

AMPARO  
**Advocacy**  
inc



# Annual Report 2014 -2015

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## **THE 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.

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 independent social advocacy on their behalf is often needed.

**This Annual Report provides an overview of the work that has been carried out from October 2014 - October 2015.**

## **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.



**Last year AMPARO Advocacy celebrated 10 years of providing independent advocacy on behalf of vulnerable people from non-English speaking backgrounds with disability.**



## President's Report



Ladies and gentlemen I have the pleasure in presenting my Annual Report for the past 12 months.

At the AGM last year, we celebrated 10 years of working with Queenslanders from a non-English speaking background with disability to defend, protect and promote their rights and interests.

We had approximately 80 members and well wishes at the celebration and no doubt you will agree that it was a great success. It was a wonderful opportunity for us to acknowledge and thank members and supporters who have contributed in so many ways and shared in our success over the past decade.

AMPARO Advocacy's core business remains to provide independent individual advocacy to vulnerable people from a non-English speaking backgrounds. We are pleased to report that we have successfully maintained our full time individual advocacy position for the past twelve months, thanks to small amounts of welcomed but not expected funding. However this position is under constant threat of being reduced and we will face this dilemma again in the New Year.

As part of the Participant Readiness Project work that is taking place across Queensland AMPARO Advocacy has been working with our partners - Community Resource Unit (CRU), Mamre Association and Queenslanders with Disability Network (QDN) to increase the participation of people with disability from culturally and linguistically diverse (CALD) communities in activities that aim to prepare them for the introduction of the NDIS.

To undertake this project work AMPARO Advocacy was fortunate to contract Lalita Lakshmi as the **Multicultural Engagement Project Officer** in December last year. This project has been going extremely well and we hoping to see it extended until the 30 June 2016.

We know that there is still significant work to be done to ensure people with disability and their families understand the major reforms that the NDIS will bring and how they can get the best out of this new system of support. AMPARO Advocacy will continue to bring to the attention to those of influence the systemic changes that need to take place to ensure the rights and needs of people with disability are addressed under the NDIA.

In April 2015 we held our Annual Planning and Induction day and this was an opportunity for staff and management committee to get together to determine our priorities for the coming year and induct new management committee members.

We were pleased to have an opportunity in June this year to meet the new Minister for Disability Services, Coralee O'Rourke to discuss the work of AMPARO Advocacy and to congratulate her on her appointment.

AMPARO Advocacy has continued to seek diversified funding, however this is a time consuming activity with limited success this year. Unfortunately there is much uncertainty around the funding of independent advocacy agencies after June 2016, we like many other advocacy agencies are keen to see the outcome of the National Advocacy Framework Review.

For the first time this year we are holding our AGM away from 'home'. This is due to the fact that we are currently negotiating a new lease with the landlord, The Anglican Dioceses of Brisbane.

Last year we welcomed Medhi Heidarizadeh as a new member to the Management Committee and to the AMPARO family. Medhi is new to the Queensland community and he has been participating at the Management Committee meetings with the assistance of a professional interpreter.

I would like to formally thank our staff Maureen, Murka, Julie, Liz, Lucia and Lalita who are constant, cheerful and considerate in carrying out their work for AMPARO Advocacy.

To my fellow committee members, thank you. You provide the drive that I sometimes need. Finally, to you ladies and gentleman, thank you for your attendance and attention.

# The Work of AMPARO Advocacy for 2014 - 2015

## 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.

The majority of individuals with disability we assist are from a refugee background where they and their families are experiencing multiple and complex layers of disadvantage, not accessing mainstream or disability specific services until their circumstances reach a crisis point. They are often marginalized, isolated from their own communities and unaware of available services and supports. Whilst the provision of accessible information is critical to ensuring people who are not proficient in English, are able to understand information, make informed decisions, and communicate their needs, failure to provide professional interpreters is all too common.

Service systems generally do not respond well to the language and cultural needs of people with disability and their families and as a consequence we continue to see their underrepresentation in accessing disability specific services.

Whilst the needs and best interests of the person with a disability from a non-English speaking background are always paramount in the advocacy efforts many families are dealing with complex and serious issues that also need to be addressed. Failing to do so would place the family member with disability at serious risk.

**AMPARO Advocacy works closely with migrants and refugees with disability and their families in the Brisbane area who are experiencing social and economic marginalisation, to identify their unmet needs and to ensure they have equitable access to appropriate information, services and supports and to address issues of discrimination and disadvantage. Advocacy support 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.****

Through our work with individuals and their families they are able to understand information, make informed indecisions, communicate their needs and influence the direction of their own lives or those of their family member with disability.

AMPARO Advocacy has one individual advocacy position to work across the Brisbane area and this work is carried out by 2 part-time advocates.

Individual advocacy has been provided to individuals with disability from a broad range of cultural and linguistic backgrounds including: Vietnamese, Greek, Afghan, Burmese, Indian, Burundi, Liberian, Sudanese, Nepalese, Iranian, Iraqi, and Filipino.

***Over the past twelve months AMPARO Advocacy has provided independent advocacy to 20 individuals with disability and directly assisted an additional 33 family members.***

**Of the individuals we have advocated for and directly assisted:**

- **75%** required the assistance of a professional interpreter.
- **90%** were from refugee backgrounds, where they or their family were supported to come to Australia.
- **75%** have required long-term advocacy, over 12 months, to address the myriad of complex and serious issues they and their families are experiencing.

**Successful advocacy efforts have resulted in:**

- Young man receiving much needed support for personal care and meaningful participation in the community.
- A young child with Down syndrome receiving support to participate in inclusive age appropriate activities, and access to speech therapy and specialist medical treatment.
- QCAT appointment of a family member of an individual as guardian and decision maker for young person with serious mental illness which enabled them to receive lifesaving treatment, when previously medical treatment had been refused.
- Support for young woman with intellectual disability experiencing mental illness to participate in meaningful activities in her local community.
- Needs assessment and registration for support with Department of Community Services, Child Safety and Disability Services.
- Transfer of support from one PHaMs provider to another when single mother with mental illness moved suburbs.
- Payment of grant from the Smith Family for education expenses which had been promised and then withdrawn, for the family of a woman with mental illness.
- The involvement of a refugee health oriented GP for a young man with acquired brain injury.
- Access to suitable housing close to family with the Department of Housing.
- A change of service provider to improve the quality of support being provided to a young man.
- Review by QCIDD of a person's diagnosis and treatment with appropriate medication being prescribed which has reduced the man's level of frustration and anxiety.
- Emergency support secured for young woman with intellectual disability while her mother recovered from serious illness.
- A cancelled application with the Department of Housing being reinstated and backdated for a young man with disability.
- Reassessment by TAFE and resumption of participation in TAFE English language program after being excluded from the program due to illness.

- Access to inclusive holiday program for a young girl with Down syndrome over Christmas period.
- Involvement of a culturally appropriate service provider for young man with intellectual disability.
- Extension of culturally appropriate crisis support for a young man with intellectual disability.
- Long-term involvement of a bilingual psychologist to work intensively with a young man with acquired brain injury.
- Involvement of a refugee health orientated GP for a sick elderly parent of young man with disability.
- A woman with physical disability and mental health issues and her family being offered and accepted for housing with the Department of Communities Housing and Homelessness Services with specific modifications to meet her needs.
- An extension of Emergency Response Funding to support a man with disability and to support his wife to attend English classes.
- A woman with disability access to specialist doctor and transport assistance to attend important appointments.
- Support from Partners in Recovery to attend TAFE English classes.
- Mother with mental illness and significant other health issues now accessing good refugee focused GP who is able to address all health needs.
- Psychiatrist bulk billing the cost of treatment for a young man with acquired brain injury.
- Funding to ensure a woman with intellectual disability and mental illness was able to go on a holiday.
- QCAT Order obtained cancelling the appointment of the Public Trustee and appointing mother as financial administrator for all matters for her daughter with intellectual disability.
- QCAT Order obtained appointing mother as formal guardian for young man with acquired brain injury.
- Visa granted to husband of woman with mental illness allowing him to join her and her family in Australia.
- Household equipment donated to young man with acquired brain injury through GIVIT
- Personal support for young boy to attend local Scout group.

