



*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.*



# ANNUAL REPORT

## 2011 - 2012

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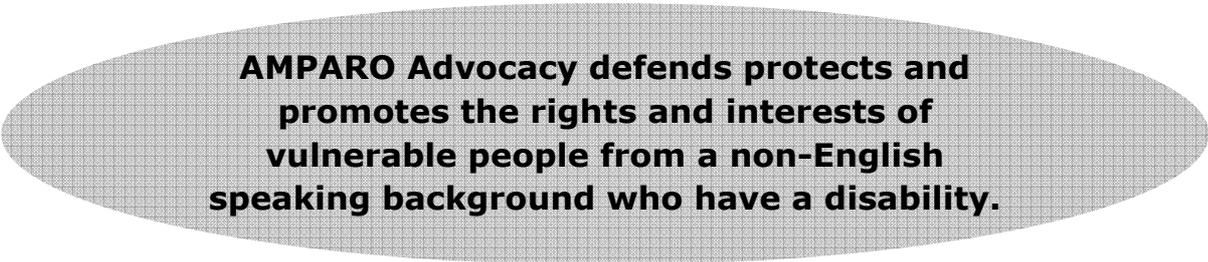
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## **INTRODUCTION**

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

**This Annual Report provides an overview of the work that has been carried out from October 2011 - October 2012.**

## **MISSION STATEMENT**



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

## **VISION**

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

## **THE OBJECTS OF AMPARO ADVOCACY INC.**

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

## **AMPARO Advocacy believes:**

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

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

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

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

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

## **STRATEGIC GOALS      2010-2013**

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

**MANAGEMENT COMMITTEE**

**2011- 2012**

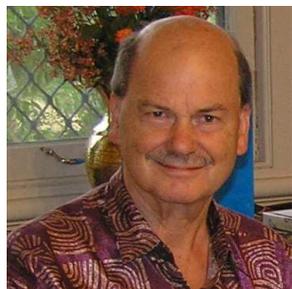
There were 7 Management Committee members elected at the AGM in October 2010 to govern AMPARO Advocacy Inc.

- President** *Don Dias-Jayasinha*
- Vice President** *Ignacio Correa-Velez*
- Secretary** *Ludmila Doneman*
- Treasurer** *Liz Martyn-Johns*
- Committee Member** *Karin Swift*
- Committee Member** *Gustav Gebels*
- Committee Member** *Tow Lwi Wah*

*Tow Lwi Wah*



*Gustav Gebels*



*Karin Swift*



*Ignacio Correa-Valez*



*Liz Martyn-Johns*



*Don Dias-Jayasinha*



*Ludmila Doneman*



**STAFF**

**2011 - 2012**

- Manager (30hrs)** *Maureen Fordyce*
- Advocate (19hrs)** *Claire Brolan/ Althea Arends*
- Advocate (19hrs)** *Murka Smiechowski*
- Administration Officer (15hrs)** *Julie Granger*
- Bookkeeper (2hrs)** *Lucia Foreman*

## President's Report



Ladies and gentlemen, it is with pleasure I give you my report for the past 12 months. This report contains some details of events, staff and Management Committee movements and some concerns that have befallen our organization.

To begin on a very positive note the Institute of Healthy Communities Australia conducted a surveillance audit of AMPARO Advocacy and found us to maintain a “*mature and effective Quality Management System*” that continues to meet the requirements of the Queensland Disability Advocacy Standards.

Staff and Management Committee attended workshops, conferences and training thus increasing our knowledge and making important contacts within the disability and multi-cultural sector. Thanks to a Community Services Skilling Plan initiative, two Management Committee members and one staff member were able to attend the DANA conference in Canberra in May this year. Also in May was the annual CAGQ conference, which this year was a day gathering of member organizations. One of our Management Committee members, Karen Swift was invited in July 2012 in her capacity as a Board Member of Women with Disability Australia to travel to Jakarta with the Human Rights Commission to deliver 6 days of training on the convention of the rights of people with disability with particular reference to eliminating violence against women with disability.

Earlier this year our Management committee and staff held a Reflections meeting, where we discussed in detail the individual advocacy work undertaken by the advocates. This is indeed, a useful exercise for our Management Committee to ensure that we adhere to our mission and vision, giving useful feedback to our advocates. I would now like to refer to the National Disability Insurance Scheme.’ We are heartened by the Commonwealths commitment to the scheme with the launch of a number of sites around the country from July 2013. Australia is moving towards developing a nationally funded system that will finally enable people with disability to exercise choice and control over the services and support they receive.

I believe it is the very foundation of a moral society when all people are treated with respect and equality.

Staff and Management Committee met with politicians and government officials to talk about recurrent funding, which restricts our capacity to advocate on behalf of many individuals. Rather than increase our funding, we have just learned that our recurrent funding will be cut by 10%. This is causing us great concern. We have now, to revisit our budget and effect cutbacks. This is our next priority and a ‘think tank’ will be meeting within the next few weeks to consider all options.

On a happier note we received funding from the Gambling and Community Benefit Fund to purchase a new car and photocopier. We also received a gift of \$100.00 from Grilled of Rosalie. We thank these organizations for their generosity.

This year we were very pleased to welcome Toh Lwi Wah, who is a leader within the Karen Community to our management committee for 2011/2012.

Claire Brolan our part-time individual advocate took six months maternity leave in the first part of this year and was replaced by Althea Arends, who brought with her a wealth of knowledge and

experience. We thank Althea for her input during the period of her employment with us and wish her well in her future plans. Claire returned to the fold in July and I am happy to announce she gave birth to a beautiful baby girl Lucia Amelia in December. Welcome back Claire.

I would like to end this report by thanking our ever faithful and dedicated staff Maureen, Murka, Claire, Julie and Althea for the commitment and professional attitude they bring to their work. My thanks also go to my fellow committee members for their diligence, knowledge and contribution to the work of AMPARO Advocacy, in spite of their family commitments. Finally friends, I thank you for your continued interest in the work undertaken by Amparo and your attendance this afternoon.

## **President's Report**

Don Dias-Jayasinha



## THE WORK OF AMPARO ADVOCACY Inc. for 2011- 2012

### **1. Provide vigorous individual advocacy in the Brisbane area**

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

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

Individual advocacy continues to be our core business, to ensure people from a non-English speaking background with disability's fundamental needs are met, so they can participate as equal members of society. Through our work with individuals we have been able to make a visible sustainable difference in the lives of many people from a NESB with disability and their families.

**Over the past 12 months AMPARO Advocacy has provided vigorous individual advocacy to 24 refugees and migrants with disability who are being treated unfairly, abused or discriminated against and not accessing important services and supports.**

We have advocated for individuals with disability from a broad range of cultural and linguistic backgrounds including: *Greek, Afghan, Ethiopian, Phillipino, Ethiopian, Iraqi, Sudanese, Vietnamese, Columbian, Burundi, Karen, Liberian, Congolese, Somali and Korean.*

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

It is very important to note that whilst the needs and interests of the person with a disability are paramount in our advocacy efforts, many people that we assist belong to single parent refugee families who are struggling with a numerous complex and serious issues which must be addressed. Failure to advocate for assistance for the family as a whole would increase the vulnerability of the person with a disability placing them at risk.

We improve the lives of many more people than the numbers of individuals we can report in our data to Disability Services.

#### **Over the past year:**

##### **❖ Use of Interpreters**

**66%** of those receiving individual advocacy have required the assistance of an interpreter for themselves or a family member. Organising interpreters and attending meetings where interpreters are needed requires the advocacy efforts to be culturally responsive. To do this work well requires significant resources and impacts on the number of individuals we can work with.

