



ANNUAL REPORT

2016 - 2017

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THE ORGANISATION

AMPARO Advocacy is a non-profit community organisation which provides individual and systemic advocacy with and on behalf of people from a non-English speaking background (NESB) with disability. AMPARO Advocacy is governed by a voluntary Management Committee, the majority of whom are people from NESB with disability, and is funded by the Department of Communities, Child Safety and Disability Services.

AMPARO Advocacy believes that people from NESB with disability have the same right to valued lives that are comparable to other citizens, however societal responses to vulnerable people can be inadequate and harmful, making independent social advocacy on their behalf often needed.

THIS ANNUAL REPORT PROVIDES AN OVERVIEW OF THE WORK THAT HAS BEEN CARRIED OUT FROM OCTOBER 2016 - OCTOBER 2017.

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 further the objects of the Association and social advocacy.

AMPARO Advocacy believes:

People from a NESB with disability have a rightful place in community where they:

- are respected and valued;
- can experience valued relationships with friends and family;
- have access to qualified 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 the natural authority to influence the direction of their own lives, or where they have limited capacity, that their family where 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's Mandate

AMPARO Advocacy takes our mandate from important United Nation declarations, Federal and State antidiscrimination laws and principles which promote the rights of all people as well as expectations for the lives of people from a NESB with disability.

*The **Convention on the Rights of Persons with Disabilities** in particular provides advocates with a mandate to assert the rights of people with disability to education, health, work, adequate living conditions, freedom of movement, freedom from exploitation and equal recognitions before the law.*

Advocacy Principles

Independent advocacy is provided in a way that respects and meets the language, cultural and religious needs of the person and group and is guided by a strong commitment to the following principles of:

- Human Rights
- Social Justice and
- Inclusive Living

Strategic Goals 2017-2019

1. Provide vigorous individual advocacy.
2. Engage in strategic systemic advocacy.
3. Undertake community engagement and development that furthers the social advocacy work.
4. Be an effective, sustainable and independent advocacy organisation.

Management Committee

2016- 2017

President	<i>Don Dias-Jayasinha</i>
Vice President	<i>Ludmila Doneman</i>
Secretary	<i>Karin Swift</i>
Treasurer	<i>Ignacio Correa-Velez</i>
Committee Member	<i>Regina Mukok Chitumb</i>
Committee Member	<i>Jennifer Barrkman</i>
Committee Member	<i>Bikash Chapagain</i>



Staff

2016 - 2017

Manager	<i>Maureen Fordyce</i>
Advocate	<i>Liz Martyn-Johns</i>
Advocate	<i>Murka Smiechowski</i>
Multicultural Project Officers	<i>Lalita Lakshmi</i>
	<i>Jo-Ann Cochran</i>
Administration Officers	<i>Tamara Kenyon</i>
	<i>Hereadae Fenton-Smith</i>
Bookkeeper	<i>Lucia Foreman</i>

PRESIDENT'S REPORT



Ladies and Gentlemen, I have pleasure in presenting my report for the past 12 months. This has probably been our most busy period. We have finally settled in our new premises and enjoy the extra space we have acquired. The year began with a visit to our new office by the Hon. Jane Prentice, Federal Member for Ryan, to announce that we would be one of two agencies in South East Qld to receive NDIS sector development funding to deliver targeted strategies to Queenslanders with disability and their families to help them prepare for the NDIS. QDN joined us for this announcement.

During the course of the year AMPARO undertook a small project to provide further clarity for the management committee and to assist us to make important decisions about the future work of the organization. We interviewed 17 people from 14 organizations and this feedback was provided to the management committee to help inform decisions to be made on the strategic planning day.

I am pleased to confirm that AMPARO remains committed to the provision of independent social advocacy as the core business of the organisation and despite the Queensland's government decision to cease funding advocacy for Queenslanders with disability from the 1 July 2019, we are hoping we can convince the State government to revisit this decision and recognise that Advocacy Matters!

We welcomed many new staff to the AMPARO family this year namely, Jo Cochran as Project Officer working on the NDIS targeted strategies and Hereadae Fenton-Smith who has provided the much needed administration support and 15 bi-cultural consultants who are working with their communities on this work.

September was a busy month as we held an afternoon tea to welcome new members and many of our bi-cultural workers joined with staff and management committee at this event. The organisation also had our external quality audit on the Human Service Standards and I am happy to report that once again AMPARO was commended on our excellent standards.

At our AGM last year, we welcomed 2 new members to our management committee, Bikash Chapagain and Regina Mukok Chitumb. Sadly, Regina passed away in August. We remember Regina for her contribution to AMPARO. We would like to pay tribute to Regina's contribution to AMPARO by showing some of the video she helped to develop as part of our participant readiness work. We extend to Regina's family our heartfelt sympathy. Some staff and management committee members were able to attend her funeral which was a traditional Congolese ceremony, and a glorious farewell to Regina.

To our staff Maureen, Murka, Liz, Lalita, Jo, Tamara and Hereadae a big thank you for your pursuit of excellence. To my fellow management members thank you for your attendance at meetings and the extra workload you carry in supporting the organization.

Finally thank you friends for your attendance and attention at today's AGM.

GOAL 1: Provide vigorous individual advocacy in the Brisbane area

AMPARO Advocacy speaks, acts and writes on behalf of and with vulnerable people from NESB with disability to defend, protect and promote their rights and interests so that their fundamental needs are met, and so they can fully participate as equal members of society.

The majority of individuals and families that AMPARO works with have come to Australia under the Humanitarian Program and are from a refugee background. They are often experiencing multiple and complex layers of disadvantage, and not accessing specialist disability services. They can experience marginalization and isolation, and confront service systems that have not been designed to meet their needs, and are not culturally responsive. As a consequence people from CALD backgrounds with disability often miss out on important information and support, including early intervention.

Independent individual advocacy aims to ensure people from CALD backgrounds with disability have their fundamental needs met, so they and their families can actively participate, engage and contribute to family and community life. The people we advocate for are most likely to be at risk and are least able to represent or defend their own rights and interests.

AMPARO directly represents the rights and interests of vulnerable people from a NESB with disability who do not have a voice, or close family or friends who can support their ***aspirations, or speak on their behalf.***

The advocacy efforts address issues of ***social and economic isolation, unfair treatment and discrimination.***

As a result of the individual advocacy, people we work with have had access to:

- credentialed interpreters and translated information for effective communication and decision making
- culturally responsive specialist disability, multicultural and mainstream supports
- critical medical treatment and timely allied therapy
- individual funding to meet their needs
- Queensland Community Care Services for personal care/domestic supports and meaningful engagement in community.
- legal representation and less restrictive forensic orders
- review of guardianship and administration orders
- review of restrictive practices orders
- appropriate and timely mental health support
- inclusive education and appropriate support
- safe, accessible and affordable housing
- important housing maintenance
- necessary aids and equipment
- English language classes that meet their needs

- appropriate Centrelink income support and benefits
- intensive family support
- important transport assistance to attend community services and medical appointments
- individualised support to go on a holiday
- timely medical assessments
- involvement of refugee health oriented GPs
- important psychiatric rehabilitation

Over the past year independent advocacy has been provided to individuals with disability from a broad range of cultural and linguistic backgrounds including: Vietnamese, Greek, Sudanese, Rohingya, Karenni, Bhutanese, Colombian, Afghan, Burmese, Japanese, Congolese, Chinese, Columbian, Burundi, Iranian, Rohingya, Liberian, Somali, Nepalese, and Iraqi.

AMPARO Advocacy has one individual advocacy position to work across the Brisbane area, and this work is carried out by two part-time advocates. AMPARO has found that people with disability and their families, from new and emerging communities or those who have settled under Australia's Refugee and Humanitarian Program, face particular challenges and require more intensive support and advocacy to ensure their needs are met.

Over the past twelve months, AMPARO's one individual advocacy position, has provided independent advocacy to **33 individuals with disability** and directly assisted an additional **38 family members** to access essential services, programs and supports that they otherwise would not have received.

Of the individuals we have advocated for and directly assisted:

- 69% required the assistance of a credentialed interpreter.
- 63% were from refugee backgrounds, where they or their family were forced to flee their homes to escape war and violence.
- 50% have required long-term advocacy, over 12 months, to address the myriad of complex and serious issues they and their families were experiencing.

