



2004 -2014

10 YEAR CELEBRATION OF AMPARO ADVOCACY

Annual Report 2013 - 2014

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MANAGEMENT COMMITTEES OF AMPARO ADVOCACY





BRIEF HISTORY OF AMPARO Advocacy Inc.

AMPARO Advocacy is a strong independent social advocacy organisation which has progressed through a number of important phases over its long history. In January 2000 a Multicultural Disability Network was formed out of a growing awareness by those in the multicultural sector that people from a non-English speaking background with disability were missing out on essential services, support and information. In April of that year, the National Ethnic Disability Association (NEDA) approached the Multicultural Disability Network offering a seeding grant to undertake research to identify what model of advocacy could best address the unmet needs of Queenslanders from a non-English speaking background (NESB) with disability.

This project was auspiced by the Multicultural Development Association (MDA) a large settlement service provider, to explore the issues for people with disability from NESB across Queensland. State-wide forums were held and a report, ***3 Out Of 4 – Developing a Multicultural Disability Advocacy Service for Queensland*** identified that Queensland was the only mainland state without an organisation addressing the specific advocacy needs of people from a NESB with disability, and that their fundamental needs were largely going unaddressed by government and non-government organisations. Recommendations were made for strong independent advocacy in Queensland to ensure human rights were upheld and that people could achieve equal access to services and resources within the community.

The results of this work lead to Disability Services Queensland in July 2001 providing a small amount of recurrent funding to support the development of a new multicultural disability advocacy association and Multicultural Affairs Queensland contributed non-recurrent funding for establishment costs. The Multicultural Development Association agreed to auspice and manage these funds until the new group's incorporation. By April 2002 a formal steering committee had been established, made up of people with disability and family members from a non-English speaking background, to identify the values, beliefs and direction for the new organisation. One of the members of this steering group was a woman called AMPARO, who was from Columbia and the parent of a child with disability. AMPARO is a Spanish word which is used to describe actions that guard individual civil rights. Literally, AMPARO signifies protection, shelter, defence, assistance and human refuge. The steering committee decided that this was the perfect name for an organisation that sought to protect the rights and fundamental needs of people from a NESB with disability!

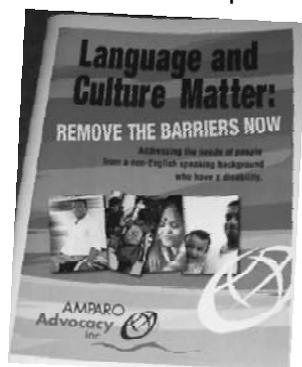
In June 2003 AMPARO Advocacy held the *Advocacy, Disability and Culture Forum* in Brisbane which achieved the purpose of raising the profile of AMPARO Advocacy, identified potential new members, improved connections across the disability and multicultural community sectors and most importantly, raised the consciousness of participants of the need to provide strong independent advocacy for people from a non-English speaking background with disability. Later that same year, despite an unsuccessful attempt to gain Commonwealth funding, AMPARO Advocacy was pleased to attract a small amount of additional recurrent funding from the State government. The steering committee worked hard to develop a clear vision and direction for an independent social advocacy organisation and by March 2004 the organisation had become incorporated and soon after moved to its current location in Milton.

Initially AMPARO Advocacy was funded to undertake State wide systemic advocacy and by 2005 had begun to take up systemic issues on behalf of Queenslanders from a NESB with disability, including issues around the *States Have Your Say* consultations, the proposed new *Disability Services Act* and new Quality Assurance measures.

A major change for the organisation came in October 2005, when additional State funding meant independent individual advocacy could be provided on behalf of vulnerable individuals from a

NESB with disability living in the Brisbane area and two part-time advocates were employed to undertake this work. The management committee and staff faced the new and exciting challenge of developing policies and procedures to guide this important new work and getting the word out to individuals, families and the community sector that AMPARO Advocacy now had the capacity to provide individual advocacy and what this meant.

In 2007, drawing on the learnings from providing individual advocacy, AMPARO Advocacy launched its own public policy document, *Language and Culture Matter: Remove the Barriers Now*,



addressing the needs of people from a NESB with disability. This document highlighted the additional systemic barriers and issues of discrimination people were experiencing and called on State and Federal Governments to address a total of 17 recommendations. A key focus in the early systemic work was the need for the State Government to fund the provision of qualified interpreters so that people from a NESB with disability, as well as their families, could have equitable access to information, services and supports and importantly to participate and contribute to decisions which affected their lives. The document was launched by Queensland's Anti-Discrimination

Commissioner Susan Booth at the Parliamentary Annex on the 4 December 2007.

In early 2008 AMPARO Advocacy became a founding member of the *Queensland Accessing Interpreters Working Group*, formed by a number of organisations and peak bodies who were concerned with the lack of access to fee free interpreting services. AMPARO Advocacy with our allies in the community sector continued to advocate for high quality language services to be supported by culturally competent services systems to fulfil the principles of equitable access, social justice and social inclusion for people from a NESB with disability.

In late 2008 the Working Group launched *A Matter of Interpretation* with 42 organisations from around the State supporting this work. The significant efforts of this group resulted in the Premier of the time, Anna Bligh advising all Queensland Government Departments to make provision to meet the costs of interpreter services for their funded non-government organisations. This was a major achievement for the Queensland Accessing Interpreters Working Group and work with this group still continues today.

Other major systemic advocacy over the years has included providing submissions and attending formal hearings and inquiries to influence positive sustainable changes to policies, legislation and resources that impact negatively on the lives of people from NESB with disability. Some of which have included: the Joint Standing Committee on Migration and the Inquiry into the Migration Treatment of Disability; the Productivity Commission Inquiry into a Long Term Disability Care and Support Scheme; National Human Rights Strategy; National Disability Advocacy Framework; Queensland's Language Service Policies; and the National Disability Long-term Care and Support Scheme. Throughout the years AMPARO Advocacy has been invited and participated in government and community forums and working groups to highlight the significant disadvantage and unmet needs of those we are funded to serve.

As AMPARO Advocacy developed broader connections and became better known, enquiries and requests for individual advocacy continued to increase. The limited resources of the organisation became increasingly apparent, with many people who were eligible being turned away due to a lack of capacity. To strengthen capacity the organisation focused on increasing the membership, encouraging student placements and securing additional recurrent and non-recurrent funding.

In 2010 the organisation recognised the need to reach out to diverse communities in the Brisbane area to provide culturally appropriate information about the rights of people with disability and the availability of advocacy, services and information, to increase their access to these essential

supports. Funds were secured from Multicultural Affairs Queensland to undertake a project to provide this information to the Karen, Afghan, Iraqi and Burundi communities in the Brisbane area. With the support of bi-cultural consultants 150 people from these communities participated in this important work. The results of which were provided to government and further contributed to our knowledge and understanding of the experiences of refugees with disability.

In late 2010 a comprehensive submission was completed and provided to Disability Services highlighting the funding limitations at a time when the unmet demand for advocacy was rapidly increasing. Despite a number of requests AMPARO Advocacy has not been successful in attracting additional recurrent funding, and a change of government and policy meant that in January 2013 the organisation experienced a 10% cut in recurrent funding.

However AMPARO Advocacy has been able to increase its financial capacity to maintain the full-time individual advocacy position through successfully attracting philanthropy funding and through income generated by the provision of training and information.

AMPARO Advocacy was very excited to be approached by the School of Public Health and Social Work at Queensland University of Technology (QUT) in 2013 to participate in a research project: *An exploration of the barriers to services and inclusion of refugees living with disability*. This project is currently being carried out by Dr Julie King, Associate Professor Ignacio Correa-Valez, Dr Kiki Edwards from QUT and early this year AMPARO Advocacy supported the participation of ten individuals and family members. The results of which will be available in early 2015.

AMPARO Advocacy believes that societal responses to vulnerable people can be extremely inadequate and strong social advocacy on their behalf is often needed to represent their needs and interests and to bring about positive and sustainable changes to their lives.

Over the past ten years AMPARO Advocacy has developed a strong record of defending the rights and interests of people with disability from a broad range of cultural and linguistic backgrounds, many of whom have come to this country as refugees under Australia's Humanitarian Program. People we work with have often been through incredible hardship and loss prior to coming to this country and AMPARO Advocacy is fortunate to be in a position to support their active participation, contribution and inclusion in family and community life.

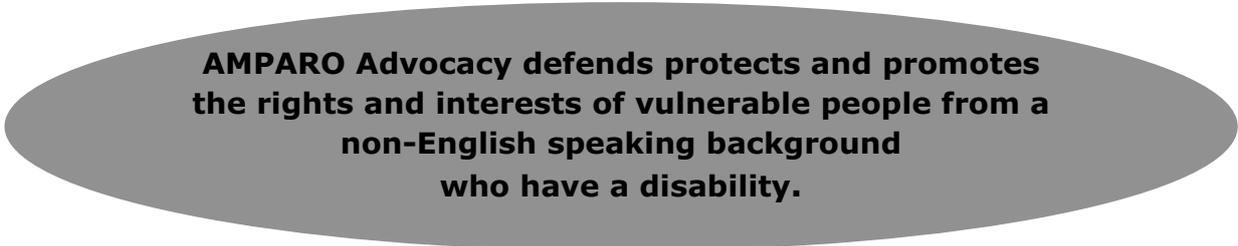


ORGANISATION

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 (NESB) with 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 2013 - October 2014.

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, 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 gifts 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.

