

ANNUAL REPORT

2023 - 2024

**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 Child Safety, Seniors and Disability Services.

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.

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.

*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)*

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**2023 - 2024**

President	Sean Gomes
Vice President/ Secretary	Shahram Jazan
Treasurer	Julie King
Committee Member	Nazim Ahmed
Committee Member	Andres Angulo
Committee Member	Masoumeh Ahmedi
Committee Member	Grazia Catalano

**Advocacy Team****2023-2024**

Manager	Maureen Fordyce
Advocate	Liz Martyn-Johns
Advocate	Murka Smiechowski
Advocate	Keiko Omi
Administration Officer	Jo McCarthy
Bookkeeper	Bill Kyle / Janine Nguyen

ILC – Individual Capacity Building Project Staff**2023 -2024**

Multicultural Engagement Coordinator	Brisbane	Jenny Ryan
Multicultural Engagement Worker	Brisbane	Maree Anderson
Multicultural Engagement Workers	Logan	Venantie Niragira
Multicultural Engagement Worker	Cairns	Julie Dunn
Multicultural Engagement Workers	Toowoomba	Sylvie Hayere
Administration Officer	Brisbane	Louisa Devadson
Project Consultant	Brisbane	Ingrid Boland

Assertive Outreach

Project Officer

July – September 2023

Ange Boyd

Inclusive Leadership Network

Project Officer

July – December 2024

Ange Boyd

AMPARO Advocacy staff 2023-2024



Ange Boyd with Kelly Beckitt Manager of Speaking Up for You Inc.



President's Report

Good afternoon members and guests, we are so pleased to have you join us here today. I would like to begin by acknowledging the Traditional Custodians of the land on which we gather today, **The Turrbal people**, and pay my respects to their elders past and present. I also extend that respect to Aboriginal and Torres Strait Islander peoples here with us today.

AMPARO Advocacy continues to see many positive changes in the lives of people from CALD backgrounds with disability and their families, through the provision of culturally appropriate, independent advocacy, individual capacity building and assertive outreach work.

However, the level of social and economic disadvantage and the challenges that people face daily in having their most fundamental needs met, means the number of people requiring our assistance continues to be greater than our capacity to respond.

Last year AMPARO was pleased to inform members that we had secured a 3-year contract to deliver independent advocacy, the first long term contract in many years. However, this financial year the Department of Child Safety, Seniors and Disability Services, offered all state funded advocacy agencies a new 5-year contract. This new grant provides confirmation of the level of advocacy funding from July 2024 to 30 June 2029, and comes with a significant increase in funding, that will enable AMPARO to advocate for more people who seek our assistance and enhance our advocacy efforts to those experiencing homelessness or living in supported accommodation.

This new contract provides a level of security for the advocacy work that AMPARO has not had before, it will enable us to forward plan, to grow and be sustainable over time.

In May this year AMPARO also received confirmation that we had been successful in our submission to the federal Department of Social Services, for another 3-year ILC Individual Capacity Building Grant. I believe this means that the Department considers the previous ILC work undertaken by AMPARO, was highly valuable, and the outcomes for individuals and their families both positive, and significant.

These positive changes have necessitated a growth in staff to fill new positions, and I am pleased to say we have been fortunate to attract several new highly skilled staff in both the advocacy program and the ILC Project.

We have also undertaken extensive work and engagement with staff to develop and implement new policy, practices and approaches that will prioritise the health and wellbeing of our staff and address requirements under the ***Managing Psychosocial Hazards at Work Code of Conduct***.

The management committee met several times over the past year to conduct the business of governance, and to ensure AMPARO operates as an effective, accountable, independent advocacy organisation. We came together in July with staff, to develop a new Strategic Plan for 2024-2027, and to set the strategic direction of the organisation. The management committee were pleased to welcome two new committee members this year, Grazia Catalano and Nazim Ahmed. I would like to thank all the management committee for their strong commitment and contribution to the effective governance of AMPARO.

I take this opportunity to advise members that sadly I will be stepping down today as President of AMPARO Advocacy and as a member of the management committee, due to my other extensive commitments.

President

Sean Gomes

GOAL 1: Provide independent individual advocacy

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

Individual advocacy is provided state-wide, with face-to-face advocacy available in the Brisbane and Moreton Bay areas and telephone advocacy or support to connect with a local advocacy agency, if living outside of these areas.

AMPARO's 1.7 FTE advocacy positions were 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 to people's lives and that of their families.

Most individuals who received advocacy have settled in Australia under the Humanitarian Settlement Program and experiencing multiple and complex layers of disadvantage, often isolated from their own communities, with limited English proficiency and not accessing mainstream services or specialist disability services, including the NDIS, to the levels they should be.

Other individuals had sought asylum and were on Temporary Protection Visas, however with Federal government changes last year, many were able to apply for Permanent Resolution of Status and become permanent residents. With advocacy some of these individuals and their families have finally been able to access important supports, including the NDIS.

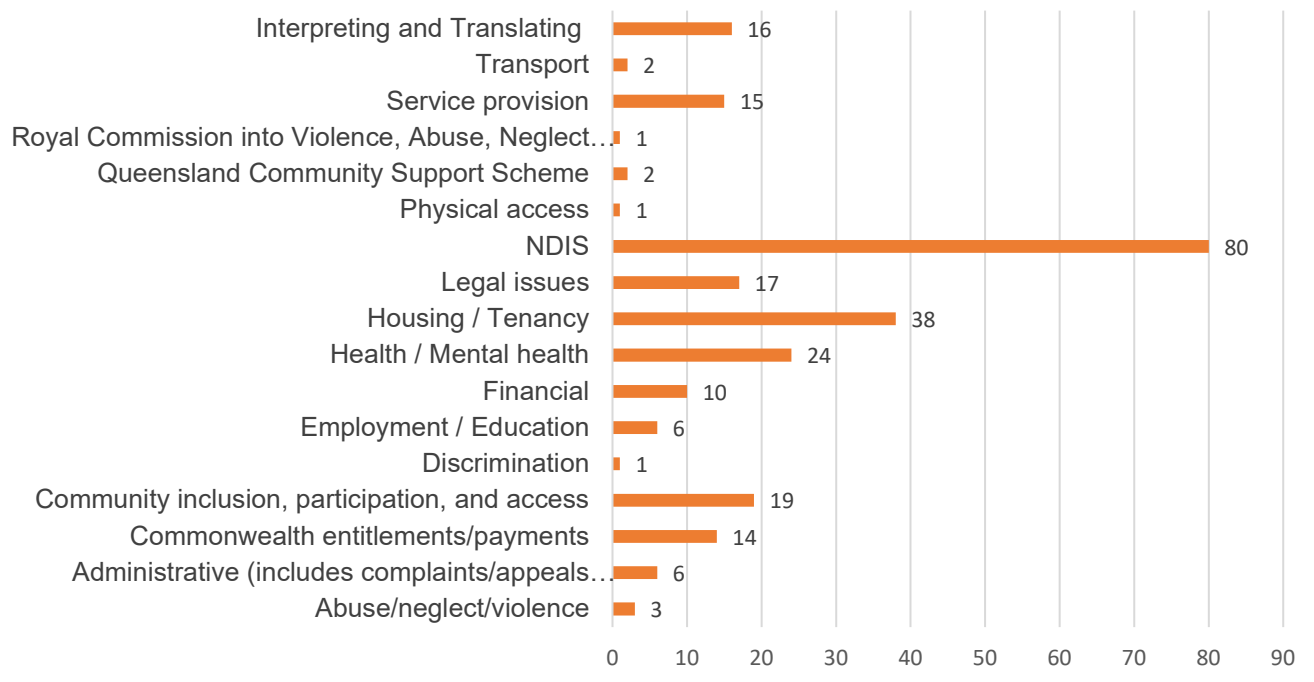
AMPARO advocated for **individuals from 30 different ethnicities**, with most individuals or family members requiring the assistance of professional interpreters.

AMPARO recognises the importance of conducting face-to-face meetings with individuals with disability and family members, in their own homes or place of their choice, with the assistance of onsite interpreters where required. This is essential to ensure people with disability can:

- Understand information.
- Communicate their needs, will and preferences, and
- Make informed decisions.

