

**AMPARO**  
**Advocacy**  
inc



# ANNUAL REPORT

## 2021 - 2022

AMPARO Advocacy defends, protects and promotes the rights and interests of vulnerable people from a culturally and linguistically diverse background with disability.

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## THE ORGANISATION

AMPARO Advocacy is a non-profit community organisation which provides independent individual and systemic advocacy with and on behalf of people from culturally and linguistically diverse (CALD) backgrounds with disability. AMPARO Advocacy is governed by a voluntary Management Committee, the majority of whom are people from a CALD background with disability. AMPARO's core advocacy funding is received from State Government Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

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

**THIS ANNUAL REPORT PROVIDES AN OVERVIEW OF THE WORK THAT HAS BEEN CARRIED OUT FROM OCTOBER 2021 TO OCTOBER 2022.**

### Mission Statement

AMPARO Advocacy defends, protects, and promotes the rights and interests of vulnerable people from a culturally and linguistically diverse background with disability.

### Vision

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

### The Objectives of AMPARO Advocacy Inc.

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

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

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## **AMPARO Advocacy believes:**

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

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

## **AMPARO's Mandate**

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

## **Advocacy Principles**

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

- Human Rights
- Social Justice and
- Inclusive Living.

## **Independent social advocacy:**

- Represents the rights and interests of people with disability who do not have a voice, or close family or friends who can support their aspirations or speak on their behalf.
- Addresses serious issues of discrimination, violence, abuse, and neglect of people with disability.
- Respectfully challenges poor approaches and responses from service systems.
- Enables individuals to access valuable information, services and supports so they are able to actively participate, engage and contribute to family and the broader community.
- Prevents an escalation of the person's issues and vulnerability and in the long term saves government and public resources.
- Builds the capacity of individuals with disability and their family members to understand their rights and to speak up about what is important to them.
- Seeks to build and repair close relationships around the person, an important safeguard for people with disability.
- Encourages services to meet their obligation under Federal and State Policy Frameworks and to work in ways that are culturally safe, competent, and responsive.

## **Management Committee 2021 - 2022**

President	Shahram Jazan
Vice President	Abebe Fekadu
Secretary	Julie King
Treasurer	Ludmila Doneman
Committee Member	James Nono
Committee Member	Sean Gomes
Committee Member	Masoumeh Ahmedi

## **Advocacy Team 2021 - 2022**

Manager	Maureen Fordyce
Advocate	Liz Martyn-Jones
Advocate	Murka Smiechowski
Advocate	Keiko Omi
Administration Officer	Jan Clarke / Jo McCarthy
Bookkeeper	Lucia Foreman / Lyn Ireland

## **ILC – Individual Capacity Building Project Staff**

Multicultural Engagement Coordinator	Brisbane	Jenny Ryan
Multicultural Engagement Worker	Brisbane	Maree Anderson
Multicultural Engagement Workers	Logan	Heidi Woolveridge Venantie Niragira
Multicultural Engagement Worker	Cairns	Julie Dunn
Multicultural Engagement Worker	Townsville	Dianne Rogers
Multicultural Engagement Workers	Toowoomba	Mal Mawien Sylvie Hayere
Administration Officer	Brisbane	Louisa Devadason
Project Consultant	Brisbane	Ingrid Boland

## PRESIDENT'S REPORT

Good afternoon members and guests, thank you all for joining us today, on behalf of Shahram who could not be here today, I would like to read the President's report.



I would like to begin by acknowledging the Traditional Custodians of the land on which we gather, **The Turrbal people** and pay my respects to their elders past, present, and emerging.

AMPARO has had another busy and productive year, as we continue to work with and assist people from culturally and linguistically diverse backgrounds with disability, their families, and communities. AMPARO continues to deliver strong independent advocacy and capacity building work, through face-to-face engagement with the assistance of interpreters and bicultural workers.

Firstly, I would like to thank all the staff of AMPARO, who show such commitment to working alongside people with disability to ensure their human rights, wellbeing and interests are protected and their fundamental needs are met. Through their work this year they have made an enormous difference to the lives of many individuals and their families.

They have done this despite the continued impact of COVID which meant at times practices had to be modified, to ensure the safety of all, with as little impact on individuals as possible.

Sadly, some families were also severely affected by the floods and staff did their best to ensure people had access to the necessary resources and supports they needed, including alternative housing etc. A lack of accessible and affordable housing has been a major issue and cause of extreme distress for many people we work with.

This year AMPARO added our support to the **Town of Nowhere Campaign**, organised by QCOSS which seeks to end Queensland's housing crisis.

In April, this year AMPARO was required to undertake a full recertification under the Human Service Quality Standards and whilst we received extremely positive feedback from the auditors, we have been working to ensure that Child Safety and Wellbeing is embedded in all aspects of our work.

On behalf of AMPARO, I would particularly like to thank the Management Committee of Speaking Up for You and their Manager Kelly Beckett, for their strong commitment to ensuring that people from CALD backgrounds with disability living in the Brisbane and Moreton Bay regions, have greater access to specialised independent advocacy from AMPARO. It is so wonderful to have the collaboration of the many allies and colleagues supporting the work of AMPARO.

Finally, I would like to acknowledge and thank the management committee who have worked through difficult times to ensure AMPARO remains an effective, sustainable, and accountable independent advocacy organisation.

Thank you.  
Abebe Fekadu Vice- president  
for Shahram Jazan.

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

AMPARO Advocacy undertakes independent social advocacy with and on behalf of vulnerable people from a CALD background with disability to defend, protect and promote their rights and interests, to address issues of social and economic isolation, unfair treatment, and discrimination.

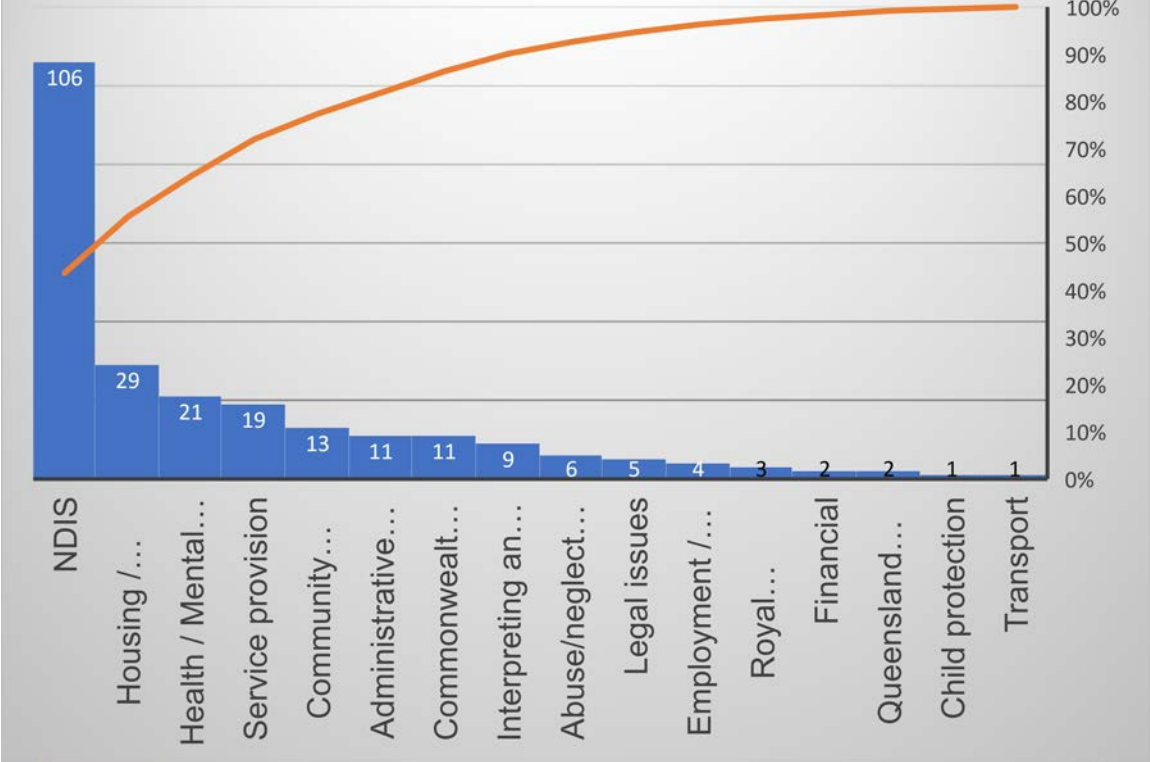
AMPARO represents those who are most at risk and least able to represent or defend their own rights and interests, so that their fundamental needs are met, and they can actively participate, engage, and contribute to family and community life. Independent advocacy respectfully challenges poor approaches and responses by service systems and recognises the importance of close personal relationships as a safeguard for vulnerable people with disability.

AMPARO's 1.9 full time advocacy positions are shared by 3 part-time, highly experienced and culturally competent advocates Liz Martyn-Johns, Murka Smiechowski and Keiko Omi. As a result of independent, vigorous advocacy long term positive sustainable changes are made in people's lives and that of their families.

This year AMPARO provided individual advocacy with and on behalf of **83 people from CALD backgrounds with disability**, whose fundamental needs were not being met. These individuals had a total of **243 complex issues**, with most individuals having three serious issues that required intensive advocacy support over several months.