## 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.

### Access to Effective Health Care

It has been AMPARO Advocacy's experience over the past few years that people with disability who also have complex medical needs often go through the settlement process without their medical needs being detected, diagnosed and acted upon. The case management provided may not recognise the importance of further investigating the individual's symptoms and the need to follow up with support when making referrals to medical and other services. Long after settlement services involvement, families can still struggle to negotiate the health system.

People with disability who have complex medical and support needs, for whom language is a significant barrier, and who have experienced extensive trauma and suffering from severe post-traumatic stress disorder, are especially vulnerable.

People who have a disability often encounter barriers to accessing quality medical care. According to the findings of Dr Nicholas Lennox's research, people with disability often encounter additional barriers to accessing quality medical care, with the most significant including, communicating with patients and obtaining patient histories. Other barriers include: consultation time constraints, examination difficulties, inadequate knowledge of services and resources, complexity of health needs, patients' poor compliance, and the General Practitioner's (GPs) lack of training and experience. Furthermore, some people with disability may not recognise that what they feel is abnormal, and poor continuity of care can mean that support staff are unfamiliar with the person's usual behaviour, appetite and activity levels.

Doctor Lennox's research has also identified that people with disabilities and refugees face similar barriers to accessing effective health care, with GPs experiencing difficulties with communication, difficulty accessing past medical records and the complexity of health care. However, for people with a disability from a cultural and linguistically diverse (CALD) background these barriers are multilayered, taking different forms and occurring simultaneously. Their disadvantage and vulnerability is magnified by the additional barriers. Moreover, some GPs have not previously worked with refugees. They are unaware of cultural needs and they have little or no experience of engaging and working with professional interpreters. Even standard consultations involving interpreters take longer than regular consultations and GPs may not be willing to allocate the required additional time. As a result, GPs may not understand the nature or complexity of the individual's medical needs and may fail to explain the condition, the consequences and the treatment options to the person.

AMPARO Advocacy has found that whether or not the GP is themselves from a CALD background is not important; what is important is whether the GP is interested in and has experience in working with refugees and whether they are willing to take a more proactive approach. GPs can do this by following up with their referrals and working closely with other services involved to ensure that the individual and their family's medical and support needs are addressed and met. Such GPs are more likely to employ a holistic approach in their medical practice which recognises that all aspects of an individual's needs, including psychological, physical and social, should be taken into account. Fortunately for the individuals and families we work with, we have found some excellent and very committed GPs who do exactly this.

## **When interventions cause more harm**

The issues and situations of a number of people for whom AMPARO has advocated in the past year, have been complex and sensitive and sharing their stories here is not appropriate, even when steps are taken to protect their identity. Protecting individual's confidentiality is paramount, but this becomes more difficult when individuals come from small, tightly connected ethnic groups.

Over the past year AMPARO Advocacy has witnessed the unfortunate consequences for individuals and families when culturally competent, safe and sensitive practices are not employed. When cultural understandings have not been explored and appropriate support and information has not been provided prior to 'well intentioned' interventions by professionals from both non-government and government services, they can cause more harm than good. This can lead to the most disadvantaged and vulnerable people in our community becoming even more vulnerable.

Judgments about the best interests of an individual must be based on a real understanding of the impact of culture, where the person and their family are at in their settlement process, the impact of the intervention, as well as a thorough understanding of the person's disability, needs and life situation.

Failing to consider fully what is happening for the person and their family and making hurried judgements on what is in a person's best interests can and sometimes does result in making the person with disability more vulnerable. Important family relationships can be permanently broken. Professionals who have skills, knowledge and experience can unintentionally further traumatise individuals with a disability and damage or destroy the only informal supports that they value and that they have known all their life. Sometimes advocacy is needed to repair the damage that has been done to individuals, sadly sometimes the damage is not repairable.

Our experience highlights the importance of implementing culturally competent, safe and sensitive approaches when engaging with and providing support to people with disability and their families from CALD backgrounds.

## **The NDIS offers hope to people with disability**

Sari is a young Burmese woman who has a mild intellectual disability. Before arriving in Australia Sari spent most of her life in a refugee camp where she experienced deprivation and trauma. She worked from the age of seven and always lived with and was supported by her family. When Sari's family arrived in Australia they did not know or understand the service system and were not aware of available supports. The obligation by Centrelink that they attend English classes made it difficult to provide an appropriate level of support for Sari. Despite the involvement of settlement services, the family were not able to access any assistance to support Sari and they struggled in many areas of daily living.

A lack of support and information for the family resulted in Sari being identified as at risk, her removal from her family and the appointment of a public guardian. Unfortunately Sari was placed in an inappropriate living situation without the culturally responsive support she desperately needed. Sari was made even more vulnerable.

Initially AMPARO Advocacy's efforts were focused on securing appropriate accommodation and one on one support by a culturally responsive service. Due to AMPARO's involvement Sari was moved to more appropriate and culturally suitable accommodation where one on one support was provided. However, this accommodation arrangement was still temporary and a lack of individualised funding has since forced Sari to move again. Sari is still living in temporary accommodation with emergency support and waiting for more stable, long term appropriate housing close to her family. AMPARO's vigorous advocacy efforts have resulted in Sari's application for housing, with the Department of

Communities Homelessness and Housing Services, being placed on the very high needs list. However, without funding for 24 hours 7 days per week support from the Department of Communities, Child Safety and Disability Services, Sari will not be allocated a house by the Housing Department.

Under the National Disability Insurance Scheme (NDIS), people like Sari will be entitled to individualised planning processes which will identify their needs and provide support to enable them to achieve their goals and aspirations. NDIS participants will have choice and control over their disability support and will choose who provides the support, and how and when it is provided and managed. Choice and control means 'self-direction' of your own life, your goals and dreams, and how you reach them.

Queenslanders with a disability are currently waiting for the NDIS which will be rolled out from early next year and will be fully implemented throughout the state by July 2019. A growing number of people with a disability are without any individual funding for the support to have their basic human rights and fundamental needs met.

According to the Convention on the Rights of Persons with Disabilities 2006, Sari is entitled to live where she chooses, with whomever she chooses and to access support which is culturally appropriate and which enables her to fulfil her interests and create a meaningful life. Sari's current temporary support is block funded and she must adjust her needs to the needs of the other residents with whom she shares her house. Despite AMPARO's repeated requests, Sari has not been allocated additional funding to participate in daily activities of her choice. AMPARO Advocacy has been told many times that there is no funding available.

People who come from a culturally and linguistically diverse backgrounds and have a disability can be limited in their capacity to learn and communicate in English. Therefore, it is crucial under the NDIS that specialised disability services are encouraged to recruit bicultural workers who understand the cultural needs and nuances of the individual as well as speak the person's preferred language. The role of bicultural workers can include providing every day support with daily activities and to assist the person to better understand Australian culture and social expectations. Services need to understand when it is appropriate to utilise professional interpreters and when bicultural workers are more appropriate to meet the needs of individuals.

AMPARO's long term advocacy goals is to prevent Sari from being institutionalised as she is at serious risk of this, to assist her to re-establish relationships with her family which is currently limited due to complex and sensitive issues and to access culturally appropriate support so that she can live a life that gives her meaning.

## Early Intervention

Last year AMPARO Advocacy provided short term advocacy to a single parent whose young daughter has Autism. The family, originally from Asia, were living in public housing but the accommodation was inappropriate and exacerbated the young girl's condition and placed significant stress on the whole family. In getting to know the family the advocate identified that the girl was not accessing the Better Start Program (BSP) despite being in the age bracket when she was still eligible for it.