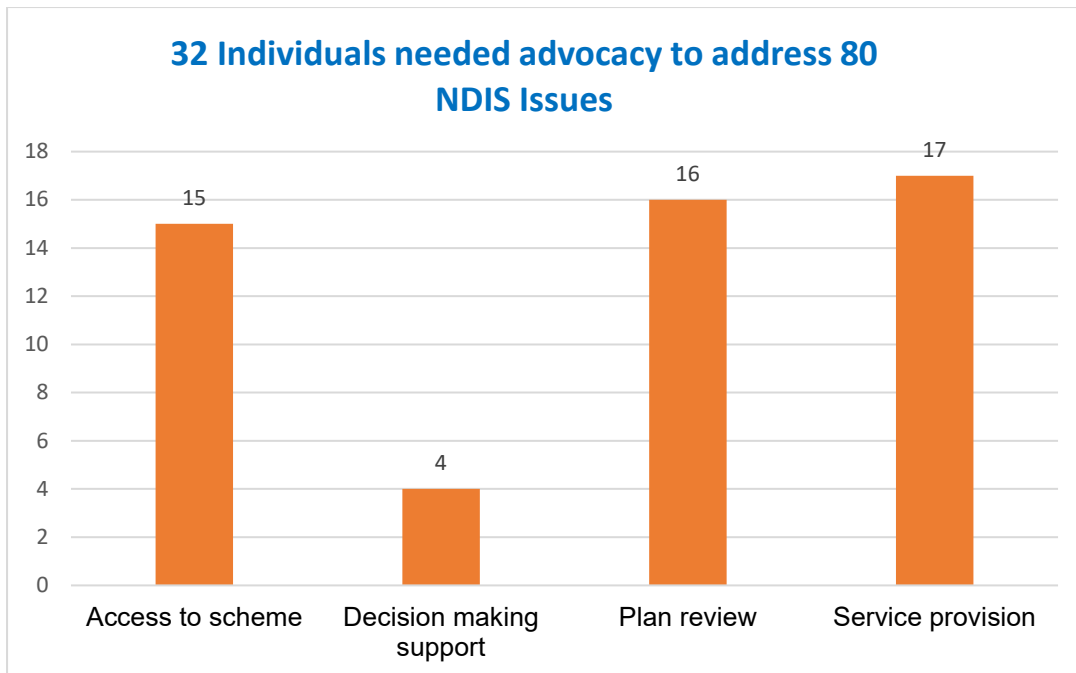
This year AMPARO advocated for **54 people from CALD backgrounds with disability**, whose fundamental needs were not being met. Individuals had a total of **254 complex issues**, with most having three or four serious issues that required intensive advocacy support over several months.

54 Individuals received independent advocacy to address 255 complex issues.



Individuals who received advocacy, had on average 4-5 issues that required vigorous long-term advocacy.

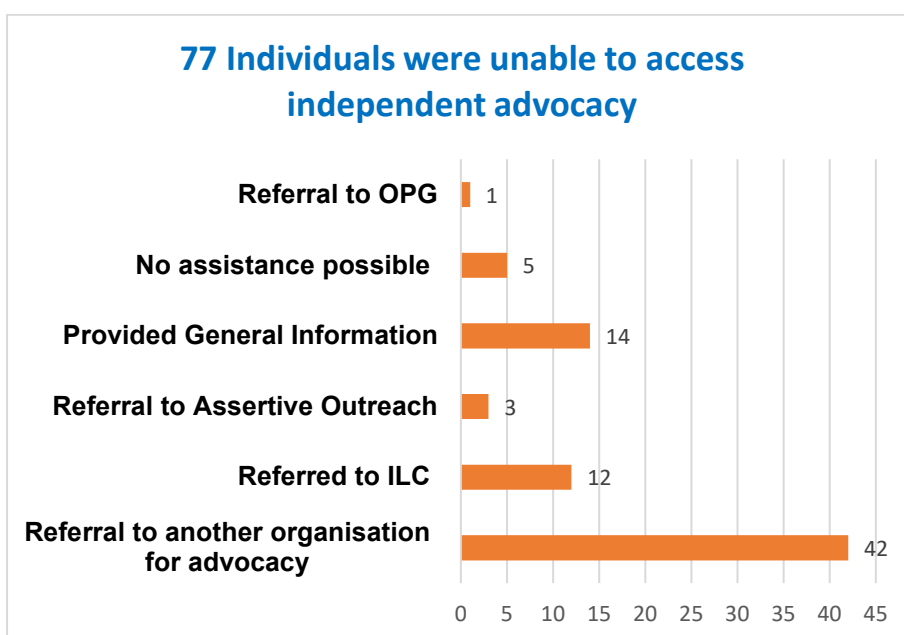
- 60%, up from 54.5% last year, required advocacy to access and effectively participate in the NDIS. This included: assistance to access the scheme, support with decision making and undertake Plan reviews, often the result of inadequate support coordination, and addressing issues in relation to poor service provision and issues of fraud.
- 39% were living in unsuitable housing, and required advocacy to access safe, affordable housing.
- 28% required advocacy to access high-quality health care, including appropriate mental health care.
- 28% required advocacy to enable their effective participation in community.



The **NDIS Participant Service Guarantee** sets out clear timeframes for key NDIS processes, including NDIA decisions about access, plan approvals, and plan reviews. However unfortunately the **introduction of a new computer system by the NDIA** late last year, led to huge delays in all these processes and **contributed to this increase in requests for advocacy around the NDIS.**

Of the 255 advocacy issues, 80 issues were related to the NDIS and of these:

- 40% of issues were related to poor NIDS service provision.
- 23.75% of issues were related to being able to access the NDIS.
- 31.25% of issues were related to internal Plan Reviews



Once again, this year, the requests for individual advocacy far outstripped AMPARO'S capacity to assist individuals, with the result that:

- **54.5 %** of people referred to AMPARO had to be referred to an external organisation.
- **15.5 %** were fortunately able to be internally referred to the ILC or Assertive Outreach Project.

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.

The essential role of interpreters in ensuring people can understand information and make informed decisions.

Jamila, a single mother of five children of African heritage, arrived in Australia as a refugee in 2011. Since then, she has faced significant challenges due to her limited proficiency in English, lack of understanding of Australian systems, and both physical and psychosocial disabilities that significantly impact her daily life. A catastrophic injury to her right arm resulted in severe damage to the arteries and nerves, leaving it non-functional, and Jamila experiences radiating pain on the left side of her body.

The psychological impact of this injury has been significant, affecting Jamila's self-esteem and contributing to anxiety and depression, for which she has been on medication since 2020. Jamila stays at home most days, rarely connecting to the community. Her impairment has also affected her children, who suffer from the isolation and judgment they experience from their community.

Jamila's two youngest children, aged 5 and 8, suffer from severe eczema, which requires fortnightly injections to reduce severe allergic reactions. Their dermatologist recommended living in a non-carpeted home to manage their condition. However, their rental property was partially carpeted, negatively affecting the children's health, and their clothes needed to be dried indoors due to their condition.

When AMPARO first met Jamila, she had been on the Department of Housing's (DOH) waiting list for public housing for over 10 years. In 2020, Jamila and her family moved to a new rental accommodation, however Jamila was unaware of the need to notify the DOH of her change of address and as a result, her housing application was cancelled.

*It wasn't until AMPARO Advocacy became involved that Jamila learned about the cancellation. The advocate requested that the DOH reinstate her original application, as AMPARO believed that Jamila's right to access interpreters and translated information had been ignored. The Queensland Language Services Policy states that; **"The Policy commits***

Queensland Government agencies to use qualified interpreters and translators certified through the National Accreditation Authority for Translating and Interpreting (NAATI).

“Despite this clear statement, the Department failed to provide this important information with the assistance of an interpreter or translator.

After vigorous advocacy efforts, the DOH agreed to backdate Jamila’s application to 2013, placing her at the top of the waiting list. However, despite this, no housing was provided even after she had received a Notice to Leave from her rental property, as the owner intended to sell. The advocate worked with various housing service providers and escalated the Jamila’s situation to the local Member of Parliament, but the family still had no housing solution. This emphasised the difficulties in navigating Australia’s complex housing system, particularly in the current housing crisis.

Jamila relies on the Disability Support Pension and faces severe financial hardship, which greatly impacts her ability to find accessible and affordable housing in the private rental market. Given the current housing crisis, real estate agents refuse to consider applicants whose rent exceeds 30% of their income, which means it is not possible for her to find accessible and affordable housing that meets her family’s needs, in the private rental market.

The real estate agent proceeded with a QCAT application for a Warrant of Possession, requiring the Jamila and her family to vacate the property by the date specified in the warrant, or they and their belongings would be forcibly removed. Unable to wait any longer, Jamila made the difficult decision to move her family to Melbourne, where her sister resides. A housing organisation funded the family’s tickets, and they put their belongings into storage before relocating.

Three days after their move, on the same day the warrant of possession was to take effect, the DOH informed the advocate that a house had become available for Jamila and her family in Brisbane. The family were overjoyed and decided to return to Brisbane. Further advocacy efforts ensured the house was held for an extended period to accommodate their return, as the DOH typically only holds properties for three days.

Article 28 of the Convention on the Rights of Persons with Disabilities (CRPD), to which Australia is party to, 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...”