Access to accredited interpreters continues to be critical to ensuring people understand information, are able to communicate their needs, and can make informed decisions. Many services, including state government departments, fail to provide access to interpreters for their clients.

#### ❖ **Advocacy for Individuals from a refugee background**

63% of individuals have come from refugee backgrounds, where they or their family have entered Australia under the Humanitarian Program. A challenging aspect of the individual advocacy involves ensuring government and community services respond to the language and cultural needs of individuals in a flexible and culturally responsive manner.

Over the past 12 months a small number of individuals have required short term advocacy responses, less than 6 months, which has resulted in:

- Financial compensation for an unfair dismissal and discrimination case
- Support to report an assault to the Queensland Police Service and receive an appropriate response.
- Access to accredited interpreters and translated information
- Prioritised for public housing
- Auslan tutoring for 2 parents of children who are deaf
- Disability Support Pension and other Centrelink benefits reinstated
- Access to appropriate secondary education

The majority of individuals who receive advocacy have a number of serious issues which require advocacy over a long period of time. AMPARO Advocacy is committed to advocating for and standing by individuals for as long as it takes to address issues of unfair treatment, abuse and discrimination.

#### **Many individuals have received long term advocacy around a number of serious issues:**

- Assisted a woman in a domestic violence situation, with limited English and family/social support networks, have access to emergency and other more permanent housing options where she and her children could be safe.
- Defended the right of a young man from a refugee background, with limited English and family/social support networks, to natural justice and procedural fairness when interfacing with the criminal justice, police, legal and guardianship systems
- Ensured agencies responded in a culturally appropriate manner, by utilizing an accredited interpreter at all times and ensuring the individual is fully informed of legal process, his rights/options/entitlements/ and obligations.
- Preventing a highly vulnerable woman from “falling between the cracks” and not receiving a proper medical diagnosis; and ensured culturally appropriate healthcare support, and treatment.
- Preventing a highly vulnerable woman and her family from homelessness and destitution by ensuring that the Department of Housing and Centrelink understood her mental health issues were impacting on her ability to meet Departmental requirements.
- Ensuring education providers and allied health professional’s work with accredited interpreters to facilitate appropriate communication with a child’s mother and family to support access to crucial supports and benefits through the Better Start Early Intervention Program.

- Ensuring Department of Housing addressed important concerns with the home of a young child with autism so that the house was safe and he was no longer at risk of harm.

## 1.1 Stories of Individual Advocacy Work

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

### **At risk of being forced into living in a group home.**

*AMPARO Advocacy is advocating on behalf of a teenage girl called Lila who has a South American background. Currently Lila is at serious risk of losing her current placement in a safe and stable foster family home as a consequence of the handover of responsibility for her care from the Department of Communities, Child Safety Services to the Department of Communities, Disability and Community Care Services. Lila has been diagnosed with autism, intellectual impairment, Attention Deficit Hyperactivity Disorder and Severe/Profound Language Disorder. Lila originally lived with her birth family but was unable to continue living at home following a number of very complex and traumatic issues which impacted severely on the whole family and resulted in a deterioration in Lila's behaviour. Sadly Lila was relinquished into the care of Child Safety, initially living in unsuitable residential care but later moving to her current placement with a foster family.*

*AMPARO Advocacy considered Lila as being highly vulnerable when placed in care and has been involved to safeguard her best interests and wellbeing over a number of years Advocacy has been necessary to ensure Lila has access to ongoing appropriate support.*

*This has included:*

- *Protecting her right to live in a safe, stable and loving family*
- *Ensuring she has regular contact with her family of origin so that they remained involved in her life and so that her cultural identity was preserved;*
- *Maintaining regular open communication with Lila's school;*
- *Successfully advocating that Child Safety provide much needed speech therapy and counselling;*
- *Ensuring that the foster family was adequately supported in their role and*
- *Seeking the involvement of skilled professionals to provide guidance in understanding and responding to Lila's behaviours, the outcome of which was very positive.*

*Over the past four years Lila has been living in a safe, loving, stable and very responsive foster family environment, her mother and sister remain very much involved in her life and have a strong and open relationship with Lila's foster family.*

*The responsibility for Lila's care has now been transferred from Child Safety to Disability Services. To date Disability Services have provided funding to enable Lila to continue to live with her foster family until the end of this year when she finishes her schooling. However we are concerned that Disability Services may not provide appropriate and recurrent funding for Lila to be able to remain living with her foster family and access post-school programs.*

*This is despite the recommendations of her psychologist, paediatrician and Disability Services own recommendation following a Growing Stronger assessment that this would be in her best interests. Without secure funding, Lila's is at risk of being placed by Disability Services in a group home with other people with disability she does not know. This is the only alternative arrangement that Disability Services has promoted. This would be catastrophic for this young woman, seriously impact on her wellbeing and breach the Convention of the Rights of Persons with Disabilities. Despite what Disability Services may suggest, this would result in the need for significantly more resources to support Lila in the long term. **AMPARO Advocacy believes that Lila will remain very vulnerable until she receives individualized funding to meet all her needs.***

## **Access to safe affordable housing.**

*AMPARO Advocacy advocates on behalf of Rahila, a girl of upper primary school age of Afghan background. Rahila has been diagnosed with severe intellectual, vision and hearing impairment. Rahila has no verbal communication, but communicates to others using gestures and signs.. She can become very frustrated when she cannot be understood. She is living with her mother, a single parent who is also fully responsible for four younger members of her extended family. They live in a three bedroom, high set house. Their home is quite overcrowded, which is also affecting Rahila's well-being and level of distress as she does not have her own space. There is significant stress on all family members and language and cultural differences had made seeking out appropriate services and supports impossible for this family.*

*When AMPARO met Rahila, the family's most pressing concern was their need to find suitable housing. The family had been assessed by the Department of Communities Housing and Homelessness Services as having a "very high need" for social housing. However in April last year, the family's needs were reassessed and scaled down to a lower category of need. In the current climate this means that the family may not access public housing for many years.*

*The current property poses a danger to Rahila's safety. It is a high set house with staircases at the front and back and has railings and balustrades that do not comply with current housing standards. Furthermore, there is concrete flooring underneath and around the staircases. Rahila's disability and visual impairment make it difficult for her to negotiate the stairs, which has so far resulted in her falling several times, three of which have required hospitalization. The property is also unfenced and Rahila could easily venture onto the nearby busy industrial estate which has heavy truck traffic.*

*It is extremely difficult for the family to find alternative appropriate and affordable housing. The family is under severe financial hardship as their only income is Centrelink benefits. The majority of properties on the rental market are unaffordable for this family. Additionally Rahila's mother has limited proficiency in English and finds it difficult to search and apply for properties with the speed and accuracy needed to be competitive in the tight rental market. She has limited options to increase her income through employment because she provides full time support for her daughter.*

*It is crucial that Rahila stays in the same local area, in the same school catchment and close to her community. She attends the local school which provides significant support to her and her family. Furthermore, Rahila's mother relies heavily on informal support provided by local ethnic community members. As a young, single parent who is a newly arrived to Australia speaking very little English, looking after not only her daughter but also four other extended family members, this support is critical for her physical and mental well-being. Through AMPARO's involvement the school has assisted Rahila's mother to learn and understand her daughter's means of communication which has helped to minimize Rahila's frustration.*

AMPARO challenged the Department's decision to downgrade their rental application from the 'very high needs' to 'high needs' and requested a reassessment of all the relevant factors. However, despite securing another reassessment, providing letters of support and meeting with the local Manager, unfortunately our advocacy efforts did not result in reinstatement of "very high needs" status. The Department even refused to upgrade the family's housing status following their own Occupational Therapy assessment which acknowledged the property is unsuitable for Rahila. We continue to advocate in this area.