Better Start is an Australian Government initiative funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). Children registered with Better Start can access up to \$12 000 to pay for services such as audiology, occupational therapy, physiotherapy, speech therapy and psychology, depending on their needs. The Program targets children under six years of age. Evidence shows that 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. Furthermore the intervention prepares children for the transition to school.

In this situation the mother's English proficiency meant she did not require an interpreter to be engaged, however her lack of knowledge about the services and supports available and her inability to negotiate the system prevented her from accessing crucial support and early intervention programs for their daughter.

The advocate provided the family with information about the Better Start Program (BSP) and the benefits of the program for their child and directly linked the family with the Parent Connect Initiative. As a result of the advocacy efforts Parent Connect made a commitment to register the girl with the BSP and agreed to work with this family to collect the necessary medical evidence and support letters from relevant professionals to ensure the family's application for a housing transfer would be accepted and prioritised.

Parent Connect also agreed to work with the family to help them to navigate the specialists and supports that they can choose to access with the Better Start funding. AMPARO Advocacy has found that without this support many families register their child with the program but do not actually access the available early intervention supports. The reason for this is because they often require additional support to assist them to determine what therapy and resources would be best for their child and to negotiate specialist services.

Advocacy included providing information to the family, raising concerns and highlighting the issues with the services including the importance of addressing the specific needs of the child, her mother and her siblings. The advocate arranged and attended meetings with government departments in order to ensure the involvement of appropriate services and their timely intervention as a matter of urgency.

AMPARO's experience is that when people with disability and their families from a CALD communities are referred to important services they require much more than a contact number. Language and cultural differences make it much more difficult to negotiate complex systems that are unfamiliar and it is this type of referral that results in people with disability missing out on important opportunities.

## The importance of the separation of home and service provision

AMPARO has continued to advocate on behalf of Abdul, a young man with an acquired brain injury and severe post-traumatic stress disorder, who came to Australia from the Sudan under the Humanitarian program. Last year we reported on the challenges he faced as a result of residing in a block funded situation, where both the home and services were being provided by the same service provider. These challenges were exacerbated two years into the tenancy when a young man joined the household and it became clear that they were not suitable cotenants. This resulted in an escalation in Abdul's levels of anxiety and frustration which were addressed through increasing levels of medication, the granting of a restrictive practices order for chemical and physical restraint, the appointment of the Adult Guardian for restrictive practices and eventually to the service exiting Abdul from their service. This left him without a home and with no funding, despite his need for 24 hour support, and a large bill to rectify property damage.

Through advocacy Abdul was granted Time-Limited Response (TLR) funding on a 1:1 basis which allowed him to reside temporarily on his own in a home located a two hour drive away from his family. Initially this was for a 5 week period until a home closer to his family became vacant, however it took a further 4 months before the move back to Brisbane took place. Again this was a temporary arrangement until a more permanent block funded place could be found.

During this time we had been advocating strongly for the Department of Housing to allocate a suitable house for Abdul. After several months of receiving very poor support from a large block funded service, a three bedroom home was found for Abdul, a ten minute drive from his family. This was a transforming event in Abdul's life.

With TLR funding continuing, Abdul and his family now had the ability to choose and appoint a service which they felt would suit his needs. He was no longer dependent on a block funded service 'slotting' him into an existing 'group home', with predetermined co-tenants and activities. The family would now be able to determine his daily routine, the events that he is involved with, and ultimately with whom he will eventually share. After a well-planned transition period Abdul moved into his own home with 24 hour 1:1 support from his new service.

The service which his family appointed has been able to identify Abdul's strengths and interests and vastly increase the range of activities that he is involved in. This has included involving him in activities from which he was previously isolated, accompanying him on the full range of public transport services and supporting him to carry out some of his own chores around his house and garden. This individualised approach now allows him to participate in activities which he obviously enjoys and has resulted in much fun and laughter and a significantly fuller life.

The strength of the family's influence on the decisions being made on Abdul's behalf was greatly enhanced during this period through the successful application by his mother, with AMPARO's assistance, to the Queensland Civil and Administrative Tribunal for formal guardianship.

This formal guardianship appointment has also been highly beneficial in clarifying who has the decision making powers in relation to Abdul's medical treatment. Over the years, doctors had added various suggestions to Abdul's long and somewhat dubious list of diagnoses, which had allowed them to prescribe very high levels of medications, several of which appeared to have been prescribed for the same purposes. A medical review over several months by a psychiatrist who specialises in working with people with acquired brain injuries has led to a simplified and more accurate diagnosis. On-going correspondence between the psychiatrist and a refugee friendly GP, both of whom were identified by AMPARO, has resulted in Abdul being taken off the duplicate medications and a gradual reduction in other medications.

At the same time, AMPARO Advocacy advocated for significant support to be provided to Abdul to assist him in reducing his anxiety and frustration levels through non-medical means. Not having verbal communication since the age of seven has led to significant frustrations for Abdul. As a result of advocacy a speech therapist has been working with Abdul to develop alternative communication methods, including learning Makaton, and to ensure workers are adept at communicating effectively with Abdul. Further support by other professionals has been sought to educate support workers in how best to support Abdul to maximise his potential while identifying and mitigating his frustrations. This approach is proving successful, with the Restrictive Practices order for physical restraint being cancelled.

There have been significant improvements in many areas of Abdul's life since we started advocating on his behalf two years ago. Last year, we advocated on a number of matters and called for long term individualised funding for Abdul; whilst this is unlikely to be secured until the National Disability Insurance Scheme is rolled out in Brisbane sometime between 2016 and 2019, TLR funding has prevented him from becoming locked into yet another block funded service for both his home and support services. This together with the allocation of his own home through the Department of Housing has been transformative this year, allowing his mother as his now formal guardian to ensure that he has the best services and supports available to allow him to lead a full and interesting life. With the family's agreement for Abdul to share his new home with someone with similar interests and with whom he is compatible, we will continue to advocate for him on these and other matters for the foreseeable future.

### **Individual choice and control is limited under the current service system**

AMPARO Advocacy commenced advocating on behalf of Jabir, a young Iranian man with an intellectual disability who also has schizophrenia, twelve months ago. Jabir had been referred to us by his psychiatrist due to an increasing need for support resulting from Jabir's mother's long term illness.

Since leaving school some ten years ago, Jabir's funding from Disability Services for Post-School Options has been allocated to the same day service provider. Funding continues to be utilised on a 2:1 client: staff basis allowing Jabir to spend two days per week at the service, participating in craft and community volunteering activities. As Jabir's parents speak little English, over the many years that Jabir has been with the service, there appears to have been very little opportunity for Jabir and his parents to meet with the service provider to discuss his interests and aspirations and how these may be met by the service. Moreover the service's decision to support Jabir on a 2:1 basis and limiting his support hours to two days per week, has not been discussed and agreed with the family.

When well, Jabir's mother had enjoyed taking him out and about in the community; however more recently her long term illness has prevented her from doing this and so for much of their week they were at home. As Jabir is a bright and energetic individual, who enjoys being involved in community, being at home for long periods has led to boredom and frustration, and can result in conflict with his mother. At the same time, Jabir's mother's illness means she often requires long periods of rest which is not possible when Jabir is at home.

As Jabir is keen to spend at least four out of five week days out and about AMPARO Advocacy has been advocating for him to do this. The options available were for Jabir's current service to provide support for him with a lower client support worker ratio, allowing him to spend more days at the same service, or for a block funded service, that required no additional funds from Jabir, to provide support on other days. Unfortunately, despite Jabir being very able, his current service provider is unwilling to consider restructuring Jabir's days to allow him to participate in a larger group with a lower client

staff ratio. The only option therefore for Jabir to utilise his significant funding over more days would be for him to leave the service, which given his long term involvement with them and his high levels of anxiety due to his mental illness, he is loathed to do.