Despite this, the current housing crisis has made it extremely difficult for advocates to secure housing for the most vulnerable people with disability. In addition, Jamila’s experience is a clear example of how language differences and poor services responses, can lead to devastating consequences. The DOH’s failure to provide an interpreter resulted in the cancellation of her housing application, leading to years of waiting without progress. This failure highlights the essential role of interpreters in safeguarding the rights of people from CALD background with disability.

Jamila's journey from isolation and uncertainty, to finally securing a safe, affordable home, has brought new hope to her family, with Jamila now re-engaging with the community and experiencing significant improvement in her mental health.

Keeping Family Together

Last year, AMPARO Advocacy commenced advocating on behalf of two siblings Yuma and Milka, primary school children from African background. Both Yuma and Milka have diagnosis of Level 3 Autism and are non-verbal, which makes it difficult for them to communicate their needs to their family and other people in their life. This has led to significant frustration for the children and has impacted on their parents' ability to understand their children's behaviours, and how best to respond to their complex needs. Both children were at serious risk of not having their support needs met due to insufficient NDIS funding. Additionally, Yuma and Milka's parents were feeling overwhelmed, struggling to spend enough one-on-one quality time with their younger daughter or together as a couple. Both parents were struggling to such an extent that they were seriously considering relinquishing the care of Yuma and Milka.

At this critical point, AMPARO Advocacy became involved. The advocate spent time getting to know Yuma and Milka, developing a thorough understanding of their disabilities and vulnerabilities. After speaking with their parents and reading available medical evidence, the advocate identified the sibling's most critical unmet needs. These included:

- One-on-one support and supervision were required for both children with all aspects of daily living, including communication, feeding, personal hygiene, accessing community and transport.*
- Both Yuma and Milka experienced significant difficulties with managing, communicating, and organising their feelings and emotions, resulting in the behaviours of concern.*
- They were at substantial risk of being unable to participate safely and meaningfully in education.*
- Both children were socially isolated, and outside school hours were unable to participate with other children in age-appropriate activities.*
- Crucial supports and therapies, including Support Coordination, Occupation Therapy (OT), Speech Therapy, Exercise Physiology and Positive Behavior Support Plan (PBSP) were not covered under their NDIS Plan. Without these ongoing therapies, the children's development was at significant risk, and there was a high likelihood that their behaviours of concerns could escalate, placing themselves and others at risk.*

The situation meant that Yuma and Milka had significant fundamental needs that were not being met, they were at risk of not being able to participate at school and they and their family were feeling isolated and overwhelmed.

The advocate determined that the urgent and immediate review of Yuma and Milka's NDIS Plan was necessary, alongside a significant increase in the NDIS funding. Working closely with the parents and other stakeholders, the advocate ensured that the NDIA had a thorough understanding of the sibling's complex support needs. As such the advocate provided the NDIA with a copy of the Occupational Therapy Functional Capacity Report completed for each of the children. This report provided specific and important information about siblings' needs to be included in their new NDIS Plans. The advocate also provided the NDIS with a support letter outlining the children and family's background, current situation, and urgent

developmental and behavioural needs of the children. In addition to this work, the advocate also attended the NDIS planning meeting with the children's parents to provide further advocacy and assistance.

For families from Culturally and Linguistically Diverse background (CALD), language and cultural differences often present additional challenges to understanding and navigating unfamiliar and complex systems such as the NDIS. The advocate played a crucial role in assisting them to understand their children's rights to have their fundamental needs met, and to further clarify and availability of different support/therapies options available for their children.

The coordination of all supports including, setting up of new supports, monitoring the quality-of-service provision and allied health services, as well as review of expenditure against the budget has been found to be critical for ensuring that NDIS Plans are well utilised and that the person specific support needs are met. The children's previous NDIS Plan provided minimal support, contributing to a breakdown in the family, and the absence of a Support Coordinator meant there was no guidance on navigating available resources.

When considering the complexity of support required for the two children, along with the family's language and cultural needs, the advocate believed that the provision of Support Coordinator in both children's NDIS Plan's should have been provided from the outset. This would have ensured their parents had the support and opportunity to learn essential Plan implementation skills from an experienced Support Coordinator. As such, the advocate requested substantial funding be included in each child's new NDIS Plan.

Through vigorous individual advocacy Yuma and Milka received significant increases in NDIS funding, and their new comprehensive Plans have significantly improved their quality of life and that of their family. Advocacy ensured culturally responsive, quality services, including support coordination, were engaged, and as a result the following important outcomes have been achieved:

- **Increased Family Stability:** By addressing the specific needs of Yuma and Milka, the plan helps to prevent family breakdown. With increased support and resources, the family can better manage daily challenges, leading to a positive and harmonious home environment.
- **Improved Well-being:** The focus on holistic occupational therapy, speech pathology, and daily support worker assistance directly contributes to the emotional and physical well-being of both children. This support helps reduce stress for both the children and their parents, fostering a healthy family dynamic
- **Skill Development:** The targeted strategies for building daily living skills, social interactions, and communication empower the children to become more independent. This not only boosts their confidence but also enhances their ability to participate in age-appropriate activities in their community.
- **Preventing Escalation of Needs:** By addressing vulnerabilities proactively—such as communication limitations and sensory sensitivities—the plan aims to reduce the likelihood of crisis situations. The preventive measures put in place (like regular reminders and emotional regulation techniques) support the children in managing their needs more effectively.

- **Increased Social Integration:** The emphasis on social skills development and community engagement helps Yuma and Milka build meaningful relationships with peers. This social integration is vital for their overall development and happiness. The family as a whole, are now able to foster important relationships.
- **Access to Resources:** Connecting the family with community resources provides additional support systems. This engagement not only improves their immediate circumstances, but also fosters long-term resilience.

The individual advocacy brought positive changes in the lives of both children, their parents and the family's life. Yuma and Milka now have new opportunities to build, positive relationship based on the more effective communication, and social and daily capacities. They are also able to participate and safely engage in school and community activities, but most importantly the family has been able to stay together, as a result of having the right supports and plans that truly meets their needs. By preventing crises and promoting well-being, the current Plan's ensures that the family can thrive, rather than merely survive

NDIS Participant and Provider Choice in a Tight Open Market

Many NDIS Participants have benefited significantly from being able to choose which services provide Support Coordination and Support Services and who, from those services, provides direct support to them. But choice is a two-way process. Not only are participants able to choose who provides them with support, but services can also choose who they decide to work with – and who they decline to work with.

For those with complex support needs, such as those who struggle to manage their anxiety and may become quite distressed, or those for whom support worker costs are very high due to specialised training needs, providers have declined support – or worse, can decline service after claiming for introductory sessions and set up costs.

One young man from an Iraqi background with a psychosocial disability, resulting from significant trauma leading to severe PTSD, has had many Support Coordinators refuse services over the past two years. As a result, he has remained without essential supports for much of this time. Thousands have been claimed to set up services for him, but very little support has been provided in exchange for this funding. More recently Specialist Support Coordinators, with training and qualifications in social work and mental health, have been approached for support. With such backgrounds we had hoped they would have had the skills and interest to provide the essential supports required – but again they have declined support to this person. Given that demand for skilled, experienced support coordinators far exceeds their availability, they can pick and choose who they work with. There is little incentive to work with people with disability with high and complex needs, with the added requirement to engage interpreters, when there are participants with large funding packages and far less complex needs requesting their assistance.

AMPARO advocated for another participant with an Acquired Brain Injury who requires her support staff undergo training to understand her Positive Behaviour Support Plan and to undertake and implement The Mandt System training to ensure her and their safety. However, the NDIA has refused to fund the essential The Mandt System training, or the hours required for her support workers to undertake this training. The service provider has been told that

they must absorb these costs themselves. Similarly, due to the nature of their work, the need for them to undergo significant training and to ensure continuity of support, the support workers are paid at the High Intensity Support rate – but again the NDIA refuse to provide funding for this and costs have had to be absorbed by the service provider. After being supported by numerous very poor service providers with inadequately trained workers and a high turnover in staff, her current service is dedicated to providing her with quality supports by well-trained staff. However, the provider is unsure how long they can continue to absorb these extra costs. Their withdrawal from delivering services would be devastating for this young woman and her family. The Advocate is working with the provider and the NDIA to ensure that supports for this young man do not break down and he continues to receive the assistance he requires.

GOAL 2: Engage in strategic systemic advocacy

AMPARO's understanding of the systemic failures that disadvantage and marginalise people from CALD backgrounds with disability, is informed by the independent individual advocacy work, Individual Capacity Building work and through the Inclusive Leadership Network.