Independent social advocacy is NOT:

- **Case management:** Case management is about coordinating the broad provision of services. While case managers can and sometimes do challenge service systems, potential or real conflicts of interests tend to limit this important work.
- **Mediation:** The advocate's role is not that of a mediator, they are not impartial, but clearly on the side of the person with a disability and safeguarding their rights and interests.
- **Service provision:** Individual advocacy whilst working directly with individuals is different from service provision. AMPARO Advocacy does not provide or coordinate services, our role is to influence those whose business it is to provide appropriate supports and services as necessary.

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 2014-2017

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

MANAGEMENT COMMITTEE 2013- 2014

There were 7 Management Committee members elected at the AGM in October 2013 to govern AMPARO Advocacy Inc.

President	<i>Don Dias-Jayasinha</i>
Vice President	<i>Ludmila Doneman</i>
Secretary	<i>Karin Swift</i>
Treasurer	<i>Ignacio Correa-Velez</i>
Committee Member	<i>Gustav Gebels</i>
Committee Member	<i>Les Kirmsse</i>
Committee Member	<i>Charmaine Idris (Resigned April 2014)</i>



STAFF 2013 - 2014

Manager (30hrs)	<i>Maureen Fordyce</i>
Advocate (15hrs)	<i>Liz Martyn-Johns</i>
Advocate (26hrs)	<i>Murka Smiechowski</i>
Administration Officer (15hrs)	<i>Julie Granger</i>
Bookkeeper (2hrs)	<i>Lucia Foreman</i>

President's Report



Ladies and gentlemen, I have great pleasure in presenting my report for the past 12 months. As we celebrate our 10th anniversary today, it is an opportune moment to reflect on and thank those individuals and organizations who were instrumental in our foundation. Their foresight, enthusiasm and continuing support are very much appreciated. Amongst the many, one stands out and I must name her, Jen Barrkman, thank you.

In November 2013 AMPARO Advocacy completed its Strategic Plan for 2014-2017 followed in March this year by our annual planning and induction meeting which is always beneficial for new board members. Over the past year AMPARO Advocacy has continued its involvement in the Queensland National Disability Insurance Scheme (NDIS) Planning and Implementation Group (QPAIG), to raise awareness of the additional barriers experienced by Queenslanders from a NESB with disability and the need for explicit strategies to overcome these barriers.

Since April this year, AMPARO Advocacy has participated in a research project conducted by QUT examining the experiences of refugees with disability and barriers to services and inclusion. This research is highly relevant to our work and we hope to use the results of this research to promote a better understanding of the needs of refugees with disability who have settled in Australia and to inform public policy.

In seeking to diversify and increase our funding base, AMPARO Advocacy appointed Charles Shewring (CEO) from the Noosa Institute for Socio-Economic and Environmental Research (NISER) to assist us to identify potential funding sources and to make applications for grants. We look forward to having some good news soon, no pressure Charles!

We are also pleased to advise that on the 16 July the Institute of Healthy Communities Australia Certification Pty Ltd conducted a maintenance audit using the Human Services Quality Standards and as usual we had a very successful outcome. My thanks to the staff and management committee for their contribution to the audit.

This year we continued our important practice of holding Reflection meetings, where the management committee hear in detail the very valuable work that is undertaken by our individual advocates. This ensures management committee and staff have a collective understanding of the real life experiences of the people we work with. In our efforts to promote the work of AMPARO and to increase our membership base we held a morning tea at our premises in early October, which was a lovely occasion to meet some new people interested in the work of AMPARO.

We have also seen some changes in management committee members this year with Charmaine Idris who was elected to the committee at the last AGM, having to resign due to commencing full time University studies earlier this year and we wish Charmaine well in her studies.

I would like to thank our staff Maureen, Murka, Liz, Julie and Lucia for their continued loyalty, never ending enthusiasm and cheerful spirits for yet another year of providing vigorous independent advocacy. To my fellow committee members thank you for supporting me and for your ongoing contribution to the effective governance of AMPARO that makes us a well-recognized independent advocacy organization in Queensland. Finally, to you, our extended AMPARO family - thank you for your attention and attendance today.

The Work of AMPARO Advocacy Inc. for 2013 – 2014

GOAL 1: *Provide vigorous individual advocacy in the Brisbane area*

AMPARO Advocacy speaks, acts and writes on behalf of vulnerable people from a non-English speaking background with disability to defend, protect and promote their rights and interests so that their fundamental needs are met so they can fully participate as equal members of society. Advocacy is provided in a way that respects and meets the language, cultural and religious needs of the person and is based on the principles of human rights, social justice and inclusion. Individual advocacy is provided for people less than 65 years of age living in the Brisbane area.

AMPARO Advocacy believes that people from a non-English speaking background (NESB) with disability have the same right to valued lives that are comparable to other citizens. We believe that societal responses to vulnerable people can be extremely inadequate and strong social advocacy on their behalf is often needed. AMPARO Advocacy aims to represent the individual's needs and interests to bring about positive and sustainable change in their lives.

AMPARO Advocacy is unique in its role as the only organisation in Queensland that works specifically with migrants and refugees with disability, who are less likely to exercise their rights and to have equitable access to appropriate services and supports. AMPARO Advocacy has developed a strong record of defending the rights and interests of people with disability from a broad range of cultural and linguistic backgrounds, many of whom have come to this country as refugees under Australia's Humanitarian Program.

In addition to significant issues related to their disability, most individuals are experiencing high levels of financial stress, unemployment, social disadvantage and isolation. Some individuals and families are disconnected from their own communities due to stigma of disability, with few if any informal supports and limited awareness of their rights in Australian society. In addition they can be unaware of the services and supports that are available, with language and cultural differences making it extremely difficult to access information and negotiate what are often complex systems of support.

Whilst the needs and best interests of the person with a disability are always paramount in our advocacy efforts, many families are dealing with complex and serious issues that also require advocacy support. Without this assistance the person with disability is at greater risk.

Of the individuals we have advocated for and directly assisted:

- **76%** required the assistance of a qualified interpreter for themselves or a family member.
- **67%** are from refugee backgrounds, where they or their family were supported to come to this country under Australia's Humanitarian Program.
- **66%** have required long-term advocacy, over 12 months, to address the myriad of complex and difficult issues they and their families are experiencing.

Over the past twelve months AMPARO Advocacy has provided independent advocacy to 21 individuals with disability and assisted an additional 52 family members.

Access to qualified interpreter services.

The majority of individuals that AMPARO Advocacy works with are not proficient in English and require advocacy regarding the provision of qualified interpreting services so that they are able to understand important information, make informed decisions and communicate their needs.

Unfortunately some services continue to fail in their obligation to provide access to interpreting services and these include: Medical professionals, hospitals, funded Commonwealth and State government funded community services and programs, without advocacy many people we assist would not have effective or equitable access to services and supports they are entitled to.

Advocacy efforts have enabled individuals to:

- o Access Queensland Community Care Services for personal care supports and meaningful engagement in community.
- o Access Brisbane South Flexible Holidays funding.
- o Access culturally appropriate counseling services in a timely manner for individuals.
- o Upgrade applications to the Department of Housing's 'Very High Needs' list and for these upgrades to be backdated.
- o Receive homework tutoring in Auslan.
- o Safeguard post school funding from Disability Services for future use.
- o Access the services of well-respected psychiatrists and psychologists
- o Secure the involvement of refugee health oriented GPs.
- o Access to urgent medical treatment to address a health issue that was being neglected.
- o Secure additional speech therapy sessions from the Medicare scheme
- o Secure donations from the Mt Gravatt Lions Club, Crescent of Brisbane, the Samford Community Church, Givit and individuals for speech therapy, communication technology and household goods.
- o Obtain specialist medical and allied health services and treatment reviews.
- o Cancel an Involuntary Treatment Order.
- o Substantially reduce the risk of entering criminal justice system, through regular inclusion in school and by successfully participating in out of school sporting activities.
- o Secure short term emergency accommodation.
- o Access financial assistance from Red Cross.
- o Have a much needed operation prioritized.
- o Access full time support whilst their parent was overseas for 3 weeks.
- o Access PHaMs (Personal Helpers and Mentors Service) support.

- Receive services through Partners in Recovery.
- Access dental treatment, including the replacement of lost dentures.
- Access financial support from the Smith Family to cover educational expenses.
- Obtain Australian Citizenship, having been excused from the citizenship test due to mental illness.
- Obtain comprehensive health support in the management of diabetes.
- Obtain emergency funding from Disability Services to secure appropriate support and services.
- Access and participate in meaningful community activities.
- Live in accessible homes that meet the needs of the individuals and their families close to amenities and provided by Department of Housing.
- Access information on Down syndrome in Arabic.
- Attend a local scout group with appropriate support.
- Access intensive case management support services.
- Access funding so individuals and their families can participate in pilot Auslan mentoring program.
- Access funding to ensure participation of child who is deaf and their family to attend the Auslan Only Family weekend.
- Access crisis accommodation.
- Have their child's education fee waived

1.1 Stories of Individual Advocacy Work

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

The Need for Long Term Advocacy

AMPARO has continued to advocate on behalf of Andrea, a single mother of 2 young girls, who came to Australia as a refugee 5 years ago. Last year we reported on the significant and negative impact of mental illness on her life and that of her children and on the advocacy work we had been doing on her behalf around Child Safety, housing, Centrelink and health care. Whilst no longer in crisis and having come a long way since being hospitalised due to mental illness two years ago, Andrea has continued to have a number of longer term issues to address. Our long term commitment to advocating on Andrea's behalf has resulted in a number of positive outcomes for Andrea this year.