AMPARO's advocacy efforts did result in the appointment of a Case Manager from the Department of Communities, Disability and Community Care Services and the family is now registered with the National Rental Affordability Scheme and Rent Connect. However, this does not guarantee that a suitable property will be found for the family within a reasonable timeframe. Meanwhile Rahila is at significant risk due to the safety issues at her current property.

Under these circumstances AMPARO Advocacy negotiated successfully with the landlord to make the current property safer for Rahila. He agreed to build an additional bedroom and bathroom, install appropriate railings and balustrades at the front and back staircases and fence the backyard securely.

A vital part of AMPARO's advocacy has been to ensure Rahila's access to appropriate and culturally responsive medical treatment and support. Future advocacy efforts will focus on securing intensive and affordable speech therapy and access to appropriate support. Support which addresses her educational and social needs will give her the best chance of achieving her full potential. Furthermore, it is crucial for Rahila to remain living with her family and be well supported.

## **Children Missing Out on Early Intervention**

AMPARO has assisted two families whose children were eligible for the federally funded **Better Start Early Intervention Program** but who were unaware of the program and the benefits it can provide to children with disability.

**The difficulty with this program is that the onus is on parents to:**

- Register their child before their 6th birthday,
- Understand how the program works,
- Use the funding before their child turns seven,
- Seek out and coordinate the intervention of services and professionals to assist their child and
- Monitor the expenditure of the funding.

Negotiating the system to access the assistance through this program is a challenge for all parents, however language and cultural barriers frequently make this impossible for parents from a non-English speaking background. They will often require advocacy, and additional assistance, including case management support, to access assistance for their child through this program. No additional support for families who require it is available under this program. As a result children from a NESB with disability are at risk of missing out on extremely important early interventions such as speech and occupational therapy, physiotherapy and other important equipment and resources.

## Loss of Emergency Funding

AMPARO Advocacy is advocating on behalf of a young man called Lui, who has been diagnosed with a neurological degenerative condition and anxiety. Due to his neurological degenerative condition he is unable to leave his home, which is a Department of Housing house he has been living in for some 10 years now. Lui has made it consistently clear he wants to live by himself and not share his home.

Lui is extremely isolated with few social contacts and very little family support from aging parents who live out of town. He relies on support from disability support services to provide shopping, cooking, cleaning, clothes washing, attendance at medical appointments, and some personal hygiene: The nature of his neurological degenerative condition prevents him from doing these basic and fundamental activities.

However, since AMPARO Advocacy became involved in Lui's life some 4 years ago, despite vigorous advocacy on Lui's behalf, the funding provided by Disability Services has been unstable and impermanent. For a number of years Lui received Emergency and Crisis funding only – which was reviewed by Disability Services every three months. Sometimes his hours were decreased after these reviews which resulted in a redefinition of his 'necessitudes' of daily life' by way of causing a complete renegotiation around the types of supports he receives due to limited hours.

As Lui never knew whether Disability Services would extend his Emergency and Crisis support, or indeed decrease his support, he lived in a constant state of fear and anxiety, which compromised his neurological degenerative condition, mental health and wellbeing.

AMPARO Advocacy considered Lui as being highly vulnerable and has been involved in safeguarding his best interests and wellbeing over a number of years. Advocacy has been necessary to:

- Protect Lui's right to live where and with whom he chooses;
- Protect Lui's right to live in a safe, stable environment where his fundamental needs are met.
- Ensure Lui accessed appropriate medical treatment

In the last 3 months Disability Services has advised Lui and AMPARO Advocacy that Lui's neurological degenerative condition does not meet the statutory definition of disability under the Queensland's Disability Services Act (DSA) and therefore all funding (and supports) will be immediately withdrawn. In fact Lui does meet the statutory definition of disability under the DSA, as his condition has been medically diagnosed and is consistent with the definition of what is a disability under the DSA. **Medical evidence supports that this person's condition does comply with the Act:**

- (1) A disability is a person's condition that -
  - (a) is attributable to: a **neurological condition**;
  - (b) results in-
    - (i) a substantial reduction of the person's capacity for..... mobility or self care or management; and
    - (ii) the person needing support.
- (3) The disability must be permanent or likely to be permanent.

However Lui's condition is listed on an internal document for Departmental staff as an "**Excluded Condition**"; this is not a public document, is not on the Department's website, and not open to public scrutiny. This document was developed by the Department of Communities in March 2008

*and yet for 4 years since, this person has received support. During this time the Department had attempted to use this document to justify ceasing the provision of support for this individual; however advocacy was able to prevent this from happening on two occasions. However in early 2012, Disability Services successfully used this document to support their decision to cease funding supports for this person.*

*Whilst we have advocated that this decision is without merit, unfair and potentially discriminatory, the Department has not reinstated support.*

*AMPARO Advocacy subsequently advocated to Australian Federal Government Home and Community Care Service (HACC)) that Lui be re-assessed for an Extended Aged Care at Home package (EACH package) or Community Aged Care Package (CACPS package) to meet her fundamental needs.*

*Previously, HACC had refused to provide Lui with either package as HACC deemed Disability Services was responsible in supporting Lui. In view of Disability Services' complete withdrawal, HACC agreed to re-assess Lui, but decided that due to Lui's young age HACC would not provide him with an EACH or CAPS Package. AMPARO Advocacy has subsequently lodged a review of this decision with the Department of Health and Aging.*

## **Complex Support Needs**

*AMPARO Advocacy is advocating for a woman called Asti, who is originally a refugee from Burma. Asti has a mild intellectual disability and although there has been no formal diagnosis, her support workers suspect she also suffers from depression. Asti speaks some conversational English but for important or conceptually complex discussions requires an accredited interpreter.*

*Asti is highly vulnerable as a result of:*

- Substance abuse which results in behaviours that frequently brings her to the attention of the police and being charged with public nuisance among numerous other minor charges.*
- Experiencing incarcerated for a short period of time.*
- Isolated and estranged from family in Australia.*
- Making poor decisions which leave her open to exploitation by others and making it difficult for her to sustain her tenancy.*
- Homelessness and having to sleep rough in parks and couch surf with friends and community members.*
- Failure of some services to work with accredited interpreters when communicating with Asti.*

*Asti receives some funding from Disability Services and has a service provider that has come to know her well and is on the whole providing culturally responsive and individualised support.*

*AMPARO Advocacy raised our concerns with the Office of the Adult Guardian when the Office:*

- Promoted hostel accommodation for Asti despite her strongly stating that she was against this and a previous experience in a hostel which clearly showed that this type of accommodation was not appropriate and made Asti more vulnerable.*

- *Failed to engage professional interpreting services when meeting with Asti to seek her input into major life defining decisions such as: where she should live and whether she would like to change service providers.*
- *Failed to include the advocate in discussions prior to determining a change in accommodation and service provider*
- *AMPARO Advocacy was not invited to attend a Tribunal hearing regarding the reappointment of the Adult Guardian despite our request to do so.*

*AMPARO's advocacy has resulted in:*

- *The OAG meeting with Asti with an accredited interpreter so that she was able to provide an opinion about where she would like to live and whether she wanted to change service provider.*
- *Her being listed on the Department of Housing's Very High Needs List. However due to the housing crisis in South-East Queensland, it is unlikely accommodation will be found for her in the near future.*
- *Reconsideration by the OAG of a decision to change service providers*

*AMPARO Advocacy has promoted the importance and need for all services involved in Asti's life, to work with professional interpreters to ensure Asti understands the information being provided to her, can make informed decisions and is able to communicate her needs.*

*It has also been necessary to highlight the potential conflicts of interests for cultural reasons, between what Asti says she wants and what members of her community may feel is in her best interests. AMPARO Advocacy continues to advocate to Asti's Guardian and to the Department of Housing for accommodation to be located for Asti as a priority.*