AMPARO has a strong history of contributing to positive sustainable changes to legislation, policies, practices, and approaches that contribute to issues of inequality. This work highlights the voices and concerns of Queenslanders from CALD backgrounds with disability, and was undertaken through our:

- Participation in the Peak Inclusion Program
- Membership of the Qld Independent Disability Advocacy Network (QIDAN)
- Participation in the CALD Strategy External Advisory Group with the NDIA.

Peak Inclusion Program.

The Queensland Disability Peak Network and Peak Inclusion Program has been funded by the Department of Child Safety, Seniors and Disability Services. The network is comprised of Peak and Representative bodies for people with disability and their families and disability specific statewide peak body services for people with disability and their families.

AMPARO has been funded as a **Peak and Representative body for people from CALD backgrounds with disability since September 2023.**

The role of Peak body organisations is to help and support Queenslanders with disability:

- with accessible and disability-specific information
- with online and state-wide phone support and referral services
- through news, advice, referral information, and communication about support and services available in Queensland including information to access the NDIS
- by providing expert advice and feedback to government on matters impacting people with disability
- by promoting community awareness, education and training information for organisations and employers, and the broader community to influence community attitudes and remove barriers to inclusion
- by developing resources to support employers in attracting, recruiting and retaining people with disability.

The Queensland Disability Peak Network (the Network) has been established as part of the Qld Disability Peak and Representative Body, with Queenslanders with Disability Network (QDN) as the Executive Disability Peak. QDN is responsible for providing leadership and coordination for peak bodies and provides sector-wide information and feedback to government on key systemic disability issues. This year the Inclusion Peak Program was also funded to hold 3 roundtable discussions hosted by the Peak Network. These discussions brought key stakeholders together to discuss priority mainstream areas, in relation to education, health, and employment and to explore potential solutions. AMPARO attended and participated in Peak Meetings and Roundtables held this year. We also contributed to the

discussion around foundational supports in a paper developed by the Peak Network on ***Foundational Supports, Design concepts for consideration***, which was provided to the Department.

Disability Reform Agenda

This past year has been one of significant reform agenda, at the State and Federal Government levels. The ***Disability Royal Commission*** was Australia's largest inquiry into the experiences of people with disability. It highlighted that *'people with disability are subjected to harm, exclusion, and discrimination at significantly higher rates than people without disability.'* More than 9,000 people with disability, their family, friends, supporters, advocates and others shared their experiences and recommendations with the Royal Commission.

In September 2023 the Disability Royal Commission released their Final Report, making 222 Recommendations to all governments, on how to improve laws, policies, structures and practices to ensure a more inclusive and just society for people with disability.

Then on the **7 December in 2023**, the ***NDIS Review's final report*** was released. It made 26 recommendations and 139 actions, to improve the NDIS. AMPARO Advocacy, like other advocacy agencies, contributed to and supported others to contribute to both inquiries and eagerly awaited the release of these reports and the following responses by both State and Federal Governments to the recommendations.

The DRC and NDIS Reports made a wide range of important recommendations, including the need for:

- ***reform of the education, health, mental health, housing, and justice mainstream service systems*** to improve outcomes for people with disability.
- reform to ***provide for culturally appropriate services*** for, Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
- joint investment by all governments to ***create a thriving foundational support system for all people with disability***, with a focus on community care supports, aids and equipment, psychosocial supports, early supports for children, and transition supports for young people through key life stages.
- ***resolution of interface issues*** with NDIS and mainstream service systems
- ***improving NDIS systems***, reforming the participant pathway, and strengthening NDIS legislation and guidelines.
- ***improving the NDIS quality and safeguards system*** and establishing broader safeguards for all people with disability, and
- improving the attraction and retention of skilled workers, in the disability workforce.

The DRC Reports and the NDIS Review highlighted many areas where reforms are necessary to address the additional discrimination and significant intersectional inequality experienced by groups, including people from CALD backgrounds with disability. AMPARO was pleased to see many concerns raised in our submissions, highlighted throughout the final reports.

When addressing the need for improved access to independent advocacy, it was reassuring that the DRC ***acknowledged the challenges people from CALD backgrounds experience in accessing culturally safe disability advocacy and noted that specialist advocacy***

services for First Nations and CALD were not nationwide and not meeting the population needs.¹

In response to these recommendations by the DRC and the NDIS Review, the Queensland Government has developed the ***Qld Disability Reform Framework*** which outlines priority disability reforms to improve outcomes for people with disability and their families. In this framework the Queensland Government has committed to a codesign process with people with disability and the disability sector and in partnership with QDN, has developed a ***Disability Stakeholder Engagement and Co-design strategy***.

Throughout the year staff have participated in many forums and consultations to contribute to the development of the Disability Reform Framework and the Disability Engagement Strategy. AMPARO's staff and members of the Inclusive Leadership Network participated in several engagement processes to emphasize the additional needs of people from CALD backgrounds with disability.

The DRC and NDIS Review Recommendations provided ample evidence for major reforms across the broader society, within communities and within mainstream and specialist disability service systems. However, the Federal Government has only accepted 13 recommendations in full, and 117 in principle,³⁶ subject to further considerations and 6 were noted. The Queensland State Government has only accepted 8 recommendations in full, 95 in principle, 1 in part, with 23 requiring further consideration, two noted and one rejected.

Given this and the fact that the results from Disability Royal Commissions are not legally binding, there is a need for ongoing vigorous independent systemic advocacy, and support from all sides of the political spectrum, over many years to ensure people with disability to achieve the vision set out by the Disability Royal Commission for an ***“inclusive Australia where people with disability live free from harm; where human rights are protected; and where individuals live with dignity, equality and respect, can take risks, and develop and fulfil their potential.”²***

The National Disability Insurance Scheme – Review

Cultural and Linguistic Diversity (CALD) Strategy and Action Plan for 2024 – 2028 was finally launched by Minister Shorten and the CEO of the NDIA, Rebecca Falkingham on the 30 April this year.

Prior to the release of the report, AMPARO had contributed extensively over the previous 18 months to ensure the NDIA would engage in a meaningful co-design process with people from CALD backgrounds with disability, their families, advocates, and other stakeholders. AMPARO provided detailed, extensive feedback on draft CALD Strategies and Action Plans, raised concerns, and made suggestions for improvements to the NDIA, through a range of processes, including in our role as a member of the External Advisory Group.

Australian Government Response to the Disability Royal Commission. (2024) Commonwealth of Australia.

²

The Strategy and Action Plan though not perfect, has a significant reform agenda and AMPARO's role now will be one of advocating that the plan is implemented in a timely manner to address the significant longstanding inequities in the current system.

NDIS Quality Safeguards Commission

AMPARO participated in a Roundtable Discussion with NDIS Quality Safeguards Commission and other stakeholders in the CALD Sector to provide feedback on draft Engagement Principles intended to guide the work of the Commission with CALD Communities. AMPARO provided feedback on the draft principles and highlighted the need for the Commission to implement recommendations from the NDIS CALD Strategy 2024-2027 which included the need to:

- increase quality and relevance of collected and published data on CALD participants.
- develop new practice standards and quality measures for services that outline what cultural appropriate services should look like
- undertake a culturally appropriate education campaign to raise the awareness of CALD participants, to enable them to choose providers, change providers, build safeguards and make complaints.
- practice standards and quality measures are clearly communicate to CALD participants and providers.

AMPARO will continue to advocate for key recommendations from the NDIS Review, the Disability Royal Commission and the NDIS CALD Strategy 2024-2028, that are relevant to the Commission to be implemented.

In October this year, AMPARO, together with other advocacy agencies from around Australia, attended the Annual Disability Advocacy Forum in October 2024 and heard updates from the Commission about its priority work, its future state and impacts of wider reform across the sector. This was a valuable opportunity to provide feedback to the Commission about systemic failings of the Commission and to also contribute to the development of new Practice Standards.

Department of Home Affairs and the Settlement Council of Australia

AMPARO Advocacy participated in a consultation with the multicultural sector organised by **Dept. of Home Affairs and the Settlement Council of Australia** to discuss key themes emerging in the development of a Humanitarian Integration and Settlement Program (HISP). This discussion focused on the reforms of the Australian Cultural Orientation (AUSCO) Program and the Humanitarian Settlement Program (HSP).

AMPARO raised the need for the Department of Home Affairs to acknowledge and respond to the NDIS CALD Strategy and in particular to the goal to **improve pre-arrival assessments so that more information on disability and the person's needs was collected to assist with access to NDIS**. AMPARO also raised the need for Australian Cultural Orientation (AUSCO) Program to provide information about the NDIS pre-arrival, as they do about other services e.g. Centrelink and Medicare.