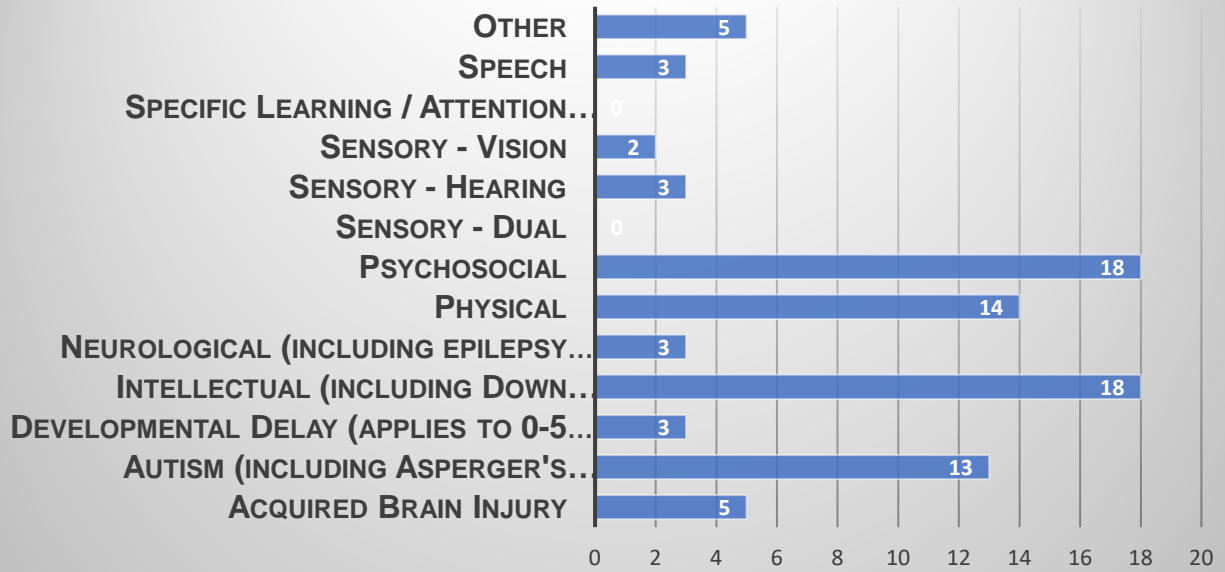


### 83 Individuals had 243 Advocacy Issues

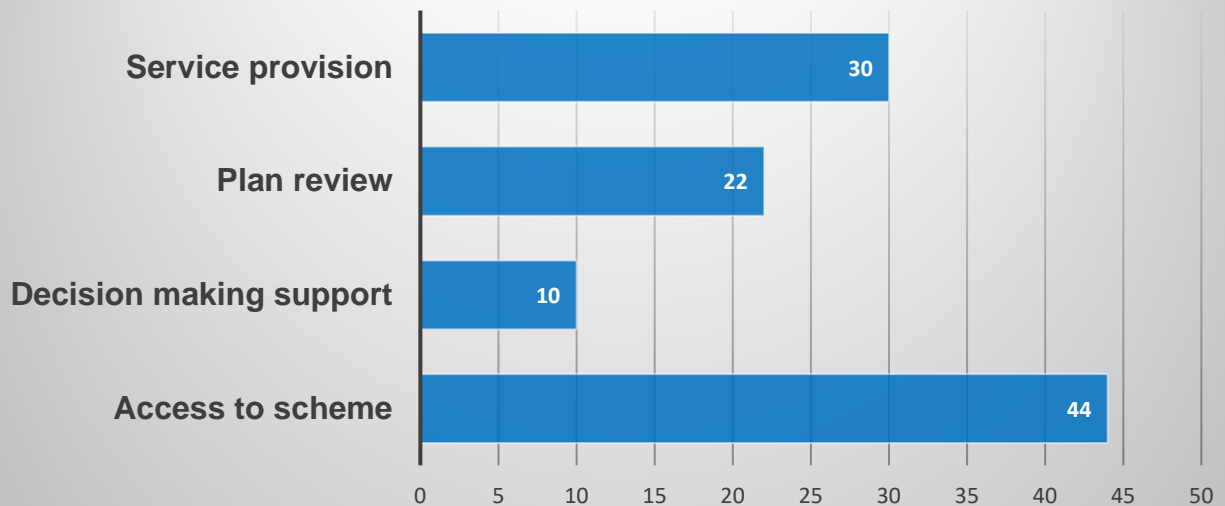




## 83 People with Disability



## 63 People with disability had 106 issues related to the NDIS



The Multicultural Access and Equity Policy, asserts that service systems should be designed to deliver good outcomes for individuals regardless of cultural or linguistic backgrounds, however the NDIS is a complex service system that is extremely difficult to navigate and access. Evidence of this continues to be reflected in the lower-than-expected rates of participation in the NDIS, with only **5.4%** of participants in Queensland coming from a CALD backgrounds. According to the ABS this figure should be closer to **15%**.

Whilst the Tune Review of the **NDIS Act in 2019** recommended the NDIA develop a comprehensive National Outreach Strategy to address the additional challenges for CALD Participants, measures have been piecemeal and inadequate, including the **National Community Connector Program which was funded for less than 12 months.**

AMPARO had received funding to participate in this program and more recently the State Targeted Outreach Project, both of which were aimed at increasing the rates of CALD participants in the NDIS. When these projects were completed many individuals that had been referred to AMPARO, still required intensive support to access the NDIS or undertake reviews.

Despite the limited duration and funding for these government programs, AMPARO maintained our commitment to assist individuals for as long as necessary, to ensure their fundamental needs for support were met. These issues explain why AMPARO has had a higher percentage of individuals with issues related to the NDIS over the past year.

**Over 106 issues or 43 % of all issues, were related to the NDIS:**

- **41% was for advocacy to navigate and successfully access the NDIS.**

Many had applications rejected due to inadequate *“evidence of disability, and the impact of impairment and that it was likely to be ‘permanent.’*” Others lacked the support to navigate the system to make a NDIS access request or had given up because it is just too hard.

- **28% was for advocacy to resolve issues related to poor service provision.**

AMPARO has found that there are many small new NDIS providers that are delivering extremely poor-quality services, or engaging in unethical behaviour, such as refusing to meet with Participants and their families when invoice statements were challenged as being incorrect.

One Registered Provider had over charged the Participant several thousand dollars and was refusing to meet with the family member to discuss their concerns on behalf of the participant, instead they were threatening legal action if payments were not received within 7 days. It was not until the NDIS Quality Safeguards Commission advised the service to meet with the advocate and family member was this discrepancy able to be addressed.

- **20% was to assist individuals with internal NDIS reviews to increase core supports and or levels of support coordination.**

Without support to understand the NDIS, know what benefits and supports are available through the scheme and to articulate your needs at the planning meeting, too many Individuals receive poor plans with inadequate or no support coordination.

The assumption by the NDIS that people have access to internet and computers, with levels of English and computer literacy to utilise online systems to navigate the NDIS, find information and services and make complaints is a flawed assumption and contributes significantly to the inequity people experience.

The next top three advocacy issues that individuals confronted were, housing, access to mental health support and other health services and mainstream service provision.

## Stories of Individual Advocacy Work

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

### **Asylum seeker's fundamental rights must be respected and protected**

*Ali is a highly vulnerable 38-year-old man who arrived on his own in Australia in 2013, seeking asylum having experienced persecution due to his ethnicity. Ali speaks very little English, and his family remain in a refugee camp.*

*Sadly in 2015, Ali was admitted to hospital having had a stroke, and despite lengthy rehabilitation, Ali was left with significant physical and cognitive impairment. As a result, the Public Guardian and Public Trustee were appointed to make decisions around accommodation and services, and Ali was linked with Refugee and Immigration Legal Services (RAILS) to assist with his Visa application. After a year in hospital, as Ali's visa did not entitle him access to appropriate supports to live in the community, he was discharged into a nursing home.*

*Furthermore, once the NDIS was rolled out in Queensland in 2018, Ali was also deemed not eligible, as he was on Temporary Protection Visa, and did not meet the residency requirements. Being on a TPV also restricted Ali's access to basic welfare and wellbeing services including appropriate housing, allied health, community access, and financial stability, which are his fundamental human rights.*

*Instead, Ali who is still a young man, has been forced to reside in an aged care facility without adequate supports to engage in the community, or maintain and develop relationships, and consequently Ali is extremely socially isolated. He has almost no choice or control over what happens in his daily life, he cannot exercise his right to freedom of movement, nor does not have any choice or control over his life circumstances, including not being able to choose where he lives and who he lives with. A fundamental right that is protected under the Convention on the Rights of Persons with Disabilities 2006.*

*The advocate spent time getting to know Ali to develop a clear understanding of his life situation, his vulnerabilities and to determine his aspirations and unmet needs. The advocate sought to identify any informal supports that were important in his life.*

*On investigation the advocate determined that Guardianship had been revoked at a QCAT hearing in 2021 and that this was supported by the CEO of the nursing home he was residing*

in at that time. To understand why this was the case, the advocate requested the reasons for the decision by QCAT which stated.

- He has been linked with RAILS for the Application for Temporary Protection Visa
- He is able to communicate for both simple and complex nature using communication device and translation apps.
- He is currently well supported by the nursing home

The advocate then contacted RAILS to obtain information regarding Ali's visa status to determine if he was able to remain in Australia. RAILS advised that they had submitted his application in Feb 2021 based on instructions given by the OPG at the time and were waiting for the Department of Home Affairs to process the application. However, RAILS advised that without the OPG providing instructions on behalf of Ali, his visa was at risk of being cancelled, and he could face deportation.

Whilst QCAT revoked Ali's Guardianship order based on the assertion that he was using a communication device and translation app to communicate his needs; this was not the case. Instead, Ali's relied on limited gestures and facial expressions to communicate his basic needs and wants. Furthermore, Ali was unable to read or understand his first language or English.

AMPARO's advocate sought to determine if Ali would benefit from Augmentative and Alternative Communication to support his capacity to make decisions and communicate his needs. The advocate was able to secure a free speech assessment, however after several sessions with Ali, unfortunately the speech therapist did not recommend the use of a communication device to assist Ali's to communicate more effectively.

The advocate also contacted Ali's friends from his community, to understand their involvement and they expressed concerns that Ali lived too far away, which made it difficult for them to visit regularly or to take him out on occasions. They suggested it would be better if Ali moved closer to them and members of his community, so that they could visit him more often. During COVID over the past 3 years, Ali has been further restricted in terms of leaving the aged care facility and was not involved with his community and therefore extremely isolated.

AMPARO sought to have the OPG reappointed so that important decisions could be made to protect Ali's fundamental human rights and best interests given that:

- RAILS had identified the need to receive directions from the Adult Guardian around Ali's Visa Application so he could remain living in Australia and would not face deportation.
- Ali's current accommodation was keeping him extremely isolated from his friends and community and decisions around alternative living arrangements and services may be needed.

It has been a long process to investigate Ali's situation, to understand his needs and available services, and to work together with stakeholders to gather supporting evidence for the reappointment of the OPG. Nevertheless, with documents provided by the solicitor from RAILS, the speech therapist, the new CEO from his aged care facility, his GP, and the advocate, the OPG was successfully reappointed in July 2022.

Individuals from culturally and linguistically diverse (CALD) background with disabilities experience various forms of discrimination and exclusion from society due to stigma, stereotypes discourse, and perceptions around disability. They confront additional systemic

barriers when seeking to access and participate in key service systems. Ali's experiences associated with his identity, race, economic status, immigration status, country of origin, and ability prevent him from participating in social, economic, and cultural life and negatively impact on his opportunities and right to live a good life. Ali has been extremely disadvantaged by the Australian system, and AMPARO will continue to advocate for Ali's human rights to be respected and protected.

### **Limitations of the NDIS to provide adequate support for individuals with a dual diagnosis of psychosocial and physical disability.**

Many people from a refugee background for whom AMPARO advocates have been impacted by war, torture and trauma and have both a psychosocial disability or cognitive impairment and a physical disability, the latter often resulting from chronic health conditions, for which they have been unable to receive appropriate treatment. These individuals are often referred for advocacy as the NDIS make it difficult to gain access for more than one condition, and funding is often extremely limited if the NDIA determine that their substantial functional impairment is not attributable to the condition for which they have access. Also, if people are approved for both conditions, they are required to determine which is the primary and which is the secondary disability, with higher levels of funding being allocated to the primary disability, when it may be very difficult to determine which functional impairment is attributable to which condition, particularly when both conditions may have an equal impact on support needs.