Through advocacy, AMPARO was able to locate an alternative local funded service that had capacity to offer support. Jabir is now able to enjoy participating in other community activities for an additional one day a week. Advocacy also resulted in Disability Services providing emergency funding to cover the costs of 1:1 support for 4 hours per week for several weeks to allow Jabir to enjoy time pursuing his interests in the community while his mother rested. Unfortunately, although his mother continues to struggle with health issues, this funding has now stopped as no additional emergency funding is available.

Jabir has since been introduced to a second funded service by AMPARO Advocacy, which provides appropriate and useful education and skills development training. However with no further emergency funding available for a support worker to accompany and support Jabir, who experiences extreme anxiety, to access this new service for the first few weeks, he is missing out on this opportunity and remains at home for much of his week.

There have been other services that AMPARO Advocacy has explored with Jabir for people with mental health issues, however because Jabir initially requires one on one support when trying new activities he is unable to access these services.

Although Jabir should have sufficient funding to allow him to enjoy meaningful participation in the community with his preferred existing service at least three days a week, a lack of regular review and flexibility within the service has restricted this to two days. This rigidity does not take into consideration Jabir's capacity, needs or interests and, with funding going directly from Disability Services to the service, Jabir and his family have little power to negotiate more hours for him. Instead, Jabir has had to trial alternative services which he has found to be very stressful and additional funds have had to be found by Jabir to fund the third day in the community with an alternative block funded service. AMPARO continues to advocate for recurrent individualised support for Jabir.

***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.*** (United Nations)

## **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. Key issues are taken up with governments, services and communities to influence positive sustainable changes to legislation, policies, practices and resources so that people from a NESB with disability can have equitable access to information, services and supports.

AMPARO Advocacy has been funded since 2003 by successive state governments to undertake systemic advocacy on behalf of vulnerable Queenslanders from non-English speaking backgrounds with disability.

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.

The organisation 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.

Systemic advocacy assists governments and communities to understand the specific challenges and issues faced by this group and to explore ways of addressing these challenges.

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

### **National Disability Insurance Scheme (NDIS)**

Throughout this past year AMPARO Advocacy has maintained that Queensland's transition to the NDIS has provided 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.

We have highlighted how crucial it is that Queenslanders with disability and their families from CALD communities are well prepared for the commencement of the NDIS and fully informed about the options available under this new system of support and how to best take advantage of these options.

❖ **Queensland National Disability Insurance Scheme Transition and Advisory Group** (Qld NDIS Planning and Implementation Group under the previous state government).

The aim of this group was to provide advice and feedback on strategies, projects and approaches necessary to prepare Queenslanders for the NDIS. AMPARO Advocacy's role has been to raise important issues relevant to protecting the rights and interests of people with disability from CALD communities.

AMPARO Advocacy highlighted last year our extreme disappointment that in rolling out a Participant Readiness Initiative (PRI) to assist Queenslanders with disability and their families to understand and prepare for the opportunities that the NDIS will provide, the Department of Community, Child Safety and Disability Services failed to fund a targeted communication and engagement strategy for

culturally and linguistically diverse communities. This was despite advice from AMPARO Advocacy and other members of the advisory group.

Given the longstanding underrepresentation of people from a non-English speaking background with disability accessing disability and other mainstream services this was a missed opportunity by the Queensland state government.

AMPARO Advocacy believes that the development of tailored culturally appropriate processes, strategies and methods is required for the PRI initiatives to effectively communicate and engage with people with disability and their families from CALD communities.

#### ❖ **The NDIS early launch in North Queensland**

**It was announced in September by the Queensland and Commonwealth Governments that North Queensland will have an early launch of the National Disability Insurance Scheme in early 2016.**

**The regional and rural locations of Townsville and Charters Towers and the Indigenous community of Palm Island have been chosen to commence the NDIS rollout for people with disability aged under 18 years.**

#### ❖ **Participant Readiness Initiative**

AMPARO Advocacy was pleased to advise members and others at the Annual General Meeting that the Community Resource Unit (CRU), Queenslanders with Disability Network (QDN) and Mamre Association committed to resourcing AMPARO to increase the participation of people with disability and their families from CALD communities, in activities that aim to prepare them for the NDIS.

Our partners are three of the nine agencies that have been funded by the Department of Community, Child Safety and Disability Services, to deliver the **Participant Readiness Initiative** to prepare people with a disability and their families for the introduction of the NDIS in Queensland in July 2016.

To undertake this joint project AMPARO Advocacy was fortunate to contract **Lalita Lakshmi** as the **Multicultural Engagement Project Officer** in December last year for a 13 month contract.

### **AMPARO Advocacy's Multicultural Engagement Project (NDIS)**

This project commenced in December 2014 and involved strong collaboration with our partners to increase the participation of people with disability and their families from CALD backgrounds in activities to help prepare them for the introduction of the National Disability Insurance Scheme. The scope of the work is state-wide and has included delivering workshops and the development of resource materials.

There has been strong indication from our partners and the Department of Communities, Child Safety and Disability Services that this project will be extended for a further 6 months until the end of June 2016. Information about this project and future activities will be available on the new website from the end of October. AMPARO will also develop a detailed report on this work, with outcomes and lessons learned at the end of the project and this will also be available via our website.

**As of October 2015 AMPARO has undertaken a broad range of strategies which have included:**

**1) Connecting with CALD communities**

- Establishing connections and providing information to multicultural workers and community leaders in many regions and parts of the state to inform them about the upcoming NDIS rollout.
- Developing and presenting information about the NDIS and participant readiness project to multicultural networks and community leaders in South East Queensland, and other targeted regional Queensland areas.
- Organising and delivering workshops and individual sessions to people with disability and their families from specific CALD communities including: those from Arabic, Bosnian, Afghan, Filipino, and Spanish communities.
- Disseminating information about the NDIS and the Participant Readiness workshops to multicultural workers who have newsletters and email distribution lists that target CALD communities in various areas in Queensland.

**In the first 9 months of the project AMPARO has delivered:**

- 22 workshops and/or presentations for multicultural workers and multicultural networks with over 300 people in attendance;
- 7 presentations for leaders of ethnic communities with over 140 people in attendance; and
- 5 workshops for specific ethnic communities, with over 80 people in attendance

**These workshops and presentations have all been held in partnership with organisations including our project partners:**

- Queensland Disability Network
- Mamre Association
- Community Resource Unit

**And with the involvement and support of the following organisations:**

- Ethnic Communities Council of Queensland (ECCQ)
- Latin American Community of Australia
- Carers Queensland
- Islamic Women's Association of Queensland (IWAQ)
- Townsville Multicultural Support Group
- Nambour Community Centre
- Centacare Migrant Services (Cairns)
- Multicultural Development Association
- Department of Social Services
- Cairns Regional Council
- Central Queensland Multicultural Association
- Centrelink Multicultural Services
- Toowoomba Council
- Hervey Bay Neighbourhood Centre
- Caboolture Neighbourhood Centre
- Queensland Council of Social Service (QCOSS)

### **These sessions have been run in the following locations:**

- Cairns
- Townsville
- Toowoomba
- Rockhampton
- Hervey Bay
- Logan
- Caboolture
- Redcliffe
- Brisbane
- Sunshine Coast

### **2) Providing cultural competency training and information**

We have developed and delivered cultural training and resources for Mamre Association., Queenslanders with Disability Network (QDN) and the Community Resource Unit (CRU), and other PRI organisations, which included how to engage and work effectively with interpreters, multicultural communication and engagement strategies, disability and culture, and engaging with CALD communities.

### **3) Developing resource materials**

In order to help inform CALD communities about the NDIS we are developing two translated factsheets - *Understanding Disability in Australia* and - *What is the NDIS?* These factsheets were required in part as translated materials on these topics in a range of languages is quite limited.

We are also completing 5 short digital stories to explore the life experiences of people with disability and their families from CALD communities and ways that the NDIS may benefit them. We felt there was a need for this as AMPARO can find very few digital stories that explore the lived experiences of people with disability and their families from CALD backgrounds, particularly from new refugee and migrant communities who are non-English speaking.