Stories of Individual Advocacy Work

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

Story 1. Post School Options

Last year AMPARO reported the difficulties that Ayla, a young Sudanese woman, had in getting an accurate diagnosis of her mental illness due to her dual diagnosis of intellectual disability and mental illness. One of the main triggers for her illness was her lived experience when leaving school. When Ayla began to struggle with her school work in Grade 10 she opted to transfer to TAFE. There, she was placed in a mainstream class but struggled again academically, left the course and stayed home. As there was no one else at home during the day, she had little reason to get up in the morning and often spent the day sleeping after late nights on the internet or watching TV. Gradually Ayla began to withdraw from the world, rarely leaving her room or speaking with anyone outside the family. By the time AMPARO met Alya she had not left the house and refused to talk with non-family members for more than 5 years.

Binta, a young woman from Sierra Leone, was more fortunate as she had individual funding from Department of Communities, Child Safety and Disability Services. which enabled her to spend two days a week participating in activities she enjoyed, socialising with friends in a cooking and art class and volunteering with a local community group. On other days she would go out and about with her mother to places of interest in the community. However, when her mother became very unwell, this was no longer possible and the two of them stayed home. As a lively and energetic young woman who enjoys socialising this was extremely difficult for Binta who became bored and frustrated with this, which meant her mother had little time to rest. The young woman and her family were told that her funding would only stretch to two days support and that no additional funding was available.

Munjed, who was also mentioned last year, is a young man with dual diagnosis of intellectual disability and mental illness, who had spent the vast majority of his time at home on his own after leaving school. Because Munjed was living with his elderly parents he was not seen as a priority, and has waited six years on the Disability Services wait list for funding for supports that would allow him to explore interests and options in the community that could bring meaning and purpose to his life.

Sadly, the withdrawal of young people with disability into their homes after school is not an uncommon experience. AMPARO has come across many others whose families are unaware of, or who have been unable to access, post school options for their adult children that could help them to live interesting and fulfilled lives. Often with very limited family and social networks and low expectations of government supports, young people from refugee and migrant backgrounds with disability are particularly vulnerable to becoming highly isolated, restricted to their homes and totally reliant on aging parents.

Advocacy efforts on behalf of these young adults has meant that Alya, Binta and Munjed are receiving additional support to participate more widely in community life. Alya has benefited enormously from the mental health treatment and support she has received and is now an active young woman with a busy schedule, who is keen to make friends, participate in social group activities, spend time away from home and make her own life decisions. Binta now has 4 days a week out and about, and is enjoying the extra time socialising with her peers and enjoying trying new activities, Munjed now has greater involvement in pursuing his interests and leading an interesting life independent from his elderly parents.

Story 2. Calling Australia Home

This year whilst advocating for a young boy whose large family had recently settled in Australia under the Humanitarian Program, the advocate became aware of difficulties being experienced by another member of the family, Raul, a young man with a significant hearing impairment. Raul had completed the compulsory 510 hours of the Adult Migrant English Program (AMEP) at TAFE as well as two additional AMEP courses that were paid for by an employment service provider. The service provider then decided not to pay for any more hours of English language tuition because Raul's language skills had not improved. The failure to improve his English meant that Raul was not eligible to progress to the Skills for Education and Employment Program which would entitle him to additional English language classes.

Even though TAFE had notified Raul's employment service provider that he had a hearing impairment, the provider did not act on this information and expected him to look for work. The employment service provider was at times not engaging interpreters to communicate effectively with Raul or at times using phone interpreters which was inappropriate for a person with a hearing impairment and caused a lot of confusion. Furthermore, there was no communication between the employment service provider and Centrelink regarding Raul's reported medical condition. As a result, Raul was placed on Newstart Allowance and expected to look for work even though he was unable to fulfil its obligations, because he could not hear and could not speak English.

Despite the obvious impact of hearing impairment on Raul's ability to learn English, there had been no medical investigation and there was no evidence of the severity of his hearing loss and its probable cause and treatment. Raul's need for support had not been acknowledged or acted upon. He was unable to communicate with anyone beyond his small ethnic community and had no opportunities to participate in the activities and life of the wider Australian community.

Negotiating the system to access appropriate health assessments, diagnosis and assistance can be a challenge for anyone, but for people with disability for whom language is a significant barrier, it is frequently impossible. Therefore, AMPARO Advocacy decided to provide short term advocacy to address Raul's urgent need for a hearing assessment, medical treatment and reassessment of his Centrelink status. The advocate contacted Centrelink and was advised that it did not have any information or medical evidence about the significance of Raul's hearing loss. Raul's hearing assessment identified that he has a significant hearing loss and needed a hearing aid. This medical evidence prompted Centrelink to reassess Raul's job capacity. Centrelink now considers Raul to have a significant and permanent condition, which entitles him to a health care card and gives him access to the government rebate for a hearing aid, which he could not afford to purchase otherwise.

Since the advocate has been involved, Raul has received additional employment assistance by a provider which has more understanding and flexibility to address the additional barriers he experiences and onsite interpreters are now being provided for every appointment. For the first time an appropriate Job Plan based on mutual obligation was developed with Raul's full involvement and understanding. Mutual obligation requirements include looking for work and participating in activities that will improve employment prospects. An employment consultant is now working closely with TAFE to ensure appropriate support is provided for Raul.

Moreover, Raul now has a hearing aid and is currently awaiting surgery to close his ear drum. He is back at TAFE, however this time he can hear and he has a real opportunity to learn English and to seek employment in the future. Government resources are no longer wasted on ineffective programs and the long term detrimental impact of Raul's disability is greatly reduced.

Without the advocate the young man would not have a real chance to improve his hearing, learn English, find employment, get to know Australian people and culture and be included in Australian society. Without those opportunities how would he 'call Australia home'?

Story 3. Supporting Families Makes a Difference

AMPARO has been advocating for Mariam, a primary school aged girl from an African background who has severe autism. Mariam has no verbal communication and this causes her significant frustration trying to communicate her needs to her family and others. Mariam's family struggled to understand her behaviour and how best to respond to her needs. Mariam's parents felt that they were not spending enough one-on-one time with her younger sister or together as a couple and they were considering separation and relinquishing Mariam's care to the Department of Communities, Child Safety and Disability Services.

Mariam's family were new to the country and did not have any informal support. Despite speaking a little English, they did not have any community connections. Their involvement with their own ethnic community was limited, in part due to the perceived stigma of having a child with a disability. The family was very socially isolated which put Mariam's mother under a lot of pressure and she was struggling emotionally.

AMPARO Advocacy became involved at this point and the advocate identified Mariam's most critical unmet needs and advocated for quick access to support and services that addressed those needs. Urgent intervention was necessary in order to keep the family together. The advocate contacted the psychologist from the Department of Communities, Child Safety and Disability Services who had been assigned to work with Mariam and her family. With the advocate's encouragement, the psychologist helped draw up a plan to assist with Mariam's communication, provide alternative strategies to cope with her frustration and enable her parents to understand her needs and respond in a positive way. The advocate urged the Department to provide funding for crucial services including the following:

- In home speech therapy and occupational therapy to assist Mariam to further develop her communication
- School holiday programs/camps
- After school care and vacation care

- Continuing involvement and case management support by the Departmental psychologist, who established contact with Mariam's school, therapists and other specialists and oversaw their involvement as a team

After school and vacation care provided opportunities for Mariam to interact with other children in fun activities and gave her parent's time to spend together as a couple and time with her younger sister. It helped to develop and establish a routine for Mariam, doing things that she enjoyed, which her parents could continue. Mariam found the routine calming.

Whilst the advocate considered counselling may be helpful for Mariam's mother, the priority was to ensure Mariam's needs were addressed and establish trust with the family. Cultural sensitivities meant that the advocate had to approach discussions around counselling gently and slowly, and only once a relationship had been built with the whole family. As it became apparent that the strategies put in place were having a positive effect on Mariam and the pressure on her mother eased a little, she agreed to see a counsellor. Mariam's mother responded well and found the counselling helpful and to date is continuing with this.

Mariam's family are together, feel more supported and are happy with the support their daughter is receiving. They are looking forward to and starting to plan for the National Disability Insurance Scheme with the assistance of the Department psychologist who now knows Mariam and her family well. AMPARO has also provided information to the family to help them understand what the NDIS is, how to access it and the opportunities and benefits it can bring for Mariam.