- AMPARO is advocating for a woman from a refugee background who has both psychosocial and physical disability, but only has NDIS access for physical. She was denied access for psychosocial disability as her condition was deemed not to result in 'substantial functional impairment'. When an OT assessment confirmed that her psychosocial disability does result in substantial functional impairment, the NDIS declined access again, this time citing 'a lack of permanence'. This was despite her psychiatrist confirming that her psychiatric condition was permanent, all treatments had been exhausted, the substantial functional impairment was permanent, and that any future treatment may assist in preventing further decline, but not improve function. As the OT had found that most of her functional impairment was due to a psychosocial condition, NDIS funding relating to her physical disability, for which she has access, was extremely limited. It was only once the psychiatrist had submitted a third letter at the request of the advocate, citing the specific psychological interventions that had been undertaken over the years, that access for psychosocial disability was met and appropriate funding secured.
- AMPARO Advocacy is also advocating for a man with psychosocial and physical disability; however, he only has NDIS access for psychosocial disability, despite being physically unable leave his home, or walk short distances, due to severe osteoarthritis and fibromyalgia. As his physical conditions are not deemed to be permanent by the NDIA, he has been declined access for physical disability, despite his GP confirming that his physical disability is permanent due chronic medical conditions which prevent him from undergoing a knee replacement surgery. His GP has confirmed to the NDIA that the independence that a scooter would provide is critical for preventing further deterioration in



*his psychosocial disability and would be lifesaving. As funding for scooters can only be provided for those with access for a physical disability, the NDIS has refused to provide the necessary \$5,200 for the much-needed scooter, instead they have increased his core funding by \$39,000, thus increasing his dependence on support workers. He too is being supported to appeal this decision through the AAT.*

## **Housing Eligibility Criteria Misleading and Disadvantages**

*Recently AMPARO advocated for Kumar and his family to access the Department of Communities, Housing and Digital Economy accommodation. Kumar is a young man with Acquired Brain Injury (ABI), intellectual and complex physical disability. Kumar and his family fled their home and sought asylum in Australia several years ago. As asylum seekers, they spent many years in refugee camps and detention centres and experienced extreme hardship and trauma. Currently, the family hold a valid Safe Haven Enterprise Visa (SHEV) Subclass 790.*

*Kumar has complex needs relating to his disability, uses a wheelchair and requires specific equipment to maintain his physical health and wellbeing.*

*The family were living in a private rental which flooded at the early 2022 and as a result, lost most of their belongings including the specific bed and mattress required for Kumar's disability. It was extremely difficult for the family to find a fully wheelchair accessible and affordable house in a private rental market and have the property owner agree to the necessary modification that Kumar needs. As a result, the family became homeless and were forced to move into unsuitable housing with other family members. This space was inaccessible, with only two small rooms, and no kitchen, toilet or shower and presented major risk to Kumar's health as essential equipment was not able to be used in the space.*

*Kumar's father is the sole provider for the family and has worked extremely hard to keep his job for the last five years to afford the ongoing expenses related to Kumar's disability and the family's needs. Kumar's small fortnightly Social Australia Special Benefit is unfortunately not able to cover his medical needs. As Kumar is not eligible for the National Disability Insurance Scheme (NDIS), due to his immigration status, his mother is his full-time support person and is unable to work.*

*The Department's Social Housing Eligibility Criteria on the website clearly states that those with a SHEV visa are deemed eligible for social housing. The advocate assisted Kumar's family to apply for housing through the Department and provided reports of Kumar's disability, the Refugee, and Immigrant Legal Service (RAILS) confirmation that Kumar and his family hold a Safe Haven Enterprise Visa (SHEV) and AMPARO's strong letter of support.*

*Unfortunately, after nearly three months the Department rejected their application for social housing, on the grounds of:*

### 1. Australian citizenship and residency status

*Customer unable to provide letter from the Department of Home Affairs verifying applicant has a Bridging VISA and has applied for Resolution of Status VISA (subclass 790)*

## 2. Household income

*The household's combined gross weekly assessable income exceeds the Department of Housing limit for the couple with one child.*

*The advocate contacted the family's local Member of Parliament for assistance and lodged the application for the review of the Department decision disputing the Department's grounds for rejection:*

- 1. Citizenship and residency status: the family hold a valid Safe Haven Enterprise Visa Subclass 790 and the Department website under Social Housing Eligibility Criteria clearly states that:*

*'The applicant needs to either: have a Safe Haven Enterprise visa or be on a Bridging Visa if you previously held a Temporary Protection Visa which has expired.'*

- 2. Total household income exceeding the Department of Housing household income limit for a couple with one child: AMPARO argued that the Department's limit does not consider the significant needs related to Kumar's disability and costs of managing it, or the ongoing rising cost of living and inflation.*

*After contacting the local MP office, AMPARO received notification that the local MP reached out on the family's behalf to the Minister for Housing, the Minister for Multicultural Affairs and the Federal Member's office. As a result, Multicultural Affairs has engaged Asylum Seeker and Refugee Assistance Program (ASRA) to assist Kumar and his family to locate appropriate housing.*

*The Minister for Housing's Office informed the MP, that until the family's Visas are permanent, they are unable to approve an application for social housing. However, they were able to provide other assistance with bond payment and locating and applying for private rentals.*

*AMPARO is grateful for the support provided by the local MPs on behalf of Kumar's family, however the conflicting information regarding the Department's Social Housing Eligibility Criteria is extremely concerning and contravenes Article 28 of the Convention of the Rights of Persons with Disability (CRPD), to which Australia is party to, which requires States to recognise:*

*"...the right of persons with disabilities to an adequate standard of living for themselves and their families, including...adequate housing, and to the continuous improvement of living conditions..."*

*AMPARO has requested clarification from the Housing Minister's office regarding the permanent visa requirement which is contrary to the statement on the Department's website that holders of SHEV are eligible for Social Housing. Unfortunately, to date AMPARO has not received any clarification from the Housing Minister's office.*

## **Queensland's Housing Crisis Impact on People with Disability**

Appropriate housing for people with disability from a CALD background has always been a focus for AMPARO Advocacy, however Queensland's current housing crisis is resulting in an increasing number of referrals for people with disability who are being threatened with homelessness and preventing highly vulnerable people from obtaining the long-term



appropriate housing that they urgently need. Key issues that are impacting housing availability are as follows.

## **A. Public and Community Housing**

### **i. Extreme shortage of social and community housing properties**

The critical issues around the extreme shortage of public and community housing in Queensland are well known and are currently being explored by the Queensland Government. Media reports state that there are over 50,000 people currently on the wait list for public housing. Although the Government have committed to building 5,000 homes a year this will do little to impact the very long wait list.

### **ii. Ineligibility for public and community housing: asylum seekers and people on temporary visas**

The most vulnerable group that we advocate for around housing are those who are ineligible for public housing, such as asylum seekers and those of temporary visas. For example, Safe Haven visas, which recognize that people are unable to live in their home countries and allow them to live in Australia are usually granted for periods of 5 years at a time. Whilst people on such visas may end up living permanently in Australia, they are not deemed to be permanent residents and are therefore ineligible for public housing. This cohort, having experienced trauma and or limited supports around disability in their home countries, struggle to afford high private rental rates and can be negatively impacted by the frequent moves which are often required when in private rentals.

### **iii. Very low-income threshold levels for public and community housing**

The current income level limits for those in public housing are compared with pension levels in the table below:


	<sup>1</sup> Household income limit / week	<sup>2</sup> Income with DSP / week	Income / week with 1 DSP & 1 Carer Pension <sup>3</sup>	Income / week with 1 DSP, 1 Carer & 1 Aged Pension <sup>4</sup>
Single person, no children	\$609	\$493.80		
2 single people	\$755	\$987.60	\$962.20	
Couple and 1 single person	\$877			\$1430.60

<sup>1</sup> <https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/guide-to-applying-for-housing-assistance/check-your-eligibility#HouseholdIncome>

<sup>2</sup> <https://www.servicesaustralia.gov.au/payment-rates-for-disability-support-pension?>

<sup>3</sup> <https://www.servicesaustralia.gov.au/how-much-carer-payment-you-can-get?>

<sup>4</sup> <https://www.servicesaustralia.gov.au/how-much-age-pension-you-can-get?>



Whilst a single person may be under the income threshold, these figures show that when 2 or more people who receive Centrelink pensions, such as a DSP, Carers Payment, or Aged Pension live together, they exceed the weekly limit for public housing. If two single people with disability wish to share, or an adult child with disability lives with a single parent, or if two elderly parents wish to live with and support an adult child with disability, they exceed the income threshold for public housing. This results in highly vulnerable people with disability whose whole household income is from Centrelink being excluded from social housing. This is an incredibly significant issue for many with disability who require a long term, accessible, safe, and affordable home close to known supports and services.

#### **iv. Availability of accessible / safe homes for people with disability**

Many people with disabilities have specific requirements for their housing – such as being on one level, without access steps, having a secure garden, away from busy main roads, close to shops, services and or transport networks, or are nearby family, social or formal supports. Queensland style homes which make up much of social housing, with entrance steps and the laundry at ground level out the back, are often not suitable. Likewise, bathrooms are often small and are unable to be modified for access. While people with disabilities are usually prioritised for accessible homes if needed, the extreme shortage of suitable properties can result in very long wait times, and to people having to move away from areas of existing supports and services.

#### **v. Availability of 4 or 5 bed homes for large families**

Another cohort that are particularly vulnerable are those with large families. The majority of social housing properties in Brisbane have 3 or fewer bedrooms. There is a real shortage of 4- and 5-bedroom homes, and people need to know about, and prioritise, suburbs with 4- or 5-bedroom homes to have any chance of securing one. Many of the families that we work with from a refugee background have large families for whom 3- or 4-bedroom homes, with only one toilet often located in the bathroom, are wholly inadequate. Those requiring homes for larger families, such as one family we assisted who had eight children, social housing is a near impossibility.

Large families are also often excluded from social housing for financial reasons, with Family Tax Benefits providing large families with incomes above the household income limits. While this may result in higher incomes, the issues around the short-term nature of many private rentals remain, with frequent moves resulting in significant cost and disruption to families, the need for frequent changes in services and schools and moves away from vital support networks.

### **B. Private Rentals**

#### **i. Availability and cost**

With current vacancy rates at 0.6%. and Brisbane's median rental asking price for housing rising by 16.9% in 12 months<sup>5</sup>, landlords are taking the opportunity to increase rents to rates

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<sup>5</sup> <https://www.brisbanetimes.com.au/national/queensland/a-landlords-market-brisbane-records-steepest-rent-rises-in-city-s-history-20220713-p5b19v.html>

that are unaffordable to people with disability on low incomes or who are in receipt of a Centrelink pension.

With many being priced out of the rental market, caravan parks are at or beyond capacity, with one community organisation providing people with tents for accommodation. Single renters are particularly vulnerable, with those on Centrelink incomes struggling to afford even a room in a share house. This has increased demand for places in hostels; the Queensland emergency homeless service informed us recently that the closest available bed in a hostel for a single adult woman who was about to be made homeless was in Harvey Bay.

Sadly, increases in Rent Assistance from Centrelink have not kept up with the significant rent increases and so the percentage of income having to be spent on rents is increasing rapidly to unaffordable levels. Current levels of Rent Assistance for those living in private rental are as follows<sup>6</sup>:

<b>If you're</b>	<b>Your fortnightly rent is more than</b>	<b>To get the maximum payment your fortnightly rent is at least</b>	<b>The maximum fortnightly payment is</b>
single	\$135.40	\$337.54	\$151.60
single, sharer	\$135.40	\$270.16	\$101.07
couple, combined	\$219.20	\$409.60	\$142.80

Given the incredibly low household income threshold for social housing, families on more than one Centrelink income who are deemed not to be eligible of social housing are being impacted by severe housing stress. While those in social housing are expected to pay 25% of household income in rent, many of those in private rental, even when in receipt of Rent Assistance, are impacted by significant housing stress, having to pay upwards of 40 to 50% of their income on rent.