Andrea had been living in a home located in an area that was causing her significant stress and negatively impacting on her mental health. Andrea had been experiencing harassment from vandals who regularly damaged her vegetable garden and outdoor equipment and wrote obscenities on the walls. The constant traffic noise and pollution from the highway at the back of the house meant she had to keep windows closed, in summer the heat was unbearable and

sleeping was difficult. Through advocacy and with many letters of support, AMPARO Advocacy was able to get Andrea's housing application for transfer upgraded to 'Very High Needs' and backdated two years to the date of her original cancelled application. This led to her application being prioritised and to her being offered a suitable home in one of her preferred suburbs. The family is now happy to be living in a new home in a quiet area, away from the harassment, constant noise and pollution.

Previously it had been difficult for Andrea to recognise when she was unwell and this had resulted in her being hospitalised and placed on an Involuntary Treatment Order. Through on-going advocacy and support AMPARO Advocacy was able to assist Andrea to recognise and seek help when she became unwell again, negating the need for an Involuntary Treatment Order while allowing her to work together with her doctors to establish a jointly agreed treatment plan.

Unbeknown to AMPARO Andrea had been told some time ago that it was advisable for her to have an operation, however due to not knowing the full details of what this would entail or how long her children would need to be cared for she had advised the doctors that she did not want the operation to take place. Our involvement at specialist medical appointments and the provision of an experienced qualified interpreter allowed her to learn the full details, have the operation prioritized and arrange for her children to be cared for by friends during this time.

Given the long term nature of Andrea's mental illness and her isolation from family it is vitally important that she receive long term support from an appropriate agency. The two Personal Helpers and Mentors Program (PHaMs) services who work in her area were approached for support and both placed her on their waiting lists. After lengthy delays attributed to long wait lists it was discovered that others were prioritised over her as management were adverse to staff working with interpreters, despite having been assured that interpreter fees were covered for the PHaMs program. Advocacy was crucial in Andrea receiving on-going support through the PHaMs program with qualified interpreters being engaged when appropriate and the transition to a second PHaMs service, now she has moved to a new suburb.

Andrea's mental illness acerbated her fears of being returned to the country from which she and her family had fled. Whilst she was keen to gain Australian Citizenship, her long term mental illness meant that regular attendance at English classes was difficult and her limited English together with her illness prevented her from taking the Citizenship Test. Numerous letters of support were required but eventually Andrea and her children were granted citizenship this year without the need for her to undertake the examination. The security of having citizenship has done much to reassure her that she and her family can continue to live in Australia for the long term.

Attendance at English classes through TAFE has been a priority for Andrea, however at times when unwell this has not been possible. Whilst acknowledging that absences can be disruptive to the class and to her progress in learning English, through advocacy her teachers have gained a greater understanding and acceptance of reasons for these absences. This has enabled Andrea to continue in the program and to progress to the next level.

The Smith Family have come on board this year and agreed to provide financial support to assist with the children's educational expenses. The children can now fully participate in school activities including attending class outings and school camps. Their support has also made the move to the new school in the new suburb financially easier.

All in all it has been a good year for Andrea and her family and with long term supports now in place to assist her in implementing her plans, the future looks bright for Andrea and her family.

The Need for Individualised Funding

This year AMPARO commenced advocating on behalf of Abdul, a young man who came to Australia from the Sudan under the Humanitarian Program. According to his family Abdul was developing normally during his childhood, including his speech, until he was caught in a bomb blast, aged 7. He experienced significant injuries which included bleeding from his ears, ceasing to speak and developing behaviours that later led to him being diagnosed with Autism.

After his mother and sister fled from the Sudan (Abdul's father died before he was born) Abdul was initially cared for by an international organisation supporting child war victims but when the organisation had to leave the country the management of the centre was taken over by a local organisation. We understand that under their care the children and adults with disability were badly tortured both psychologically and physically.

It took Abdul's family five years to be granted protection in Australia, and with the assistance from the Refugee and Immigration Legal Service, were able to secure a humanitarian visa for Abdul to come to Australia. Once Abdul arrived in Australia the family were assisted to access support and accommodation for Abdul in a group home with three other men with disabilities, however sadly there continued to be many challenges in Abdul's life.

Abdul's place in the home was funded through block funding given directly to the service provider. He was therefore dependent on them for both his accommodation and service provision. When the service chose to move Abdul to a second home located on the opposite side of Brisbane to his family he had no option but to move. Without easy public transport links it was very difficult for his family to visit regularly. Abdul received very limited additional funding for activities during this time, so when others were able to participate in community activities he was often left at home with little to do.

After living in this situation for two years, a new tenant joined the household. Senior staff at the service acknowledged that the introduction of this tenant to Abdul's home, lead to Abdul's levels of anxiety and frustrations increasing and triggered an increase in behaviours that resulted in damages to the property over an 18month period. During the same period Abdul's doctor increased the amount and variety of medications Abdul was taking and the service applied successfully for a restrictive practices order for chemical and physical restraint, and the Adult Guardian was appointed for restrictive practice matters.

Concerns raised by the family were largely ignored and eventually the relationship between the family and service broke down completely, with all correspondence having to be go through Disability Services.

When the family sort AMPARO Advocacy's assistance, four main priorities for advocacy were highlighted. Of significant concern was that neither the service provider nor Disability Services seemed to be addressing the fact that Abdul and his family were very unhappy where and with whom he was living. With debts in excess of \$3,000 Abdul's savings were fast disappearing and it appeared that little was being done to improve support being provided for Abdul to alleviate his anxiety and frustrations. Given that Abdul was supported 24 hours per day and on a restrictive practices order AMPARO Advocacy received advice from the Tenant's Union QLD regarding legality of billing Abdul for damages to the property, and on their advice, assisted the family to put in A Dispute Resolution Request to the Residential Tenancies Authority for an independent decision.

As the Authority were unable to make a decision on the matter AMPARO Advocacy supported the family to lodge an application regarding the residential tenancy dispute to the Queensland Civil and Administrative Tribunal (QCAT) and supported the family at the hearing, making sure also that an interpreter was provided. Unfortunately, despite acknowledging that the damage was not **'reckless and intentional'** QCAT found in favour of the service due to the signed tenancy agreement requiring the property to be returned to the same condition as when Abdul moved in. Further legal advice obtained by AMPARO Advocacy has suggested challenging this ruling through the appeals process could be successful. Unfortunately due to the costs and time involved the family chose not to go ahead with the appeal, however this option remains open should they receive further demands for damages.

The family was also keen for Abdul to move to live much closer to them with appropriate supports in place with a new service provider. AMPARO believes that Abdul and his family could create a good life for him if he were to have access to a recurrent individual funding package and the choice and control that this could bring. However the service was not prepared to break up the block funding and Disability Services has indicated that until the roll out of the National Disability Insurance Scheme in Queensland Abdul would need to accept a vacancy in a block funded group home.

Disability Services agreed to look for an alternative service provider and accommodation closer to the family, but acknowledged that vacancies are rare and that Abdul would not necessarily receive priority as he was already with a service. Poor reports from the original service would complicate things further. In the meantime, Disability Services agreed to assist with training the support staff to offer more appropriate support and arranged for the following assessments to be carried out: a full functional assessment to determine best support practices; a speech assessment which found that Abdul is able to understand more Makaton sign language than the service was aware of and led to a new communication strategy; and an occupational assessment.

A month later the service gave Disability Services three months' notice that they would be exiting Abdul from their service, leaving the service with a fully funded vacant position and Abdul with no home or funding for support. The initial option put to the family at the time was a vacancy in an unsuitable group home situation and no closer to his family. So as not to make Abdul more vulnerable AMPARO advocated that this offer was not appropriate and it was declined by the family. Instead, Abdul was provided with emergency funding and supported in a temporary situation some distance from his family, but was living on his own and his level of stress and associated behaviours improved.

The family was also very concerned with the large amounts of medication that Abdul was being prescribed, particularly as he had not received a comprehensive diagnosis of his disability since arriving in Australia and often appeared to be highly drugged during home visits and needed to sleep for most of his stay. Clearly the medication was having little impact on behaviours of concern for which it was intended. AMPARO Advocacy advocated for Abdul to be reassessed by a well-respected psychiatrist, specialising in the treatment of people with acquired brain injury. An assessment has taken place, a preliminary diagnosis made, the list of medications reviewed, and changes are being made to his treatment plan.

When the Adult Guardian was appointed for restricted practices they gave approval for a poorly devised Positive Behaviour Support Plan to be implemented and for the excessive list of medications to be used. The family were therefore keen to have this appointment reviewed and the Plan amended. The challenging nature of Abdul's behaviours has been significantly reduced since he moved out of the unsuitable household and since more appropriate support strategies

have been put in place as a result of the assessment recommendations. While the appointment of the Adult Guardian has been given a temporary extension, a new Positive Behaviour Support Plan has been written which includes recommendations from the assessments, lessons from current improved support, and information from the psychiatrist re diagnosis and appropriate supports and medication.

AMPARO Advocacy will continue to advocate for Abdul to receive his own individualised funding so that he can live closer to his family, on his own or with someone with whom he has common interests. Advocacy will also be required to ensure that Abdul can access public housing that meets his needs in a timely manner.

Children Continue to Miss Out on Early Intervention.

