b>
Income tax expense (note 1.a)	-	-
<b>Surplus / (Deficit) attributable to the members</b>	<b>(19,112)</b>	<b>(60)</b>

The accompanying notes form part of these financial statements.

## BALANCE SHEET AS AT 30 JUNE 2011

	2011 \$	2010 \$
<b>CURRENT ASSETS</b>		
Cheque account	25,918	51,929
Donation account	197	157
Investment account	17,509	14,752
Debit visa card account	1,714	-
Other receivables	70	-
Petty cash float	396	200
<b>Total Current Assets</b>	<b>45,803</b>	<b>67,037</b>
<b>NON CURRENT ASSETS</b>		
Motor vehicles at cost	21,579	21,579
less accumulated depreciation	(17,775)	(13,458)
	<b>3,805</b>	<b>8,121</b>
Plant and office equipment at cost	16,605	16,605
less accumulated depreciation	(16,605)	(16,605)
	-	-
<b>Total Non Current Assets</b>	<b>3,805</b>	<b>8,121</b>
<b>TOTAL ASSETS</b>	<b>49,608</b>	<b>75,158</b>
<b>CURRENT LIABILITIES</b>		
Accounts payable	8,310	3,117
Unexpended Grant - quality assurance	2,520	5,778
Unexpended Grant - SNGO	1,808	2,605
Unexpended Grant - Dept Com. Multicultural Affairs	-	8,000
GST liabilities	-	4,326
Provision for personal leave	6,430	5,835
Provision for annual leave	10,053	7,359
<b>Total Current Liabilities</b>	<b>29,121</b>	<b>37,019</b>
<b>NON CURRENT LIABILITIES</b>		
Provision for long service leave	9,358	7,899
<b>Total Non Current Liabilities</b>	<b>9,358</b>	<b>7,899</b>
<b>TOTAL LIABILITIES</b>	<b>38,479</b>	<b>44,919</b>
<b>NET ASSETS</b>	<b>11,129</b>	<b>30,240</b>
<b>EQUITY</b>		
Accumulated surplus	11,129	30,240
<b>Total Equity</b>	<b>11,129</b>	<b>30,240</b>

The accompanying notes form part of these financial statements.

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2011

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2009	30,300	30,300
Less deficit	(60)	(60)
<b>Closing Balance 30 June 2010</b>	<b>30,240</b>	<b>30,240</b>
Opening balance 1 July 2010	30,240	30,240
Less deficit	(19,112)	(19,112)
<b>Closing Balance 30 June 2011</b>	<b>11,129</b>	<b>11,129</b>

## CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from customers	242,435	281,569
Payments to suppliers and employees	(263,785)	(261,992)
Interest received	47	60
<b>Net Cash Provided by Operating Activities</b>	<b>(21,303)</b>	<b>19,637</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of motor vehicle	-	-
Purchase of equipment	-	-
<b>Net Cash Used In Investing Activities</b>	<b>-</b>	<b>-</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
<b>Net Cash Used in Financing Activities</b>		-
<b>Net Increase in Cash Held</b>	<b>(21,303)</b>	<b>19,637</b>
Cash at the beginning of the year	67,037	47,400
<b>Cash at the end of the year</b>	<b>45,734</b>	<b>67,037</b>

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.

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.

2011  
\$

2010  
\$

**NOTE 2: CASH FLOW INFORMATION**

**a. reconciliation of cash flows from surplus**

Surplus / (Deficit) attributable to members	(19,112)	(60)
<b>Non Cash flows in surplus</b>		
Depreciation	4,316	9,713
Profit / (loss) on sale of assets	-	-
<b>Changes in assets and liabilities</b>		
(Increase) / decrease in prepaid renovations	-	3,198
(Increase) / decrease in receivables	(70)	-
Increase / (decrease) in payables & grants	(11,184)	2,117
Increase / (decrease) in provisions	4,747	4,669
	<b>(21,303)</b>	<b>19,637</b>

**b. reconciliation of cash**

Petty Cash Float	396	200
Cheque account	25,918	51,929
Donation account	197	157
Investment account	17,509	14,752
Debit visa card account	1,714	-
Less bank overdraft	-	-
<b>Total Cash</b>	<b>45,734</b>	<b>67,037</b>