*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 priorities identified for state-wide systemic advocacy which **aims to influence positive sustainable changes to attitudes, policies, practices and resources** so that people from a NESB with disability can have equitable access to important information, services and supports.

People with disability who have limited or no English language skills and who come from diverse cultural backgrounds frequently encounter additional systemic barriers to having their fundamental needs met. Through our direct advocacy work with individuals and their families, AMPARO becomes aware of the multiple layers of disadvantage which restrict people's ability to fully participate and be included in family and community life.

Whilst the implementation of the National Disability Insurance Scheme (NDIS) has enormous potential to improve the lives of all people with disability, the transition in Queensland and across Australia has presented many challenges for people from CALD backgrounds with disability, their families and communities.

In response to these challenges AMPARO's systemic advocacy has focused largely on providing feedback to those in positions of influence in the NDIS, and at a state and federal level, to improve the design of this new system and to argue for better responses to the needs of people from CALD background.

Queensland's NDIS Transition and Advisory Group (QTAG)

AMPARO Advocacy continued to be a member of this group which provides advice and feedback on strategies, projects and approaches that are necessary to prepare Queenslanders for the NDIS.

This group provides an opportunity for AMPARO to highlight the specific challenges and issues that people from CALD backgrounds with disability experience in trying to access and participate in the NDIS. It provides a forum to seek the support of the State government to bring to the attention of the NDIA, what is working for CALD participants and what changes are necessary to improve their engagement with the NDIS.

AMPARO has attended 5 meetings over the course of this year and the following key issues were raised through this forum and other meetings with the state government and the NDIA. Further follow up actions were taken throughout the year with the aim to influence positive changes regarding the following issues:

- The NDIA has not reported any data on the participation of CALD participants for 12 months.
- The NDIA's continued delay in releasing a National CALD Strategy that is robust and includes a detailed action plan. The removal of a detailed action plan from the draft

strategy severely reduces its potential to bring about real change in a system that presents many obstacles for CALD participants and their families.

- The decision by the NDIA, in late 2016, to remove funding for interpreters from participants plans, prior to establishing alternative process to ensure access to qualified interpreters, meant many participants were not in a position to exercise effective choice and control over the implementation of their supports. This also meant Participants Readiness providers were unable to advice CALD participants how they would access interpreters until September 2017.
- The lack of understanding within the community sector about how they can access the state funded interpreting services via SWITC.
- Settlement services being asked to provide access to interpreters for NDIS participants to communicate with their supports coordinator and to implement their plan, when this is clearly not their role.
- Limitations of phone planning for NDIS participants, particularly for those individuals and family members who required the assistance of a qualified interpreters to ensure accurate communication and informed decision making.
- The NDIS placing the onus on CALD participants to know they have a right to ask for a face to face planning session and the refusal, until recently, of LACS and the NDIA in Queensland to offer this even when advised that this was necessary.
- Failure by the NDIA to provide an NDIS participant with a translated plan when requested. Whilst this was quickly remedied in this situation, it highlights the need for further training of staff.
- The lack of information from the NDIA to inform the Queensland market how to respond to the language and cultural needs of potential or actual participants.
- The need for intensive preplanning support and additional assistance to access the NDIS.
- Many people, particularly those from refugee backgrounds, do not have formal diagnosis of their condition or impairment and assessment processes are costly and difficult to obtain. In addition, there is no referral pathway to link people from CALD backgrounds to clinicians that are confident in conducting culturally appropriate assessments, often with the use of interpreters.
- Many people require significant support to collect essential evidence of disability, complete access requests forms that are in English and to communicate their needs to the NDIS.
- The removal from the ILC Guidelines in August 2017 of vital information alerting the market that they must consider what professional translating and interpreting services will

be needed to ensure their services, projects, activities or events are fully inclusive of people from CALD backgrounds with disability and their families.

AMPARO's request in April this year, that the Queensland State government provide access to SWITC for NDIS participants, until such time that the NDIS develops an alternative interpreting model, had a successful outcome with the following information provided by the Department of Communities, Child Safety and Disability Services:

SWITC (Support with Interpreting, Translating and Communication) is a fee free interpreting and translation service open to Non-Government Organisations (NGOs) that are funded by Department of Communities, Child Safety and Disability Services and providing services to people with disability.

Whilst SWITC is primarily for the Department's clients AMPARO was advised in April by the Department that NDIS participants and their providers in areas of the state that have transitioned, would still be able to access SWITC until 30 June 2019.

AMPARO Advocacy would like to acknowledge and thank the Department of Communities, Child Safety and Disability Services for their response to concerns raised throughout the year and for taking up important issues brought to their attention at QTAG meetings, with the CEO of the NDIA and the Transition Steering Committee.

NDIS registered service providers can contact SWITC on 3892 8559 to provide their NDIS registration number and to organise access to this service.

However, the NIDA has very recently in September 2017, released information about its new process for NDIS participants to access interpreters to implement their plan. Details of this are provided later in this report. (Page 18).

Culturally and Linguistically Diverse Stakeholder Advisory Group

CALD Strategy and Action Plan

AMPARO has been a member of this group since mid-2015, when the NDIA gave a commitment to develop a National Cultural and Linguistic Diversity Strategy and established a CALD Stakeholder Advisory Group, to provide strategic advice on the development of the strategy.

AMPARO Advocacy has provided extensive feedback to the advisory group and the NDIA more broadly about the content of the CALD Strategy, the need to include a detailed action plan and the importance of making these documents publically available to ensure accountability of the scheme to people with disability. At this stage the action plan for the draft strategy has been removed and we are told it will not be made public.

In October 2016, AMPARO launched the report *The NDIS and Culturally and Linguistically Diverse Communities: Aiming high for equitable access*, which speaks to the underlying

causes of disparity, and the need to build a culturally competent and responsive NDIS system. A system that will also work to strengthen the capacity of individuals, families and communities from CALD backgrounds to understand their rights, to know what a 'good life' looks like and to be able to fully participate in the NDIS.

This report was provided to the NDIS CALD Stakeholder Advisory Group to add to the NDIA's understanding of what is necessary to achieve a system which reflects a high level of person centred cultural competence throughout and is inclusive and responsive to the needs of people from CALD backgrounds.

A copy of this report is available on the AMPARO Advocacy [website](#).

AMPARO's report's first recommendation was that the NDIA:

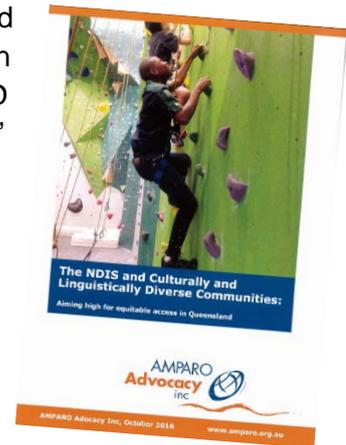
“Develop strong leadership and a dedicated well-resourced team within the NDIA, to take responsibility for and oversee the effective implementation, and regular review of robust CALD Strategy to ensure access and equity measures are imbedded into NDIA core policy, programs and services.”

Data

The lack of progress within the NDIA on this important work means that Queenslanders from CALD backgrounds with disability and their families continue to experience many obstacles in accessing and effectively participating in the NDIS. It shows that this work is not receiving the level of priority, resources and attention that is urgently needed by the NDIA.

Whilst the NDIA estimates that nationally, approximately 20% of NDIS participants should come from a CALD background, it is extremely disappointing that Quarterly Reports to COAG for the past 12 months have not reported any data on CALD participants. The last quarterly report that did have this data was in September 2016, which showed much lower than expected participation rates of only 3.3%

In Queensland it is estimated that 15.6 % of people with disability between 0-65, come from homes where a language other than English is spoken. Unfortunately, there is no available data to confirm the numbers of NDIS participants from CALD backgrounds to date, nor to inform the market of opportunities to provide services and supports to this cohort.



Access to Interpreting and Translating Services

People from non-English speaking background with disability and their families often require access to qualified interpreting, and translated and easy English information to understand important information, effectively communicate their needs, make informed decisions and to exercise real 'choice and control' in relation to the NDIS.

The decision by the NDIA, in late 2016, to remove funding for interpreters from participants' plans, prior to establishing alternative process to ensure participants and their families had access to qualified interpreters, caused significant distress to NDIS participants and their families.