Also suggested settlement workers and providers needed to increase their knowledge about the NDIS and how to support newly arrived refugees with disability to make access. Noted that whilst people received white goods for free, people with disability who require essential equipment e.g. Wheelchairs, shower chairs, walkers etc. often arrive at the airport and

settlement providers are unaware the person even has a disability, let alone a need for essential equipment.

Queensland Independent Disability Advocacy Network (QIDAN)

AMPARO continued to be an active member of QIDAN throughout the year and has participated and contributed to:

- Annual Conference for advocates
- Monthly meetings with members of the Network
- Quarterly discussions with the National NDIA and NDIS Quality Safeguards Commission
- Quarterly meetings with the Office of the Public Guardian
- QIDAN Submission to the NDIS Review
- Targeted Foundational Supports Consultation
- Collection of detailed data on the individual advocacy provided throughout the year.

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 targeted engagement.

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

ILC Individual Capacity Building (ICB)

In 2020 AMPARO was successful in securing a 3-year Information, Linkages and Capacity Building grant, to deliver both Individual and Organisational Capacity Building activities to people from CALD backgrounds with disability and their family members. The project received an extension for a further 16 months and was completed in June 2024. An evaluation of AMPARO's ILC Project was undertaken in collaboration with The Hopkins Centre at Griffith University.

AMPARO's Individual Capacity Building work was underpinned by values of social justice, human rights, the social model of disability and culturally responsive practice. In 2023 2024 the project was implemented by 5 Multicultural Engagement Workers (MEWs), who were based in Cairns, Toowoomba, Logan and Brisbane. The workers conducted extensive community outreach to identify and engage with people from CALD backgrounds with disability and their families, explored their needs and goals, and delivered individual capacity building activities.

This work was underpinned by collaboration with stakeholders including community leaders, multicultural services, health and education services and disability service providers. It was supported by reflective practice and continuous improvement in response to emerging needs.

An analysis of participant demographics and feedback by The Hopkins Centre showed that the project was extremely effective in engaging with people from CALD backgrounds with disability, their families and support networks. In particular, the project was found to have engaged effectively with people from refugee and humanitarian backgrounds and emerging language groups. Over the lifetime of the project our MEWs worked with 351 people with disability (and more than 860 family members and friends), who were born in more than 35 different countries and spoke more than 24 different languages. 99% of participants were either born overseas in a country where the primary language spoken at home is not English, or in Australia to parents whose preferred language is other than English. Most participants in the ILC Program had arrived in Australia in the past 5 years, with 84% having arrived on a humanitarian visa, which highlights the significant level of vulnerability of this cohort.

The project focused on building the capacity of people from CALD backgrounds with disability and their families to understand and uphold their rights, particularly in relation to increased knowledge and confidence to exercise choice and control over disability supports. It ***worked to raise people's expectations around what constitutes a good or ordinary life.*** Qualitative feedback from people with disability and their families provided powerful testimony to the impact of the project in their lives, with participants commenting that AMPARO's support had enabled them to articulate their needs and goals, access the NDIS, implement their NDIS plans, speak up and ask questions, change services if they need to, and plan for the future. Participants commented that they are now participating in the community, including attending TAFE, finding employment, accessing public transport, connecting with neighbours, and improving their English skills. One participant commented cheerfully: "I am no longer hiding in my room."

The work encountered a range of challenges: including challenges to establish and implement the project in the context of COVID 19 and frequent lockdowns during the first 2 years of the project; regular changes to the availability of disability services and other programs; systemic barriers to accessing and navigating the NDIS and other services; challenges in engaging Language Services (such as interpreters), particularly for smaller language groups and for those outside the Brisbane area; and challenges in working with participants with heightened vulnerability in highly complex situations. However, positive outcomes were facilitated by prioritising building trust and rapport with people with disability and their families and developing a deep understanding of their needs and goals. This was underpinned by culturally responsive practices such as engaging certified interpreters and meeting people in locations suitable to them, mostly in their homes. It recognised that achieving positive outcomes required a significant investment of time, perseverance and collaboration with other stakeholders. The evaluation also found that the capacity of the MEWs to undertake this work was facilitated by a supportive and collaborative organisational culture.

In May 2024 AMPARO was very pleased to hear that we had been successful in securing funding for a new 3-year Information, Linkages and Capacity Building program, commencing July 2024. This has enabled AMPARO to continue this important work in this area. We now have two Multicultural Engagement Officers working in Logan, two in Brisbane and one in both Toowoomba and Ipswich. This is the first time AMPARO has been funded to work in Ipswich, an area where many people from a refugee background are now living.

Organisational Capacity Building – Inclusive Leadership Network

AMPARO has continued to support the development of the Inclusive Leadership Network which is comprised of members of AMPARO with disability, family members and allies.

Individuals from culturally and linguistically diverse (CALD) backgrounds with disability and their families face significant barriers to access training and education to build their knowledge, confidence, and leadership skills to enable them to share their lived experience, to influence decision-makers and to drive positive changes within their communities and broader society. Consequently, their unique perspectives and needs are often overlooked in policies and practices, leading to inequitable outcomes and critically low representation in leadership roles.

Members of AMPARO's Inclusive Leadership Network have met several times in the last few months to discuss their concerns regarding the lack of culturally appropriate Foundational Supports and share their knowledge of the barriers to accessing Education and Health

services. These meetings have provided a safe place for members to develop their knowledge and skills, and to share their lived experience with AMPARO. Learnings from these sessions have been shared at Roundtable Meetings with Peak Bodies and other stakeholders.

Other Project Work

Building the capacity of interpreters and translators to work with people from CALD backgrounds with disability and their families

AMPARO Advocacy was engaged by the National Ethnic Disability Alliance (NEDA) to deliver this project as part of a larger Information, Linkages and Capacity Building (ILC) project being delivered by NEDA.

Intended outcomes of the project were to build the capacity of interpreters to:

- Increase knowledge and understanding on the complexity of the **NDIS system**, NDIS terminologies, and other **mainstream disability services**.
- Increase knowledge about **different types of disability** and **how stigma affects CALD people** with a disability and their families in their communities.
- Increase knowledge and skills about how to **work effectively with CALD people with disability**
- Increase knowledge and skills in **working with frontline workers, NDIS professionals and clinicians** in the disability sector.

AMPARO's values and approach

The training was interactive and sought to connect with participants' own goals. We consulted with a highly experienced and qualified interpreter along with persons with lived experience prior to the sessions, to seek their input into the learning materials and approach. In developing and presenting the training, we amplified the voices of people from CALD backgrounds with disability, through guest speakers.

Workshops

Four workshops were delivered face to face in Brisbane (2), Logan and Cairns. These were facilitated by AMPARO Advocacy with invitations to the NDIA and Partners in the Community who (Local Area Coordinators and Early Childhood Partners) presented on their areas of subject matter expertise. It was invaluable to have these partners present to answer the many questions from the interpreters with regarding the NDIS and Early Childhood approaches.

Many participants appreciated gaining a better understanding of the NDIS system, services, eligibility, and processes. This included learning about the new PACE system.

It also provided excellent insight for the NDIS Partners to enhance their understanding of the challenges that interpreters face when interpreting in the NDIS context. Such was the influence that the partners are committed to ensuring that their team members receive training on working effectively with interpreters.

Two online workshops were provided and facilitated by AMPARO Advocacy and supported by the consulting interpreter. The interpreters were from across Australia which provided some insight into the consistency of the challenges throughout the country. We shared the video of the person with lived experience being interviewed which again set the context for the

workshop. Having break out room discussions was highly valued as the interpreters learned from one another.

Total number of workshop participants from 2023-2024; total number of workshop registrations

	02/12/2023 Brisbane	16/03/2024 Brisbane	23/03/2024 Logan	13/04/2024 Cairns	18/05/2024 Online	22/05/2024 Online	Total
Attendees	35	26	12	10	35	38	156
Registered	61	73	40	11	80	80	345

Evaluation and feedback

The primary evaluation tool for this project was a pre-workshop and post-workshop survey provided to all participants in each workshop. These were administered online via Microsoft Forms, and time was allocated within the workshops for participants to complete the surveys. The survey was voluntary, but completion was strongly encouraged.

Key Results

The survey data showed that:

- Participants attending the workshops interpret/translate in at least 50 different languages (some participants interpreted for more than one language).
- Most participants found out about the workshops through the NAATI mailing list, AMPARO Advocacy, colleagues and Language Services such as 2M, AUSIT and TIS.
- 100% of respondents rated the workshop as 4 or 5 stars (out of 5 stars) with an average rating of 4.7 stars.
- In most categories, the percentage of respondents reporting very high to high knowledge increased substantially, often doubling or nearly doubling.
- Reduction in Low Knowledge: the percentage of respondents reporting very low to low knowledge decreased, often reaching 0% post-workshop.