The stories will reflect individuals and families in a positive light and portray their lives in a respectful manner. Each story may have a different emphasis depending on the lived experiences of those involved and these stories primarily focus on the lived experience of refugees from new and emerging communities. The stories are mainly told in the languages of those appearing, with English subtitles. The intended audience will be people from new refugee and migrant communities, but we also hope that they provide useful insights for the NDIA and providers of disability support.

**These stories will be available via the AMPARO Advocacy website once they are completed:** [www.amparo.org.au](http://www.amparo.org.au)

### **4) Project evaluation will be supported by research undertaken in conjunction with our partners and Griffith University which aims:**

1. To scope what is currently happening in Queensland for CALD communities with regard to preparation for the NDIS.
2. To identify better practices in cultural competence in this arena from other states.
3. To provide some possible ways forward for practice and research.

## **Learnings**

The project has allowed AMPARO Advocacy to meet and work with many people with disability and their families from CALD communities and required a high level of collaboration with a number of multicultural and disability specific organisations. We have also incorporated the lessons learnt from interstate organisations and multicultural advocates who are working in NDIS trial sites. We have been able to our share ideas and suggestions with Queensland's NDIA team and other stakeholders and government departments.

Through these processes we have learnt much about what is needed to effectively inform and engage with CALD communities around issues related to disability and the NDIS.

### **These include:**

- The NDIS is a complex new system that is not easily understood by CALD communities and in many cases a number of sessions, including individual sessions would be needed in order to build knowledge and understanding of key concepts underpinning the NDIS such as concepts of disability, disability rights, and notions of empowerment.
- Informing multicultural workers and organisations about the NDIS has helped to get information to CALD communities. Their support in promoting and encouraging people with disability and their families to attend information sessions has also been important.
- There is little translated material and few resources available about the NDIS so significant time for having translations made and checked thoroughly needs to be factored into the project planning.
- Workshops and materials need to be tailored in a way that suit the particular individuals and their families and communities. Moreover, when interpreters have been engaged for these sessions, the content level and delivery methods need to be modified significantly.
- Holding sessions with small groups, and allowing plenty of time to ask questions about the NDIS works well, and also provides us with the opportunity to learn more about the circumstances and complexities of individual families and their communities.

### **The process has also highlighted systemic issues including:**

- Many of the agencies funded to prepare Queenslanders with disability and their families for the NDIS are not implementing any targeted strategies to reach people from CALD communities. Culturally competent staff that are skilled in engaging interpreters, and understand the complex issues and perceptions of disability and the causes of disability within CALD communities are crucial components to ensure CALD communities are best supported and connected into the NDIS.
- Much still needs to be done in Queensland to improve the quality of interpreter services and translation processes for people with disability in Queensland.
- Some community services continue to rely heavily on the use of informal interpreters such as family and friends, and many are still unclear as to the process of engaging an interpreter, or that there is free access to language services for disability specific service providers funded by Disability Services Queensland.
- A "one size fits all" approach to community education does not factor in the unique needs and circumstances of CALD communities. This leads to their having inequitable and unnecessarily low participation and involvement.

- The development and utilisation of effective CALD engagement strategies, for example working with bicultural workers and using multi-lingual approaches could be better used to support NDIS community awareness.



**NDIS Information Session for Spanish speaking community members, held in August 2015**



**NDIS Information Session for Vietnamese speaking community members, held in Inala in July 2015**

## ❖ Information Linking and Building Capacity

In March this year AMPARO Advocacy provided feedback to the Department of Social Services on the Framework for **Information, Linkages and Capacity Building** and highlighted the positive potential for activities delivered under this component of the NDIS, to ensure equitable access to the NDIS for people from culturally and linguistically diverse backgrounds with disability.

### **Some of the feedback given included the need to undertake targeted engagement and communication strategies to:**

- Build the capacity of CALD communities to understand the needs and rights of people with disability so diverse communities are more inclusive
- Raise expectations for a 'good life' and what that could look like for people with disability and their families.
- De-stigmatize issues of disability in CALD communities
- Inform people about the availability of mainstream and disability specific services
- Provide information about key aspects of the NDIS
- Undertake intensive preplanning support
- Link vulnerable people with disability from CALD backgrounds to appropriate mainstream and disability specific services including the NDIS.

AMPARO Advocacy strongly supports inclusive, flexible and culturally appropriate initiatives that will strengthen and increase participation rates of people with disability from CALD communities in culturally responsive services, including the National Disability Insurance Scheme (NDIS).

## ❖ State representatives of NDIA

AMPARO Advocacy has met with the representatives of the NDIA in Queensland several times to highlight the need for the NDIA to implement additional measures to ensure people with disability from CALD communities have equitable access to the NDIS.

## ❖ Joint Standing Parliamentary Committee on the NDIS

Early this year AMPARO Advocacy provided a submission to the Parliamentary Joint Standing Committee on the National Disability Insurance Scheme and participated in a panel discussion with the Committee on **Queensland's Readiness to participate in the National Disability Insurance Scheme.**

AMPARO stressed that many Queenslanders with disability are significantly disadvantaged and marginalized, however those from culturally and linguistically diverse backgrounds (CALD) frequently encounter additional barriers that restrict their access to services and supports.

We spoke of our concerns that while the NDIS has enormous potential to improve the lives of people with disability, additional work is necessary to ensure the inequities in the current system are not transposed to the new system and arrangements under the NDIS. We stressed the need for inclusive, flexible and culturally appropriate initiatives that will strengthen and increase participation rates of people with disability from CALD communities in culturally responsive services, including the National Disability Insurance Scheme (NDIS).

## ❖ **Culturally and Linguistically Diverse Stakeholder Advisory Group**

Last year AMPARO Advocacy reported that we had attended a roundtable meeting with the NDIA, with David Bowen the CEO, to discuss our concerns about the needs of people from with disability from CALD communities. There was agreement that the NDIA would continue to liaise with this network and that agencies would be included in consultations on the development of an Agency Multicultural Plan. Thirteen months later in August this year the NDIA finally met with members of this group for the second time.

AMPARO Advocacy is one of a number of agencies from across Australia that has been invited to provide strategic advice and guidance for the development of the National Disability Insurance Agency's Cultural and Linguistic Diversity Strategy. Peter De Natris from the NDIA has been appointed to develop a CALD strategy for the Agency that is based on best practice.

Participation in this advisory group provides a valuable opportunity for AMPARO to influence the development of culturally appropriate engagement and communication strategies with the aim to ensure the inequities in the current disability support system are not transposed to the new system and arrangements under the NDIS.

And to ensure people with disability and their families who are particularly vulnerable and currently missing out on access to essential supports do not continue to do so.

## **Provision of Language Services**

### ❖ **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.

Throughout the past year members of the QAWIG have met regularly to progress the work of the group and to undertake a number of key activities which have included:

- Published the *Blueprint for a Queensland Language Service Provider* to promote the establishment of a Queensland-based language service provider to deliver quality language services and to build a credentialed and professionally paid workforce in Queensland.
- Wrote to and attended meetings with senior staff of MAQ to provide feedback on Queensland's Language Service Policy and Guidelines 2014 highlighting areas for improvement.
- Researched and developed Key Performance Indicators (KPIs) to be considered for the tender specifications for the procurement of language services by the Queensland Government. Attended meetings to discuss the suggestions by the QAIWG.
- Held meetings with the Queensland government to discuss activities of the Working Group and priorities for the industry.
- Provided information to the non-government sector about the language services policies and programs of both Queensland and Commonwealth governments.
- Discussion and feedback on draft multicultural legislation

## ❖ **Multicultural Affairs Queensland**

**AMPARO Advocacy also undertook the following in addition to our work with the QAIWG:**

- Participated in community consultation on the proposed Multicultural Act for Queensland. Unfortunately the draft legislation is largely aspirational with no powers to implement positive change.
- Highlighted the need to build the capacity of people with disability, their families and CALD communities so they are well prepared for the commencement of the NDIS and fully informed about the options available under this new system and how to best take advantage of these options.