This year AMPARO has been assisting Fadil, a young boy of Ethiopian background who has been diagnosed with Down syndrome. Fadil and his family arrived in Australia eight years ago. He is currently in the upper years of primary school. Fadil's family experienced extreme physical and psychological trauma before they arrived in Australia which resulted in injuries and stresses that continue to have an adverse effect on the family's ability to develop trustful relationships, to learn English and to settle into their local community. This family have English as their second language, require the assistance of a qualified interpreter for communication and were unaware of potential services and supports that their son could be accessing.

In the first few years after his arrival to Australia Fadil was eligible for funding under the **Better Start Early Intervention Program**. However despite the involvement of settlement and health services, including the family's General Practitioner, Fadil was not referred to this important program and missed out on \$12,000 worth of multidisciplinary therapy support, play equipment and other resources. The Program targets children under six years of age as intervention and support at this age is of the most benefit and has the most powerful effect on the child's subsequent growth, development and ability to fulfil their full potential.

It is common in AMPARO's experience that families from non-English speaking backgrounds are often not informed about or referred to this important program and miss out on the effective support that it can provide at a crucial time in their child's development.

Since meeting Fadil, AMPARO's advocacy efforts have focused on understanding the impact of his disability, identifying his most critical unmet support needs and advocating for quick access to support and services that address those needs. Although AMPARO has been involved for a short time, to date we have secured 5 sessions of speech therapy under a Health Care Plan and an additional 20 sessions of speech therapy that is funded by a Medicare program for children with a disability up to the age of 13 years.

During meetings with Fadil's parents, the advocate became aware that they sought more information about his disability in their own language. Due to their limited English proficiency, they are not able to make use of the written resources that are currently available. AMPARO's advocacy has ensured that the Down Syndrome Association has provided the family with resources translated into their preferred language, a list of local recreational and social groups that Fadil may wish to join and a year's free membership of the Association.

Fadil's circumstances do not give him a lot of opportunity to access the social activities outside of school that most children enjoy. Therefore he has little chance to play with other children, make friends and learn in an informal inclusive environment. Recent advocacy efforts have secured support for Fadil to access social activities that are inclusive of all children in his local community.

Rights of the Child

Kimia is a teenage woman of Afghan background who has profound intellectual and physical disabilities and very complex support needs as a result. Kimia's family require the involvement of qualified interpreters for important communication. AMPARO Advocacy was initially involved in assisting her family to secure Department of Community Housing and Homelessness Services accommodation. Kimia's family was promoted to the top of the Department's very high needs list due to our advocacy. However, they still had to wait for suitable accessible accommodation that suited Kimia's physical needs.

From the outset AMPARO was quite concerned about Kimia's living and education arrangements. Kimia alternated between living at home and living at a large hospital like respite centre on a weekly basis. She was also attending two different schools, again switching on a weekly basis. This situation had arisen because of a lack of funding to support Kimia in her family home and it continued because it was accepted as appropriate support by most of the stakeholders involved in Kimia's life. Professionals from the Department of Communities, Child Safety and Disability Services, the Department of Education and the Department of Health were satisfied with it. In addition to the advocate, only Kimia's primary school principal and teacher from her local school questioned the arrangement.

*Kimia's living situation is not in keeping with the rights of the child enshrined in the Convention of the Rights of the Child which considers the family **"the fundamental group of society and the natural environment for the growth and well-being of all its members and particularly children, should be afforded the necessary protection and assistance so that it can fully assume its responsibilities within the community."**¹*

AMPARO believes that Kimia is entitled to access inclusive education and to attend one school facility, as other school age children do, regardless of her unfortunate living arrangements. Kimia's family are very wary of pursuing this outcome because they value Kimia's time in respite as she has only one and a half hours of support five days a week when she is living at home. The respite service has advised that if Kimia were to attend the primary school closer to home she would not be able to access respite care. Furthermore the Department of Communities Child Safety and Disability Services strongly advised that there is no possibility of a funding increase to enable Kimia to live with her family and receive support which would meet her complex needs.

Kimia's most fundamental needs to live an ordinary life with her family and receive a basic and stable education are currently not being met. Despite having limited in home support there were many services, organisations and professionals in her life, unfortunately however most people involved had very low expectations for Kimia and what her life could be like. The lack of sufficient funding for appropriate support for people with complex needs coupled with the lack of commitment to ensuring people with disability can live inclusive lives in family and community, could steer Kimia's family towards relinquishing their care of her.

AMPARO upholds the fundamental right of a person to be raised by their family and believes that in most situations, this is in their best interest. We also respect the wishes of Kimia's family that they do not want us to advocate vigorously for the additional funding that could enable Kimia to live at home. Advocacy is difficult when parents' views are at odds with advocacy principles. In Kimia's case, the advocate's action is restricted by the family's reluctance to challenge the status quo. The dilemma of simultaneously representing Kimia's best interests and respecting the

¹ United Nations Human Rights. Convention on the Rights of the Child. Retrieved 11 November, 2014, from <http://www.ohchr.org/en/professionalinterest/pages/crc.aspx>

authority of her family to make decisions on her behalf, means that advocacy is limited to championing Kimia's best interests by gently challenging, informing, educating and encouraging her family to make decisions that ensure her inclusion in family life. The advocate informed Kimia's family of the rollout of the National Disability Insurance Scheme (NDIS) and how this will provide individuals with disability the chance to gain control over their lives and achieve their goals and aspirations, and the benefits this will also bring families who support them.

Kimia's quality of life depends not only on the amount of funding and type of support she receives, but also on factors that are less obvious, such as cultural beliefs about disability and the nature of the relationship between government and individuals. In some cultures the birth of a child with a disability is commonly viewed as punishment for a transgression, as such, it may be a source of shame that the family does not want to draw attention to. Privacy about the disability can influence the family's attitude towards the use of interpreters. Despite limited competency in English, Kimia's family is reluctant to engage with accredited interpreters, lest they disclose private family business to others in the community.

The refugee experience also shapes how some people from refugee background interact with government services. In contrast to the many Australians who are more likely to believe that they are entitled to government assistance and are vocal at expressing their displeasure at government decisions, some people from a refugee background can be distrustful of government and fearful of challenging decisions. Some services can be complicit in perpetuating this attitude. They may encourage the family's compliance and sense of helplessness because it deflects attention from the inadequacies of their service and the quality of their support. The advocate's role under these circumstances is to support the family to question the status quo and to openly express their desire for a good life for Kimia. This can be a long process and unfortunately it is not always successful.

Without independent and strong advocacy AMPARO is concerned that Kimia's best interests and welfare are at risk despite the involvement of many stakeholders in her life. AMPARO Advocacy is therefore making efforts to keep in contact with Kimia's base school so that the school can contact us if further advocacy issues arise.

Neglect of Medical Needs

AMPARO Advocacy received a request from a large service provider supporting a young Bosnian man with intellectual disability, and was asked if advocacy could be provided as they were concerned about his increasing behaviours of concern. At that time it was explained that due to AMPARO's limited capacity this was not possible and information was provided. AMPARO was then asked if an advocate could at least be present when the police were called when Samir lashed out at staff of the service. AMPARO was informed that Samir's challenging behaviours were escalating, that he was lashing out at staff and that he was at risk of losing other important services and support he was receiving.

At the time AMPARO had limited capacity but agreed to become involved as we considered him to be extremely vulnerable with limited family involvement. AMPARO had some years before advocated successfully on Samir's behalf to access individual funding for support and appropriate housing enabling him to move out of an unsuitable group home situation.

On meeting with the service provider AMPARO enquired what if anything had changed in his life to cause a change in his behaviour. When the staff involved could not identify anything specific,

AMPARO made further enquiries about his health and whether he could be experiencing any pain. It was then that the service provider advised that he had painful tooth abscesses and had been waiting for an appointment for a magnetic resonance imaging (MRI) before the Maxio Facial Clinic could organise surgery for the abscesses.

Samir had been waiting for over 3 months with painful abscesses for a MRI scan. During this time two appointments with the Maxio Facial Clinic had been cancelled because the MRI had not been conducted and a third appointment was going to be cancelled that week.

The advocate was also informed at this meeting, after much questioning that:

- Samir had been hitting his face because of pain.
- The day of this meeting Samir had a major seizure, and his employment service had to call an ambulance to take him to hospital and was told the seizure could be related to long term pain. This was his second seizure in the past few weeks, prior to this it had been years since Samir had had a seizure, as medication had kept these under control.
- Despite the MRIs being cancelled twice the senior staff person did not know why, nor had they personally followed up with the hospital. Instead they had left all negotiations with the direct support staff. Given the changes in Samir's behaviour, the obvious pain he was in and the failure of the direct support staff to effectively address the delays in treatment, this was significant neglect by the service.
- Whilst an Adult Guardian was appointed to make health decisions on behalf of Samir, the service provider had not informed his Guardian of his current medical situation.
- Samir had not had his medication reviewed for over 2 years and the only response by his GP was to keep increasing the level of medication, despite his challenging behaviours not diminishing, and
- Despite taking medication for mental health issues Samir was not under the care of a psychiatrist.

However the service provider had contacted Disability Services Intensive Behaviour Support Team to seek their involvement and were considering whether an application for a restrictive practice order may be necessary.

It took one day of vigorous advocacy, to organise a MRI for Samir for the following day.

Whilst Samir required a further MRI that week, the service was now taking his pain seriously and the senior staff were taking action. As a consequent Samir was able to have surgery to remove his abscesses within several days of our involvement.

The positive outcomes of AMPARO Advocacy's involvement:

- Samir had MRIs within a week after waiting for almost 3 months, which enabled him to have the necessary surgery to remove his abscesses.
- Samir's behaviours of concern diminished to the level they were at prior to his being in pain and an application for restrictive practices order was not made.
- Samir retained his other services.