Specific Areas of Improvement:

- Understanding of disability concepts (e.g., types of disability, difference between disability and impairment)
- NDIS-specific knowledge (terminology, processes for interpreter engagement)
- Cultural competence (awareness of stigma in CALD communities, self-awareness of biases)
- Communication skills (using positive language when interpreting)
- Highest Post-Workshop Knowledge: Over 85% of respondents reported very high to high knowledge in most categories after the workshop.
- **Exception:** The only category not showing significant improvement was "Where to look for information about disability and the NDIS," which remained relatively stable.

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 come with being new to Australia with language and cultural differences.

This year the management committee members:

- Attended 4 Management Committee meetings during 2023 - 2024.
- Held 1 reflection meeting to 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.
- Mentored and supporting new management committee members
- Participated in the Management Committee Induction Day on the 2 March.
- Held a Strategic Planning Day on the 13 July and developed a new Strategic Plan for 2024-2027.
- Attending training workshops
- Ratified new and reviewed policies and procedures.

Staff recruitment, training, and development

All staff undergo training, professional development and annual appraisals. Staff participated in team development activities and extensive information and education opportunities, including through the QIDAN Community of Practice, and had access to external training opportunities. Staff Training included:

- | | |
|---|--|
| ▪ NDIS QLD Community Update session on PACE | ▪ Navigating Burnout |
| ▪ Micah Information Session | ▪ QLD Transcultural Mental Health information session |
| ▪ Team Building -Wholesome Bellies | ▪ Getting the NDIS Back on Track Bill – Information Session with Depart. Social Services |
| ▪ Domestic and Family Violence Training | ▪ Reviewing AMPARO's policies and procedures |
| ▪ Psychosocial Hazards at Work Consultation | |
| ▪ Q Shelter information session | |

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

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.
- Maintained accurate records for ILC Capacity Building and other projects
- Continuous improvement across administrative and financial systems

- Maintained an accurate Assets Register, implemented a Risk Management Plan
- Engaged consultants to work with AMPARO to identify psychosocial hazards in the workplace and to develop strategies and policy to ensure AMPARO fulfills our obligations under the ***Managing psychosocial hazards at work*** and the approved **Code of Practice 2022** under Workplace Health and Safety Act and WHS Regulations.
- Undertook an external financial audit and presented this to members of AMPARO Advocacy at the Annual General Meeting on the 15 November 2024.

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. AMPARO was not required to undertake an audit this year.

Reporting to funding bodies including Department of Child Safety, Seniors, and Disability Services and Department of Social Services

- Quarterly reporting on individual advocacy work and financial acquittals via P2i
- Quarterly reporting on Peak Inclusion work via P2i
- Audited Financial Reports 2023/2024
- Annual Financial Acquittals
- Criminal History checks for all staff/volunteers

Meeting Industrial Relations and other requirements

- Monitored and implemented changes to awards and pay scales
- Reviewed and updated all insurance policies, including Workcover.

Treasurer's Report



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

On behalf of the management committee, I am pleased to present AMPARO Advocacy's Financial Report for the year ended 30 June 2024. This year the management committee engaged Haywards Chartered Accountants to prepare an Independent Audit Report, and this includes the statement of the financial position of AMPARO Advocacy as at the 30 June 2024.

I can advise that the Audited Financial Statements for 2023 /2024 show a surplus of \$8,549.00 for the year and confirm that AMPARO has made full provision for all liabilities, including staff entitlements such as annual leave, personal leave, and long service leave.

On behalf of AMPARO, I would like to take this opportunity to thank the following funding bodies who have made possible the important work of AMPARO Advocacy over the past year. These include:

- The Department of Child Safety, Seniors, and Disability Services: Specialist Independent Individual Advocacy; the Peak Inclusion Program and Assertive Outreach Project.
- The Department of Social Services: Information, Linkages and Capacity Building Program: Individual and Organisational Capacity Building Project July 2024 – 30 June 2027.

On behalf of AMPARO Advocacy, I would particularly like to acknowledge Speaking Up for You Incorporated (SUFY) for their ongoing financial contribution and commitment to increasing the number of people from culturally and linguistically diverse backgrounds with disability who have access to independent individual advocacy in the Brisbane and Moreton Bay regions.

I would also like to thank Janine Nguyen our finance officer, for her diligence in preparing the financial reports for the Management Committee and the manager Maureen Fordyce for working with me to ensure that AMPARO remains a transparent and accountable public funded organisation.

Thanks to all the staff of AMPARO, who working so incredibly hard to ensure that AMPARO Advocacy can provide culturally appropriate, independent advocacy and individual capacity building to people from CALD backgrounds with disability.

Finally, I would like to propose that the Audited 2023 / 2024 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted, and the Auditors' Report be received.

Julie King
Treasurer

AMPARO ADVOCACY INC.

FINANCIAL REPORT

FOR THE YEAR ENDED

30 JUNE 2024

1.

AMPARO ADVOCACY INC.
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2024

	<u>Note</u>	<u>2024</u>	<u>2023</u>
Revenue	2	1,300,737	1,166,167
Other Income	2	1,723	6,625
Employee Benefits Expense		(1,037,543)	(968,522)
Depreciation and Amortisation Expense		(4,340)	(4,340)
Insurance		(11,679)	(9,376)
Motor Vehicle & Travel Expenses		(30,776)	(37,040)
Property Expenses		(31,431)	(32,723)
Staff Training and Development Expenses		(9,727)	(4,041)
Audit, Legal and Consultancy Fees		(21,538)	(38,783)
Language Services Expenses		(36,238)	(38,476)
Other Operating Costs		(110,639)	(37,460)
Current year surplus/(deficit) before income tax		8,549	2,031
Income tax expense		-	-
Net current year surplus/(deficit)		8,549	2,031
Other comprehensive income		-	-
Total comprehensive income/(loss) for the year		\$8,549	\$2,031
Total comprehensive income attributable to members of the entity		\$8,549	\$2,031

The accompanying notes form part of the financial statements.

2.

AMPARO ADVOCACY INC.
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2024

	<u>Note</u>	<u>2024</u>	<u>2023</u>
ASSETS			
Current Assets			
Cash at Bank and On Hand	3	296,363	1,028,374
Debtors & Prepayments		23,162	4,015
Total Current Assets		319,525	1,032,389
Fixed Assets	4	11,038	15,378
Total Fixed Assets		11,038	15,378
TOTAL ASSETS		\$330,563	\$1,047,767
LIABILITIES			
Current Liabilities			
Creditors & Accruals		80,921	97,854
Employee Provisions		109,506	132,628
Contract Liability	5	76,560	760,804
Total Current Liabilities		266,987	991,286
Non-Current Liabilities			
Employee Provisions		581	2,035
Total Non-Current Liabilities		581	2,035
TOTAL LIABILITIES		267,568	993,321
NET ASSETS		\$62,995	\$54,446
MEMBERS FUNDS			
Retained Surplus		62,995	54,446
TOTAL MEMBERS FUNDS		\$62,995	\$54,446

The accompanying notes form part of these financial statements.

3.

AMPARO ADVOCACY INC.
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2024

	<u>Retained Surplus</u>	<u>Total</u>
Balance at 1 July 2022	\$56,359	\$56,359
Comprehensive Income		
Surplus/(deficit) for the year attributable to members of the entity	\$2,031	\$2,031
Adjustment Prior Year	(\$3,944)	(\$3,944)
Total comprehensive income attributable to members of the entity	(\$1,913)	(\$1,913)
Balance at 30 June 2023	\$54,446	\$54,446
Balance at 1 July 2023	\$54,446	\$54,446
Comprehensive Income		
Surplus/(deficit) for the year attributable to members of the entity	\$8,549	\$8,549
Total comprehensive income/(loss) attributable to members of the entity	\$8,549	\$8,549
Balance at 30 June 2024	\$62,995	\$62,995

The accompanying notes form part of these financial statements.

4.

AMPARO ADVOCACY INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2024

	<u>2024</u>	<u>2023</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Receipts from customers	604,722	1,376,332
Interest Received	9,052	4,284
Payments		
Wages & Salaries & Other Supplies	(1,345,785)	(1,129,273)
Net cash provided by (used in) operating activities	<u>(\$732,011)</u>	<u>\$251,343</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for purchase of plant & equipment	-	-
Net cash provided by (used in) investing activities	<u>\$NIL</u>	<u>\$NIL</u>
CASH FLOWS FROM FINANCIAL ACTIVITIES		
Net increase/(decrease) in cash held	(732,011)	251,343
Cash at beginning of the reporting period	1,028,374	777,031
Cash at end of the reporting period	<u>\$296,363</u>	<u>\$1,028,374</u>
Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities		
Operating Result	8,549	2,031
- Adjustment Prior Year	-	(3,944)
- Depreciation	4,340	4,340
- Increase/(Decrease) in Payables	(16,933)	54,566
- Increase/(Decrease) in Provisions	(24,576)	(16,667)
- (Increase)/Decrease in Prepayments & Debtors	(19,147)	19,043
- Increase/(Decrease) in Contract Liability	(684,244)	191,974
Net cash provided by (used in) operating activities	<u>(\$732,011)</u>	<u>\$251,343</u>

The accompanying notes form part of these financial statements.