## **Review of the National Advocacy Framework**

The Department of Social Services undertook a review of the **National Advocacy Framework** earlier this year and AMPARO Advocacy provided a response to the draft framework. This response highlighted the need for independent advocacy in various forms to be funded outside of and independent from the NDIS.

### **Support for Independent Advocacy**

All sides of Government have recognised the importance of independent advocacy, and funded independent advocacy programs have existed since the 80s with the Federal Government establishing the *National Advocacy Program* in the same year as the Disability Services Act of 1986.

- ❖ The *National Disability Strategy* commits to and promotes the importance of independent advocacy “ensuring that people with disability have their rights promoted, upheld and protected”<sup>1</sup>.
- ❖ The *Convention of the Rights of Persons with Disabilities* acknowledges in Article 4 that “advocacy organisations have an important role to play in the implementation of the CRPD”.
- ❖ The *General Principles* (guiding the NDIS) also articulate a commitment to “support the role of advocacy in representing the interests of people with disability.”

### **The NDIS and Advocacy**

Whilst the NDIS will go a long way in addressing the inequities of the current disability service system it will not be a perfect system, as no system can be. Inevitably some people will fall through the gaps and many will not be entitled to access the scheme. People with disability can struggle in many areas of life and as a result can require independent advocacy support to access timely and effective medical treatment, quality educational support, responsive lifestyle support, safe affordable housing, appropriate income support and so on.

The report ***SHUT OUT: The Experiences of People with Disabilities and their Families in Australia*** supports this in its statement: “people with disabilities and their families, face discrimination in all areas including education, employment, health care and housing.”<sup>2</sup>

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<sup>1</sup>Australian government (2012) *The National Disability Strategy 2010-2020, Report to the Council of Australian Governments*. Commonwealth of Australia, Canberra.

<sup>2</sup> Australian Government, (2009) *Shut Out: The Experiences of People with Disabilities and their Families in Australia*. Commonwealth of Australia, Canberra.

Advocacy agencies across Australia are keen to see the release of the National Advocacy Framework and the new Quality and Safeguarding Framework to understand how independent advocacy will be situated and delivered across Australia and in relation to the NDIS.

### **Other key systemic advocacy activities:**

- **Developed a Multicultural Resource Book:** AMPARO Advocacy and the Queensland Council of Social Services (QCROSS) developed this resource to assist organisations that generally provide services to people with disability to assist them to engage and communicate with people from CALD communities. This was particularly important for organisations funded under the Participant Readiness Work.
- **Participated in consultations** to discuss 40 years of the Racial Discrimination Act 1975 with the Race Commissioner Tim Soutphommasane.
- **Delivered a presentation** to the Department of Social Services Queensland Multicultural Advisory Forum about the NDIS and people with disability from a NESB.
- **Human Rights Act for Queensland:** AMPARO Advocacy has supported the campaign by the Qld Council for Civil Liberties and many other organisations throughout Queensland, for a Human Rights Act. A Human Rights Act would require government to consider the human rights implications of their laws, and provide a system of checks and balances that could further safeguard the rights of all Queenslanders.

There has been a commitment given by the current State Government to undertake community consultations regarding a Human Rights Act and we look forward to participating in these consultations.

- **Multicultural Development Association (MDA):**

AMPARO Advocacy has been fortunate to negotiate the provision of training and information to the staff of MDA to support the participant readiness work that we are undertaking and to contribute to the development of resources that will be made available on our website to assist people with disability from diverse communities to understand the choices and opportunities that the NDIS will present. We thank MDA for this opportunity.

We hope that organisations like MDA, who identify refugees and migrants who are potential participants in the NDIS, will find the digital stories useful tools to highlight the experiences of others with disability and insights into what the NDIS can do to assist them.

### **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 2015.

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

- 6 Management Committee Meetings
- 1 Reflections Evening

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

- **Planning and Induction:** All committee members and staff attended the Annual Induction and Planning Day in March 2015 where the roles and responsibilities of Management Committee members were reviewed and discussed and priorities were set for 2015.
- **Reflections Meeting:** Management Committee Members and staff attended one advocacy reflections meeting to discuss the individual advocacy work in greater depth so there is a collective understanding the life experiences and additional disadvantage experienced by 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 conducted an evaluation of their work and discussed potential vacancies on 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; however due to our limited budget there was less capacity for staff to attend training/workshops:**

- Annual Planning & Induction Workshop held on the April 2015 to set priorities for the year
  - NDIS information sessions
  - Staff attended a workshop on the changes to the Restrictive Practices Legislation
  - Fortnightly staff meetings and regular supervision
  - Annual Professional Development Planning was conducted for all staff.
  - Staff attended the workshop *Marginalised Queenslanders Influencing Public Policy*, a joint initiative between the Anti-Discrimination Commission, QCOSS, the Queensland Public Advocate, Queenslanders with Disability Network and Griffith University.
- ❖ Throughout the year the President and Treasurer held frequent discussions 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:**

- Successfully managed our limited resources to support the core business of the organisation by maintaining the individual advocacy position as a full time position.
- This year AMPARO Advocacy recognised the need to update the website and so work on this has been progressing with the launch set for late October in time for the Annual General Meeting.
- Maintained and updated register of policies and other registers as per quality management system.
- Updated membership, allies and contacts data bases.
- Director's Certification and NMDS data submitted quarterly to Disability Services
- Budgets for recurrent and non-recurrent funding developed and reviewed quarterly.

### **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 2014/2015 to Department of Communities, Child Safety and 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 6 Management Committee meetings
- Held an Annual General Meeting and provided an Annual Report to the members of the Association in November 2014
- Completed Annual Return for 2014
- Independent financial audit conducted for financial year 2014/2015.

**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 Fisher rates and the Annual Wage Review increases awarded by the Fair Work Commission as per required on the 1 July 2015.
- 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. Updated and maintained accurate registers
  - ii. Reviewed and amended policies and procedures as per schedule
  - iii. Management committee members evaluated their performance in terms of their responsibilities and duties in relation to governance.
  
- All committee members and staff participated in the Annual Induction and Planning Day on 13 April 2015 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:**

- NIB Foundation application
- Sydney Myer Foundation application
- Held discussion with Minister for Disability Services, Coralee O'Rourke
- Met with Kate Jones Member for Ashgrove
- Met with Steven Miles Member for Mt Coo-tha

### **5.2 Increase AMPARO Advocacy presence:**

- In March this year AMPARO Advocacy met with the new Minister for Disability Services, Coralee O'Rourke to discuss the work of the organisation and to highlight our need for additional resources.
- Queensland University of Technology (QUT): Finalised interviews of participants in research being undertaken with the School of Public Health and Social Work at QUT: *An exploration of the barriers to services and inclusion of refugees living with disability*. This project was carried out by Dr Julie King, Associate Professor Dr Ignacio Correa-Velez, Dr Niki Edwards from QUT and AMPARO Advocacy.
- AMPARO Advocacy and representatives from QUT also meet with Minister O'Rourke to discuss the importance of further research to examine how the needs of people from diverse cultural and linguistic communities will be met under the National Disability Insurance Scheme.

### **5.3 Develop a strong diversified membership base:**

AMPARO Advocacy hopes with our new website the work of the agency will be more accessible, our members will have access to more detailed information about the work of the organisation and becoming a member of the organisation will be made easier.

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

Throughout the year the organisation has participated in regular teleconferences with other independent advocacy agencies across Queensland to discuss common issues and advocacy strategies and to reflect on changes in legislation, policy and practices which impact on the lives of people with disability. It is unfortunate that this year there has not been the capacity to hold a physical gathering of the advocacy organisations due the financial constraints organisations are experiencing.