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opinion, national or social origin, age, property or other status.***



## 2. Engage in strategic systemic advocacy

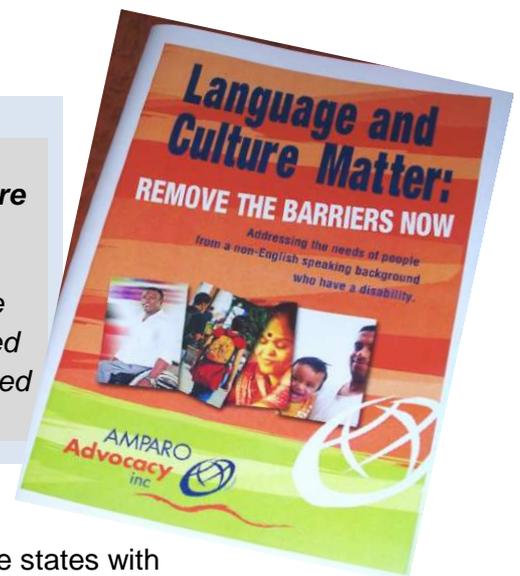
This goal focuses on a small number of state-wide advocacy systemic priorities, identified as part of the Management Committee's annual planning and informed by our advocacy work with individuals.

Key issues are taken up with governments, services and communities to influence positive changes to policies, practices and resources to support people from a non-English speaking background (NESB) who have a disability. Throughout the year, where resources permit, we also respond to other opportunities to address systemic issues. Systemic advocacy is part of the part-time Manager's role. This past year with staff leave there has been a greater need for the Manager to undertake and support the individual advocacy efforts and this has impacted on the degree of systemic advocacy efforts.

### 2.1 AMPARO Advocacy Position Paper

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

*While there has been significant progress in some areas, there are a number of recommendations that need to be implemented to address the additional barriers and discrimination experienced by people from a NESB with disability.*



Queensland is one of the most culturally and linguistically diverse states with people from over 200 cultures speaking over 220 languages.

#### In Queensland according to the Census 2011:

- 20.5% of population were born overseas
- 9.8 % speak another language other than English at home

#### The latest preliminary figures from the Queensland Disability Services NMDS Data for 2011-2012 show that only:

- 2.75 % of those receiving assistance from a disability service come from a home where a language other than English is spoken at home.

### 2.2 Access to Accredited Interpreting and Translating Services for People with Disability

Since July 2008 Department of Communities, Disability Services has funded an alternative service call **SWITC (Support with Interpreting, Translating and Communication)** which aims to address the diverse communication needs of people with disability.

As an interim strategy the SWITC service was welcomed, particularly given the total lack of access to funding for interpreting services for the community sector at the time. The potential to access accredited interpreters was significantly increased with the introduction of this initiative. Disability

Services Queensland was congratulated as the first department to take action to provide their funded non-government services access to accredited interpreters.

In October 2008 the former Premier Anna Bligh issued a directive that required all Ministers to make provision to access interpreters for all their department's funded community services. This was largely the result of the advocacy efforts of the Working Group and other community groups, including AMPARO Advocacy. This directive brought about a major policy change by the State Government and is included in the Language Services Policy released in July 2011 where it states that "*Queensland Government agencies are to implement this policy by implementing appropriate budgets and assistance for funded non-government organisations to engage interpreter services for service delivery*".<sup>1</sup>

This has meant that State funded community organisations can access free onsite or telephone interpreters through the Translating and Interpreting Services (TIS). **The service is relatively easy to use and generally provides timely access to accredited interpreters; it is available 7 days a week, 24 hours a day.**

AMPARO Advocacy has questioned the continued need for a separate communication service for people with disability, particularly given that this service is less accessible, than that provided to other Queenslanders accessing State funded services.

**Due to a lack of funding for the SWITC service by Disability Services there are a number of limitations to the effectiveness of this service. These include:**

- The booking service only operate from Monday to Friday during office hours from 9am to 5pm;
- The lengthy process involved in actually booking a telephone interpreter;
- Lengthy delays in accessing telephone interpreters as compared to other communication services
- Limitations to accessing an interpreter outside of business hours and on weekends.
- Interpreters cannot be arranged 24 hours a day, 7 days a week

AMPARO Advocacy has undertaken the following activities with key stakeholders to raise our concerns regarding the provision of language services Queenslanders with disability.

- October 2011: Met with Garry Page the Executive Director of Multicultural Affairs Qld (MAQ). Lisa Toh from QCOSS and Ian Muil from ECCQ also attended this meeting.
- December 2011: Met with Linda Vallance, Principle Program Officer, Disability Programs and Reform/ Communities Team and Anthony Knobloch from MAQ. There was agreement to explore number options to improve access to interpreters at this meeting by government.
- December 2011: Wrote to the Michael Hogan the Deputy Director General of Disability Home and Community Care and Community Mental Health Services. .
- February 2012: Discussions with Bill Taylor the Manager of SWITC from Deaf Services Qld about our concerns.
- April 2012: met with Bill Taylor the Manager of SWITC and discussed concerns with the effectiveness of the service and possible improvements that could be made.
- April 2012: Discussions with Linda Vallance, Department of Communities.

AMPARO Advocacy continues to experience difficulties with the SWITC service and firmly believes that workers in the community will be less inclined to make use of an interpreting service that is

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<sup>1</sup> Queensland Government. (2011). *Queensland Government Language Services Policy - – A Multicultural Future for all of us.*

cumbersome to use. We regularly have requests for information from both staff of the Department of Communities, Disability Services and staff from community organisations that are unaware of interpreting services and how to access them. There continues to be many instances where accredited interpreters are not provided by both government and community staff in part because interpreter services have not been widely promoted by the Queensland government and also because staff are not always confident or trained in how to work effectively with interpreters.

### 2.3 The Office of the Adult Guardian (OAG)

Early this year we met with the acting Adult Guardian, Lindsay Irons to discuss a number of systemic issues, including the importance of working with accredited interpreters and the importance of cross-cultural training for staff of the Office. Then in May we met with Amy Wicks Policy Manager of OAG to discuss incorporating cultural competency training in a new training program for officers and provided her with information and resources on cultural competence and working effectively with interpreters.

### 2.4 Griffith University:

Attended the "Disability Studies Lunchbox Conversation" celebrating International Day of People with Disabilities Dec. 2011. This was a partnership event involving industry, government and community agencies, past students and academics, in the continuing development of Griffith's Disability Studies Program in the Health Group. AMPARO Advocacy provided input on the day and further information was provided to a member of the faculty after this event about the importance of developing cultural competence of students.

Many people with disability often remain isolated within their own community with little or no knowledge of the services and supports that may be available or how to access them.

### 2.5 Working Groups

#### ❖ Queensland Accessing Interpreters Working Group

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

- Attended several meetings with the Working Group to carry out the activities of the group.
- Attended a session with the Anti-discrimination Commission Qld ***Understanding Discrimination Law***, particularly in relation to accessing interpreters.
- Contributed to the development of and provided feedback on the report, ***Still a Matter of Interpretation*** which will be released at the Ethnic Communities Council of Queensland's Summit in late October.

***Still a Matter of Interpretation*** is the result of work undertaken by the working group from 2010 to 2012. It provides a contemporary overview of the state of access to interpreters for CALD communities in four service areas in Queensland.

In formulating this report the Working Group relied on feedback from state-wide consultations held in 2011 which included:

- 4 forums that were held across the State,
- the collections of 50 case studies via an on-line survey and
- 131 responses from community services in a separate on-line survey

The feedback obtained from these consultations highlighted that systemic barriers continue to hinder the effective provision of language services by both State government and community services.