Due to the advocacy efforts of many, in March this year the NDIA agreed to address this fundamental issue and recently announced a new process for NDIS participants with approved plans, and their family members, to be able to access interpreters to implement their funded supports.

National Disability Insurance Scheme (NDIS) - Interpreting Support for NDIS Participants

TIS National has partnered with the National Disability Insurance Agency (NDIA) to provide interpreting services for NDIS participants from Culturally and Linguistically Diverse (CALD) backgrounds. This service will support participants when connecting with registered service providers for funded supports in participants' plans.



An NDIS Local Area Coordinator, NDIA Planner or Support Coordinator will support participants who require assistance accessing interpreting services through TIS National.

A participant does not need to have interpreting supports listed as a funded support in their plan to access non-disability related interpreting services. TIS National requires the NDIA registered service provider who is delivering the funded support to register for a TIS National client code and book an interpreter on behalf of the NDIS Participant¹.

AMPARO encourages the NDIS, community partners and registered services to ensure they provide access to qualified interpreters in a manner that is consistent with good practice in the provision of language services as per the Federal government's and Queensland's language service guidelines.

Queensland's Language Service Guidelines advise that:

"Friends and family members should not be used as interpreters and children and young relatives are not appropriate interpreters in any context."

¹ Australian Government (September 2017) Department of Immigration and Border Protection TIS, *NDIS-Interpreting Support for NDIS Participants*. Australian Government.

Limitations of Phone Planning

Until very recently, the requirement for participants and/or family members to have complex and lengthy discussions over the phone to develop an NDIS plan caused many issues. This was particularly difficult when these discussions required the use of phone interpreters.

- Many participants from a CALD background did not know they have had a right to request a face to face planning conversation and the NDIA and LACs openly refused to offer this unless the person themselves was able to request this.
- Some service coordinators and registered service providers reported phone planning led to poorer outcomes for CALD participants, who missed out on much needed supports in their plans and that because of this many participants required support to appeal decisions made by the NDIS.
- Interpreters reported that they are often unfamiliar with disability and NDIS terminology and having to interpret complex information over the phone makes their job much more difficult and that they were not confident in participants understanding of questions being asked by the planner.

IMPORTANT NEWS UPDATE FROM THE NDIS - 18 October 2017

AMPARO Advocacy is pleased that the NDIA has responded to feedback about the limitation of phone planning and welcomes the changes that the NDIA are implementing to create a new participant's pathway.

There will be no more NDIS plans created over the phone – all plans will be developed face-to-face, UNLESS requested otherwise.

The NDIA is also creating a single point of contact to try and make it easier to get information and answers to questions.

The NDIA advises that work is still underway to tailor pathways for participants with psychosocial disability, children, people from Aboriginal and Torres Strait Islander Communities, those from CALD backgrounds and people with more complex needs.

Grant Guidelines for Local Area Coordination and ILC activities

Australia's *Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness* requires that agencies make sure that cultural and linguistic diversity is not a barrier for people who want to access their services.

As raised with QTAG it is disappointing that the latest ILC Grant Guidelines in August 2017, removed information alerting the market that they must consider what translating or interpreting services may be needed to deliver services, projects, activities or events to non-English speakers. Despite the fact that this information was available in the previous ILC Grant Funding Summary in January 2017.

It is unfortunate that the NDIS is a new system that has largely been designed and is being delivered in a way that reflects “*mainstream cultural values, norms, and practices*”,² and by not recognising experiences of disadvantage, is struggling to respond appropriately to the cultural and linguistic needs of all potential participants and their families.

What Is Needed

The issues highlighted in this report support the urgent need to build cultural competence throughout all levels of the NDIS, with policies, programs, and practices reflecting best practice in providing information and services to people from CALD backgrounds. There is much written on this, including AMPARO'S report *The NDIS and Culturally and Linguistically Diverse Communities: Aiming high for equitable access* and current Federal and State policy that could be useful to guide this work.

Queensland needs culturally appropriate targeted communication and engagement strategies to ensure potential CALD participants and their families are aware of this NDIS, understand how to access it and receive intensive support to do so.

Most importantly and without any further delay the NDIA needs to develop a Pathway that truly meets the needs of CALD participants and their families.

AMPARO would like to acknowledge and sincerely thank the many allies across government and in the community, for their ongoing and generous support in bringing to the attention of State and Federal governments and the NDIA, issues that impact negatively on the lives of people from CALD background with disability and their families.

² Sawrikar, P. and Katz, I. (2009) *How useful is the term 'Culturally and Linguistically Diverse' (CALD) in Australian research, practice, and policy discourse?* Social Policy Research Centre (SPRC) University of New South Wales (UNSW)

Response to Joint Standing Committee on the NDIS: Implementation and Performance of the NDIS in Queensland.

AMPARO Advocacy welcomed the opportunity to attend the Joint Standing Committee on the NDIS on the 29 September to speak about the implementation and performance of the NDIS in Queensland. The evidence presented to the hearing is reflected in the issues highlighted in this annual report.

Australia is fortunate to have human rights, legislative and policy frameworks that reflect a strong commitment to the implementation of access and equity measures to ensure equitable access to information, services and supports for all Australians. This includes Australian's Multicultural Access and Equity Policy, however evidence provided at this hearing shows not enough is being done by the NDIA to give effect to this policy commitment for people from CALD backgrounds with disability.

Response to Towards an all abilities Queensland Consultation Paper

In February this year AMPARO responded to the State Government's ***Towards an all abilities Queensland Consultation Paper*** to provide input into the next disability plan for Queensland.

This submission was informed by AMPARO's experience in working with people with disability and their families from a broad range of cultural and linguistic backgrounds to address issues of disadvantage and discrimination, and by engagement with AMPARO's members earlier this year.



Review of the National Disability Advocacy Program

In June 2016 the Department of Social Services undertook a review of the *National Disability Advocacy Program*, with the outcomes of this review released in August this year.

It was reassuring to see a strong emphasis on the importance of advocacy being **independent from the delivery of services** for people with disability and support for **specialist advocacy agencies** with the expertise to respond to the needs of particular cohorts, such as CALD.

The Australian Human Rights Commission, the Office of the Public Guardian and the Office of the Public Advocate in their submissions to the review, showed strong support for the continued funding of the State advocacy programs.

Whilst the Office of the Public Advocate was clear in supporting self-advocacy to empower people with disability, it was also adamant in its recommendation that self-advocacy ***“should not be relied upon as the primary advocacy mechanism for some people with impaired decision-making capacity.”***

The Queensland Public Guardian in its submission to this review, highlighted an unintended consequence of the loss of state funded advocacy in the following statement:

“There is a real risk that inadequate funding of advocacy could lead to the unintended consequence of an increase in appointments of substitute decision-makers for some people with impaired capacity.”

In releasing the report, the Federal Minister has made it clear that while funding for the National Disability Advocacy Program (NDAP) will be extended until 30 June 2020, the Federal government will not make up the shortfall in advocacy funding should the states discontinue to fund advocacy.

“All levels of government have a responsibility to support advocacy for people with disability to ensure they can exercise their rights and freedoms”.

“The Commonwealth calls on other states and territories to meet their commitments to people with disability through the National Disability Strategy by committing to ongoing support for advocacy under the NDIS.”

The decision by the Queensland State government to transfer funding for independent advocacy to the NDIS and therefore decrease the availability and access to independent advocacy from the 1 July 2019, is highly concerning for Queenslanders with disability, their families and allies.

This is particularly troubling given that:

- Advocacy agencies in locations where the NDIS has rolled out across Queensland, report **dramatic increases in requests for independent advocacy** to assist individuals to access the NDIS and develop a plan that meets their needs.
- Across Australia **only 1 in 9** people will be ineligible to access the NDIS and those who can't will often need advocacy to have their needs met elsewhere.
- Advocacy is considered **“out of scope”** for NDIS or LACs or ILC.

- Advocacy is often needed to effectively access state mainstream systems such as education, health, child safety and housing services.