Unfortunately there is much uncertainty around the ongoing funding of both federally and state funded independent advocacy agencies and like many other agencies we are keen to see the outcomes of the National Advocacy Framework Review conducted by the Department of Social Services. Outcomes of this review will be posted on the AMPARO website once released.

## TREASURER'S REPORT

As Treasurer of AMPARO Advocacy I can confirm that the management committee have acted to conduct the financial business of the organisation in accordance with 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 2015.

Firstly on behalf of AMPARO Advocacy I would like to thank Jason O'Connor Registered Company Auditor for his diligence in the preparation of an Independent Audit Report which includes the statement of the financial position of AMPARO Advocacy as at the 30 June 2015.

AMPARO Advocacy has had another successful year and we can advise members that we have a very small surplus of \$4,464 from our recurrent grant this year. We have also made full provision for all liabilities, including staff entitlements such as long service leave.

Fortunately we have been able to maintain the full time individual advocacy position thanks to the back payment of wage supplementation provided by the Department of Communities, Child Safety and Disability Services. This position is shared between two part-time advocates, however because of limited funding, this position is regularly at risk of being reduced and funding from our savings is being used to maintain this position at its current full time capacity until early in the New Year.

**AMPARO Advocacy Inc. has received the following grants and income for the 2014 -2015 financial year:**

### **Department of Communities, Child Safety & Disability Services**

- **Recurrent funding:** \$ 242,258
- **Non-recurrent funding:**
  - Quality Assurance \$ 3,200

### **Gambling and Community Benefit Fund**

- New computers \$ 5,790

### **Participant Readiness Project Income:**

- Community Resource Unit (CRU) / Mamre Association and Queenslanders with Disability Network (QDN) \$ 100,000
- Multicultural Development Association \$ 15,000

Our appreciation and thanks to the organisations that have contributed financially or with in-kind support to the work of AMPARO Advocacy over the past year. We could not have carried out the important work of the organisation without your support and assistance.

My sincere thanks goes to Lucia Forman our bookkeeper, for her careful and professional preparation of financial reports throughout the year and to all the staff of AMPARO Advocacy.

**Ignacio Correa-Velez**  
Treasurer

**AMPARO Advocacy Inc.**  
**Minutes of the Annual General Meeting**  
**26 November 2014**

Meeting commenced at 3.35pm at 9 Chippendall Street, Milton.

**1. Don acknowledged the traditional owners**

**2. Welcome:** Don welcomed everyone and thanked them for attending.

**3. Present :**

Don Dias-Jayasinha; Ignacio Correa-Velez; Karin Swift; Ludmila Doneman; Gus Gebels; Les Kirmsse; Brian Parker; Graham Burkett; Jen Barrkman; Bobby Noone; Pamela Kruse; Denise Forman; Bikash Chapagain; Patricia Wilson; Abebe Fekadu; Indra de Joodt; Josey McMahon; Di Toohey; Anne Fraser; Medhi Heidarizadeh; Lalita Lakshmi; Daly Westmore; Maureen Fordyce; Julie Granger; Liz Martyn-Johns; Murka Smiechowski; Lucia Foreman; Sharam Jazan; Jade Cronan-Thompson; Benita Bierzynski; Peter Armitage; Julie McDougall; Sue Duncan-Kemp; Julie King; Niki Edwards; Michelle O'Flynn; Mandy Cox; Sarah Chapagain; Bobby Bright; Carol Holt; David Isitt; Lyn Venczel; Jenny Armitage;; Michael Doneman; Ella Doneman; Arti Jazan; Lorella Piazzetta; Ruth Rowan; Julie Nguyen; Hai Nguyen; Lisa Bridle; Christine Venner-Westaway; Hoa Tran; Hugh Rose-Miller; Shamyia Al-Saadi; Jenny Ryan; Di Peck; Richard Peck; Sandie Nicolls; John Cuffe; Kevin Cocks; Willie Prince; Sam Takada; Suren; Dias-Jayasinha; George; Leanne Burke; Greg Wagner; Pauline Wagner; Laura Benesh; Khaovlia Jaffari; Sabar Jaffari; Hamayun Jaffari; Annabelle Allimant; Huong Tran; Thanh Tran; Jenny Armitage; Marg Rodgers; Lemya Al-Saadi.

**4. Apologies:**

Peter McQuoid, Judy Carey; Lisa Toh, Mary Kenny, Kerrin Benson, Cr Matic, Hon A Palaszczuk, Claire Brolan, Saxon Rice MP, Mark Henley, Marco & Elvie Ramirez, Riana King, Kaye Marks, Desley Scott MP, Jan Dyke, Catherine Allen, Grazia Catalano, Zee Klebic, Grace Melki, David Swift, Arlie Walker, Charles Niser, Fiona Connolly, Paige Armstrong.

**5. Proxies Received:** no proxies were received

**6. Previous minutes (2013 AGM)**

It was proposed that the minutes of the 2013 AGM be confirmed as a true and accurate record.

Proposed: Karin                      Seconded: Graeme Burkett                      Carried

No business arising from the minutes.

**7. President's Report**

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

**8. The Treasurer's Report**

Ignacio Correa-Velez presented the treasurer's report. Ignacio proposed that the audited 2013/14 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

Proposed: Ignacio Correa-Velez Seconded: Graeme Burkett Carried

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

The Manager's report for 2014 was presented by Maureen Fordyce and the individual advocacy work by Murka Smiechowski.

**10. Election of Office Bearers and Committee Members for 2014/2015**

The meeting was handed over to the Returning Officer, Greg Wagner. Greg enquired and it was confirmed by Karin that a quorum was present. Greg declared all management committee positions vacant and asked the management committee to step down.

11. It was proposed that the number of management committee members remain at 7 for 2014/2015.

Proposed: Graeme Burkett Seconded: Josey McMahon Carried

12. Greg read out the list of nominations received by the closing date of Wednesday 12 November 2014 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 2014/2015.

As there was only one nomination for vice-president, Ludmila Doneman was declared vice-president of AMPARO Advocacy for 2014/2015

As there was only one nomination for Treasurer, Ignacio Correa- Velez was declared Treasurer of AMPARO Advocacy for 2014/2015

There were four nominations for the four general committee member positions: Karin Swift, Gustav Gebels, Lesley Kirmsse & Medhi Heidarizadeh were elected as general members of the management committee for 2014/2015

13. Greg handed the meeting back to the president to chair. Don thanked Greg for his kind support.

**14. Vote of thanks to outgoing committee**

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

**15. Appointment of Auditors 2014/2015**

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 2014/2015.

Proposed: Ignacio Correa-Velez Seconded: Anne Fraser Carried

**16. Confirmation of Public Liability Insurance**

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

**17. General Business**

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

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

**19.** Don thanked all members and guests for attending and for their support for AMPARO over the past year.

**20. Close of Meeting: 4.30pm**



# FINANCIAL STATEMENTS

## 30 JUNE 2015

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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.

## STATEMENT OF COMPREHENSIVE INCOME AS AT 30 JUNE 2015

	Note	2015 \$	2014 \$
<b>INCOME</b>			
Grants	3	249,308	226,467
Other income		47,134	21,147
<b>Total Income</b>		<b>296,442</b>	<b>247,614</b>
<b>EXPENDITURE</b>			
Audit fees		750	750
Asset purchase less than \$1,000		7,570	1,589
Bank charges		103	104
Computer repairs and software		724	1,265
Consultancy fees		8,461	2,425
Depreciation		4,349	4,349
Fees and permits		127	278
Membership fees		620	595
Other expenses		573	428
Printing and stationery		2,557	1,352
Postage, freight and courier		230	169
Rent		18,810	20,000
Repairs and maintenance		66	25
Telephone, fax and internet		4,571	4,095
Training and development		1,066	1,886
Insurance - general		3,383	2,559
Meeting expenses		3,402	1,753
Motor vehicle expenses		2,337	2,381
Travel and accommodation		4,801	2,691
Employment entitlements		239,589	195,640
<b>Total Expenditure</b>		<b>304,087</b>	<b>244,335</b>
<b>Surplus / (Deficit) before income tax expense</b>		<b>(7,645)</b>	<b>3,279</b>
Income tax expense	1	-	-
<b>Surplus / (Deficit) after income tax expense for the year attributable to the members</b>		<b>(7,645)</b>	<b>3,279</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year attributable to the members.</b>		<b>(7,645)</b>	<b>3,279</b>

The accompanying notes form part of these financial statements.