5.

AMPARO ADVOCACY INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirement of the Associations Incorporated Act (Qld) and Australian Charities and Not-for-Profits Commission Act 2012. The committee has determined that the association is not a reporting entity.

The report is also prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Operating Grants, Donations and Bequests

When the entity receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15.

When both these conditions are satisfied, the Entity:

- identifies each performance obligation relating to the grant
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations.

If a contract liability is recognised as a related amount above, the Entity recognises income in profit or loss when or as it satisfies its obligations under the contract.

Capital Grant

When the entity receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The entity recognises income in profit or loss when or as the entity satisfies its obligations under the terms of the grant.

Interest Income

Interest income is recognised using the effective interest method.

All revenue is stated net of the amount of goods and services tax.

AMPARO ADVOCACY INC.**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2024****1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)****(a) Revenue and Other Income (cont'd)**

In the comparative period

Non-reciprocal grant revenue was recognised in profit or loss when the Entity obtained control of the grant and it was probable that the economic benefits gained from the grant would flow to the Entity and the amount of the grant could be measured reliably.

If conditions were attached to the grant which must be satisfied before the Entity was eligible to receive the contribution, the recognition of the grant as revenue was deferred until those conditions were satisfied.

When grant revenue was received whereby the Entity incurred an obligation to deliver economic value directly back to the contributor, this was considered a reciprocal transaction and the grant revenue was recognised in the statement of financial position as a liability until the service had been delivered to the contributor; otherwise, the grant was recognised as income on receipt.

(b) Property, Plant and Equipment

Plant and Equipment are carried at cost less, where applicable, any accumulated depreciation.

Depreciation is calculated on the prime cost basis and is brought to account over the estimated economic lives of all fixed assets commencing from the time the asset is held ready for use.

The depreciation rates used are as follows:

<u>Class of Fixed Assets</u>	<u>Depreciation Rate</u>
Plant and Equipment	20%

(c) Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over to recoverable amount is recognized in the income and expenditure statement.

(d) Employee Provisions

Provision is made for the Organisation's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee Provisions have been measured at the amounts expected to be paid when the liability is settled.

(e) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

AMPARO ADVOCACY INC.**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 30 JUNE 2024****1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)****(f) Leases****The Entity as Lessee**

At inception of a contract, the entity assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Entity where the Entity is a lessee. However, all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Entity uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives;
- variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;
- the amount expected to be payable by the lessee under residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

Right-of-use assets are depreciated over the lease term or useful life of the underlying asset whichever is the shortest. Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Entity anticipates to exercise a purchase option, the specific asset is depreciated over the useful life of the underlying asset.

Concessionary Leases

For leases that have significantly below-market terms and conditions principally to enable the Entity to further its objectives (commonly known as peppercorn/concessionary leases), the Entity has adopted the temporary relief under AASB 2018-8.

8.

AMPARO ADVOCACY INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

(h) Comparative Figures

Comparative figures, where necessary, have been reclassified in order to comply with the presentation adopted in the figures reported for the current financial year.

(i) Economic Dependence

Amparo Advocacy Inc. is dependent on government funding to operate. As at the date of the report the committee has no reason to believe the government will not continue to support the organisation.

(j) Significant Management Judgement in Applying Accounting Policies

The directors evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

AMPARO ADVOCACY INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	<u>2024</u>	<u>2023</u>
2. REVENUE AND OTHER INCOME		
Revenue		
Revenue from Government Grants		
Department of Child Safety, Seniors and Disability Services	408,946	398,097
Department of Social Services	786,698	612,729
	<hr/> 1,195,644	<hr/> 1,010,826
Other Revenue		
National Ethnic Disability Alliance	28,188	742
Speaking Up for You Inc.	64,660	114,753
Non-Recurrent Funding	-	35,562
Interest	12,245	4,284
	<hr/> 1,300,737	<hr/> 1,166,167
TOTAL REVENUE	<hr/> 1,300,737	<hr/> 1,166,167
Other Income		
Donations	805	1,185
Sundry Income	918	5,440
	<hr/> 1,723	<hr/> 6,625
TOTAL OTHER INCOME	<hr/> 1,723	<hr/> 6,625
TOTAL REVENUE AND OTHER INCOME	<hr/> \$1,302,460	<hr/> \$1,172,792
3. CASH AT BANK AND ON HAND		
Operating Account	93,820	834,557
Donation Account	2,718	1,910
Debit Credit Card	3,000	3,468
Investment Account	196,825	188,439
	<hr/> \$296,363	<hr/> \$1,028,374
4. FIXED ASSETS		
Motor Vehicles - At Cost	23,119	23,119
Less Accumulated Depreciation	12,081	7,741
	<hr/> 11,038	<hr/> 15,378
	<hr/> \$11,038	<hr/> \$15,378

AMPARO ADVOCACY INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	<u>2024</u>	<u>2023</u>
5. CONTRACT LIABILITY		
Department of Social Services	36,516	701,723
Department of Child Safety, Seniors and Disability Services	40,044	25,603
Other Grants	-	33,478
	<hr/> \$76,560	<hr/> \$760,804

6. RELATED PARTY TRANSACTIONS

Transactions with Related Parties

There were no transactions with Related Parties during the current financial year.

There were no amounts receivable or payable to related parties at the current reporting date.

11.

AMPARO ADVOCACY INC.

STATEMENT BY MEMBERS OF THE COMMITTEE


The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial Statements.

1. In the opinion of the committee the financial report as set out on pages 1 to 10 are in accordance with the Australian Charities and Not-for-Profits Commission Act 2012 and:
 - (i) Comply with the Australian Accounting Standards applicable to the entity; and
 - (ii) Give a true and fair view of the association's financial position as at 30 June 2024 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. At the date of this statement, there are reasonable grounds to believe that Amparo Advocacy Inc. will be able to pay its debts as and when they fall due.

This Declaration is signed in accordance with Subs 60.15(2) of the Australian Charities and Not-for-Profits Commission Regulation 2013.



President



Treasurer

25/9/24

Date



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LUTWYCHE QLD 4030

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LUTWYCHE QLD 4030

TELEPHONE: (07) 3357 8322
FACSIMILE: (07) 3357 9909
EMAIL: admin@haywards.net.au

PARTNERS: GREG DORGE
PETER GESCH
PHIL ROBINSON

12.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AMPARO ADVOCACY INC.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Amparo Advocacy Inc., which comprises the statement of financial position as at 30 June 2024, the statement of profit & loss and other comprehensive income, statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report of Amparo Advocacy Inc. has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD).

- 1) Giving a true and fair view of the associations financial position as at 30 June 2024 and of its performance for the year then ended; and
- 2) Complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-Profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with 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 in accordance with the Auditor Independence Requirements of the ACNC Act and ethical requirements of the Accounting Professional and Ethical Standards Board's APES110: code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD). 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 the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD), and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

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

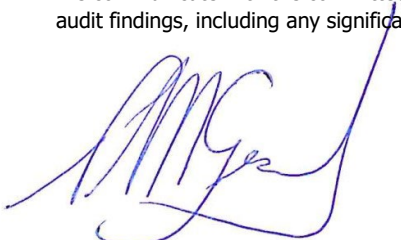
Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards 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 taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



PETER GESCH
HAYWARDS CHARTERED ACCOUNTANTS
Level 1 / 488 Lutwyche Road
LUTWYCHE QLD 4030
Dated this 13th day of September 2024

MINUTES OF ANNUAL GENERAL MEETING

Wednesday, 15 November 2023

Acknowledgement of Traditional Custodians

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

Welcome to everyone.

Shahram welcomed everyone to AMPARO's 19th Annual General Meeting and thanked everyone for attending the meeting.