- Samir's medication was reviewed by a psychiatrist who has experience in dual diagnosis who noted that he was on a level of medication that is no longer recommended, this medication was reduced and new medication was prescribed.

AMPARO Advocacy would like to acknowledge that it is extremely positive that service providers are willing to invite scrutiny of their service and to seek independent advocacy on behalf of a vulnerable person with disability they are supporting.

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.



GOAL 2: Engage in strategic systemic advocacy

This goal focuses on a small number of state-wide systemic priorities which are informed by our advocacy work with individuals and identified each year as part of the Management Committee's annual planning process. AMPARO Advocacy has been funded since 2003 by successive governments to undertake systemic advocacy on behalf of vulnerable Queenslanders from a non-English speaking background with disability. This role assists government and community to understand the specific challenges and issues faced by this group and to explore ways of addressing these challenges by improvement in policy, practices and attitudes. Federal and State government have long appreciated, supported and funded systemic advocacy programs.

The following is a summary of major work undertaken in the areas of systemic advocacy.

State Government

❖ Queensland National Disability Insurance Scheme Planning and Implementation Group

AMPARO Advocacy has continued our regular participation as a member of the Queensland National Disability Insurance Scheme Planning and Implementation Group which is chaired by Michael Hogan the Director-General of the Department of Communities, Child Safety and Disability services and attended by the Hon. Tracey Davis, Minister for that Department.

The aim of the working group is to provide advice and feedback on strategies, projects and approaches needed to prepare Queensland for the National Disability Insurance Scheme. AMPARO Advocacy is able to highlight the significant disadvantage experienced by people from a NESB with disability in having their needs met by the current systems and approaches.

AMPARO Advocacy strongly supports inclusive initiatives that will strengthen and increase participation rates of people from a NESB accessing culturally responsive services and the National Disability Insurance Scheme (NDIS).

It is critical that the National Disability Insurance Agency (NDIA) and the Queensland government undertake additional targeted measures to ensure equitable access to National Disability Insurance Scheme by people with disability who are disadvantaged by the current disability service systems, including supporting the development of culturally competent responses for people from non-English speaking backgrounds. Such measures would include:

- (i) Promoting the NDIS and key aspects of this new system of support to culturally and linguistically diverse communities through culturally appropriate targeted strategies to ensure awareness of the scheme and its benefits.
- (ii) Undertaking educational campaigns in community languages to demystify and de-stigmatise issues of disability and inform people of their rights and the availability of services and programs.
- (iii) Working with bi-lingual educators to provide face to face information about how to access and participate in and negotiate what will be a quite complex system.
- (iv) Providing individual case management support for individuals with disability from NESB backgrounds who require additional support to negotiate this new national system.

- (v) **“Support the role of advocacy in representing the interests of people with disability”²** by a commitment to increase funding to independent individual and systemic advocacy to represent the rights and interests of vulnerable individuals from a NESB with disability.

The Queensland transition to the NDIS provides a valuable opportunity to ensure that all Queenslanders are prepared for this new system of support and that those who are particularly vulnerable and currently missing out on access to disability support do not continue to do so.

If the ground work is done now, Queensland can improve on the current NDIA participation rate of 3% of people with disability from a CALD background.

As part of preparing Queenslanders with disability and their families for the roll out of the NDIS the State government has funded the Participant Readiness Initiative (PRI). The purpose of the this initiative is to assist Queenslanders with disability to understand the opportunities presented by the NDIS and apply these to their own circumstances before entering into the participant planning processes with the NDIS.

This initiative is funded by the Department of Communities, Child Safety and Disability Services and aims to:

- Prepare people for the change to the new system of support and what potentially this will mean for them so that they are well-informed about the NDIS and what options are available under the new system and will have a better idea about how to navigate the new system to meet their individual needs/circumstances.
- Ensure people with disability and their families are well informed so that they will have greater capacity to exercise choice and control over the supports they need and how these supports are provided to reach their full potential.

Nine organisations across Queensland have been given the task of undertaking this important work, and all nine organisations are required to ensure that processes are inclusive of people from CALD backgrounds and Aboriginal and Torres Strait Islanders and that appropriate methods of communication and engagement are employed.

AMPARO Advocacy has expressed our disappointment that the Queensland State government has chosen not to fund a specific targeted project aimed at engaging and communicating with people from CALD communities.

One such project is currently being undertaken in New South Wales and is funded by the Department of Family and Community Services. This particular project is for two year and will focus on building the capacity of people with disability from new and emerging communities so that are better prepared for the NDIS. AMPARO Advocacy has met with a number of agencies funded to undertake this work to highlight the importance of these initiatives being inclusive of people with disability from CALD backgrounds.

² The Parliament of the Commonwealth of Australia, House of Representatives, National Disability Insurance Scheme Bill 2012(P.7)

- ❖ **Disability Services Qld:** In March this year AMPARO Advocacy met with Matthew Crossley, the new policy advisor to Minister Tracey Davis, to discuss AMPARO's work and our concerns about the uncertainty surrounding the State government's ongoing commitment to fund independent advocacy.

In May this year AMPARO Advocacy successfully negotiated an extension of our Service Agreement with the Department of Communities, Child Safety and Disability Services for another two years, this agreement will expire on 30 June 2016.

Later in August, the President of AMPARO Advocacy Don Dias-Jayasinha and the manager were fortunate to be able to meet with the Hon. Tracey Davis, the Minister for the Department of Communities, Child Safety and Disability Services, to speak with her about the work of AMPARO Advocacy and the importance of independent advocacy under a National Disability Insurance Scheme. This was a positive and productive meeting.

Federal Government

- ❖ **The National Disability Insurance Agency**

Culturally and Linguistically Diverse Background Advocacy Network

Early this year AMPARO Advocacy joined a network of agencies that work with people from CALD backgrounds with disability who were concerned about the needs of this disadvantaged group and how the NDIA is responding to their needs and low participation rates in accessing services.

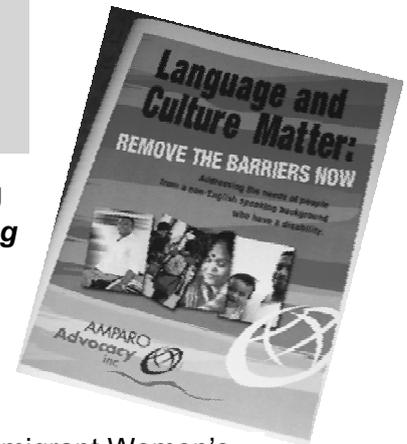
In March a representative of the Network, Pino Migliorino, met with the CEO of NDIS David Bowen to provide information about the network and to develop another opportunity for the whole network to meet with the NDIA and further the issues relevant to people with a disability from a CALD background. The network was keen to establish a reference group to work with NDIA chaired by NDIA and the National Ethnic Disability Alliance. The NDIA agreed to arrange a Roundtable meeting with this network of agencies and AMPARO Advocacy along with several other agencies met in Sydney with the CEO of the NDIA David Bowen and other agency staff including Anne Skordis (General Manager Workforce & Sector Development) and Dougie Herd (NDIS Engagement and Communication). Prior to this meeting agencies had contributed to a discussion paper to inform discussions on the day and outlining the key issues. The day provided an excellent opportunity for members of this network to speak directly to agency staff about major issues of concern for people with disability and their families from CALD backgrounds in relation to the NDIS and access to current disability supports. Several recommendations were made to the NDIA and there was agreement by the agency at the end of the day that they would continue to liaise with this network. The agency importantly agreed to engage with the network in developing the **Agency Multicultural Plan (AMP)**.

Under the **Commonwealth's Multicultural Access and Equity Policy** all Commonwealth Departments and Agencies are required to develop a detailed AMP to establish firm commitments and implementation obligations to Australia's culturally and linguistically diverse population to ensure the effective delivery of programs and services to this group.

Late last year AMPARO had held discussion with Senator Claire Moore about how people with disability would access fee free interpreting services under the NDIS and what are the current arrangements for Queenslanders with disability. Senator Moore wrote to Senator Mitch Fifield, on AMPARO Advocacy's behalf, about the provision of language services under the National Disability Insurance Scheme. The response from Senator Fifield was encouraging at the time as

he gave a commitment that the NDIA would engage with stakeholders, including advocacy groups on the development of the AMP. It is disappointing that the agency has so far not consulted with members of this network on the development of this Plan as it would provide a valuable opportunity to develop mechanisms and processes to ensure effective delivery of the NDIS for all Australian's with disability.

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



This systemic work is undertaken independently and also as a long term member of the **Queensland Accessing Interpreters Working Group**. AMPARO Advocacy welcomes the eventual roll out of the NDIS in Queensland, however there is much uncertainty with how people with disability will access fee free interpreting services. As part of our ongoing work in this area we met with:

- Anglicare Multicultural Program, Harmony Place and the Immigrant Women's Support Service to discuss their experiences in accessing interpreting services.
- Anti-Discrimination Commissioner of Queensland Kevin Cocks and Deborah Keenan to discuss the review of the Queensland's Language Service Policy and the potential impact of the NDIS on interpreter services for people from a non-English speaking background.

❖ **Queensland Accessing Interpreters Working Group (QAIWG)**

AMPARO continues to be an active member of the QAIWG which is made up of community organisations and peak bodies advocating for the provision of high quality language services and equitable access to culturally responsive services in Queensland.