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<sup>6</sup> <https://www.servicesaustralia.gov.au/how-much-rent-assistance-you-can-get?>

AMPARO Advocacy advocated for a young woman with psychosocial disability for access to the NDIS and social housing. She and her parents were living in a cramped 'granny flat' with 2 small bedrooms and a very small kitchen diner, without a lease and in much need of repair. They had been deemed ineligible for social housing due to being in receipt of a DSP, Carers Payment, and Aged Pension. At today's rates they would have exceeded the income threshold by \$533. They required a 3-bedroom home, which in their suburb on average costs \$740/fortnight in rent<sup>7</sup>. With a combined income of \$1430.60, and possible Rent Assistance of \$243.87 (couple plus single sharer) they would have had around \$150 each / week to live on for all other expenses, including bills. Given the importance of them living in an affordable long-term home in a known area close to where all social, medical and disability supports were being provided, through AMPARO's advocacy the income threshold was waived, and they were provided with a 3-bedroom home. With social housing rents being charged at 25% of income they will be paying around \$357 in rent.

## ii. Availability of accessible / safe homes for PWD in the private rental market.

The acute shortage in availability of private rental properties is exacerbated further when people require homes which are accessible for those with mobility issues or for whom wheelchair access is essential. Very few rentals allow for wheelchair access, particularly to bathrooms, and it is usually impossible for any necessary modifications to be made to rental properties. While the Department of Housing will fund necessary modifications in their homes and the NDIS will fund modifications for people who own their own homes, any modifications which are allowed in a rental property would have to be funded by the person themselves – and there is no guarantee that they would be able to live long term in the property once the modifications have been made.

<sup>7</sup> [www.realestate.com.au/qld](http://www.realestate.com.au/qld)

## Lack of interpreters and poor response to family's concerns meant Faraji missed out on critical early intervention.

*AMPARO Advocacy commenced advocating on behalf of Faraji, a young African boy who was diagnosed with a rare degenerative disorder, about thirteen months ago. This is a disorder which affects the cognitive and functional capacities and is characterised by progressive difficulties with coordinating movements beginning in early childhood, usually before the age of five. Faraji's diagnosis means that his functional capacities will decrease as he becomes older and less mobile.*

*Faraji's mother had become concerned about her son's developmental difficulties early in his life. At that time, the family were living in regional Queensland. Faraji's mother raised her concerns with the family's General Practitioner (GP) and later in her son's life, with the regional Primary State School that Faraji attended.*

*Both parents have limited English proficiency, however they were not supported by their GP or the school in line with the Queensland Governments Language Service Policy which states:*

*“The Queensland Language Services Policy reflects the Queensland Government’s commitment to the development of whole-of-government communication strategies that address language barriers.”*

*The local GP and the school failed to engage professional interpreters in their communications with the family. Consequently, Faraji’s mother’s concerns were disregarded and not followed up with further medical investigation. As a result, Faraji missed out on accessing important early intervention opportunities provided through the National Disability Insurance Scheme (NDIS), Early Childhood Early Intervention program. This program targets children under six years of age and focuses on a child’s individual needs to improve their long-term outcomes and opportunities. Evidence shows that intervention and appropriate support at this age is most beneficial and can have the most powerful effect on the child’s subsequent development and ability to reach their full potential.*

*Children with a disability and their families, from Culturally and Linguistically Diverse Background (CALD) experience multiple and complex layers of disadvantage, including failures by the system to respond to language differences, which lead to low levels of participation in mainstream and specialist disability services. In Australia, a diagnosis of permanent disability is required to access the necessary disability supports, including NDIS services and equipment, such as mobility aids. After Faraji completed and repeated his prep year of schooling and his parents found that no one was listening to or responding to their concerns regarding his progressing developmental difficulties, the family decided to move to Brisbane.*

*Faraji’s new school, which was very multicultural, was committed to ensuring all students could access and participated in all aspects of the school curriculum, including actively belonging within the school community, engaging in learning, and achieving academically to their best potential. This inclusive school environment enabled Faraji’s teacher and the school Guidance Officer to quickly recognise Faraji’s cognitive and functional difficulties. With the assistance of a qualified interpreter, they encouraged his mother to request a referral from the family’s General Practitioner to see a Paediatrician at the Children’s Hospital.*

*Not long after the Paediatric Neurologist diagnosed Faraji, AMPARO Advocacy became involved. By this stage, he had considerable difficulties controlling his movement, resulting in challenges with his hand to eye coordination, fine motor skills, feeding himself and writing. His speech was delayed which was affecting his swallowing, and chewing. Despite Faraji’s condition and significant support needs, he still had no access to NDIS, no formal support and was very socially isolated. The only informal support in Faraji’s life was that provided by his parents who themselves experienced challenges due to limited proficiency in English and they were struggling to come to terms with their son’s recent diagnosis and future prognosis.*

*AMPARO’s advocate worked closely with the Children’s Hospital Social Worker; clinical nurses from the Connector Program; the school Guidance Officer and the Assessment and Referral Team (ART) to obtain important medical evidence of Faraji’s rare and degenerative medical condition to secure immediate access to NDIS.*

Over the last 12 months AMPARO's Advocacy was able to:

- Assist Faraji to successfully access the NDIS
- Assist Faraji's family to understand the NDIS and the available supports that would benefit Faraji, prepare for, and attend the NDIS Planning meeting and to articulate Faraji's needs to the Planner.
- Secure a NDIS Plan that would meet Faraji's needs, including funding for Support Coordination.
- Ensured Faraji had access to regular speech therapy and occupational therapy in his Plan.
- Secure funding for the psychological support Faraji needed to address issues of anxiety and to develop strategies to assist with peer interaction and build friendships. Most importantly to assist Faraji with understanding and accepting his ongoing functional losses related to his progressive disorder and to build his resilience and self-confidence.
- Secure one-on-one support to ensure Faraji's participation in a range of social activities with other children; encourage social inclusion and slowly build his informal circle of friends to help build self-confidence, try new skills, and increase independence.
- Secure the necessary consumables funding to assist with purchase of everyday use items, such as continence aids and disability related- health products.

The advocate also:

- Secured the approval of the family Transfer application for a fully wheelchair accessible accommodation with the Department of Housing.
- Connected Faraji's mother to Carer Gateway support and counselling.

As a result of vigorous independent advocacy there have been many positive changes in Faraji's life. It has given him new opportunities to maintain his functional capacities for as long as possible, and to participate, be included in, and enjoy, a child's life of inclusive education, fun, play and friendships.

### **Independent and vigorous advocacy has brought positive changes in Mariam's life**

AMPARO has advocated with and on behalf of Mariam, who came to Australia with her husband and children under Australia's Humanitarian Settlement Program. Not long after arriving in Australia, Mariam was required to undergo surgery and was left with a permanent physical and cognitive impairment, which has substantial impacts on all aspects of her life. As a result, Mariam requires significant support to assist her to undertake all daily activities, including personal care, household tasks, and all activities outside of her home and in the community.

At the time AMPARO became involved, Mariam's husband had stopped working to provide her the level of support she needed and to assist with caring for their children. Consequently, Mariam and her family were relying on Centrelink income and facing financial hardship raising a large family. Both Mariam and her husband were experiencing enormous stress which was impacting on their mental health. Mariam's husband was desperate for Mariam to have the support she needed to meet her needs and so he could return to work to meet their financial obligations.



AMPARO assisted Mariam to connect with the State Government's Disability Connect Assessment and Referral Team (ART), that provided free assessments to assist with NDIS access, for those who needed additional evidence of disability and impact of their functional impairment. Initially Mariam was accepted by an ART intake team and the advocate worked closely with the team, providing medical reports and documents as required. After lengthy interaction with the ART intake team, sadly they deemed that Mariam did not have adequate evidence of permanency of disability to make a successful NDIS Access Request.


Unfortunately, a specialist will usually only give a diagnosis of Acquired Brain Injury (ABI) after two years of recovery and rehabilitation. Despite this Mariam was extremely unwell and struggling to manage many daily activities, 12 months after surgery and intensive rehabilitation. Other ABI services were also not available to Mariam because she lacked the formal diagnosis.

The advocate stood firmly on the side of Mariam and worked closely with her family to access the support she was asking for and needed. The advocate supported Mariam to meet with her GP and the nurse navigator, to complete functional assessments, including the WHODAS, LSP and RUDAS assessments, highlighting her significant functional and cognitive impairments across numerous areas of her life. Mariam's GP confirmed that despite a wide range of treatments having been trialled, substantial impairment remained and was expected to be permanent.

As stated in NDIS disability requirements, it was determined that Mariam's impairment was, likely to be permanent, resulting in substantially reduced functional capacity, limiting her social and economic participation, and support was likely to be required for her lifetime. After several months of intensive advocacy support, Mariam's successfully met NDIS access and has received a plan that will meet her needs, which includes appropriate levels of Support Coordination. The advocate has worked with Mariam to identify culturally appropriate and responsive services, to ensure Mariam is able to implement her plan to meet her needs and to maximise her choice and control.

Since AMPARO's involvement, Mariam, and her husband 's knowledge of Australian service systems and expectation for a good life have improved significantly. They have a better understanding of the rights of people with disability and the available options for support under the NDIS. The advocate also assisted Mariam and her husband to access the following services, which had previously been denied:

- Carer Gateway/Wellways for 2 hours of domestic support a week.
- Multicultural Nurse Navigator who has supported Mariam throughout the healthcare process, providing resources, and educating her about her conditions.
- Multicultural Service Officer from Services Australia to address payment issues and support for Mariam's husband to access the Carers allowance, which had previously been declined.
- Public Dental System.
- Counselling
- Queensland Community Support Scheme (QCSS) for 5 hours a week for in-home support including household chores, community connection, and transport for shopping and health appointments.



*Mariam and her family required the assistance of an independent advocate who understood the services system, and their rights to access critically important services and supports, including the NDIS. Independent and vigorous advocacy has brought numerous positive changes in Mariam's life, and she now has the support and opportunities to build physical and cognitive strength, participate in the community, and gain control over her own life.*

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## GOAL 2: Engage in strategic systemic advocacy

AMPARO's direct work with individuals and their families, through the individual advocacy, ILC and other project work, continues to inform our understanding of the systemic failures that disadvantage and marginalise people from CALD background with disability.

AMPARO has a strong history of contributing to positive sustainable changes to legislation, policies, practices, and approaches that contribute to issues of inequality. Unfortunately, in the new State Disability Advocacy Program funded by the Department of Seniors, Disability Services and Aboriginal and Islander Partnerships from the 1 January 2022, there was no opportunity for AMPARO to apply for systemic advocacy funding.

Whilst our systemic advocacy has been limited prior to this, due to funding, AMPARO highlighted through meetings, submissions and reports, the additional barriers that confront people from CALD backgrounds with disability, which limit their effective access and participation in important mainstream and specialist disability services, including the NDIS.