The Combined Advocacy Groups of Queensland consider independent social advocacy is a crucial form of early intervention that:

- Supports vulnerable people with disability, and challenges poor responses from large and complex systems that are difficult to navigate such as Dept. Education, Housing and Health.
- Represents the rights and interests of the most vulnerable in our community, who do not have a voice, or close family or friends who can support their aspirations, or speak on their behalf.
- Addresses serious issues of discrimination, violence, abuse and neglect of people with disability.
- Enables the individuals to access important information, supports and assistance they need so they are able to actively participate, engage and contribute to family and the broader community
- Prevents an escalation of the person's issues and vulnerability and in the long term saves government and public resources.
- Supports timely access to essential mainstream and disability specialist services, including early intervention supports for children.
- Builds the capacity of individuals with disability and their family members to understand their rights and to speak up about what is important to them.
- Seeks to build and repair close relationships around the person, an important safeguard for people with disability.
- Encourages services to work in ways that are culturally responsive, and supports the engagement of professional interpreters to ensure services effectively engage with individuals and their families from CALD backgrounds.
- Sometimes is needed to save the lives of people with disability.
- Supports the Queensland Government to meet its National Disability Agreement (NDA) obligations as part of the National Disability Strategy (2010-2020).

AMPARO Advocacy is a member of the **Combined Advocacy Groups of Queensland (CAGQ)**, a state-wide network of Federal and State funded advocacy agencies that have a commitment to the provision of independent social advocacy for Queenslanders with disability.

CAGQ is asking that the Queensland State Government maintain at a minimum, the current level of funding to independent advocacy agencies representing Queenslanders with disability after 1 July 2019.

GOAL 3: Undertake community development and engagement that supports social advocacy.

This goal focuses on engaging with diverse communities, and undertaking community development work that furthers the objects of social advocacy. The activities this includes increases AMPARO's understanding of the challenges and issues experienced by people from CALD backgrounds with disability and their families, and provides a sound basis for education and awareness raising and the systemic advocacy undertaken by the organisation.

Participant Readiness Initiative (PRI)

AMPARO Advocacy's Participant Readiness Initiative project has now been running for nearly three years. The focus of the project continues to be to raise awareness about the National Disability Insurance Scheme (NDIS) in culturally and linguistically diverse (CALD) communities so that people with disability and their families are able to understand and get ready for the NDIS.

The project continued to utilise a number of strategies that have worked well including:

- Providing information to individuals with disability and their families in a flexible way, for example visiting them in their homes.
- Informing multicultural workers and community leaders about the NDIS so they can provide this information to their CALD clients and CALD communities.
- Developing translated materials and video resources to help redress the limited availability of accessible information that is currently available for people from CALD backgrounds with disability and their families
- Disseminating information about the NDIS and AMPARO's PRI work to multicultural workers, community leaders, disability workers and NDIA and other relevant departmental staff.
- Promoting AMPARO'S workshops, translated materials and resources by holding stalls at multicultural community events. (Inala and Rockhampton).



In the last 12 months the project has held 28 workshops and presentations attended by 496 people which includes people with disability, family members, community members and leaders, bicultural and multicultural workers. The project has facilitated 105 individual conversations with individuals with disability and their families.

The project has held these sessions, workshops and individual conversations in Logan, Ipswich, Brisbane, Toowoomba, Rockhampton, Townsville, Bundaberg and Hervey Bay. Ethnic specific sessions have been run for communities including

Iraqi, Burmese, South Sudanese, Congolese/Rwandan, Arabic, Vietnamese, Iranian, Greek, Japanese and Italian.

The project's Vietnamese Bicultural Education Worker, Thao Pham provided information sessions to Vietnamese community members in the Inala region and held individual conversations with people with disability and their families from the Vietnamese community.



To reach communities and run these workshops, AMPARO has worked in partnership with many ethnic and community organisations and councils. These have included ACCESS Community Services, Toowoomba Refugee and Migrant Services, Central Queensland Multicultural Association, Bundaberg and District Neighbourhood Centre, Multicultural

Development Australia Ltd., Ipswich Council, Co.As.It Community Services, Greek Orthodox Community of St George, Townsville Multicultural Support Group, Inala Community House, Choice Passion, Life (CPL), Multicultural Communities Council Gold Coast and Carers Queensland.

Translated Resources / Fact Sheets

The project developed further translated materials and resources, translating AMPARO's two fact sheets, "Understanding Disability in Australia", and "What is the National Disability Insurance Scheme?" into a further three languages: Macedonian, Turkish and Greek. In addition, video format of the factsheets was created in Hazaragi and Swahili. AMPARO thanks Alyas Taqawi, Sajida Batool, Regina Mukoko Chitumb and Mercy Kyosiimye for providing language advice and participating in these videos. In total, this information is now available in 33 languages and 9 video formats.



Sadly, not long after we completed filming the Swahili information video presented by Regina, she became very unwell and passed away in August. Regina was very passionate and committed to assisting people from her Congolese community and we would like to acknowledge her wonderful contribution to this project and the energy and enthusiasm she gave to assist us to develop the Swahili video.

AMPARO has also created a fact sheet for interpreters which provides information about NDIA processes and the stages when interpreters might be engaged. The need for this resource was initially identified by interpreters and the fact sheet was created in consultation with AUSIT members. **All fact sheets are available on AMPARO's website:**

<http://www.amparo.org.au/factsheets/>



Two digital stories were also completed “Hoe Say’s Story” (Burmese with English subtitles) and “Esperance’s Story” (Swahili with English subtitles). Both videos tell the story of these families in their own words and language, as they discuss their journeys navigating life settling in Australia, finding out what disability supports were available to them, and their hopes for the future.

AMPARO Advocacy would like to thank our film-makers Narges Shokohi from Network Plus and Hugh Rose-Miller from Community Resource Unit (CRU) for their great work on creating these videos. We would also like to thank Esperance Kalonji and Hoe Say and their families and our interpreters Evelyn Pe, Mercy Kyosiimye and Marty Randel. The videos are available <http://www.amparo.org.au/videos/>

Ethnic Radio

Other communication strategies being undertaken include the creating interviews suitable for ethnic community radio. AMPARO hopes this will be a way to reach particularly isolated community members who may not be accessing disability support, and who may not have heard about the NDIS through other communication and engagement strategies. This aspect of the project work will continue until June 2018.

CALD Targeted Strategies Participant Readiness Program -1 January 2017 - 30 June 2018

AMPARO Advocacy is delighted to advise that the Department of Communities, Child Safety and Disability Services has funded AMPARO to develop and deliver the CALD Targeted Strategies Participant Readiness Program. This program assists people from CALD backgrounds with disability and their families to access information about the NDIS in Queensland, including what it is, how it works, and the ways that they can prepare for it.

The program covers 4 key areas in South East Queensland including Logan, Redlands, Brisbane and Moreton Bay including Strathpine and Caboolture.

The program model provides a culturally appropriate, responsive and flexible process that supports the effective engagement of people from CALD backgrounds with disability and their families. This has been achieved through the employment of Bicultural Community Educators who are trained to deliver information about the NDIS and how it works to their ethnic communities.

AMPARO has currently employed 17 casual Bicultural Community Educators from the following ethnicities:-

Hazaragi	Somalian	Columbian
Madi	Burundi	Eritrean
Karen	Vietnamese	Chinese
Persian	Filipino	Dinka
Nuer	Liberian	Ethiopian
Rohingya	Iraqi	



The focus so far has been: -

- Recruitment of appropriate educators from selected ethnic communities
- The development of Disability and NDIS information kits for individuals with disability and their families
- Sharing information at community events /social/special interest groups
- Attending Community Leaders meetings and providing information about the project and the benefit to community members
- Informing key stakeholders/ businesses/organisations about the program and providing brochures eg. settlement agencies, health services, GP surgeries, childcare centre, schools who see large numbers of CALD community members
- Holding information stalls at community festivals, celebrations and events
- Delivering Information workshops where appropriate with community members and in partnerships with community leaders and/or service providers



A key focus of this work has been engaging Bicultural Community Educators to provide face to face information sessions for individuals with disability and their families in their own homes.

*From March 2017 to September 2017 the CALD NDIS Targeted Strategies Program has delivered **9 workshops** which were attended by **199 people**, including people with disability, family members, community members and leaders from culturally and linguistically diverse (CALD) backgrounds.*

*Over **300 individuals** have been provided with NDIS information via presentations at community meetings, events, celebrations or festivals. In addition, Bicultural Community Educators have conducted **70 individual home visits** providing information about the NDIS and how it works to **136 individuals**.*

Learnings from the program so far:

- The lack of information for many communities around impairment and disability in the Australian context means that misconceptions of disability were common. Many communities required more information to be provided in a culturally appropriate way regarding the understanding of the causes of impairment and impact of disability.
- As a result, many individuals with disability are not active within their own community and some families remain isolated due to the experiences of stigma and not receiving support.
- There are financial and accessibility challenges for many individuals with disability to be active members of their community eg paying for taxis to attend activities outside the home and accessing venues.
- Sharing information about NDIS and how it works with individuals with disability and their families in their own homes by Bicultural Community Educators was very well received and for many the most culturally appropriate approach.
- Due to the complexity of NDIS information, families can feel quite overwhelmed and therefore for some, shorter and more regular visits is the best approach.