Since 2010, most state funded community services have had access to a more streamlined process to book fee-free interpreting through a National interpreting service which is available 24 hours a day, seven days a week.

Despite this over one third of the survey respondents were unaware that they are able to access fee-free interpreting services.

One can reasonably assume from this response that people from CALD communities were significantly disadvantaged and less likely to access these services and programs. This response also clearly points to the importance of cultural competence training to ensure workers know how to respond effectively to the language and cultural needs of individuals wanting to access their services.

#### **The report also identifies:**

- Gaps in cultural competency practices in the provision of public health services,
- Inadequate provision of interpreting services in the justice system, particularly in court hearings of domestic and family violence.
- Limitations to the provision of interpreters by the Qld Police Service
- Lack of access to interpreters for important private allied health services, such as psychologists and optometrists
- Reluctance of some GPs to engage interpreters and the common practice of family and friends fulfilling this role, and
- The inequitable provision of interpreting services for people with disability from CALD backgrounds.

The report highlights that services that work with people with disability have access to a separate language service system that is limited in hours of operation, more difficult to access and less efficient in its response, due to funding restrictions.

The aim of the State Government's Language Service Policy is and I quote, ***"To provide people who have difficulties communicating in English with the same access to effective and efficient services and programs as English speaking Queenslanders"***.

Equitable access to accredited interpreters is critical to ensuring that people understand information, can make informed decisions, are able to communicate their needs, and take advantage of opportunities to fully participate in society.

Whilst the Working Group acknowledges there have been improvements in the provision of interpreting services since the launch of our first report in 2008, this report provides clear evidence of the need to do more to ensure Queenslanders have equitable access to high quality language services that are supported by a culturally competent service system, and identifies key areas for action by decisions makers.

## ❖ Community Safeguards Coalition

We have also continued to support the work of the Community Safeguards Coalition (CSC) to highlight where the State Government's policies and practices continue to erode the rights of people with disabilities.

There have been several meetings with staff from the Department of Communities, including Daniel Hobbs, the policy advisor to the Hon. Minister Tracey Davis to outline our concerns regarding continued practice of forced co-tenancy of people with disability across Queensland and the lack of new individualised funding. The Coalition has strongly supported the implementation of a National Disability Insurance Scheme highlighting serious concerns with current practices by the Department of Communities, Disability Services and providing suggestions to the effective implementation of the NDIS to the NDIS advisory group. In responding to the Queensland's government reluctance to support a NDIS, the coalition has widely distributed a community run e-petition and collected almost 4,000 signatures. The intention is to deliver this petition to Premier Campbell Newman.

Given the current support system is, as the Productivity Commission has reported, **unfunded, unfair, fragmented and inefficient**, the hope of many Queenslanders with disability is firmly relying on the effective implementation of a NDIS where an entitlement to support is given and where people with disability can exercise choice and control over the services and supports that they receive.

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

AMPARO Advocacy continues to receive referrals from individuals and families who are New Zealand citizens and who have settled permanently in Queensland since 2001 and who are deemed not eligible to access support from Disability Services or housing through the Department of Housing and are ineligible for the Disability Support Pension.

#### ▪ **Anti-Discrimination Commission Qld:**

- In July this year AMPARO Advocacy met with Kevin Cocks the Commissioner of the Anti-discrimination Commission Qld to discuss the increasing number of referrals we are receiving from New Zealand citizens living permanently in Australia and who have disability.
- A complaint of alleged unlawful discrimination brought by a young New Zealand national with disability against the state government department (the Department of Communities, Child Safety and Disability Services) was due to be examined by the **Queensland Civil and Administrative Tribunal (QCAT)** in mid-October. We understand that the parties involved reached an agreed settlement, and as result the claim did not proceed to be heard by QCAT. This is unfortunate as the Tribunal recognised the claimant had a strong case of direct discrimination under the Anti-discrimination Act and every chance of a successful claim. Evidence of this is a statement made by the Tribunal in sanctioning this agreement between the parties: *"the claimant's position should be regarded as strong, and any reasonable settlement ought to obtain a result close to that of a successful claim"*.
- AMPARO Advocacy is aware of a number of individuals with disability who are from a non-English speaking background and who have settled in Australia since 2001 and are not eligible to register for support from Department of Communities, Disability Services. We have serious concerns for these individuals.

## 2.7 National Disability Insurance Scheme

In April this year staff and management committee members attended the Every Australian Counts Make It Real rally in Brisbane to show our strong support for a National Disability Insurance Scheme.



Draft Legislation is due to be presented in Federal Parliament in late November 2012. This legislation will mean that the NDIS Launch Transition Agency that is already operating will be independent of Government. The Agency has been established to implement the first stage of a NDIS to commence from July 2013 in launch sites in South Australia, Tasmania, the ACT, NSWs and Victoria. It is

The legislation will develop a framework for the national scheme, including approaches to eligibility, necessary supports, and planning processes. Queenslanders with disability and their family members are disappointed that we are not participating in the NDIS trials and therefore not actively involved in the very early development of this

scheme. AMPARO Advocacy will inform our members when the consultation process commences and how they can provide feedback on the draft legislation.

## 2.8 Provided information / attended consultation/ endorsed reports:

- **Ethnic Communities Council of Qld (ECCQ):** AMPARO Advocacy has participated in two ECCQ Policy Round Table Discussions
- **March 2012:** Attended a Breakfast Scott Emerson LNP Shadow Minister for Multicultural Affairs.
- **National Disability Consultation:** Attended a consultation on draft new National Service Standards
- **Brisbane North Lifestyle Support Services (Uniting Care Community):** Attended all day workshop on *person centred practice, how do we make this flourish?*
- **August 2012:** Attended Breakfast with Hon. Glen Elmes MP Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs. The Minister confirmed the State government's commitment to Language Services Policy.
- **Civil Society Report to the UN Convention on the Rights of Persons with Disabilities.**

**AMPARO Advocacy endorsed and attended the official launch of the Australian Civil Society Shadow to the UN Committee on the Rights of Persons with Disabilities.** This report presented the perspectives of people with disability in relation to Australia's compliance with its obligations under this convention. The Shadow Report has been compiled from consultations with people with disability and their representative and advocacy organisations. AMPARO Advocacy provided input into the consultations. The purpose of the reports is to assist the Committee on the Rights of Persons with Disabilities to undertake its first periodic review of Australia in 2013. The Report was endorsed by more than sixty civil society organisations.

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

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

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

There were 7 Management Committee members elected at the Annual General Meeting on 12 October 2011.

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

- 5 Management Committee meetings
- Sub-committees met to focus on:
  - Building Organisational Capacity
  - Growing and Sustaining the Membership

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

- **Planning and Induction:** All committee members and staff attended the *Annual Induction and Planning Day in March 2011* where the roles and responsibilities of Management Committee members were reviewed and discussed and priorities were set for 2012.
- **Reflections Meetings:** Management Committee Members and staff attended an advocacy reflections meeting in May this year and will attend another in November 2012.  
In order to make good policy and govern our organisation well, AMPARO Advocacy believes it is important for management committee members to understand the broad nature of the advocacy work of the organisation. We attempt to do this by holding periodic sessions when staff and management come together, where the nature of our advocacy can be discussed and analysed and we can develop a collective understanding about the lives and situations of vulnerable people from a non-English speaking background with disability.
- **Disability Advocacy Network Australia (DANA) Conference May 2012:** AMPARO Advocacy was fortunate to attract funding through a Community Services Skilling Plan initiative which enabled us to send two members of the Management Committee to the DANA conference in Canberra.
- **Community Resource Unit: The Fundamentals of Social Advocacy:** by Jan Dyke and Michael Kendrick March 2012: two members of the management committee attended this very relevant and interesting workshop.