Despite the lack of funding, AMPARO continues to be invited to share people's experiences through engagement with government and communities.

**Key systemic advocacy work undertaken this year, often with the support of allies, includes:**

### **The National Disability Insurance Scheme**

Through our participation in various processes with the NDIA this year, AMPARO was able to highlight systemic barriers and issues of inequity, that people from CALD backgrounds experience in relation to the NDIS. And to suggest solutions to address these issues.

- We did this early this year, through our participation in two forums organised by the Independent Advisory council's Equity and Inclusion Reference Group.
- And throughout the year as a member of the CALD External Advisory Group to the NDIA, by providing advice on the development of a new CALD Strategy for the NDIS by participating in roundtable discussions, meetings, and focus group discussions.
- The CALD strategy is intended to reflect the NDIA's commitment to give people with disability from CALD backgrounds the opportunity to benefit from the NDIS on an equal basis with others in the community. To achieve this the NDIS will need to modify legislation, practices and approaches and imbed these into core NDIS business. We hope that the Federal Government is up to the challenge.
- AMPARO has also strongly encouraged allies across the sector to attend and participate in the NDIS focus groups to have provide feedback and input into the development of the CALD Strategy. Early next year AMPARO will organise a face-to-face community conversation to contribute further to the development of the CALD strategy.

## Review of the National Disability Advocacy Framework

In July this year, AMPARO provided a submission to the Department of Social Services who conducted yet another **Review of the National Disability Advocacy Framework** and strongly supported the position of the advocacy sector for the need to strengthen and expand the National and State advocacy programs.

## Review of Queensland's Community Support Scheme

AMPARO has contributed to the **Review of the Queensland's Community Support Scheme**, however at the most recent engagement the Department of Communities advised there was no capacity to increase funding for this program. A disappointing response given the need for this program is not meeting the current demand, for those who are not eligible for the NDIS.

The Queensland Community Support Scheme is the only direct support for people with disability who are deemed not eligible for the NDIS. Sometimes that is because they do not have adequate evidence, including diagnosis and impact on their functional capacity to make a successful NDIS access. Many people from CALD backgrounds with disability still require significant support to access the NDIS.

Whilst the **Tune Review of the NDIS Act in 2019** recommended the NDIA develop a comprehensive **national outreach strategy** to address the additional challenges for CALD Participants, however measures have been piecemeal and inadequate, including the **National Community Connector Program** which was funded for less than 12 months.

However, for individuals who are not eligible for the NDIS, including asylum seekers who do not have permanent residency and those with complex medical issues, support via QCSS is critical.

The support from QCSS can make a significant difference in the lives of many, however there are many limitations to the scheme including:

- Maximum of 5 hours is often not adequate to meet an individual's needs.
- Often individuals cannot access the full 5 hours and may only receive 2-3 hours per week.
- Lengthy delays once on a wait list for support, sometimes for several months.
- Staff shortages contribute to long waits
- Program is underfunded by the State Government
- Some providers are providing poor support.
- Increase in requests to access the scheme solely because it is a requirement to prove access to all services have been exhausted and are unable to meet the person's needs before being able to apply for My Aged Care.
- Gardening and maintenance services have been significantly impacted by COVID vaccination mandates with limit availability of gardeners causing maintenance and safety issues.

## NDIS Quality Safeguards Commission

Met with Tracy Mackey the Commissioner from the NDIS Quality Safeguards in August 2022 to highlights concerns regarding the poor practices of NDIS service providers and how best we can work together to ensure practices and approaches that contribute to making people with disability more vulnerable can be addressed.

In late October, the NDIS Quality Safeguards Commission brought advocacy agencies across Australia together in Melbourne for an all-day Disability Advocacy Forum. The Commission wanted to hear from advocates, what they are witnessing regarding participants experiences with NDIS providers and how the Commission could directly engage more effectively with NDIS participants, including people from diverse communities.

AMPARO was invited to speak at the forum and pleased to share what we are seeing across the sector, which is of concern. AMPARO has found that there are many small new NDIS providers that are delivering extremely poor-quality services, or engaging in unethical behaviour, such as refusing to meet with Participants and their family members when invoice statements were challenged as being incorrect.

One NDIS Registered Provider had over charged the Participant several thousand dollars and was refusing to meet with the family member to discuss their concerns on behalf of the participant, instead they were threatening legal action if payments were not received within 7 days.

It was not until the NDIS Quality Safeguards Commission advised the service to meet with the advocate and family member, was this discrepancy able to be addressed.

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

This goal focuses on engaging and communicating with people from CALD backgrounds with disability, their families, and communities to understand the challenges and issues they experience that contribute to disadvantage, and to undertake activities to increase their capacity across a range of areas.

People from CALD backgrounds with disability and their families experience significant barriers to accessing essential information, identifying supports, understanding their rights, exercising choice and control, and speaking up and resolving issues. The following projects aim to address some of these longstanding barriers through culturally appropriate information, education, and engagement with this cohort.

#### **ILC Individual and Organisational Capacity Building Project February 2020 – February 2022**

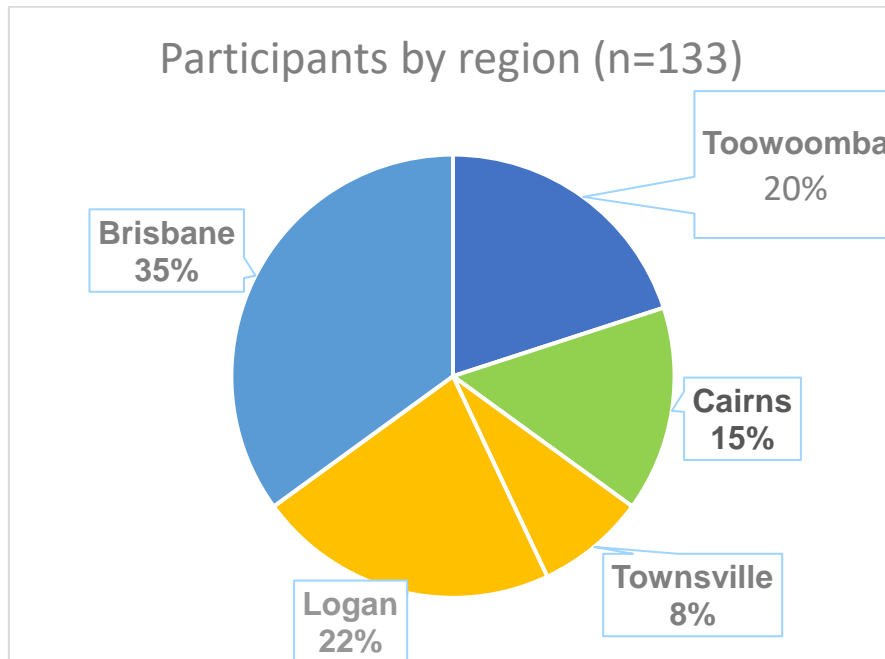
##### **Individual Capacity Building**

The Department of Social Services has offered an extension of 16 months on the current three-year ILC Individual and Organisational Capacity Building Project to the end of June 2024. Being able to continue this work with highly vulnerable individuals and their families is so important.

The ILC program is all about the inclusion of people with disability. The Multicultural Engagement project, which began in February 2020, supports people from CALD backgrounds with a disability, and their families to build their capacity and learn more about:

- Understanding disability in Australia
- Disability rights
- What a good life can look like for people with a disability
- Mainstream and specialist disability services and how to access them
- Having choice and control when engaging with services
- Voicing concerns or making complaints

In the past year, seven Multicultural Engagement Workers were employed across Queensland in the settlement regions of Brisbane, Logan, Toowoomba, Townsville, and Cairns. Collectively they supported 133 people with disability and 277 family members/ friends of the participants. This includes 57 new participants. This graphic shows the breakdown of participants by region.



More than one-third of participants arrived in Australia in the past five years, and more than half in the past ten years. An interpreter is required for 75% of participants who speak more than 26 languages other than English. Kurdish Kurmanji, Swahili, Arabic, Nepali and Kinyarwanda are the main languages. Other languages (each ~1%) included Afar, Amharic, Burmese, Dari, Falam Chin, Farsi, French, Hazaragi, Hindi, Karen, Mandarin, Sango, Sudanese, Tamil, Urdu and Uzbeki.

Given the demand for rare and emerging languages in the regions, the MEWs have started working with interpreters via video remote – one of the better outcomes post-COVID-19. This has meant that instead of just engaging an interpreter via phone, they can pre-book a video remote interpreter, a more appropriate mode for complex conversations. Given the rarity of some languages, such as Sango, spoken by new arrivals from Central Africa in Townsville, accessing an interpreter on demand can be difficult.

The highest disability types are physical (23%), then psychosocial (22%), followed by intellectual (11%).

The Multicultural Engagement Workers have established effective partnerships with key stakeholders in their regions, including Refugee Health, settlement agencies, QPASTT, schools, community connectors, disability services providers and the Access and Referral Teams.

Thirty surveys of participants were undertaken during the year, and overwhelmingly the responses were positive. Some of the responses from participants, when asked about three things that have changed in their life, are as follows:

- **Confidence and understanding to interact with the NDIS**, e.g., “I feel more supported with understanding my son’s NDIS plan”, “I know how to do a review with the NDIS, but I might need some help with it if I need to do it again.”
- **Increased NDIS funding**, e.g., “We got more funding from the NDIS to help my son.”

- **Access to Support Coordination**, e.g., “We were successful in getting support coordination funded in my son’s plan, which helps me to feel more supported and less overwhelmed.”
- **Access to other services**, e.g., “Linked to nurse navigator.”

**When asked if they had any further feedback, some responses indicated how valuable AMPARO Advocacy is and the importance of its work. Comments included:**

- *“Even though I could not access NDIS, I strongly agree that the support I got from Amparo has positively changed my life. I am incredibly happy and proud of who I am now. I can access the community with much more confidence and interact with others. I have also been able to feel motivated to get back to work at least for a few hours.”*
- *“Amparo is so much helpful. They are committed to assisting people in need, even in complex situations. They should keep assisting with follow-up. I am so thankful for the support our family has, and I appreciate that Amparo accepts to be contacted again for support when we need it.”*

**Additional outcomes described by workers included:**

- *Increased understanding by the family of the situation of the person with a disability and the importance of making plans for the future*
- *Increased capacity to navigate services and self-advocate*
- *Increased resilience of family members*
- *Increased confidence in engaging with services, continuing to use services*
- *Understanding other services (e.g., Centrelink, domestic violence support)*
- *Family unity around goals*
- *Access to Disability Employment Services → leading to employment*
- *Learning to drive*

The ILC team contributing to delivering these excellent outcomes is pictured below. We sadly farewelled Heidi and Mal in October, who moved on to more permanent roles. We thank them for their tremendous work.

Each team member demonstrates cultural responsiveness through their depth of understanding of the importance of building trusting relationships with the individuals and their families they work with. This trust is established through several home visits, interpreter engagements and following through on what they said they would do. They don’t give up despite all the systemic challenges in the disability sector. We will continue to evaluate the project’s outcomes progressively and remain reflective on how the capacity-building activities are delivered.