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	Note	2015 \$	2014 \$
<b>CURRENT ASSETS</b>			
Cheque account		59,355	42,340
Donation account		779	478
Debit visa card account		1,542	1,949
Premier investment account		32,094	30,977
Other receivables		16,520	1,164
Petty cash float		285	365
<b>Total Current Assets</b>		<b>110,576</b>	<b>77,274</b>
<b>NON CURRENT ASSETS</b>			
Motor vehicles at cost		21,747	21,747
less accumulated depreciation		(16,102)	(11,753)
<b>Total Non-Current Assets</b>		<b>5,645</b>	<b>9,994</b>
<b>TOTAL ASSETS</b>		<b>116,221</b>	<b>87,268</b>
<b>CURRENT LIABILITIES</b>			
Accounts payable		17,360	8,536
Unexpended Grant - recurrent operating	5	4,464	-
Unexpended Grant - quality assurance	5	1,415	2,910
Unexpended Grant - SNGO	5	-	1,029
Unexpended Grant - Gambling Community Fund	5	-	-
Income received in advance - Consultancies		15,000	-
Income received in advance - Participant Readiness Program		7,770	-
GST liabilities		1,466	92
Provision for personal leave		14,179	10,837
Provision for annual leave		13,575	17,064
<b>Total Current Liabilities</b>		<b>75,228</b>	<b>40,469</b>
<b>NON CURRENT LIABILITIES</b>			
Provision for long service leave		18,143	16,304
<b>Total Non-Current Liabilities</b>		<b>18,143</b>	<b>16,304</b>
<b>TOTAL LIABILITIES</b>		<b>93,371</b>	<b>56,772</b>
<b>NET ASSETS</b>		<b>22,850</b>	<b>30,495</b>
<b>EQUITY</b>			
Accumulated surplus		22,850	30,495
<b>Total Equity</b>		<b>22,850</b>	<b>30,495</b>

The accompanying notes form part of these financial statements.

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2013	27,216	27,216
Plus Surplus	3,279	3,279
<b>Closing Balance 30 June 2014</b>	<b>30,495</b>	<b>30,495</b>
Opening balance 1 July 2014	30,495	30,495
Less Deficit	(7,645)	(7,645)
<b>Closing Balance 30 June 2015</b>	<b>22,850</b>	<b>22,850</b>

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		304,614	243,920
Payments to suppliers and employees		(287,849)	(231,193)
Interest received		1,181	1,308
<b>Net Cash Provided by Operating Activities</b>	<b>4</b>	<b>17,946</b>	<b>14,035</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of motor vehicle			-
Purchase of equipment			-
<b>Net Cash Used In Investing Activities</b>		<b>-</b>	<b>-</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Net Cash Used in Financing Activities</b>		<b>-</b>	<b>-</b>
<b>Net Increase in Cash Held</b>		<b>17,946</b>	<b>14,035</b>
Cash at the beginning of the year		76,110	62,075
<b>Cash at the end of the year</b>	<b>4</b>	<b>94,056</b>	<b>76,110</b>

## 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.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

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 2012-3 Amendments to Australian Accounting Standards - Offsetting Financial Assets and Financial Liabilities
- AASB 2013-3 Amendments to AASB 136 - Recoverable Amount Disclosures for Non-Financial Assets
- AASB 2014-1 Amendments to Australian Accounting Standards (Parts A to C)

#### **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'), the Associations Incorporation Act 1981 and regulations, section 60.40 of the Australian Charities and Not-for-profits Commission Regulation 2013 (ACNC Regulation), 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:

<b>Class of Fixed Asset</b>	<b>Depreciation Rate</b>
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.

	2015	2014
	\$	\$
<b>NOTE 3: GRANTS</b>		
DSQ Recurrent Operating	242,258	217,129
DSQ Quality Assurance	3,200	8,000
Gambling and Community Benefit	5,790	
Grants carried forward as unexpended	(5,879)	(3,939)
Grants carried forward from last year	3,939	5,277
<b>Total Grants</b>	<b>249,308</b>	<b>226,467</b>

**NOTE 4: CASH FLOW INFORMATION**

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

Surplus / (Deficit) attributable to members	(7,645)	3,279
<b>Non Cash flows in surplus</b>		
Depreciation	4,349	4,349
Profit / (loss) on sale of assets	-	-
<b>Changes in assets and liabilities</b>		
(Increase) / decrease in receivables	(15,356)	(1,047)
Increase / (decrease) in payables & grants	34,907	(497)
Increase / (decrease) in provisions	1,690	7,951
	<b>17,946</b>	<b>14,035</b>

	2015	2014
	\$	\$
<b>NOTE 4: CASH FLOW INFORMATION (Continued)</b>		
<b>b. reconciliation of cash</b>		
Petty Cash Float	285	365
Cheque account	59,355	42,340
Donation account	779	478
Investment account	-	-
Debit visa card account	1,542	1,949
Premier investment account	32,094	30,977
Less bank overdraft	-	-
<b>Total Cash</b>	<b>94,055</b>	<b>76,110</b>

**NOTE 5: UNEXPENDED GRANTS**

**Unexpended Grant - quality assurance:**

Opening balance - unexpended	2,910	3,978
Plus grant income	3,200	8,000
Less Expenditure	(4,696)	(9,068)
	1,415	2,910
Closing balance - unexpended	(1,415)	(2,910)
Net Surplus / (Deficit)	-	-

**Unexpended Grants - SNGO**

Opening balance - unexpended	1,029	1,299
Plus grant income	-	-
Less Expenditure	(1,029)	(270)
	-	1,029
Closing balance - unexpended	-	(1,029)
Net Surplus / (Deficit)	-	-

**Unexpended Grants - Gambling Community Benefit Fund**

Opening balance - unexpended	-	-
Plus grant income	5,790	-
Less Expenditure	(5,790)	-
	-	-
Closing balance - unexpended	-	-
Net Surplus / (Deficit)	-	-

**Unexpended Grants - recurrent**

Opening balance - unexpended	-	-
Plus grant income	243,600	-
Less Expenditure	(239,136)	-
	4,464	-
Closing balance - unexpended	(4,464)	-
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 2015 and 30 June 2014.

## NOTE 8: COMMITMENTS

The incorporated association had no commitments for expenditure as at 30 June 2015 and 30 June 2014.

## 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 2015 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 2015

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 2015 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.
4. complying with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

On behalf of the management committee

  
\_\_\_\_\_  
President/Chairperson

  
\_\_\_\_\_  
Treasurer

Dated this 9<sup>th</sup> day of October 2015.

## 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 2015** 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), with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013 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.

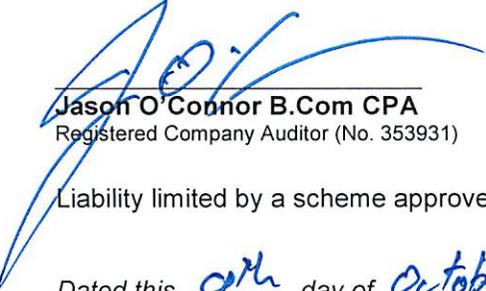
#### Independence

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 2015** and of its performance and its cash flows for the year ended on that date;
2. Complying with Australian Accounting Standards Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Associations Incorporation Act Queensland 1981 and regulations; and
3. Complying with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

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

Liability limited by a scheme approved under Professional Standards Legislation

Dated this *9th* day of *October* 2015.

**Jason O'Connor B.Com CPA**

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