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

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

## **4. Strengthen organisational capacity**

This goal focuses on our need to build our capacity to do advocacy work so that the organisation can grow and be sustainable over time. AMPARO Advocacy held our annual planning day with members of the Management Committee and staff in to develop our priorities for the year based on our Strategic Plan for 2010-2013.

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

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

- Newsletter: In August this year we sent members, allies and contacts a newsletter to provide a brief update on some of the important activities of the organisation.

### **4.2 Develop and implement strategies to address issues of capacity**

The subcommittee with the task of Building the Organisational Capacity has continued to implement a plan of action to increase our capacity to respond to the unmet need for independent advocacy for people from a non-English speaking background with disability, and to ensure the organisation could continue to grow and be sustainable over time. In May this year this plan was reviewed in light of the change in the Queensland Government.

Over the past twelve months AMPARO Advocacy has:

- Met with senior bureaucrats within the Department of Communities, Disability Services, including a meeting in early October 2011 with the then Director and Executive Director of Disability Services, Michael Hogan and Merrilyn Strohfeltd
- Met with members of Parliament: this includes a meeting in late October 2011 with the previous Treasurer of Queensland, the Hon. Andrew Fraser MP.
- Met with Teresa Gambaro, Shadow Parliamentary Secretary for Citizenship and Settlement in July 2012.
- Met with Clare O'Connor, Executive Director and Denise Prambid Director, Disability Services also in July 2012.
- Met with Saxon Rice MP and Assistant Minister for Technical and Further Education in September 2012.
- Made contact with and provided information to the federal Department of Families, Housing, Community Services and Indigenous Affairs about our interest in securing additional advocacy funding.

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

AMPARO Advocacy has been involved in teleconferences with other independent advocacy agencies across Queensland who are members of the Combined Advocacy Groups of Qld (CAGQ) to discuss common issues, advocacy strategies and to reflect on changes in legislation, policy and practices which impact on the lives of people with disability.

Members of CAGQ met for one day in Brisbane on the 31 May to discuss relevant issues to independent advocacy for people with disability across Queensland. The Acting Adult Guardian, Lindsay Irons attended this meeting which provided an opportunity to raise and discuss concerns

regarding the Office of the Adult Guardian's commitment to and support for strong independent advocacy.

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

In October this year we welcomed Abebe Fekadu, a former member of the Management Committee for several years, back to the organisation as a student on placement. Abebe is completing a Diploma of Community Services Work at Southbank Institute of Technology and spent 160 hours on placement with AMPARO Advocacy. During this time Abebe was directly involved in supporting both the individual and systemic advocacy work of the organisation. We would like to thank him for his contribution to the organisation during this time and wish him well in completing his studies.

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

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

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

- Recruited, inducted and supported a replacement for a part-time individual advocate who was on 6 months maternity leave

#### **Staff participated in the following training and development**

- Annual Planning Workshop in March 2012 to set priorities for the year.
- Annual Professional development planning.
- Fortnightly staff meetings and regular internal supervision.
- *Fundamentals of Social Advocacy* by Jan Dyke and Michael Kendrick: March 2012.
- Queensland Advocacy Inc.: *Making Complaints using the UN Convention on the Rights of Persons with Disabilities*.
- In house *Excel and Word* training: Lucia Foreman
- *Deafness and Mental Health Workshop*: Jan. 2012
- *Team building activity* 5 Sept. 2012.
- *Disability Advocacy Network Australia (DANA) Conference May 2012*: AMPARO Advocacy was able to send two staff members to this conference, the cost of sending one staff member was met through a Service Practitioners' Development Grant from the *Community Services Skilling Plan*, an initiative of the Department of Education and Training and the Department of Communities.
- 1 staff attended an information session on the people and culture of Sierra Leone

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

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

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

- AMPARO Advocacy was successful in applications to the Gambling and Community Benefit Fund for funds to purchase: a new motor vehicle in November 2011 and in June 2012 a much needed new photocopier machine.
- Updated the website with additional translated information, policy information and the Annual Report for 2011. [www.amparo.org.au](http://www.amparo.org.au).
- Maintained and updated register of policies and other registers as per quality management system.
- Updated membership, allies and contacts data bases.

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

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

- Maintained a quality management system:
  - (i) Held one quality subcommittee meeting
  - (ii) Successfully completed our *Re-Certification Audit against the Queensland Disability Advocacy Standards* in early March 2012.
  - (iii) Updated and maintained accurate registers
  - (iv) Reviewed and amended policies and procedures as per schedule
  
- Collected the relevant data on individuals receiving advocacy and submitted quarterly CSTDA reports
- Acquitted the funds by providing quarterly financial reports to Disability Services
- Provided a copy of the Audited Financial Reports 10/11 to Department of Communities, Disability Services
- Maintained up to date criminal history checks for all staff and committee members.
  - Signed new Service Agreement with Department of Communities, Child Safety and Disabilities Services June 2012- June 2014

### **Complied with Constitutional requirements**

- Held 5 Management Committee meetings
- Held an Annual General Meeting and provided an Annual Report to the members of the Association.
- Completed Annual Return for 2011
- Independent financial audit conducted for financial year 2011/2012.

### **Complied with Industrial Relations and other requirements**

- Monitored changes in the structure of the relevant awards through regular contact with the Queensland Community Services Employers Association and the Australian Services Union
- Implemented full Fisher increases for all staff as per Award
- Updated all insurance policies, including WorkCover.

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

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

- All committee members and staff participated in the Annual Induction and Planning Day in March 2012 where priorities for the year were established based on the Strategic Plan 2010-2013.

## TREASURER'S REPORT

It is with pleasure that I present the AMPARO Advocacy Financial Report for the year ended 30 June, 2012 for acceptance at this Annual General Meeting. I would like to take this opportunity to thank Jason O'Connor Registered Company Auditor Formerly Malcolm V Leeke & Co Chartered Accountants for his support over the past year and for his diligence in the preparation of our financial statements.

AMPARO Advocacy Inc. has received the following grants for the 2011-2012 financial year:

### **Department of Communities (Disability Services)**

- **Recurrent funding:**
  - DSQ Recurrent Operating \$ 226,527
- **Non-recurrent funding:**
  - DSQ Quality Assurance \$ 10,487

### **Department of Education, Training and Employment**

- **Non-recurrent funding:**
  - Department of Education and Training and  
the Department of Communities \$ 3,580

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

- **Non-recurrent funding:**
  - Grant for new vehicle \$ 12,656
  - Grant for new photocopier \$ 9,140

### **Grants Carried forward from last year**

- Grants Carried forward from last year \$ 4,328

AMPARO Advocacy has had a very busy and productive year. In addition to the funding we gratefully received from the Departments of Education and Training and the Department of Communities Community, we were very fortunate to receive \$21,796 in two grants from the Gambling and Community Benefit Fund this year, the first for the purchase of a replacement vehicle and the second to replace our temperamental photocopier. Not only are both purchases vital for the operation of the organisation, but securing the new vehicle has meant that our Financial Report shows a surplus for the year of \$14,397 in 2012, despite fully expending our recurrent grant once again.

Our focus over recent years has been on securing additional funding so that AMPARO can meet a greater proportion of the unmet need for advocacy for people from non English speaking communities with disability. With the Queensland government cuts, this has had to change radically in recent months to one of attempting to maintain funding at current levels. Sadly, despite several supportive and encouraging meetings with Federal and State Members and with those at the Department of Community, we have recently heard that our funding is to be cut by 10% from January 2012. Given that we have been struggling at our current funding level, with all budget lines including staff development, management committee support, IT repairs, etc., already cut to the minimum, this is a major concern for the organisation and may impact on the numbers of those we can advocate for.