As the Department of Social Services has granted this ILC project an extension until June 2024, Multicultural Engagement workers will continue to deliver on the aims of this project. We look forward to bringing the ILC team with the Advocacy team together in January to share

our knowledge and skills and to reflect on practices to date to identify necessary improvements to increase efficiencies and effectiveness.



### Organisational Capacity Building

Jen Barrkman has worked with AMPARO on this aspect of the ILC project for two years, to increase the membership of AMPARO and specifically to develop the leadership skills of a small group of people from CALD backgrounds with disability, so they can participate across all levels of the organisation, now and into the future.

This year a key part of this worked involved developing 2 small videos that will be formally launched early next year. In May this year members of the leadership group, some of whom were also members of the management committee and people who had either received advocacy or had a family member who had, came together to discuss why AMPARO’s advocacy matters. Those who joined the discussion shared their experiences of receiving advocacy and the difference it made to their lives and that of their families.

AMPARO engaged Bec McElroy to film the discussion on the day and key messages from individuals were incorporated into one video and the other video focused on one family and their experience with AMPARO.

AMPARO is in the process of having these videos subtitled in English and having Auslan captioning added.

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*AMPARO would like to sincerely thank those who participated in the making of these videos: Gordon, Andres, Masoumeh, Rosette, Joseph, Camille, Murka, Bich and Mohammed for their time and heart felt messages.*

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## Targeted Outreach Project

The Targeted Outreach Project or TOP was part of the Queensland Government's effort to ensure priority cohorts and hard-to-reach and/or vulnerable people who were still not accessing the NDIS, received support to maximise their likelihood of a successful application to the NDIS.

Queenslanders with Disability Network or QDN were funded from Feb. 2020 to April 2022 to deliver this project across the State, to increase the numbers of Queenslanders with disability in the NDIS. The project sought to identify and connect hard to reach potential participants, including people from CALD backgrounds, to connect with the Qld Government's Assessment and Referral Team, for additional intensive case management support to make applications to the NDIS.

In late 2021, QDN negotiated with AMPARO a subcontract agreement to undertake this work to identify potential CALD participants in the Brisbane and Logan areas. The project was carried out between October 2021 to March 2022, with Liz Martyn-Johns who had done such a great job on the Community Connector Program, stepping up to coordinate this. AMPARO employed 4 bicultural workers, 2 of whom had previously worked on the Community Connector Project. This project focused on working with the Vietnamese, Arabic speaking, Somali and Congolese communities.

The employment of Bicultural Workers enabled AMPARO to provide culturally appropriate, responsive, and flexible approaches that supported the effective communication and engagement of people from CALD backgrounds with disability and their families.

### The bicultural workers undertook activities to:

- Support people who may be eligible for the NDIS to understand the benefits that the NDIS could bring to their lives.
- Work with potential NDIS participants to locate evidence of disability such as assessment documents and reports from GPs, specialists, Centrelink, schools, etc.
- Assist potential NDIS participants to document their functional support needs.
- Provide information to AMPARO's Targeted Outreach Project Coordinator for referral to QDN and ART.
- Where necessary, to support potential participants' discussions with the ART team.
- Link those not eligible for NDIS to community mainstream supports.

Unfortunately, many referrals were not able to be finalised within the TOP project timeframes, and there was a critical need for ongoing work with individuals identified through the program, to ensure all potential CALD participants were given the opportunity to access the supports that they required, to live a good life.

AMPARO would like to acknowledge and thank Linh, Mariam, Iddi and Nasra for their fantastic work in their communities in locating many individuals who still had not heard of the NDIS or made successful access requests. I would also like to thank Heidi from AMPARO's ILC team, who stepped into Liz's role for the final two months of the project, when Liz took her much deserved and planned long service leave.



## Key learnings:

- The time required to build relationships, provide initial education about disability and NDIS, and then support prospective participants to gather medical evidence took longer than the allocated hours provided to bicultural workers, and all did work outside of their paid hours for the benefit of their communities.
- Many referrals were not able to be finalised within the TOP project timeframes which demonstrates the critical need for ongoing work to continue with those individuals identified through this outreach program to ensure all potential CALD participants are given the opportunity to access the supports that they require, to live a good life.
- Access to diagnosis and evidence of impact of impairment on the person's functional capacity continues to be a major barrier to successful NDIS access.

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*AMPARO would like to acknowledge and thank QDN and CEO Paige Armstrong for their strong commitment to collaborating with and funding AMPARO to undertake this important work together.*

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## Disability Royal Commission

This year AMPARO was extremely fortunate to collaborate with Speaking Up for You (SUFY) and Queensland Advocacy for Inclusion (QAI), so that the stories of 6 individuals from CALD backgrounds with disability could be provided to the Disability Royal Commission.

Two individuals are asylum seekers and not eligible for the critical supports they would benefit from, including the NDIS and others have faced many challenges in having their needs met with systems failing them, repeatedly.

SUFY and QAI generously allocated a staff person to spend time in our office over several months, where they worked alongside advocates and multicultural engagement workers to meet with individuals, hear their stories with the assistance of interpreters, and prepare submissions for the Disability Royal Commission.

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*AMPARO would like to thank SUFY, and QAI for their commitment to ensuring the voices of people from CALD backgrounds did not go unheard by the Royal Commission, and particular thanks to **Chloe de Almeida**, a Human Rights Lawyer from QAI and **Deanne Gibbs** an advocate from SUFY for recognising the important of these stories, and for their many hours of work making this a highly successful collaboration.*

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## NEDA ILC Project

In mid-2021 National Ethnic Disability Alliance (NEDA) approached AMPARO to deliver workshops to increase the capacity of interpreters and translators to work with people from CALD backgrounds with disability who were accessing the NDIS.

AMPARO has a long history of advocating for people from non-English speaking backgrounds to have access to qualified interpreters to ensure they can understand essential information, make informed decisions, and communicate their needs. AMPARO had delivered similar workshops for interpreters and translators in 2017 and 2019.

Jenny Ryan, Ingrid Boland, and I worked on amending previous resources to develop the workshop material and engage speakers to participate in the face-to-face workshop in Brisbane and 2 online workshops, one for Queensland and one for the Northern Territory.

These workshops titled, ***Understanding the NDIS and Working Effectively with People from CALD backgrounds with Disability*** were delivered between March and May this year.

Feedback from Interpreters and Translators who participated in the workshops was extremely positive and indicated the workshops were highly effective in meeting their professional needs, though the preference was for the face-to-face sessions.

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*AMPARO would like to thank NEDA for funding this project and for recognising the crucial role interpreters and translators play in ensuring effective communication for those accessing and participating in the NDIS. We would also like to thank everyone who gave their time and energy to ensuring this work was meaningful and successful.*

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

This goal focuses on ensuring AMPARO operates as an effective, accountable, publicly funded independent advocacy organisation that complies with legislative, constitutional, funding, and industrial requirements.

AMPARO Advocacy is governed by a voluntary Management Committee, the majority of whom are people from a CALD background with disability. This is key requirement of AMPARO's constitution and ensures the organisation is led by people with a lived experience of disability and an understanding of the additional barriers that can be experienced when you are new to Australia and have language and cultural differences.

The Management Committee responded well to the many opportunities and challenges the year brought to ensure AMPARO could continue to undertake its core business of defending, protecting, and promoting the rights and interests of people from CALD background with disability, so their fundamental needs are met.

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

- Attending four Management Committee meetings.
- Attending 2 reflection meetings to hear and discuss the individual advocacy work in greater depth to develop a collective understanding of the challenges and experiences of people from a CALD background with disability.
- Mentoring and supporting new management committee members as much as possible during another challenging year.
- Ensuring the strategic direction of the organisation as per the Strategic Plan 2020-2023.

### **Staff recruitment, training, and development**

All staff underwent induction and training, professional development planning and had access to training opportunities. AMPARO has recruited several new staff this year, to fill new positions or replace staff who have left across the organisation, including the ILC and Targeted Outreach projects.

Managing the demands of the organisation with the needs of staff to take well-earned long service leave, annual leave, and sick leave when some staff contracted COVID for the first time, certainly presented its challenges. However, the flexibility and willingness of staff to step into new roles or take on additional work during this time was much appreciated and ensured projects and key work could be successfully completed and with little on those we work with.

AMPARO was extremely fortunate to recruit Jo McCarthy to the position of senior administration officer on the 4<sup>th</sup> of October, Jo is already a much-valued member of the AMPARO team.

AMPARO would like to thank Tamara Lansdowne who had worked with the organisation several years ago, who kindly accepted our call for help in August when our administrator Jan Clarke had to step down at short notice. Tamara was quick to adapt to the numerous administrative changes that had been made since 2016 and without her exceptional skills, generous spirit, and amazing assistance, I am not sure how we would have managed.

### **Ensuring compliance with legislative, constitutional, funding, and industrial requirements by:**

#### **(i) Implementing efficient and effective systems to manage finances, assets, and risk**

- Ensuring information data systems are maintained so that records of individual advocacy are available and included in monthly reporting through P2i.
- Implementing new administrative and financial processes to reduce operational costs and move closer to a fully paperless office.
- Engaging Jason O'Connor Registered Company Auditor to conduct an independent financial audit of AMPARO Advocacy financial position as of the 30 June 2021 and provided copies of the financial statements to all members of the Association and our funding bodies.

#### **(ii) Implementing an effective Human Services Quality Framework**

AMPARO Advocacy implements a quality management system which strengthens the work of the organisation through continuous improvement processes and by maintaining accreditation under the Human Services Quality Framework.

In April, this year AMPARO undertook a full recertification under the Human Service Quality Standards and whilst we received extremely positive feedback from the auditors, we have been working to ensure that Child Safety and Wellbeing is embedded in all aspects of AMPARO's work.

#### **(iii) Reporting to Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**

- Monthly reporting via P2i
- Audited Financial Reports 2021/2022
- Criminal History checks for all staff/volunteers

#### **(iv) Meeting Industrial Relations and other requirements**

- Monitored and implemented changes to awards and pay scales with support of Jobs Australia.
- Reviewed and updated all insurance policies, including Workcover.

## **Member of Queensland Independent Disability Advocacy Network**

Since January, this year AMPARO has been an active member of the newly funded Queensland Independent Disability Advocacy Network, which has established its role to include undertaking collective systemic advocacy, providing member support and promoting the value of independent advocacy.

The Queensland Independent Disability Advocacy Network (QIDAN) is comprised of core members which are organisations funded under the Queensland Disability Advocacy Program (QDAP) to deliver independent individual advocacy services to Queenslanders living with disability.

These organisations include: the Aboriginal and Torres Strait Islander Disability Network Queensland; Aged and Disability Advocacy; AMPARO Advocacy Inc; Capricorn Citizen Advocacy; Independent Advocacy in the Tropics; Mackay Advocacy Inc; People with Disability Australia; Queensland Advocacy for Inclusion; Rights in Action; Speaking Up For You; and TASC National.

QIDAN's core members provide diverse types of independent disability advocacy services across Queensland, including general disability advocacy, specialized individual advocacy (including National Disability Insurance Scheme appeals and Disability Royal Commission advocacy), citizen advocacy and systemic advocacy. These experiences inform QIDAN's understanding and recommendations to government. Members of QIDAN meet regularly throughout the year to share information and prioritise systemic advocacy issues and contribute to collective action.