Late last year the Working Group said good-bye to Lisa Toh, who in her role as the Multicultural Policy Officer from Queensland Council of Social Services (QCOSS) the convenor of this group, had contributed significantly to the effective work of the group for several years. Early this year the Working Group welcomed Grazia Catalano to the position of Multicultural Policy Officer with QCOSS, who has successfully kept the group on task.

Work by the group over the past year has included:

- A Review and Planning Workshop held in November to establish the priorities of the group for the coming year.
- In February attended a meeting with staff from Cultural Diversity Queensland to provide feedback on the review of Queensland's Language Service Policy.
- Provided feedback about the review of the Language Service Policy to support the Ethnic Communities Council of Queensland and the Multicultural Development Association's response to this review.
- Developing an Action Plan to provide detail for work to be carried out by members.
- The development of a **Blueprint for a Queensland Language Services Provider**. The Blueprint is for a state-based language service provider to deliver quality language services to Queensland Government departments and to funded community service providers.

- The Blueprint was discussed with key stakeholders in the language service industry at a Forum held in early October and has formed the basis of a submission to the Queensland Government for its consideration.
- A written response to Queensland's New Language Service Policy and Guidelines.

❖ **Multicultural Development Association (MDA)**

AMPARO Advocacy was able to provide training and information to build the capacity of MDA settlement case managers to respond to the needs of refugees and asylum seekers with disability. Settlement services are in a good place to respond to the needs of people with disability when they first arrive in Australia, however the greater complexity of this work means that case managers are often presented with many additional challenges.

AMPARO's work involved the development of a resource kit, the delivery of 4 group training sessions and 4 one on one advice sessions, which commenced in December 2013 and were completed in April this year. Once again AMPARO Advocacy would like to extend our sincere thanks to the Multicultural Development Association for the opportunity to do this work and for the additional income that this generated for the organisation.

❖ **Other activities AMPARO Advocacy has been involved with during the year:**

Deaf Services Queensland

Met with the CEO of Deaf Services Queensland, Brett Casey, to discuss the current issues relating to interpreting services and concerns around the lack of clarity around the provision of interpreters under the NDIS.

Mater Refugee Health

In March AMPARO provided information to voluntary GPs and staff of the clinic on services and supports for people with disability from a NESB and some of challenges and reasons people are falling through the gaps.

Australian Law Reform Commission

In early November AMPARO Advocacy met with representatives from the Commission: Professor Rosalind Croucher and Graeme Innes the Disability Discrimination Commissioner to discuss and provide input to the inquiry into whether Commonwealth laws and legal frameworks deny or diminish the equal recognition of people with disability as persons before the law and their ability to exercise legal capacity

Brisbane City Council

Met with Lorella Piazzetta, Community Development Coordinator under the LAMP program (Local Area Multicultural Partnerships, a joint MAQ and Local govt.) Other members of the Access Team met to discuss improving access to people from CALD with disability to services of BCC.

Metro south Health

Discussion with Troy Hakala from Metro South Health: Equity and Access Unit to provide information on the unmet health needs of people with intellectual disability and acquired brain injury from a non-English speaking background. What to know what services to speak with and how to involve people from CALD background.

Region. This will identify people's health needs and barriers and enablers to health services. Provided input concerning unmet needs of people from NESB with disability.

Centrelink Office Mt Gravatt

Presented information about AMPARO Advocacy to Southside network.

GOAL 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 October 2013.

Held regular Management Committee and Subcommittee meetings

- 7 Management Committee meetings
- The following sub-committees met throughout the year:
 - Building Organisational Capacity
 - Publications Reference Group

Participated in the strategic planning/ development and training

- **Planning and Induction:** All committee members and staff attended the Annual Induction and Planning Day on 7 March 2014 where the roles and responsibilities of Management Committee members were reviewed and discussed and priorities were set for 2014.

Reflections Meetings: Management Committee Members and staff attended two advocacy reflections meeting during the year to discuss the individual advocacy work in greater detail so there is a collective understanding the life experiences and additional disadvantage facing people from a non-English speaking background with disability.

3.2 Implement a planned governance succession strategy

It is important for organisations like AMPARO Advocacy 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 annually evaluates their work throughout the year and likely vacancies in the management committee to ensure that all position of the management committee can be filled with skilled committed individuals with a passion and commitment to the vision and mission of the organisation.

Goal 4. Be an effective, accountable advocacy organisation

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

4.1 Support ongoing and relevant staff development and professional supervision, including developing and maintaining good management practices of the manager.

Staff participated in the following training and development

- Annual Planning Workshop in March 2014 to set priorities for the year
 - Fortnightly staff meetings and regular supervision
 - Annual Professional development planning
 - Mindfulness Training (Consultants Jen Barrkman and NeLi Martin)
 - DANA conference October 2013
 - Strategic Planning Day December 2013
 - Cultural Shifting: A Day with AI Condeluci (Mamre)
 - Leadership challenges that will come with the NDIS.(CRU)
 - Working Together for Transformational Change Workshop (NDS)
 - NDIS symposium (Griffith University)
 - Renaissance Now or?? (QAI)
 - Combined Advocacy Groups Queensland Conference.
- ❖ 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.

4.2 Ensure efficient and effective systems are in place to manage finances, assets and risk.

- Updated the website with additional information including the Annual Report for 2012 - 2013 www.amparo.org.au.
- Maintained and updated register of policies and other registers as per quality management system.
- Updated membership, allies and contacts data bases.
- Developed a new Strategic Plan for 2014 -2017
- Director's certification and NMDS data forms submitted quarterly to Disability Services
- Budgets for recurrent and non-recurrent funding developed and reviewed quarterly.
- Undertook membership project.
- Managed resources to support the core business of the organisations and to maintain the individual advocacy position as a full time position.

4.3 Ensure compliance with legislative, constitutional, funding and industrial requirements.

Complied with the Department of Communities, Child Safety and Disability Services requirements by:

- Collecting relevant data on individuals receiving advocacy and submitted quarterly NMDS reports
- Acquitting funds appropriately by providing quarterly Directors Certification Reports to Disability Services
- Provided a copy of the Audited Financial Reports 12/13 to Department of Communities, Disability Services
- Maintained up to date criminal history checks for all staff and committee members
- Submitted an annual Service Performance Report to Department of Communities, Child Safety and Disabilities Services

Complied with Constitutional Requirements

- Held 7 Management Committee meetings
- Held an Annual General Meeting and provided an Annual Report to the members of the Association in October 2013
- Completed Annual Return for 2013
- Independent financial audit conducted for financial year 2013/2014.

Complied with Industrial Relations and Other Requirements

- Monitored and implemented 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 on 1 July 2014.
- Updated all insurance policies, including WorkCover.

4.4 Meet standards as an accredited advocacy agency by managing effective planning and evaluation processes that enable continuous improvement

- Maintaining an effective human services quality management system
 - (i) Successfully completed Maintenance Audit on 16 July 2014.
 - (ii) Updated and maintained accurate registers
 - (iii) Reviewed and amended policies and procedures as per schedule
 - (iv) Management committee members evaluated their performance in terms of governance and undertook training where necessary and affordable.
- All committee members and staff participated in the Annual Induction and Planning Day on 7 March 2014 to establish priorities for the year based on the new Strategic Plan 2014-2017.

GOAL 5: 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 2014-2017.

5.1 Seek diversified funding.

AMPARO Advocacy with the support of Charles Shewring from NISER has made the following applications to secure additional funding:

- Department of Social Services – Strengthening Communities
- Gandel Philanthropy Community Grants
- Matana Foundation
- Gambling and Community Benefit Fund
- Westpac
- Australia Post
- Equity Trustees
- Bendigo Bank
- Sidney Myer Foundation
- Bennelong
- English Family Foundation

This year the organisation explored options to provide fee-for-service training which in contributed to our being able to maintain the individual advocacy position as a full time position. Training, information and advice was provided to MDA settlement case managers to build their capacity to effectively respond to the needs of refugees and asylum seekers with disability. (See Goal 2).

Once again AMPARO Advocacy would like to extend our sincere thanks to the Multicultural Development Association for the opportunity to do this work and for the additional income that this generated for the organisation.

In seeking to diversify and increase our funding base, in July AMPARO Advocacy appointed Charles Shewring (CEO) from the Noosa Institute for Socio-Economic and Environmental Research (NISER) to assist us to identify potential funding sources and to make applications for grants.

5.2 Increase AMPARO Advocacy presence

AMPARO Advocacy was very excited to be approached by the School of Public Health and Social Work at Queensland University of Technology (QUT) in late 2013 to participate in a research project: *An exploration of the barriers to services and inclusion of refugees living with disability*. This project is currently being carried out by Dr Julie King, Associate Professor Dr Ignacio Correa-Valez, Dr Kiki Edwards from QUT and AMPARO Advocacy has supported the participation of ten individuals and family members. The results of which will be available in early 2015.

5.3 Develop a strong diversified membership base

A short project was undertaken by Jen Barrkman to assist the organisation to increase our membership. As a result of this work a morning tea was organised on the 3 October where interested members of the community came together to hear about the work of AMPARO Advocacy. Members of AMPARO Advocacy are kept up to date with the activities of the organisation via:

- **Annual General Meeting:** members are invited to attend the AGM annually.
- **Annual Report:** distributed to members/allies and contacts.
- **Emails:** sent information of interest.

Members this year again were very generous in giving their time to directly assist individuals and deliver donations of furniture. AMPARO would like to thank you for your ongoing support and generosity.