AMPARO would like to thank the Department of Communities, Child Safety and Disability Services for acknowledging the need to provide a more targeted approach to CALD communities and the additional resources provided to carry out this work. Preparing individuals from CALD backgrounds with disability and their families with a better understanding of the NDIS will ensure greater access to the benefits of this new scheme.

Building the Capacity of Culturally and Linguistically Diverse Communities (CALD) to Include People with Disability and their Families in Community

AMPARO Advocacy undertook the CALD and Disability Capacity Building Project, funded by Multicultural Affairs Queensland, over a nine-month period from March- December 2016.

The project aimed to strengthen the capacity of four CALD communities to understand disability, so they would be more inclusive and welcoming of people with disability and their families. The project examined how people with disability and their families felt they were included by their community. By increasing the knowledge and understanding of disability and the rights and

needs of people with disability and their families in the Australian context we aimed to address misconceptions and myths that surround disability and pose a significant barrier to participation.

The project utilised community development processes and undertook the following steps:

1. Consultation with community leaders and multicultural organisations
2. Recruitment and training of four bicultural workers
3. Consultation with people with disability and their families
4. Consultation with community leaders
5. Working with bicultural workers to ascertain the most useful next steps for each community

These steps were all undertaken successfully. Four bicultural workers from the Burmese (Brisbane/Logan), Somali (Brisbane), South Sudanese (Toowoomba) and Congolese /Rwandan (Townsville) worked with their communities to raise awareness and increase community supports for people with disability from their communities. Throughout the project 42 people with disability and their family members were consulted, ten community leaders were interviewed, and three community workshops were held. Whilst most of this work was completed and reported in AMPARO's previous Annual Report (2015-2016), the project was finalised, the grant acquitted, and report of the project's findings completed in January 2017.

There have been many positive outcomes from this project which include:

- Increased capacity of communities to understand disability and the rights and needs of people with disability living in Australia, including the availability of services.
- Relationships and positive dialogue with a shared commitment to continue to work together was developed with ethnic association and community organisations.

Recommendations were made in the final report to MAQ which included to:

1. Incorporate additional questions and reporting requirements in funding applications for CALD community events and festivals, and require applicants to provide details of ways they will include, support and help people with disability and their families to access and participate in these events.
2. Include information how to make cultural events and activities accessible in event planning kits.
3. Include information about disability, the rights of people with disability and disability supports in training programs and meeting schedules for multicultural workers and community leaders, and encourage them to also run sessions for members of their communities.

AMPARO Advocacy would like to take this opportunity to thank Multicultural Affairs Queensland for funding and supporting this unique project. We would also like to thank Townsville Multicultural Support Group for providing invaluable local support in Townsville and finally to our four bicultural workers- Rachel Jimma, Evelyn Pe, Adan Shaqlane and Sibbo Sengabo for the knowledge, skills and dedication they brought to this project.

GOAL 4: Be an effective, sustainable and independent social advocacy organisation

This goal focuses on the quality of our work and ensuring our operation as an accountable, publicly funded independent advocacy organisation.

AMPARO's Advocacy is governed by a voluntary management committee the majority of whom are people from a NESB background with disability. This is a requirement of the constitution and ensures the organisation is led by people with a lived experience of disability and an understanding of the additional barriers that come with being new to Australia, and in particular the difficulties experienced when English is not your first language.

Over the past year the Management Committee have ensured the organisation fulfils its mission and remained faithful to the intent of AMPARO Advocacy's Constitution through the following:

- Holding five management committee meetings.
- Participating in developing a new 2-year strategic plan for 2017-2019, with priorities established.
- Attending a reflection meeting: Management Committee Members and staff attended one advocacy reflections meeting to discuss the individual advocacy work in greater depth to develop a collective understanding of the real-life challenges and experiences of people from a NESB with disability.
- Planning for succession of Management Committee members to ensure strong governance by skilled and committed individuals.
- 2 subcommittees meeting to develop: key principles to guide decision making around future work and possible partners and to explore activities that complement the objects of the organisation.



Strategic Planning Day 1

Staff recruitment, training and development

This year, to progress the work of the organisation AMPARO Advocacy recruited 2 new part-time staff and 16 casual staff members. All staff undergo annual professional development planning and access training opportunities within the budget and include the following:

- Induction for new staff (17 staff)
- Website development training (2 staff)
- Team Management Systems: team development (8 staff)
- SRV Perspectives on Human Service Models (2 staff)
- Introductory SRV (3 staff)
- Walk the Talk: Human Rights Forum (2 staff)
- Fire Warden Training (1 staff)
- Optimal Individual Service Design – theory (1 staff)
- NDIS (15 staff)

Comply with legislative, constitutional, funding and industrial requirements by:

- **Implementing efficient and effective systems to manage finances, assets and risk**

Sound financial systems are in place and a risk management plan ensures insurances are kept current and relevant. An independent financial audit is conducted annually and provided to the members of the Association at the Annual General Meeting. The organisation identifies and manages risks in a systematic and cost-effective manner.

- **Implementing an effective Human Services Quality Framework**

A quality management system strengthens the work of AMPARO through continuous improvement and by maintaining accreditation under the Human Service Quality Framework (HSQF). On the 6 September 2017 a maintenance audit was conducted in accordance with requirements of the Human Service Quality Standards and JAS-ANZ Human Service Scheme.

The IHCA Pty Ltd found no non-conformances during the recent audit and highlighted that:

- *Individuals (clients) of AMPARO spoke highly of the advocacy support that they receive from the organisation and*
- *Long standing Management Committee members and staff evidence commitment and passion toward supporting individuals//families from non-English speaking backgrounds who have a disability.*
- **Reporting to Department of Communities, Child Safety and Disability Services**
 - Quarterly NMDS reports and Directors Certification Reports
 - Audited Financial Reports 2016/2017
 - Criminal history checks for all staff /volunteers
 - Annual Service Performance Report for 2017
- **Meeting Industrial Relations and Other Requirements**
 - Monitored and implemented changes to awards and pay scales with support of the Queensland Community Services Employers Association.
 - Reviewed and updated all insurance policies, including WorkCover

Support the work of allies and the need for a strong social advocacy movement in Queensland

- Staff and Management Committee members attended the Luminous Lantern Parade organised by MDA in June at South Bank, to welcome people who have recently arrived to Queensland. This is always a wonderful display of community coming together and celebrating our diversity
- Attended a workshop with other members of CAGQ, to discuss the future of advocacy and the NDIS appeals work some agencies are funded to undertake.
- Participated in regular Telelinks with CAGQ members, to provide updates on the work of member organisations, to exchange information and to undertake work to highlight the impact of the State government's decision to transfer advocacy funding to the NDIS from the 30 June 2019.
- Presented the story of an individual that AMPARO had advocated for at the *Human Rights Forum* organised by QAI and Griffith University.
- Supported collective action taken by Queenslanders with Disability Network (QDN) around the Taxi Subsidy Scheme and NDIS participants.



Developing a strong diversified membership base

AMPARO Advocacy has continued to reach out to our members to support the work of the agency organised an afternoon tea with staff, management and new members.



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 of 1981 and organisational policies. On behalf of the management committee I am pleased to present AMPARO Advocacy Financial Report for the year ended 30 June 2017.

On behalf of AMPARO 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 2017.

AMPARO Advocacy has had another successful and extremely productive year and we can advise members that the Audited Financial Statements for 2016/2017 show a small surplus of \$1,516.31. I can confirm that AMPARO has effectively managed our expenditure and made full provision for all liabilities, including staff entitlements such as annual leave, personal leave and long service leave.

AMPARO Advocacy would like to thank the Department of Communities, Child Safety and Disability Services for income for 2016 -2017, safeguarding our capacity to provide independent social advocacy for people from a NESB with disability and enabling AMPARO to continue our work with CALD communities, to build their understanding of the NDIS.