Present: Mr Kevin Cocks AM, Shahram Jazan (President), Sean Gomes (Treasurer), Julie King (Vice-President and Secretary), Masoumeh Ahmedi (Committee Member), James Nono (Committee Member), Karin Swift, Heidi Woolveridge, Bikash Chapagain, Nazim Ahmed, Grazia Catalano, Finn McQuoid, Rosette Pendo, Noorooz Alboughiash, Bobby Noone, Gordon Loo Gee, Desmond Loo Gee, David Roberts, Joanna Roberts, Josey McMahon, Jo-Ann Cochran, Mandy Cox, Lisa Carvalho, Rory Boyce, Kelly Beckitt, Dennis Ahmed, Esperance Kalonji, Raj Chapagain

Guest Speaker

Julie King welcomed Mr Kevin Cocks AM. Mr Cocks is a well-respected champion of human rights with expertise focused on protecting the principles of dignity and equality for everyone. Kevin is currently the Executive General Manager of Accessible Transport Network (ATN). The role is to develop an Accessibility and Inclusion Strategy (AIS) that provides a framework which facilitates cultural change over the next 10 years. Prior to this, Kevin was Queensland's Anti-Discrimination Commissioner for 7 years. Kevin has been awarded the Order of Australia (AM) 2010, Australian Human Rights Medal 2005 and the Centenary Medal 'for distinguished service to disability services in Queensland' in 2003.

Mr Cocks spoke about his work as a panel member on the NDIS review and informed the meeting that the Review received 3976 submissions which was more than three times what the Productivity Commission received in their report into the NDIS.

He also apprised how the Federal Member for NDIS, Minister Mr Shorten set the Review Panel three core areas. 1. Find ways to improve the experience of participants and their families. 2. Find ways to ensure the NDIS is sustainable and 3. Find ways to restore trust in the scheme. As they moved forward in the review, they collaborated through all mediums and through numerous meetings, sometimes as many as 26 in a week.

The panel then worked with a small group of people to test and develop some of their ideas as they were developed. The interim report was published in June/July 2023 named "What we have heard". The final recommendations were made to Disability Ministers at the end of October and will be discussed by National Cabinet at the end of November/early December.

Mr Cocks then spoke about the ten main reform areas being 1. Community wide foundational supports allied to Health, Education and Housing. 2. Improving the NDIS participant experience. 3. Access to the Scheme. 4. Clear, fair and consistent definition of Reasonable and Necessary. 5. Improvements to Early Childhood Intervention. 6. Home and Living improvements. 7. Intermediaries and the current gaps in relation to the Local area coordinators, Complex Case managers, Community Connectors and Plan Managers. 8.

NDIS Market and ensuring there are enough of the right supports in the right locations. 9. Workforce – with staff at NDIA better trained and more diverse 10. Improvements to Quality and Safeguards. Mr Cocks emphasised the NDIS is here to stay and the review was done to ensure it realises it's potential and keeps its promise to people with disability and their families.

Housekeeping

Julie King informed attendees of the location of emergency exits assembly area for evacuations and location of accessible bathrooms.

Apologies

Julie read out the 35 names of those who were apologies including: Jen Barrkman, Ludmila Doneman, Don Dias-Jayasinha, Andres Angulo, Gus Gebels, Shawn Phua, Danielle Mason, Sahal Omar, Mohamed Ahmad, Linda Mulally, Julie Granger, Kate Wickson, Di Toohey, Jose Rosales, Peter McQuoid, Richard Balfour, Mohammad Elahdadi, Claire Brolan (UQ), Jonty Bush (MP for Cooper), Jenny Smith (Capricorn Citizen Advocacy), Dr John Chesterman (Public Advocate), Lauren McFarlane DCSSDS, Jos Wollett (QB), Christine Castley (Multicultural Australia), Donata Sackey (Mater Refugee Health), Catherin Laherty (CRU), Lorella Piazzetta (QLD Health), Michelle Moss (QDN), Marg Rodgers (CRU), Allison Bennett-Roberts (DCSSDS), Helen Baird (Carers QLD), Leanne Burke (Staffing Options), Janine Nguyen (Staff), Venantie Niragira (Staff), Ange Boyd (Staff).

Tabling of Proxies

Four proxy forms were received and tabled at the meeting. Julie King informed the meeting that Ludmila Doneman had appointed Sean Gomes, Andres Angulo had appointed Sean Gomes, Peter McQuoid appointed Finn McQuoid, Don Dias-Jayasinha had appointed Julie King.

Approval of Minutes of the previous AGM Meeting (AGM 2022)

It was proposed that the minutes of the 2022 AGM Meeting be confirmed as a true and accurate record.

PROPOSED: Julie King

SECONDED: Sean Gomes

CARRIED

Business arising from the previous meeting.

No matters from the previous meeting were raised or discussed.

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. See attached President's report.

Treasurer's Report:

Sean Gomes read the report and thanked both Lucia Forman and Jason O'Connor Pty Ltd for their years of support to AMPARO. Sean proposed that the Audited 2020/2021 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted, and the Auditors' Report be received. See attached Treasurer's report.

PROPOSED: Sean Gomes

SECONDED: Shahram Jazan

CARRIED

Report on the work of AMPARO Advocacy Inc 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. Maureen then thanked all Committee Members for their support and ongoing commitment to AMPARO. The Manager's report is attached.

Special Resolution: Amendments to the Constitution.

Julie King introduced the Management Committee's proposal to make changes to AMPARO Advocacy's Constitution by including a Grievance Procedure as required by the Associations Incorporation and Other Legislation Amendment Act 2020 and to remove outdated referrals to cheques and petty cash and replacing it with wording that aligns to modern electronic banking practices.

Members undertook a vote by a show of hands. Resolution was passed with 20 'for' and none 'against' votes by those members entitled to vote.

Individual Capacity Building Project (ILC)

Jenny Ryan, Project Coordinator, delivered her report on the work undertaken during the past year on the individual capacity building project. The ILC Report is attached.

Introduction of Returning Officer

Julie King introduced Rory Boyce as the Returning Officer and informed attendees that Rory would take over the formal proceedings of the annual general meeting.

Election of Management Committee Members for 2023/2024

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

Rory Boyce 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 James Nono had stood down as a Committee member and all other Committee members would remain seated.

Rory Boyce announced that the Management Committee had asked that the number of members on the Management Committee remained at seven for 2023/2024. Rory invited the members to move a motion to maintain the number of Committee members at seven.

PROPOSED: Julie King

SECONDED: Sean Gomes

CARRIED

Nominations Received

Rory Boyce read out the list of nominations received by the Secretary prior to 1st November 2023, and these nominations were posted on the noticeboard in the AMPARO Advocacy office.

Position	Nominee
President	Sean Gomes
Vice President	Shahram Jazan
Treasurer	Julie King
Committee Members	Andres Angulo Masoumeh Ahmedi Grazia Catalano Nazim Ahmed

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

Rory Boyce said he was pleased to declare:

Sean Gomes as the President of AMPARO Advocacy Inc. for 2023/2024

Shahram Jazan as the Vice-President of AMPARO Advocacy for 2023/2024

Julie King as the Treasurer of AMPARO Advocacy 2023/2024

Masoumeh Ahmadi, Andres Angulo, Grazia Catalano and Nazim Ahmed as Committee Members of AMPARO Advocacy for 2023/2024

Rory Boyce handed the meeting back to the President, Sean Gomes to chair.

Sean thanked Rory for his kind support and Maureen Fordyce presented Rory with a gift.

Welcome to committee Members.

Sean Gomes acknowledged and thanked James Nono for his significant contributions as he steps down from the committee and provided sincere thanks to Edwin Michael who unfortunately had to step down earlier in the year.

Sean gave a very big thank you to Shahram Jazan who has stepped down as President after 5 years in this role and acknowledged his contribution and commitment to AMPARO's work over many years. Sean expressed his gratitude that Shahram is staying on as Vice-President to support Sean in his new role.

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

Sean welcomed Grazia Catalano and Nazim Ahmed as our new members of the management committee and acknowledged how much he looked forward to working with them over the next 12 months.

Acknowledgement by Grazia Catalano

Grazia Catalano thanked the members present and acknowledged how happy she was to join the Management Committee, relaying her experience and ongoing commitment to disability services since 1999.

Acknowledgement by Nazim Ahmed

Nazim Ahmed thanked the members present and stated that it was an honour to be nominated and accepted. Nazim said he aligns strongly with the Mission of AMPARO and it resonates with his life journey. Nazim also commented on how he can contribute through his own personal experience and how life is not designed for persons who are culturally diverse and disabled and it will be a pleasure to contribute.

Appointment of the Auditor for 2023/2024

Julie King moved that Haywards Chartered Accountants be appointed as Auditors for 2023 /2024.

PROPOSED: Julie King

SECONDED: Sean Gomes

CARRIED

Confirmation of Public Liability Insurance

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

General Business

Sean Gomes enquired whether there was any other business and nothing was raised.

Close of Meeting

Sean Gomes closed the meeting and thanked all members and guests for attending. Sean invited everyone to remain for refreshments.

Meeting closed at 6.45pm

Signed by Shahram Jazan, Vice President, and Secretary as a true and accurate account of the 2023 AGM for Amparo Advocacy Inc.

Shahram Jazan