5.4 Support the continued need for a strong social advocacy movement in Queensland.

AMPARO Advocacy was please be given the opportunity to present a paper at the Disability Advocacy Network Australia (DANA) conference held in Brisbane in October 2013. The presentation examined what it will take for refugees and migrants with disability to have equitable access to the National Disability Insurance Scheme.

Throughout the year the organisation has participated in regular teleconferences with other independent 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.

On behalf of a number of agencies AMPARO wrote to the Premier of Queensland outlining the concerns about the level of uncertainty people with disability and their families are experiencing not knowing if they will continue to have access to independent advocacy after 1 July 2016 once the NDIS begins to roll out in Queensland. The Premier was reassuring in his commitment to support the provision of independent advocacy until the rollout of the NDIS however was unable to advise further on where independent advocacy would fit after 1 July 2016.

5.5 Support a Student on Placement

AMPARO Advocacy is committed to supporting and welcoming students on placement when the Manager and the Management Committee agree we have the capacity to ensure that a placement will be of benefit to both the student and the organisation. In December 2013 a student on scholarship from Nepal studying the Diploma of Community Services Work at Southbank Institute of Technology completed his placement with the organisation.

AMPARO Advocacy would like to thank Bikash Chapagain for his contribution to the organisation during his placement.

TREASURER'S REPORT

I was appointed Treasurer at the Annual General Meeting in October 2013 and since this time the management committee have acted to conduct the financial business of the organisation as allowed by the Association and Incorporation Act 1981. On behalf of the management committee I am pleased to present the AMPARO Advocacy Financial Report for the year ended 30 June 2014.

AMPARO Advocacy would like to sincerely thank Jason O'Connor Registered Company Auditor for his financial advice and diligence in the preparation of our financial statements and for his continued support over the past year.

AMPARO Advocacy Inc. has received the following grants for the 2013-2014 financial year:

Department of Communities, Disability Services

- | | |
|---------------------------------|-----------|
| ▪ Recurrent funding: | \$217,129 |
| ▪ Non-recurrent funding: | |
| ○ Quality Assurance | \$ 8,000 |

Grants Carried forward as unexpended from last year \$ 5,277

Grants Carried forward as unexpended (\$ 3,939)

Total Grants **\$226,467**

Other Income

- | | |
|----------------------------|-----------|
| ▪ Sidney Myer Fund | \$ 10,000 |
| ▪ Suburban Initiative Fund | \$ 1,000 |
| ▪ Training Consultancies | \$ 8,182 |

We reported last year on the effects of cuts to funding across the community sector by the Queensland State Government in January 2013 and the impact of the 10% cut in AMPARO'S Advocacy's recurrent funding. This continues to present challenges to our organisation, however fortunately a grant from the Sidney Myer Foundation in late 2013 and other income generated activity, has meant that AMPARO's individual advocacy position, whilst reduced for several months, has been maintained as a full time position since October 2013.

Over the past year the organisation has made many applications for non-recurrent funding and keenly awaits the result of some of these in the very near future.

Whilst the budget for staff and management committee development and training has been very limited, the generosity of many allied organisations has enabled staff and management committee members to attend some workshops and forums of great value and interest. Our thanks goes to those community organisations that have willingly supported us in this area. AMPARO Advocacy would also like to take this opportunity to sincerely thank the Anglican Parish of Auchenflower-Milton, our landlords, who kindly agreed to keep our rent at the same rate as it was last year by not requiring us to not pass on the indexation we received from our funders. Their ongoing support and willingness to assist us is wonderful.

To Lucia Forman our bookkeeper, thank you once again for your professional and meticulous preparation of financial reports throughout the year and to Maureen for her assistance to the management committee and myself in balancing our financial commitments.

Ignacio Correa-Velez - Treasurer

FINANCIAL STATEMENTS

30 JUNE 2014

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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
www.joconnorptyltd.com.au

STATEMENT OF COMPREHENSIVE INCOME
AS AT 30 JUNE 2014

	Note	2014 \$	2013 \$
INCOME			
Grants	3	226,467	236,527
Gain on disposal of asset		-	-
Other income		21,147	4,757
Total Income		247,614	241,284
EXPENDITURE			
Audit fees		750	700
Audit fees - quality assurance		-	2,189
Asset purchase less than \$1,000		1,589	9,705
Bank charges		104	77
Computer repairs and software		1,265	1,716
Consultancy fees		2,425	756
Depreciation		4,349	4,349
Fees and permits		278	264
Interpreting services		-	73
Membership fees		595	920
Other expenses		428	1,584
Printing and stationery		1,352	1,590
Postage, freight and courier		169	405
Rent		20,000	21,977
Repairs and maintenance		25	45
Telephone, fax and internet		4,095	4,808
Training and development		1,886	1,911
Insurance - general		2,559	5,484
Meeting expenses		1,753	1,708
Motor vehicle expenses		2,381	2,338
Travel and accommodation		2,691	1,791
Employment entitlements		195,640	175,203
Total Expenditure		244,335	239,594
Surplus / (Deficit) before income tax expense		3,279	1,690
Income tax expense	1	-	-
Surplus / (Deficit) after income tax expense for the year attributable to the members		3,279	1,690
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members.		3,279	1,690

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2014

	Note	2014 \$	2013 \$
CURRENT ASSETS			
Cheque account		42,340	30,038
Donation account		478	448
Debit visa card account		1,949	1,451
Premier investment account		30,977	29,738
Other receivables		1,164	116
Petty cash float		365	400
Total Current Assets		77,274	62,191
NON CURRENT ASSETS			
Motor vehicles at cost		21,747	21,747
less accumulated depreciation		(11,753)	(7,404)
Total Non Current Assets		9,994	14,343
TOTAL ASSETS		87,268	76,534
CURRENT LIABILITIES			
Accounts payable		8,536	7,788
Unexpended Grant - quality assurance	5	2,910	3,978
Unexpended Grant - SNGO	5	1,029	1,299
Unexpended Grant - Gambling Community Fund	5	-	-
GST liabilities		92	-
Provision for personal leave		10,837	9,588
Provision for annual leave		17,064	13,201
Total Current Liabilities		40,469	35,854
NON CURRENT LIABILITIES			
Provision for long service leave		16,304	13,464
Total Non Current Liabilities		16,304	13,464
TOTAL LIABILITIES		56,772	49,318
NET ASSETS		30,495	27,216
EQUITY			
Accumulated surplus		30,495	27,216
Total Equity		30,495	27,216

The accompanying notes form part of these financial statements.

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2014**

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2012	25,526	25,526
Plus Surplus	1,690	1,690
Closing Balance 30 June 2013	27,216	27,216
Opening balance 1 July 2013	27,216	27,216
Plus Surplus	3,279	3,279
Closing Balance 30 June 2014	30,495	30,495

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2014**

	Note	2014 \$	2013 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		243,920	228,801
Payments to suppliers and employees		(231,193)	(234,545)
Interest received		1,308	992
Net Cash Provided by Operating Activities	4	14,035	(4,752)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of motor vehicle		-	-
Purchase of equipment		-	-
Net Cash Used In Investing Activities		-	-
CASH FLOWS FROM FINANCING ACTIVITIES			
Net Cash Used in Financing Activities		-	-
Net Increase in Cash Held		14,035	(4,752)
Cash at the beginning of the year		62,075	66,827
Cash at the end of the year	4	76,110	62,075

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New, revised or amending Accounting Standards and Interpretations adopted

The incorporated association has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period. The incorporated association has early adopted AASB 1053 'Application of Tiers of Australian Accounting Standards' and AASB 2010-2 'Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements'. No other new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have been early adopted.

Any significant impact on the accounting policies of the incorporated association from the adoption of these Accounting Standards and Interpretations are disclosed in the relevant accounting policy. The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the incorporated association.

The following Accounting Standards and Interpretations are most relevant to the incorporated association:

AASB 1053 Application of Tiers of Australian Accounting Standards

The incorporated association has early adopted AASB 1053 from 1 July 2011. This standard establishes a differential financial reporting framework consisting of two Tiers of reporting requirements for preparing general purpose financial statements, being Tier 1 Australian Accounting Standards and Tier 2 Australian Accounting Standards - Reduced Disclosure Requirements. The incorporated association being classed as Tier 2 continues to apply the full recognition and measurements requirements of Australian Accounting Standards with substantially reduced disclosure in accordance with AASB 2010-2.

AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements

The incorporated association has early adopted AASB 2010-2 from 1 July 2011. These amendments make numerous modifications to a range of Australian Accounting Standards and Interpretations, to introduce reduced disclosure requirements to the pronouncements for application by certain types of entities in preparing general purpose financial statements. The adoption of these amendments has significantly reduced the incorporated association's disclosure requirements.

Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), Queensland legislation the Associations Incorporation Act 1981 and associated regulations, as appropriate for not-for-profit oriented entities. These financial statements do not comply with International Financial Reporting Standards as issued by the International Accounting Standards Board ('IASB').

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

Revenue recognition

Revenue is recognised when it is probable that the economic benefit will flow to the incorporated association and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable.

Donations

Donations are recognised at the time the pledge is made.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Grants

Grants are recognised at their fair value where there is a reasonable assurance that the grant will be received and all attached conditions will be complied with.

Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

Income tax

As the incorporated association is a non-profit institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Trade and other receivables

Other receivables are recognised at amortised cost, less any provision for impairment.