Members of QIDAN are once again meeting with Minister Crawford and local State members, to secure an ongoing commitment from the Queensland State Government to fund independent individual advocacy and increased funding to address the unmet need for individual advocacy across Queensland. QIDAN is also seeking an assurance that future service agreements will be for a minimum of 3 years.

Members of QIDAN gathered for the second time this year, in December to discuss what it means to be a disability advocate and how the network can continue to provide the best support to our community. QIDAN also met with Queensland disability peak bodies (pictured below) to build relationships and discuss systemic issues.





Staff and members of AMPARO join the Queensland Community Thank You Event – November 2022



## TREASURER'S REPORT



As the Treasurer of AMPARO Advocacy, I am pleased to inform today's members and guests that the Management Committee have acted to conduct the financial business of the organisation in accordance with the Association and Incorporation Act of 1981 and organisational policies.

On behalf of the management committee, I am happy to present AMPARO Advocacy's Financial Report for the year ended 30 June 2022.

Thank you, Jason O'Connor Registered Company Auditor, for your professional and generous support over the past year and for your diligence in the preparation of the Independent Audit Report, which includes the statement of the financial position of AMPARO Advocacy as at the 30 June 2022.

I can advise that the Audited Financial Statements for 2021/2022 show a deficit of \$15,042. I can also confirm that AMPARO has made full provision for all liabilities, including staff entitlements such as annual leave, personal leave, and long service leave.

This year 83% of the total budget was commitment to salaries, with 17% spent on operational costs, showing AMPARO is extremely efficient in managing our funding so we can assist as many individuals and families as possible.

We take this opportunity to thank the following organisations and Departments that have funded the important work of AMPARO Advocacy over the past year. These include:

- The Department of Seniors, Disability Services, Aboriginal & Islander Partnerships: for providing the core funding for independent individual advocacy.
- The Department of Social Services: Information, Linkages and Capacity Building Program which has funded the Individual and Organisational Capacity Building Project since February 2020.
- The Disability Advocacy Network of Australia or DANA, for project funds to undertake Disability Royal Commission work.
- Speaking Up for You Incorporated (SUFY): Individual advocacy across Brisbane and Moreton Bay regions.

I would like to thank our bookkeeper Lucia Forman, for professional and careful preparation of the financial reports, and her commitment to AMPARO over many years.

Special thanks and acknowledgement of continuous dedication for AMPARO's manager Maureen Fordyce. Under her leadership, over almost two decades, this organisation grew exponentially, delivering high quality service to most vulnerable people in our community. Additional thanks to Maureen for her support of me as a Treasurer.

To all the staff of AMPARO Advocacy, and it is a lengthy list of names by now, heartfelt thank you for your commitment to share your knowledge and experience in this field, for your determination to advocate for people who are often in critical situations and thanks to your tenacity their lives turn in a positive direction.

Ludmila Doneman  
Treasurer

**AMPARO Advocacy Inc**  
**MINUTES OF ANNUAL GENERAL MEETING**  
**Wednesday 17 November 2021**

### **1. Acknowledgement to Traditional Owners**

Shahram delivered the acknowledgement of the Traditional Custodians, the Turrbal people.

### **2. Welcome**

Shahram welcomed everyone to AMPARO's 17<sup>th</sup> annual general meeting and thanked everyone for attending the meeting.

Present: Shahram Jazan, Abebe Fekadu, Ludmila Doneman, Julie King, Sean Gomes, James Nono, Maureen Fordyce, Jenny Ryan, Murka Smiechowski, Keiko Omi, Liz Martyn-Johns, Jan Clarke, Venantie Niragira, Heidi Woolveridge, Linda Mullaly, Linh Nguyen, Margaret Yuille, Dennis Forman, Don Dias-Jayasinha, Mohammad Salmani, Emily Salmani, Nyrop Mayot, Gustav Gebels, Thao Pham, Bich Nguyen, Dr John Chesterman, Lorella Piazzetta, Matilda Alexander, Nazim Yacoub, Kumchong Lee, Paige Armstrong.

### **3. Guest Speaker**

Shahram welcomed Dr John Chesterman and thanked him for attending and being the guest speaker for the evening. Shahram introduced Dr John Chesterman, the Public Advocate Queensland. John is well recognised for his advocacy for at-risk Australians, including adults with impaired decision-making.

Dr John Chesterman spoke briefly about his background as a volunteer Community Visitor. He performed a variety of roles within the Office, including his appointment as the Victorian Deputy Public Advocate in 2018. In July 2021, he was appointed as Queensland's Public Advocate. Dr Chesterman has expertise in human rights, guardianship, supported decision-making, powers of attorney and elder abuse.

### **4. Housekeeping**

Julie King reminded attendees of the COVID Safe practices and informed attendees of the location of emergency exits, assembly area and accessible bathrooms.

### **5. Apologies**

Julie read out the twenty-nine names of those who were apologies including: Joanna Roberts, Andres Angulo, Anne Fraser, Lesley Kirmsse, Stephanie Nauton, Jen Barrkman, (proxy) Jose Rosales, Daniel Lee, David Roberts, Hana Alraman, Kathy Ellem, Jane Cornan-Thompson, Patricia Wilson, Veronica White, Aimee McVeigh and QCOSS, Christine Castley, CEO Multicultural Australia, Daly Westmore, Maree Anderson, Jonti Bush, Member for Cooper, Lucia Foreman, Di Toohey, Claire Brolan, Ingancia Correa-Velez Ingrid Boland, Julie Granger, Karin Swift, Masoumeh Ahmedi, Peter McQuoid,(proxy) and Shawn Phua.



## 6. Tabling of proxies

Two Proxy Forms were received and tabled at the meeting. Julie informed the meeting that Peter McQuoid appointed Liz Martyn-Johns as his proxy to vote, and Jen Barrkman nominated Ludmila Doneman, to exercise her proxy to vote.

## 7. Approval of Minutes of the previous meeting (AGM 2020)

It was proposed that the minutes of the 2020 AGM be confirmed as a true and accurate record.

PROPOSED: Julie King                      SECONDED: Shahram Jazan                      CARRIED

## 8. Business arising from previous meeting

No matters from the previous meeting were raised and discussed.

## 9. President's Report

Shahram Jazan presented the President's report outlining the organisation's successes. Shahram thanked the Management Committee members, staff, members, and guests of AMPARO for their continuing support of the organisation.

## 10. Treasurer's Report

Ludmila Doneman presented the financial report and thanked the Auditor, Jason O'Connor Pty Ltd. Ludmila proposed that the Audited 2020/2021 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted, and the Auditors' Report be received.

PROPOSED: Ludmila Doneman                      SECONDED: Julie King                      CARRIED

## 11. Report on the work by AMPARO over the past year

Maureen delivered the Manager's report by commencing with the acknowledgement of the Traditional Custodians and thanked members and guests for their attendance and support.

## 12. Individual Capacity Building Project (ILC)

Jenny Ryan, Project Officer delivered her report on the work undertaken during the past year on the individual capacity building project.

## 13. NDIS Community Connectors Program (NCCP)

Liz Martyn-Johns delivered her report of the NCCP and acknowledged the excellent work done by the four part-time bi-cultural workers.

## 14. Introduction of Returning Officer

Shahram Jazan introduced Matilda Alexander, CEO Queensland Advocacy Inc. as the Returning Officer, and informed attendees that Matilda she would take over the formal proceedings of the annual general meeting

## 15. Election of Management Committee Members for 2021/2022

Matilda Alexander asked Julie King to confirm that the meeting had sufficient numbers for a quorum. Julie King confirmed there were sufficient numbers for a quorum.

Matilda Alexander declared all positions on the Management Committee vacant and asked that the Committee step down.

Julie King then stood up as Secretary and acknowledged that Jen Barrkman had stood down as a Committee member and all other Committee members would remain seated.

Matilda Alexander announced that the Management Committee had asked that the number of members of the Management Committee remained at seven for 2021/2022. Matilda invited the members to move a motion to maintain the number of Committee members at seven.

PROPOSED: Julie King                      SECONDED: Ludmila Doneman                      CARRIED

Matilda Alexander read out the list of nominations received by the Secretary prior to 3 November 2021, and these nominations were posted on the noticeboard in the AMPARO Advocacy office.

<b>Position</b>	<b>Nominee</b>
<b>President</b>	Shahram Jazan
<b>Vice President</b>	Abebe Fekadu
<b>Treasurer</b>	Ludmila Doneman
<b>Committee Members</b>	Julie King Sean Gomes James Nono Masoumeh Ahmadi

Matilda Alexander confirmed that AMPARO Advocacy received one completed nomination for each Management Committee position, so there was no need to take nominations from the floor.

Matilda Alexander said she was pleased to declare that:

Shahram Jazan as the President of AMPARO Advocacy Inc. for 2021/2022

Abebe Fekadu as the Vice-President of AMPARO Advocacy Inc. for 2021/2022

Ludmila Doneman as the Treasurer for AMPARO Advocacy Inc. for 2021/2022

Masoumeh Ahmadi, Julie King, Sean Gomes, and James Nono as Committee Members of AMPARO Advocacy Inc. for 2021/2022.

Matilda Alexander handed the meeting back to the President, Shahram Jazan, to chair.

Shahram thanked Matilda for her kind support and Maureen Fordyce presented Matilda with a gift.

Shahram welcomed Masoumeh Ahmadi to the Management Committee as a new Committee member, and informed the meeting that Masoumeh was unable to attend the meeting. Shahram expressed on behalf of the Management Committee that they are excited to have Masoumeh as a member of the committee and look forward to working with her over the next twelve months.

Shahram informed the meeting that Julie King has agreed to be nominated at the next Management Committee meeting to the office of Secretary.

Shahram then handed over to the Treasurer, Ludmila Doneman.

### **16. Appointment of the Auditor for 2021/2022**

Ludmila Doneman moved that Jason O'Connor from J O'Connor Pty Ltd, PO Box 5480, Brendale Qld 4500, to be appointed as Auditors for 2021/2022.

PROPOSED: Ludmila Doneman                      SECONDED: Shahram Jazan                      CARRIED

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

Ludmila Doneman confirmed that AMPARO Advocacy has Public Liability Insurance cover for \$40 million for the current year.

### **18. General Business**

Julie King enquired whether there was any other business.

Julie King thanked Maureen Fordyce and the staff of AMPARO. Maureen thanked the Management Committee for their support of the staff over the past year and presented a gift to each Committee member.

### **19. Close of Meeting**

Shahram thanked all members and guests for attending the meeting and supporting the work of AMPARO Advocacy over the past year and invited everyone to remain for supper.

Meeting closed at 6:40pm.

## AUDITOR'S REPORT



phone 07 3369 2500  
Interpreter Service 13 14 50

An Incorporated Association

ABN 56 876 279 925

CH2325 & IA32893

Jason O'Connor CA  
PO Box 3361  
WARNER QLD 4500

Dear Jason

**Re: RECEIPT OF WORK PAPERS FOR FINANCIAL STATEMENTS**

This letter confirms that the Management Committee has engaged your firm to prepare the statutory financial statements by the Associations Incorporation Act 1981 for the year ended **30 June 2022** from the accounts and records maintained by the Associations.