**NOTE 3: UNEXPENDED GRANTS**

**Unexpended Grant - DSQ recurrent:**

Opening balance - unexpended	-	-
Plus grant income	217,955	217,692
Plus other income	185	161
Less Expenditure	(232,715)	(217,892)
	<b>(14,575)</b>	<b>(39)</b>
Closing balance - unexpended	-	-
<b>Net Surplus / (Deficit)</b>	<b>(14,575)</b>	<b>(39)</b>

**Unexpended Grant - quality assurance:**

Opening balance - unexpended	5,778	13,783
Plus grant income	24,300	-
Less Expenditure	(27,559)	(8,005)
	<b>2,520</b>	<b>5,778</b>
Closing balance - unexpended	(2,520)	(5,778)
<b>Net Surplus / (Deficit)</b>	<b>-</b>	<b>-</b>

	2011 \$	2010 \$
<b>NOTE 3: UNEXPENDED GRANTS (continued)</b>		
<b>Unexpended Grants - SNGO</b>		
Opening balance - unexpended	2,605	2,604
Plus grant income	-	-
Less Expenditure	(797)	-
	<b>1,808</b>	2,604
Closing balance - unexpended	<b>(1,808)</b>	(2,605)
Net Surplus / (Deficit)	-	-
<b>Unexpended Grants - Department of Communities - Multicultural Affairs:</b>		
Opening balance - unexpended	8,000	-
Plus grant income	-	8,000
Less Expenditure	(9,215)	-
	<b>(1,215)</b>	8,000
Closing balance - unexpended	-	(8,000)
Net Surplus / (Deficit)	<b>(1,215)</b>	-

## STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2011

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.

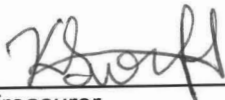
In the opinion of the committee the financial report;

1. Presents fairly the financial position of Amparo Advocacy Inc as at 30 June 2011 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 7th day of September 2011.

## 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 2011.

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

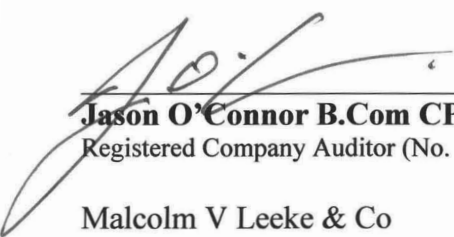
To the Members of Amparo Advocacy Incorporated

### 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 2011 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

  
\_\_\_\_\_  
**Jason O'Connor B.Com CPA**  
Registered Company Auditor (No. 353931)

Malcolm V Leeke & Co

Liability limited by a scheme approved under Professional Standards Legislation

Dated this 10<sup>th</sup> day of September 2011.

**Jason O'Connor B.Com CPA**  
Formerly Malcolm V Leeke & Co.  
PO Box 5480  
BRENDALE DC QLD 4500  
Mobile: 0402 32 7773  
Office: 07 3040 5320  
jasonoconnor@exemail.com.au



**AMPARO Advocacy Inc.**  
**Minutes of the Annual General Meeting**  
**10 November 2010**

Meeting commenced at 4.15pm at 9 Chippendall Street, Milton.

**1. Welcome and Apologies**

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

**1.1 Present:** Karin Swift, Graeme Burkett, Brian Parkett, Don Dias-Jayasinha, Toh Lwi Wah, Mandy Cox, Ludmila Doneman, Murka Smiechowski, Liz Martyn-Johns, Penny Neller, Jim Gibney, Anne Fraser, Agnieszka Radajewski, Lalita Lakshmi, Ignacio Correa-Velez, Lorraine Sing Cutter, Jen Barrkman, Gus Gebels, Jim Haywood, Amanda Moffatt, Daniel Montoya, Josey McMahon, Lynn Barratt, Fatuma Dukuley, Dianne Toohey.

**1.2 Apologies:** AMPARO Advocacy's Secretary, Ludmila Doneman, presented the apologies received: Mary Kenny, Lesley Kirnsse, Kerrin Benson, Suren Dias- Jayasinha, Margot Pidgeon, Stella Pabon, Margaret Rodgers, Suren Dias-Jayasinha, Aring Nicholson, Paul Vladovich-Relia , Bobbie Noone, Neroli Holmes, Judy Carrey, Kevin Cocks, Kerrin Benson, Meg Davis, Flannery Pedley, Awatif Mohamed, Andrew Laming MP, Member for Bowman, Hon Andrew Fraser MP Member for Mt Coot-tha and Treasurer and Minister for Employment and Economic Development, Hon Annastacia Palaszczuk, Member for Inala and Minister for Disability Services and Multicultural Affairs.