While the Queensland government has issued assurances that cuts will not impact directly on front line services, cuts in funding for individual advocacy across Queensland will mean that even more of the most vulnerable within our community will not have the opportunity to access critically important front line services. And this at a time when there was already a critical unmet need for advocacy for people from a NESB with disability.

During these difficult times, I would like to take this opportunity to acknowledge the hard work and dedication of the staff of AMPARO Advocacy; I would also like to thank Maureen as manager and Lucia Forman our bookkeeper, and my fellow members of the Management Committee, for their support in my role as Treasurer.

*Liz Martyn-Johns*

Treasurer

# FINANCIAL STATEMENTS

## 30 JUNE 2012

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**Auditor:**

Jason O'Connor B.Com CPA  
[www.joconnorptyltd.com.au](http://www.joconnorptyltd.com.au)

**STATEMENT OF COMPREHENSIVE INCOME  
AS AT 30 JUNE 2012**

	Note	2012 \$	2011 \$
<b>INCOME</b>			
Grants	3	249,929	254,450
Gain on disposal of asset		6,425	-
Other income		1,344	85
<b>Total Income</b>		<b>257,697</b>	<b>254,535</b>
<b>EXPENDITURE</b>			
Audit fees		700	700
Audit fees - quality assurance		4,185	3,291
Asset purchase less than \$1,000		689	2,484
Bank charges		217	244
Bookkeeping and administration		-	1,643
Computer repairs and software		1,399	1,865
Consultancy fees		501	5,261
Depreciation		4,193	4,316
Fees and permits		116	829
Interpreting services		-	750
Membership fees		821	650
Other expenses		1,009	1,277
Printing and stationery		2,737	3,474
Postage, freight and courier		499	575
Rent		24,419	23,536
Repairs and maintenance		288	105
Telephone, fax and internet		4,181	4,688
Training and development		3,414	3,767
Insurance - general		6,521	8,859
Meeting expenses		2,688	3,006
Motor vehicle expenses		1,635	2,793
Travel and accommodation		5,422	5,432
Employment entitlements		177,668	194,099
<b>Total Expenditure</b>		<b>243,301</b>	<b>273,647</b>
Surplus / (Deficit) before income tax expense		14,397	(19,112)
Income tax expense	1	-	-
<b>Surplus / (Deficit) after income tax expense for the year attributable to the members</b>		<b>14,397</b>	<b>(19,112)</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year attributable to the members.</b>		<b>14,397</b>	<b>(19,112)</b>

**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2012**

	Note	2012 \$	2011 \$
<b>CURRENT ASSETS</b>			
Cheque account		49,692	25,918
Donation account		367	197
Investment account		-	17,509
Debit visa card account		1,368	1,714
Premier investment account		15,167	-
Other receivables		138	70
Petty cash float		234	396
<b>Total Current Assets</b>		<b>66,965</b>	<b>45,803</b>
<b>NON CURRENT ASSETS</b>			
Motor vehicles at cost		21,747	21,579
less accumulated depreciation		(3,054)	(17,775)
<b>Total Non Current Assets</b>		<b>18,693</b>	<b>3,805</b>
<b>TOTAL ASSETS</b>		<b>85,658</b>	<b>49,608</b>
<b>CURRENT LIABILITIES</b>			
Accounts payable		9,034	8,310
Unexpended Grant - quality assurance	5	5,914	2,520
Unexpended Grant - SNGO	5	1,735	1,808
Unexpended Grant - Gambling Community Fund	5	9,140	-
Provision for personal leave		10,040	6,430
Provision for annual leave		12,317	10,053
<b>Total Current Liabilities</b>		<b>48,180</b>	<b>29,121</b>
<b>NON CURRENT LIABILITIES</b>			
Provision for long service leave		11,953	9,358
<b>Total Non Current Liabilities</b>		<b>11,953</b>	<b>9,358</b>
<b>TOTAL LIABILITIES</b>		<b>60,132</b>	<b>38,479</b>
<b>NET ASSETS</b>		<b>25,526</b>	<b>11,129</b>
<b>EQUITY</b>			
Accumulated surplus		25,526	11,129
<b>Total Equity</b>		<b>25,526</b>	<b>11,129</b>

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2012**

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2010	30,240	30,240
Less deficit	(19,112)	(19,112)
<b>Closing Balance 30 June 2011</b>	<b>11,129</b>	<b>11,129</b>
Opening balance 1 July 2011	11,129	11,129
Plus Surplus	14,397	14,397
<b>Closing Balance 30 June 2012</b>	<b>25,526</b>	<b>25,526</b>

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2012**

	Note	2012 \$	2011 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		269,321	242,435
Payments to suppliers and employees		(229,984)	(263,785)
Interest received		838	47
<b>Net Cash Provided by Operating Activities</b>	<b>4</b>	<b>40,175</b>	<b>(21,303)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of motor vehicle		(19,082)	-
Purchase of equipment		-	-
<b>Net Cash Used In Investing Activities</b>		<b>(19,082)</b>	<b>-</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Net Cash Used in Financing Activities</b>		<b>-</b>	<b>-</b>
<b>Net Increase in Cash Held</b>		<b>21,093</b>	<b>(21,303)</b>
Cash at the beginning of the year		45,734	67,037
<b>Cash at the end of the year</b>	<b>4</b>	<b>66,827</b>	<b>45,734</b>

# NOTES TO THE FINANCIAL STATEMENTS

## NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

### **New, revised or amending Accounting Standards and Interpretations adopted**

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

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

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

#### *AASB 1053 Application of Tiers of Australian Accounting Standards*

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

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

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

### **Basis of preparation**

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

#### *Historical cost convention*

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

#### *Critical accounting estimates*

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

## **Revenue recognition**

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

### *Donations*

Donations are recognised at the time the pledge is made.

### *Interest*

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

### *Grants*

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

### *Other revenue*

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

## **Income tax**

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

## **Cash and cash equivalents**

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

## **Trade and other receivables**

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

## **Property, plant and equipment**

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

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

<b>Class of Fixed Asset</b>	<b>Depreciation Rate</b>
Motor Vehicles at cost	20% Prime Cost

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

### **Impairment of non-financial assets**

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

### **Trade and other payables**

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

### **Employee benefits**

#### *Wages and salaries and annual leave*

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

#### *Long service leave*

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

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

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

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

### **NOTE 2: CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS**

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

### *Estimation of useful lives of assets*

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

### *Long service leave provision*

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

	2012	2011
	\$	\$
<hr/>		
<b>NOTE 3: GRANTS</b>		
DSQ Recurrent Operating	226,527	217,955
DSQ Quality Assurance	10,487	24,300
DSQ Non-Recurrent Operating	-	140
Gambling and Community Benefit	21,796	-
Department of Education and Training	3,580	-
Grants carried forward as unexpended (note 3)	(16,789)	(4,328)
Grants carried forward from last year (note 3)	4,328	16,383
<b>Total Grants</b>	<b>249,929</b>	<b>254,450</b>

### **NOTE 4: CASH FLOW INFORMATION**

#### **a. Reconciliation of cash flows from surplus**

Surplus / (Deficit) attributable to members	14,397	(19,112)
<hr/>		
<b>Non Cash flows in surplus</b>		
Depreciation	4,193	4,316
Profit / (loss) on sale of assets	-	-
<hr/>		
<b>Changes in assets and liabilities</b>		
(Increase) / decrease in receivables	(68)	(70)
Increase / (decrease) in payables & grants	13,185	(11,184)
Increase / (decrease) in provisions	8,469	4,747
	<b>40,175</b>	<b>(21,303)</b>