We are satisfied that preparing the statutory financial statements does not threaten your independence as the Association has.

1. entered all source documents into the accounting systems.
2. prepared and maintained the bank reconciliation statements, accounts receivables and payables systems; and
3. prepared and lodged the business activity statements.

We have received the following work papers from your firm regarding preparing the Statutory Financial Statements.

1. General ledger for mapping MYOB to the Financial Statements.
2. Adjusting general journals to correct job 11.

Yours faithfully

**Amparo Advocacy Incorporated**

Chairperson

A handwritten signature in black ink, appearing to be "S/L", written over a horizontal line.

Dated this *22nd* day of *December* 2022.

30 June 2022

# Financial Statements

## We stand up for....

people from a culturally and linguistically diverse background with disability who are being treated unfairly, abused, or discriminated against. We speak, act, and write on your behalf to protect your most basic needs.

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## STATEMENT OF COMPREHENSIVE INCOME AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
<b>INCOME</b>			
ATO Cashflow boost		-	25,322
Federation of Ethnic Communities Councils of Australia		-	270,370
Grants - Commonwealth		450,000	450,000
Grants - Other		12,273	10,000
Grants - State of Queensland		304,107	443,650
Interest received		1,676	4,286
National Ethnic Disability Alliance		27,731	-
Sundry income		110,511	4,512
Unexpended funds brought forward		861,561	833,054
Unexpended funds carried forward		(567,938)	(858,193)
<b>Total Income</b>		<b>1,199,921</b>	<b>1,183,001</b>
<b>EXPENSES</b>			
Asset purchases write off		3,660	14,076
Audit fees		1,000	5,475
Bad debts		241	(14,545)
Consultancy fees		63,008	73,035
Depreciation		3,401	-
Employee entitlements		1,018,232	934,342
Information and technology		14,051	12,853
Insurance		9,252	8,045
Meetings and venue hire		7,963	6,546
Motor vehicles expenses		2,329	3,125
Postage, printing and stationery		7,710	12,437
Rent and outgoings		28,549	32,888
Sundry expenses		24,769	24,597
Telephone and internet		5,845	7,288
Travel and accommodation		24,953	23,364
<b>Total Expenses</b>		<b>1,214,963</b>	<b>1,143,526</b>
<b>Surplus / (Deficit) before income tax expense</b>		<b>(15,042)</b>	<b>39,475</b>
Income tax expense	1	-	-
<b>Surplus / (Deficit) after income tax expense for the year attributable to the members</b>		<b>(15,042)</b>	<b>39,475</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year attributable to the members.</b>		<b>(15,042)</b>	<b>39,475</b>

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
<b>CURRENT ASSETS</b>			
Cash on hand		-	306
Cash at bank		592,311	679,050
Cash on deposit		184,720	383,950
Trade debtors		20,604	89,457
Prepayments		2,124	2,064
Other debtors		330	1,234
<b>Total Current Assets</b>		<b>800,089</b>	<b>1,156,061</b>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment		23,119	-
Less accumulated depreciation		(3,401)	-
<b>Total Non-Current Assets</b>		<b>19,718</b>	<b>-</b>
<b>Total Assets</b>		<b>819,807</b>	<b>1,156,061</b>
<b>CURRENT LIABILITIES</b>			
Accounts payables		28,240	38,324
Other payables		15,048	42,096
Provision for employee entitlements		108,718	103,435
Unexpended grants		568,830	858,193
<b>Total Current Liabilities</b>		<b>720,836</b>	<b>1,042,048</b>
<b>NON-CURRENT LIABILITIES</b>			
Provision for employee entitlements		42,612	42,612
<b>Total Non-Current Liabilities</b>		<b>42,612</b>	<b>42,612</b>
<b>Total Liabilities</b>		<b>763,448</b>	<b>1,084,660</b>
<b>Net Assets</b>		<b>56,359</b>	<b>71,401</b>
<b>EQUITY</b>			
Accumulated surplus		56,359	71,401
<b>Total Equity</b>		<b>56,359</b>	<b>71,401</b>



**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2022**

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2020	31,926	31,926
Current year Surplus	39,475	39,475
<b>Closing Balance 30 June 2021</b>	<b>71,401</b>	<b>71,401</b>
Opening balance 1 July 2021	71,401	71,401
Current year Deficit	(15,042)	(15,042)
<b>Closing Balance 30 June 2022</b>	<b>56,359</b>	<b>56,359</b>

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2022**

	Note	2022 \$	2021 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		1,268,002	1,088,587
Payments to suppliers and employees		(1,532,834)	(1,035,283)
Interest received		1,676	4,286
<b>Net Cash Provided by Operating Activities</b>	2	<b>(263,156)</b>	57,590
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of plant and equipment		(23,119)	
<b>Net Cash Used In Investing Activities</b>		<b>(23,119)</b>	-
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Net Cash Used in Financing Activities</b>		-	-
<b>Net Increase in Cash Held</b>		<b>(286,275)</b>	57,590
Cash at the beginning of the year		1,063,306	1,005,716
<b>Cash at the end of the year</b>	2	<b>777,031</b>	1,063,306

## NOTES TO THE FINANCIAL STATEMENTS

### NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies adopted in preparing the financial statements are below. Unless otherwise stated, these policies have been consistently applied to all the years presented.

#### **Basis of preparation**

In the officers' opinion, the incorporated association is not a reporting entity because no users depend on general-purpose financial statements.

These are special purpose financial statements prepared to comply with the Queensland legislation, the Associations Incorporation Act 1981 and the Australian Charities and Non-for-Profits Commission Act 2012 and regulations. The Committee Members have determined that the accounting policies adopted are appropriate to meet the members' needs.

#### *Historical cost convention*

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

#### **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 accrued 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 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 include cash on hand, deposits held at call with financial institutions, and 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.

#### **Trade and other payables**

These amounts represent liabilities for goods and services provided to the incorporated association before the end of the financial year and 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 liability settlement for at least 12 months after the reporting date.

### **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 acquiring the asset or as part of the expense. Receivables and payables are stated, including 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.

	2022	2021
	\$	\$
<b>NOTE 2: CASH FLOW INFORMATION</b>		
<b>a. reconciliation of cash flows from surplus</b>		
Surplus attributable to members	(15,042)	39,475
<b>Non-Cash flows in surplus</b>		
Depreciation and impairments	3,401	-
<b>Changes in assets and liabilities</b>		
(Increase) / decrease in receivables	69,697	(90,330)
Increase / (decrease) in payables and grants	(37,132)	65,098
Increase / (decrease) in provisions	(284,080)	43,347
	(263,156)	57,590
<b>b. reconciliation of cash</b>		
Cash on hand	-	306
Cash at bank	592,311	679,050
Cash on deposit	184,720	383,950
Less bank overdraft	-	-
<b>Total Cash</b>	<b>777,031</b>	<b>1,063,306</b>

	2022 \$	2021 \$
<b>NOTE 3: UNEXPENDED GRANTS</b>		
Department of Seniors, Disability Services and Aboriginal and Islander Partnerships	-	160
Combined Advocacy Groups Queensland	479	479
Cultural Competency Training	-	1,371
Information Linkages and Capacity Building - Individual	469,582	725,150
Information Linkages and Capacity Building - Organisational	81,559	70,941
Disability Advocacy Network Australia - Disability Royal Commission	14,416	10,684
Community Gambling Fund	-	20,033
AMPARO Advocacy Consultancy	2,794	1,149
National Community Connector Program	-	28,226
	<b>568,830</b>	<b>858,193</b>

The grants listed below have been overspend, are not carried forward and the loss is transferred to the association.

Department of Seniors, Disability Services and Aboriginal and Islander Partnerships	(34,609)	-
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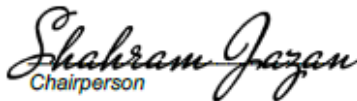
## STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2022

Responsible Persons Declaration.

*Per section 60.15 of the Australian Charities and Non-for-Profits Commission Regulation 2013.*

1. the association is not a reporting entity because there are no users dependent on general-purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared to comply with the Australian Charities and Non-for-Profits Commission Act 2012 and regulations.
2. the attached financial statements and notes give a true and fair view of the association's financial position as of **30 June 2022** and its performance for the financial year that ended on that date.
3. there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.
4. the financial statements and notes satisfy the requirements of the Associations Incorporation Act 1981 and regulations; and
5. the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and regulations.

*Signed by subsection 60.15(2) of the Australian Charities and Non-for-Profits Commission Regulation 2013.*

  
Chairperson

11 / 01 / 2023



## INDEPENDENT AUDIT REPORT

### *To the members of Amparo Advocacy Incorporated*

#### **Opinion**

We have audited the financial report of **Amparo Advocacy Incorporated**, which comprises the statement of comprehensive income and the statement of financial position as of **30 June 2022**, the statement of changes in equity, the statement of cash flows, the notes to the financial statement, including a summary of significant accounting policies, and the Statement by the Members of the Committee.

In our opinion, the financial report of **Amparo Advocacy Incorporated** has been prepared by Association's Constitution.

1. giving a fair view of the association's financial position as of **30 June 2022** and its performance for the year ended on that date; and
2. complying with accounting policies to the extent described in Note 1 and the Associations Incorporation Act 1981.

#### **Basis for opinion**

We conducted our audit by the Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial report section of our report. We are independent of the Association by the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia, and we have fulfilled our other ethical responsibilities by the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Other-matters**

These amended financial statements replace the original financial statements dated 15 September 2022. An error was identified in note three with a deficit in funding carried forward for the Department of Seniors, Disability Services and Aboriginal and Islander Partnership. In these amended financial statements, this deficit is not carried forward to next year and is shown as a loss for the association. This has resulted in a net deficit of (\$15,042) for the year ended 30 June 2022 compared to the original surplus of \$13,776.

#### **Emphasis of Matter – Basis of Accounting**

We draw attention to Note 1 in the financial report, which describes the basis of accounting. The financial report is prepared to assist in fulfilling the Association's financial reporting responsibilities under the Associations Incorporation Act 1981. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### **Responsibilities of Management and Those Charged with Governance for the Financial Report**

Management is responsible for preparing the financial report that gives a true and fair view and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Act 1981 and to meet the needs of the members. The management's responsibility also includes such internal controls as the officers determine necessary to prepare a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, Management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concerned and using the going concern basis of accounting unless Management either intends to liquidate the Association or to cease operations or have no realistic alternative but to do so.


Management is responsible for overseeing the Association's financial reporting process.

#### **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report is free from material misstatement due to fraud or error and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance. Still, it is not a guarantee that an audit conducted by Australian Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users based on this financial report. A further description of our responsibilities for auditing the financial report is located on the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

#### **Independence**

In our audit, we followed applicable independence requirements of Australian professional, and ethical pronouncements.



**Jason O'Connor CA**  
Chartered Accountant

Liability limited by a scheme approved under Professional Standards Legislation

11 / 01 / 2023

#### **Jason O'Connor B. Com CA**

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