I would also like to thank our bookkeeper Lucia Forman, for her careful and professional preparation of financial reports throughout the year and to all the staff of AMPARO Advocacy for their commitment to the people we assist and the work that we do.

I would like to propose that the *Audited 2016/2017 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted, and the Auditors' Report be received.*

Ludmila Doneman
TREASURER

AMPARO Advocacy Inc.
MINUTES OF THE ANNUAL GENERAL MEETING

9 November 2016

Meeting commenced at 5.15pm at Small Auditorium, 53 Prospect Road, Gaythorne QLD 4051

1. Acknowledgement to Traditional Owners

Don acknowledged Traditional Owners of the land and the elders past and present.

2. Welcome

Don welcomed everyone and thanked them for attending.

Present: Don Dias-Jayasinha (President), Hana Alraman, Jen Barrkman, Sajida Batool, Ruth Bello, Bikash Chapagain, Regina Mukok Chitumb, Sandy Clark, Julie Connolly, Ignacio Correa-Velez, Mandy Cox, Ludmila Doneman, Sue Duncan Kemp, Abebe Fekadu, Maureen Fordyce, Anne Fraser, Gustav Gebels, Julie Granger, Fiona Hathaway, Mehdi Heidarizadeh, Baran Hosseini, David Isitt, Sharam Jazan, Mary Kenny, Tamara Kenyon, Lesley Kirmsse, Lalita Lakshmi, Liz Martyn-Johns, Kannan Natarajan, Bobby Noone, Thao Pham, Jeya Selva, Adan Shaqlane, Murka Smiechowski, Narges Shokohi, Karin Swift, David Swift, Dianne Toohey, Lynne Venczel, Tracy Worrall.

3. Apologies

Benjamin Angalo, Benita Bierzynski, Joanna Roberts, David Roberts, Dennis Foreman, Lucia Foreman, Josey McMahon, Peter McQuoid, Suren Dias Jayasinha, Robyn Hamilton, Roy Hanfling, Margot Pidgeon, Paige Armstrong, Margaret Rogers, Hugh Rose-Miller, Lisa Bridle.

4. Tabling of Proxies

Proxy nomination received from Margot Pidgeon.

5. Previous minutes 2015

It was proposed that the minutes of the 2015 AGM be confirmed as a true and accurate record.

PROPOSED: Ignacio Correa-Velez SECONDED: Karin Swift CARRIED

6. Business arising from the previous meeting: none

7. President's Report:

Don Dias-Jayasinha presented the President's report. He thanked the Management Committee members, including the outgoing members, staff and members and guests of AMPARO for their continuing support of the organisation.

8. Treasurer's Report

Ignacio Correa-Velez read the financial report. He proposed that the Audited 2015/2016 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

PROPOSED: Ignacio Correa-Velez SECONDED: Karin Swift CARRIED

9. Report on the work of AMPARO Advocacy

9.1. Maureen Fordyce presented the Manager's report, highlighting AMPARO's work, achievements and challenges over the past year. This included continuing individual and systemic advocacy on behalf of people from non-English speaking backgrounds with disability, and working with partners to enable equitable levels of participation in NDIS of people from CALD backgrounds. As part of the latter, AMPARO and partners held a symposium and released a report '*NDIS and CALD communities: aiming high for equitable access*' which makes a number of recommendations for improving access and participation in NDIS of people from CALD background.

9.2. Murka Smiechowski presented the report on the individual advocacy work undertaken by her and Liz Martyn-John in 2015-2016.

9.3. Lalita Lakshmi spoke about AMPARO's work on Participant Readiness Initiative and Multicultural Affairs Queensland projects. She thanked and presented certificates of appreciation to several bicultural workers and other individuals who helped AMPARO to advance multicultural engagement work in their communities.

These were:

- Narges Shokohi
- Adan Shaqlane
- Evelyn Pe
- Dr Kannan Natarajan
- Elijah Buol
- Thao Pham
- Tadi Beyene
- Palani Thevar
- Jeya Selvaratnam
- Karthikeyan Rathakrishnan
- Sibbo Innocent
- Rachel Jimma

10. Vote of thanks to Management Committee members

Don thanked the Management Committee members for their work over the past year. He advised that Mehdi Heidarizadeh and Gustav Gebels did not re-nominate to the Management Committee for the year 2016/17. Don thanked them for their contributions, presented them with gifts and asked them to step down.

11. Introduction of Returning Officer

Don introduced Mandy Cox as Returning Officer who took over the proceedings of the meeting.

12. Election of Management Committee Members for 2016/2017:

12.1. Mandy asked, and Karin confirmed that there was a quorum.

12.2. Mandy declared all positions on the management committee vacant and asked that the committee step down.

12.3. Mandy announced that the Management Committee had asked that the number of members on the Management Committee remained seven. She invited the members to move a motion to maintain the number of Committee members at seven.

PROPOSED: Karin Swift

SECONDED: Julie Granger

CARRIED

12.4. Mandy read out the list of nominations received by the secretary by 26 October 2016 and posted on the noticeboard in the AMPARO Advocacy office.

Position	Nominee
President	Don Dias-Jayasinha
Vice President	Ignacio Correa-Velez
Treasurer	Ludmila Doneman
Committee Members	Karin Swift Jen Barrkman Regina Mukok Chitumb Bikash Chapagain

12.5. Mandy confirmed that AMPARO Advocacy received one completed nomination for each management committee position, so there was no need to take nominations from the floor.

12.6. Mandy said she was pleased to declare

- Don Dias-Jayasinha the President of AMPARO Advocacy Inc. for 2016/2017;
- Ignacio Correa-Velez the Vice-President of AMPARO Advocacy for 2016/2017;
- Ludmila Doneman the Treasurer of AMPARO Advocacy 2016/2017;
- Karin Swift, Jen Barrkman, Regina Mukok Chitumb and Bikash Chapagain the Committee Members of AMPARO Advocacy for 2016/17

12.7. Mandy welcomed Bikash and Regina to the Management Committee, and handed the meeting back to the President to chair.

12.8. Don thanked Mandy for her kind support and gave her a gift.

12.9. Don confirmed that Karin agreed to be nominated at the next Management Committee meeting to the office of Secretary.

13. Appointment of Auditors 2016/2017

Ignacio proposed that Jason O'Connor from J O'Connor Pty Ltd PO Box 5480, Brendale DC Qld 4500 be appointed as Auditors for 2016/2017

PROPOSED: Ignacio Correa-Velez

SECONDED: Gus Gebels

CARRIED

14. Confirmation of Public Liability Insurance

Karin confirmed that AMPARO Advocacy has Public Liability Insurance cover for \$20 million

15. General Business

15.1. Don invited Ludmila to speak.

15.2. Ludmila gave an overview of Gustav Gebels' extensive involvement in standing up for the rights of people with disability on the international arena commencing in 1980, including becoming a member of the steering committee in 2002, which established AMPARO Advocacy in 2004.

Ludmila presented Gus with the first Honorary Life Member certificate for his commitment to defending, protecting and promoting the rights and interests of vulnerable people from NESB with disability, and 14 years of outstanding loyalty and dedication to AMPARO Advocacy.

15.3. Don presented Ludmila a Certificate of Appreciation for her 10 years' contribution to the work of AMPARO Advocacy.

15.4. Don enquired whether there was any other business, and as there was none he handed the meeting to Maureen.

15.5. Maureen thanked the Management Committee for their support of the staff over the past year and gave all Committee members a gift.

15.6. Don thanked all members and guests for attending the meeting and supporting the work of AMPARO Advocacy over the past year, and invited everyone to join in for some refreshments.

16. Close Meeting

Meeting closed at 6.30pm.