	2012	2011
	\$	\$

**NOTE 4: CASH FLOW INFORMATION  
(Continued)**

**b. Reconciliation of cash**

Petty Cash Float	234	396
Cheque account	49,692	25,918
Donation account	367	197
Investment account	-	17,509
Debit visa card account	1,368	1,714
Premier investment account	15,167	-
Less bank overdraft	-	-
<b>Total Cash</b>	<b>66,827</b>	<b>45,734</b>

**NOTE 5: UNEXPENDED GRANTS**

**Unexpended Grant - quality assurance:**

Opening balance - unexpended	2,520	5,778
Plus grant income	10,487	24,300
Less Expenditure	(7,093)	(27,559)
	5,914	2,520
Closing balance - unexpended	(5,914)	(2,520)
Net Surplus / (Deficit)	-	-

**Unexpended Grants - SNGO**

Opening balance - unexpended	1,808	2,605
Plus grant income	-	-
Less Expenditure	(73)	(797)
	1,735	1,808
Closing balance - unexpended	(1,735)	(1,808)
Net Surplus / (Deficit)	-	-

**Unexpended Grants - Gambling Community Benefit Fund**

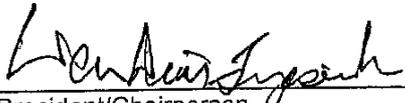
Opening balance - unexpended	-	-
Plus grant income	21,796	-
Less Expenditure	(12,656)	-
	9,140	-
Closing balance - unexpended	(9,140)	-
Net Surplus / (Deficit)	-	-

## STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2012

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 2012 and of its performance for the financial year ended on that date; and
3. there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the management committee

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

  
\_\_\_\_\_  
Treasurer

Dated this 29<sup>th</sup> day of August 2012.

# INDEPENDENT AUDIT REPORT

## To the members of Amparo Advocacy Incorporated

### Report on the Financial Report

We have audited the accompanying financial report of **Amparo Advocacy Incorporated** (the association) which comprises the statement of financial position as at **30 June 2012** and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

### Committee's Responsibility for the Financial Report

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

### Auditor's Responsibility

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

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

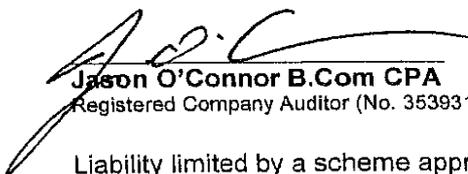
### Independence

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

### Auditor's Opinion

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

1. Giving a fair view of the Association's financial position as at **30 June 2012** and of its performance and its cash flows for the year ended on that date; and
2. Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act Queensland 1981.

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

**Jason O'Connor B.Com CPA**  
P.O. Box 5480  
BRENDALE DC QLD 4500

Telephone: (07) 3040 5320  
Mobile: 0402 32 7773

Liability limited by a scheme approved under Professional Standards Legislation

Dated this *31<sup>st</sup>* day of *August* 2012.

Email: [auditor@joconnorptyltd.com.au](mailto:auditor@joconnorptyltd.com.au)  
Web: [www.joconnorptyltd.com.au](http://www.joconnorptyltd.com.au)

**AMPARO Advocacy Inc.**  
**Minutes of the Annual General Meeting**  
**12 October 2011**

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

**1. Welcome and Apologies**

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

**1.1 Present :** Don Dias-Jayasinha; Ignacio Correa-Velez; Liz Martyn-Johns, Ludmila Doneman, Gus Gebels, Toh Lwi Wah, Karin & David Swift, Fatuma Dukuley, Carolyn Perry, Awatif Mohamed, Sharyn Pacey, Benita Bierzynski, Paul Vladovich-Relia, Brian Parker, Graham Burkett, Pamela Kruse, Di Toohey, Patricia Wilson, Maureen Fordyce, Claire Brolan, Murka Smiechowski, Julie Granger, Lisa Bridle, Vashi Amin, Julie Linwood, Isaac Driver, Penny Neller, Judy Carrey, Brian Norman, Mandy Cox, Edmund Kienast, Barbara Kienast, Sekou Kennah, Fatuma Dukuley, Benjamin Angalo, and Liz Jeffrey

**1.2 Apologies:** AMPARO Advocacy's Secretary, Ludmila Doneman, presented the apologies received: Mary Kenny, Kerrin Benson, Margaret Rodgers, Aring Nicholson, Bobbie Noone, Kevin Cocks, Hon Andrew Fraser MP, Hon Annastacia Palaszczuk, Abebe Fekadu, Helen Coyne, Minister Pitt, Jacqueline Bentley, Lorraine Sing Cutler, Melanie Chelsom, Cate Thompson, Lesley Kirmsse, Debra Neale, Hon Paul Lucas MP, Peter Armitage, Elvia Ramirez, Branka Mijovic, Lalita Lakshmi, Ann Fraser, Lisa Toh, Ren Shennan, Peter McQuoid Jill Birtwistle

**1.3 Proxies Received:** no proxies were received

**2. Previous minutes (2010 AGM)**

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

Proposed: Ludmila Doneman      Seconded: Karin Swift      Carried

No business arising from the minutes.

**3. President's Report:**

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

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

**4. The Treasurer's Report**

Karin Swift presented her treasurer's report. Karin proposed that the audited 2010/11 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

Proposed: Karin Swift      Seconded: Ignacio Correa-Velez      Carried

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

5.1 The Manger's report for 2011 was presented by Maureen Fordyce.

5.2 The advocates' report for 2011 was presented by Claire Brolan.

## **6. Election of Office Bearers and Committee Members for 2011/2012**

6.1 The meeting was handed over to the Returning Officer, Lisa Bridle. Lisa enquired and it was confirmed by Maureen Fordyce that a quorum was present. Lisa declared all management committee positions vacant and asked the management committee to step down.

6.2 It was proposed that the number of management committee members remain at 7 for 2011/2012.

Proposed: Liz Martyn-Johns                      Seconded: Brian Parker                      Carried

6.3 Lisa read out the list of nominations received by the closing date of Wednesday 28 September 2011 and posted on the AMPARO notice board.

As there was only one nomination for president, Don Dias-Jayasinha was declared president of AMPARO Advocacy for 2011/2012.

As there was only one nomination for vice-president, Ignacio Correa-Velez was declared vice-president of AMPARO Advocacy for 2011/2012

As there was only one nomination for Secretary, Ludmila Doneman was declared Secretary of AMPARO Advocacy for 2011/2012

As there was only one nomination for Treasurer, Liz Martyn-Johns was declared Treasurer of AMPARO Advocacy for 2011/2012

There were three nominations for the three general committee member positions: Gustav Gebels, Karin Swift and Toh Lwi Wah were elected as general members of the management committee for 2011/2012.

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

### **6.5 Vote of thanks to outgoing committee**

Don welcomed the new management committee and thanked Karin for her work as treasurer over many years and said he was glad that Karin has remained on the committee. Don also thanked Abebe for his role on the management committee and wished him luck with his sport. Don welcomed Liz to the role as treasurer and acknowledged that Liz brings a great wealth of experience and expertise to this role. Don also welcomed Toh Lwi Wah to the committee.

## **7. Appointment of Auditors 2011/2012**

It was proposed that Jason O'Connor from J O'Connor Pty Ltd P O Box 5480, Brendale DC Qld 4500 to be appointed as auditors for 2011/2012.

Proposed: Liz Martyn-Johns                      Seconded: Ludmila Doneman      Carried

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

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

## **9. General Business**

**9.1** Don asked the meeting if there was any general business.

Ludmila spoke about the floods in January and whilst the Suncorp stadium was partially flooded, AMPARO escaped any water damage – a little blessing!!

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

## **10. Close of Meeting**

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

The meeting was closed at 5.15pm.