**1.3 Proxies Received:** Ludmila presented the proxies received: Margo Pidgeon, Stellar Cabin.

**2. Previous minutes (2009 AGM)**

It was proposed that the minutes of the 2009 AGM be confirmed as a true and accurate record.

Proposed: Ludmila Doneman      Seconded: Ignacio Correa-Velez      Carried  
No business arising from the minutes.

**3. President's Report:**

The president's report was presented by Don Dias-Jayasinha.

Proposed: Don Dias-Jayasinha      Seconded: Ignacio Correa-Velez      Carried

**4. The Treasurer's Report**

Karin Swift presented her treasurer's report. She presented a representative of Department of Communities (Disability Services) with a submission for additional funding to increase the staff to one full time coordinator, two full time advocacy positions and the administration officer's hours to 25 per week. Karin proposed that the audited 2009/10 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

Proposed: Karin Swift      Seconded: Gus Gebels      Carried

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

5.1 The coordinator's report for 2010 was presented by Maureen Fordyce.

5.2 The advocates' report for 2010 was presented by Murka Smiechowski.

## **6. Election of Office Bearers and Committee Members for 2009/2010**

6.1 Don thanked the Committee Members for their dedication, devotion and diligence in attending meetings and being great support to the AMPARO staff and presented them with a small gift.

6.2 The meeting was handed over to the Returning Officer, Jim Gibney from Queensland Advocacy Inc. Jim enquired and it was confirmed by Maureen Fordyce that a quorum was present. Jim declared all Management Committee positions vacant and asked the Management Committee to step down.

6.2 It was proposed that the number of Management Committee members remain at 7 for 20010/11

Proposed: Ann Fraser

Seconded: Brian Parkett

Carried

6.3 Jim read out the list of nominations received by the closing date of Wednesday 27 October 2010 and posted on the AMPARO notice board.

- As there was only one nomination for president, Don Dias-Jayasinha was declared president of AMPARO Advocacy for 20010/20011.
- As there was only one nomination for vice-president, Ignacio Correa-Velez was declared vice-president of AMPARO Advocacy for 2010/2011.
- As there was only one nomination for Secretary, Ludmila Doneman was declared Secretary of AMPARO Advocacy for 2010/2011.
- As there was only one nomination for Treasurer, Karin Swift was declared Treasurer of AMPARO Advocacy for 2010/2011.
- There were three nominations for the three general committee member positions. Abebe Fekadu, Gustav Gebels and Liz Martyn-Johns were elected as general members of the Management Committee for 2010/2011.

6.4 Jim handed the meeting back to the president to chair. Don thanked Gus for his work as previous vice -president and for remaining on the committee. Don welcomed Liz to the committee.

6.5 Don thanked Jim for his support, presenting him with a small gift, and welcomed the newly elected members to the committee.

## **7. Appointment of Auditors 2009/2010**

It was proposed that Malcolm V Leeke and Co at 8 McIlwrith Street, Everton Park, be appointed as auditors for 20010/2011.

Proposed: Don Dias-Jayasinha

Seconded: Karin Swift

Carried

## **8. Confirmation of Public Liability Insurance**

Ludmila confirmed to members that AMPARO Advocacy has public liability insurance cover for \$10 million.

## **9. General Business**

**9.1** The following resolution was proposed:

Rule 33 (11) be amended to state:

The income and property of the association must be used solely in promoting the association's objects and exercising the association's powers. No portion thereof shall be distributed, paid or transferred directly or indirectly by way of dividend, bonus or otherwise by way of profit to or amongst the members of the association. Payments may be made in good faith of interest to any such member in respect of moneys advanced by the member to the association or otherwise owing by the association to the member or of remuneration to any officers or servants of the association or to any member of the association or other person in return for any services actually rendered to the association. Payments or repayments may also be made to any member of out of pocket expenses, money lent, reasonable and proper charges for goods hired by the association or reasonable and proper rent for premises demised or let to the association.

Proposed: Ludmila Doneman      Seconded: Brian Parkett      Carried

**9.2** On behalf of the Committee, Gus moved a vote of thanks to the staff of AMPARO Advocacy for their dedication and hard work throughout the year and for organising the annual general meeting.

## **10. Close of Meeting**

**10.1** Don thanked all members and guests for attending the Annual General Meeting and for their support of AMPARO Advocacy. He invited all present to join him in celebrating the year. The meeting was closed at 5.17pm.