FINANCIAL STATEMENTS

30 JUNE 2017

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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 2017

	Note	2017 \$	2016 \$
INCOME			
Grants	3	470,514.94	256,097.54
Other income		21,400.99	124,918.90
Total Income		491,915.93	381,016.44
EXPENDITURE			
Audit fees		773.64	761.82
Asset purchase less than \$5,000		7,064.00	1,688.44
Bank charges		109.17	109.33
Computer repairs and software		7,522.66	4,849.99
Consultancy fees		16,534.52	3,814.11
Depreciation		1,296.00	4,349.00
Fees and permits		298.75	190.91
Interpreting services		515.00	2,293.00
Information resources		10,923.80	11,396.09
Membership fees		669.55	508.18
Other expenses		3,231.59	965.93
Printing and stationery		7,509.45	3,698.81
Postage, freight and courier		971.00	596.95
Rent		22,407.23	21,926.79
Repairs and maintenance		2.50	594.73
Telephone, fax and internet		6,787.82	5,096.63
Training and development		4,686.93	2,151.18
Insurance - general		4,886.99	4,057.75
Meeting expenses		4,864.36	3,812.64
Motor vehicle expenses		2,633.06	2,560.80
Travel and accommodation		10,103.46	7,900.15
Employment entitlements		376,608.14	299,119.76
Total Expenditure		490,399.62	382,442.99
Surplus / (Deficit) before income tax expense		1,516.31	(1,426.55)
Income tax expense	1	-	-
Surplus / (Deficit) after income tax expense for the year attributable to the members		1,516.31	(1,426.55)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members.		1,516.31	(1,426.55)

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	Note	2017 \$	2016 \$
CURRENT ASSETS			
Cheque account		123,595.73	88,471.35
Donation account		691.52	980.47
Debit visa card account		837.47	2,048.23
Premier investment account		45,990.49	33,041.89
Other receivables		35,775.44	6,689.63
Petty cash float		301.50	400.00
Total Current Assets		207,192.15	131,631.57
NON-CURRENT ASSETS			
Motor vehicles at cost		21,747.09	21,747.09
less accumulated depreciation		(21,747.09)	(20,450.85)
Total Non-Current Assets		-	1,296.24
TOTAL ASSETS		207,192.15	132,927.81
CURRENT LIABILITIES			
Accounts payable		37,273.66	20,069.39
Unexpended Grant - recurrent operating	5	1,188.22	-
Unexpended Grant - quality assurance	5	1,872.89	3,771.34
Unexpended Grant - Multicultural Affairs Queensland	5	-	20,132.41
Unexpended Grant - Sector Development - PRI	5	50,186.83	-
Income received in advance - Participant Readiness Program		13,735.82	8,517.39
GST liabilities		2,454.00	449.78
Provision for personal leave		25,646.98	19,782.89
Provision for annual leave		25,280.60	18,178.92
Total Current Liabilities		157,639.00	90,902.12
NON-CURRENT LIABILITIES			
Provision for long service leave		26,613.18	20,602.03
Total Non-Current Liabilities		26,613.18	20,602.03
TOTAL LIABILITIES		184,252.18	111,504.15
NET ASSETS		22,939.97	21,423.66
EQUITY			
Accumulated surplus		22,939.97	21,423.66
Total Equity		22,939.97	21,423.66

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2017

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2015	22,850.21	22,850.21
Surplus/(Deficit)	(1,426.55)	(1,426.55)
Closing Balance 30 June 2016	21,423.66	21,423.66
Opening balance 1 July 2016	21,423.66	21,423.66
Surplus/(Deficit)	1,516.31	1,516.31
Closing Balance 30 June 2017	22,939.97	22,939.97

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		496,337.45	393,557.18
Payments to suppliers and employees		(450,917.97)	(363,733.87)
Interest received		1,055.29	1,063.23
Net Cash Provided by Operating Activities	4	46,474.77	30,886.54
CASH FLOWS FROM INVESTING ACTIVITIES			
Net Cash Used In Investing Activities		-	-
CASH FLOWS FROM FINANCING ACTIVITIES			
Net Cash Used in Financing Activities		-	-
Net Increase in Cash Held		46,474.77	30,886.54
Cash at the beginning of the year		124,941.94	94,055.40
Cash at the end of the year	4	171,416.71	124,941.94

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

New, revised or amending Accounting Standards and Interpretations adopted

The incorporated association has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

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:

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

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

Impairment of non-financial assets

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

Trade and other payables

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

Employee benefits

Wages and salaries and annual leave

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

Long service leave

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

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

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

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

NOTE 2: CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

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

Estimation of useful lives of assets

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

Long service leave provision

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

	2017	2016
	\$	\$
NOTE 3: GRANTS		
DSQ Recurrent Operating	275,077.56	246,522.68
DSQ Quality Assurance	-	5,600.00
DOC Multicultural Affairs	-	22,000.00
PRI Funds	230,000.00	-
Grants carried forward as unexpended	(58,466.37)	(23,903.75)
Grants carried forward from last year	23,903.75	5,878.61
Total Grants	470,514.94	256,097.54

NOTE 4: CASH FLOW INFORMATION

a. reconciliation of cash flows from surplus

Surplus / (Deficit) attributable to members	1,516.31	(1,426.55)
Non-Cash flows in surplus		
Depreciation	1,296.00	4,349.00
Profit / (loss) on sale of assets	-	-
Changes in assets and liabilities		
(Increase) / decrease in receivables	(29,085.81)	9,831.29
Increase / (decrease) in payables & grants	53,771.35	5,465.38
Increase / (decrease) in provisions	18,976.92	12,667.42
	46,474.77	30,886.54

	2017	2016
	\$	\$
NOTE 4: CASH FLOW INFORMATION (Continued)		
b. reconciliation of cash		
Petty Cash Float	301.50	400.00
Cheque account	123,595.73	88,471.35
Donation account	691.52	980.47
Debit visa card account	837.47	2,048.23
Premier investment account	45,990.49	33,041.89
Less bank overdraft	-	-
Total Cash	171,416.71	124,941.94

NOTE 5: UNEXPENDED GRANTS

Unexpended Grant - quality assurance:

Opening balance - unexpended	3,771.34	1,414.61
Plus, grant income	-	5,600.00
Less Expenditure	(1,898.45)	(3,243.27)
	1,872.89	3,771.34
Closing balance - unexpended	(1,872.89)	(3,771.34)
Net Surplus / (Deficit)	-	-

Unexpended Grants - recurrent

Opening balance - unexpended	-	4,464.00
Plus, grant income	276,448.43	247,586.64
Plus, association contributions	-	10,000.00
Less Expenditure	(275,260.21)	(269,567.97)
	1,188.22	(7,517.33)
Closing balance - unexpended	(1,188.22)	-
Net Surplus / (Deficit)	-	(7,517.33)

Unexpended Grant - Multicultural Affairs Queensland

Opening balance - unexpended	20,132.41	-
Plus, grant income	-	22,000.00
Less Expenditure	(20,132.41)	(1,867.59)
	-	20,132.41
Closing balance - unexpended	-	(20,132.41)
Net Surplus / (Deficit)	-	-

Unexpended Grant - Sector Development - PRI

Opening balance - unexpended	-	-
Plus, grant income	100,000.00	-
Less Expenditure	(49,813.17)	-
	50,186.83	-
Closing balance - unexpended	(50,186.83)	-
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 2017 and 30 June 2016.

NOTE 8: COMMITMENTS

The incorporated association had no commitments for expenditure as at 30 June 2017 and 30 June 2016.

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 2017 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 2017

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 2017 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



Chairperson



Treasurer

Dated this 5th day of September 2017.



INDEPENDENT AUDIT REPORT

To the members of Amparo Advocacy Incorporated

Opinion

We have audited the accompanying financial report of **Amparo Advocacy Incorporated**, which comprises the statement of financial position as at **30 June 2017**, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the period then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

In our opinion, the accompanying financial report of **Amparo Advocacy Incorporated**, is in accordance with the Associations Incorporation Act 1981 and the Australian Charities and Non-for-Profit Commission Act 2013, including:

- (i) giving a true and fair view of the company's financial position as at **30 June 2017** and of its financial performance for the period ended on that date; and
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements.
- (iii) Complying with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Committee Members' Responsibility for the Financial Report

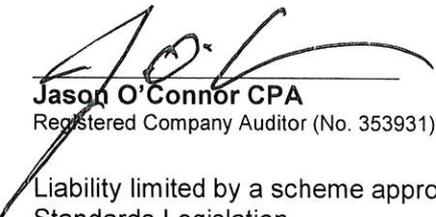
The Committee Members' of the Association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, the Associations Incorporation Act 1981 and Australian Charities and Non-for-Profit Commission Act 2013 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee Members' are responsible for assessing the Associations ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

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. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan perform the audit to obtain reasonable assurance about 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 judgement, 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 of the financial report that gives a true and fair view 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 directors, 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.


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

Liability limited by a scheme approved under Professional Standards Legislation

Dated this 14th day of September 2017.

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