Property, plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Class of Fixed Asset	Depreciation Rate
Motor Vehicles at cost	20% Prime Cost

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date. An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Impairment of non-financial assets

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. Recoverable amount is the higher of an asset's fair value less costs to sell and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

Trade and other payables

These amounts represent liabilities for goods and services provided to the incorporated association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Employee benefits

Wages and salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits, and annual leave expected to be settled within 12 months of the reporting date are recognised in current liabilities in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

Long service leave

The liability for long service leave is recognised in current and non-current liabilities, depending on the unconditional right to defer settlement of the liability for at least 12 months after the reporting date. The liability is measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities, which are recoverable from, or payable to the tax authority, are presented as operating cash flows. Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

NOTE 2: CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events; management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Estimation of useful lives of assets

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

Long service leave provision

As discussed in note 1, the liability for long service leave is recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

	2014	2013
	\$	\$
NOTE 3: GRANTS		
DSQ Recurrent Operating	217,129	222,915
DSQ Quality Assurance	8,000	-
DSQ Non-Recurrent Operating	-	2,100
Grants carried forward as unexpended (note 3)	(3,939)	(5,277)
Grants carried forward from last year (note 3)	5,277	16,789
Total Grants	226,467	236,527

NOTE 4: CASH FLOW INFORMATION

a. reconciliation of cash flows from surplus

Surplus / (Deficit) attributable to members	3,279	1,690
Non Cash flows in surplus		
Depreciation	4,349	4,349
Profit / (loss) on sale of assets	-	-
Changes in assets and liabilities		
(Increase) / decrease in receivables	(1,047)	22
Increase / (decrease) in payables & grants	(497)	(12,757)
Increase / (decrease) in provisions	7,951	1,943
	14,035	(4,752)

	2014	2013
	\$	\$
NOTE 4: CASH FLOW INFORMATION (Continued)		
b. reconciliation of cash		
Petty Cash Float	365	400
Cheque account	42,340	30,038
Donation account	478	448
Investment account	-	-
Debit visa card account	1,949	1,451
Premier investment account	30,977	29,738
Less bank overdraft	-	-
Total Cash	76,110	62,075
NOTE 5: UNEXPENDED GRANTS		
Unexpended Grant - quality assurance:		
Opening balance - unexpended	3,978	5,914
Plus grant income	8,000	2,100
Less Expenditure	(9,068)	(4,036)
	2,910	3,978
Closing balance - unexpended	(2,910)	(3,978)
Net Surplus / (Deficit)	-	-
Unexpended Grants - SNGO		
Opening balance - unexpended	1,299	1,735
Plus grant income	-	-
Less Expenditure	(270)	(436)
	1,029	1,299
Closing balance - unexpended	(1,029)	(1,299)
Net Surplus / (Deficit)	-	-
Unexpended Grants - Gambling Community Benefit Fund		
Opening balance - unexpended	-	9,140
Plus grant income	-	-
Less Expenditure	-	(9,140)
	-	-
Closing balance - unexpended	-	-
Net Surplus / (Deficit)	-	-

NOTE 6: FINANCIAL INSTRUMENTS

Market risk

Interest rate risk

The incorporated association is not exposed to any significant interest rate risk.

NOTE 7: CONTINGENT LIABILITIES

The incorporated association had no contingent liabilities as at 30 June 2014 and 30 June 2013.

NOTE 8: COMMITMENTS

The incorporated association had no commitments for expenditure as at 30 June 2014 and 30 June 2013.

NOTE 9: RELATED PARTY TRANSACTIONS

Key management personnel – Committee Members

There were no remuneration paid to any Committee Member for positions held, all Committee Members hold an honorary position.

Transactions with related parties

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

Receivable from and payable to related parties

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

Loans to/from related parties

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

NOTE 10: EVENTS AFTER THE REPORTING PERIOD

There are no other matters or circumstances that have arisen since 30 June 2014 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2014

In the members of the committee opinion:

1. the attached financial statements and notes thereto comply with the Australian Accounting Standards - Reduced Disclosure Requirements;
2. the attached financial statements and notes thereto give a true and fair view of the incorporated association's financial position as at 30 June 2014 and of its performance for the financial year ended on that date; and
3. there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the management committee



President/Chairperson



Treasurer

Dated this 15 day of OCT 2014.

INDEPENDENT AUDIT REPORT

To the members of Amparo Advocacy Incorporated

Report on the Financial Report

We have audited the accompanying financial report of **Amparo Advocacy Incorporated** (the association) which comprises the statement of financial position as at **30 June 2014** and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act 1981 Queensland. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

The financial report of **Amparo Advocacy Incorporated** is in accordance with the Associations Incorporation Act 1981 Queensland including:

1. Giving a fair view of the Association's financial position as at **30 June 2014** and of its performance and its cash flows for the year ended on that date; and
2. Complying with Australian Accounting Standards Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Associations Incorporation Act Queensland 1981.

Jason O'Connor B.Com CPA

P.O. Box 5480

BRENDALE DC QLD 4500

Telephone: (07) 3040 5320

Mobile: 0402 32 7773


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

Liability limited by a scheme approved under Professional Standards Legislation

Dated this *16th* day of *October* 2014.

Email: auditor@joconnorptyltd.com.au

Web: www.joconnorptyltd.com.au

AMPARO Advocacy Inc.
Minutes of the Annual General Meeting
9 October 2013

Meeting commenced at 4.30pm at 9 Chippendall Street, Milton.

1. Welcome and Apologies

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

Karin Swift read out the Welcome to Country.

1.1 Present : Don Dias-Jayasinha, Ignacio Correa-Velez, Ludmila Doneman, Karin & David Swift, Gus Gebels, Toh Lwi Wah; Charmaine Idris; Lesley Kirmsse, Benita Bierzynski, Pamela Kruse, Mandy Cox, Shahram Jazan, Jen Barrkman, Abebe Fekadu, Bobby Noone, Menen Adgeh, Trish Wilson; Fatuma Dukuley, Bikash Chapagain; Kathy Ellem; Mary Kenny; Njau Gitu; Daly Westmore; Dan Nguyen; Hugh Rose-Miller; Mitra Khakbaz; Anyuon Liai; Lisa Toh; Sekou Dukuley, Matannah Kanneh; Peter Cabral; Peter Matic; Leiza McKinnan; Sandy Clark; Musa Dukuley, Pauline Lee; Ruth Rowen; Shaharia; Maureen Fordyce, Liz Martyn-Johns, Murka Smiechowski, Julie Granger and Lucia Foreman

1.2 Apologies: AMPARO Advocacy's Secretary read out the apologies as follows - Barbara and Edmund Kienast, Dianne Toohey, Claire Brolan, Peter McQuoid Althea Arends, Matthew Bowden, Marg Rogers, Michelle O'Flynn, Judy Carey, Hana Alraman, Ben Angelo, Patricia Arias, Meshesha Kalama, Grace Melki, Saxon Rice, Glenys Mann, Aida Villatoro, Fiona Connolly and Josey McMahon

1.3 Proxies Received: no proxies were received

2. Previous minutes (2012 AGM)

It was proposed that the minutes of the 2010 AGM be confirmed as a true and accurate record.

Proposed: Karin Swift Seconded: Bobby Noone 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

Ignacio Correa-Velez presented the treasurer's report. Ignacio proposed that the audited 2021/13 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

Proposed: Ignacio Correa-Velez Seconded: Kathy Elem Carried

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

5.1 The Manager's report for 2013 was presented by Maureen Fordyce.

5.2 The advocates' report for 2013 was presented by Liz Martyn-Johns.

6. Election of Office Bearers and Committee Members for 2013/2014

6.1 The meeting was handed over to the Returning Officer, Hugh Rose-Miller. Hugh enquired and it was confirmed by Maureen Fordyce that a quorum was present. Hugh 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 2013/2014.

Proposed: Hugh Rose-Miller Seconded: Jen Barrkman Carried

6.3 Hugh read out the list of nominations received by the closing date of Wednesday 25 September 2013 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 2013/2014.

As there was only one nomination for vice-president, Ludmila Doneman was declared vice-president of AMPARO Advocacy for 2013/2014.

As there was only one nomination for Treasurer, Ignacio Correa- Velez was declared Treasurer of AMPARO Advocacy for 2013/2014.

There were four nominations for the four general committee member positions: Karin Swift, Gustav Gebels, Charmaine Idris and Lesley Kirmsse were elected as general members of the management committee for 2013/2014.

6.4 Hugh handed the meeting back to the president to chair. Don thanked Hugh for his kind support and gave Hugh a gift.

6.5 Vote of thanks to outgoing committee

Don said he would like to congratulate all the new management committee members and offer them a very warm welcome.

Don said he would also like to thank those who served on our committee over the last year particularly Toh Lwi. Thank you very much for your contribution over the past 12 months. Toh Lwi had to resign for family reasons but we did value your contribution. Thank you very much. And we have got a gift for you, too.

In line with AMPARO's Constitution, at the first management committee meeting following this meeting, the committee will appoint a secretary and Karin has agreed to take on that role.

7. Appointment of Auditors 2013/2014

It was proposed that Jason O'Connor from J O'Connor Pty Ltd P O Box 5480, Brendale DC Qld 4500 to be appointed as auditors for 2013/2014.

Proposed: Ignacio Correa-Velez Seconded: Karin Swift Carried

8. Confirmation of Public Liability Insurance

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

9. General Business

9.1 Don asked the meeting if there was any general business and as there was none the meeting continued.

9.2 Maureen thanked the management committee for their work over the past year and gave them a small gift.

10. Close of Meeting

10.1 Don thanked all members and guests for attending and for their support for AMPARO over the past year. He invited all present to join him in celebrating the year.

The meeting was closed at 5.34pm

