



# AMPARO Advocacy's 21<sup>st</sup> Anniversary Annual Report 2024 – 2025





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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 Families, Seniors, Disability Services and Child Safety.

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.

## **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 anti-discrimination 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.

## **AMPARO Advocacy Strategic Goals 2024-2027**

1. Increase the provision of vigorous independent individual advocacy
2. Engage in strategic systemic advocacy
3. Engage with CALD communities to deliver information, education, and capacity building activities that are consistent with and support social advocacy
4. Be an effective, sustainable and accountable independent advocacy organisation
5. Seek sustainable funding and pro bono support from diverse sources.

**Management Committee****2024 - 2025**

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

**Advocacy Team****2024-2025**

Manager	Maureen Fordyce
Advocate	Keiko Omi
Advocate	Murka Smiechowski
Advocate	Rusi Varani
Advocate	Darcy Villiers (August-December 2024)
Resource & Information Coordinator	Liz- Martyn Johns
Senior Administration Officer	Jo McCarthy
Bookkeeper	Janine Nguyen

**ILC –Project Staff****2024 -2025**

Multicultural Engagement Coordinator	Brisbane	Jenny Ryan
Multicultural Engagement Officer	Brisbane	Maree Anderson
Multicultural Engagement Officer	Brisbane	Khyati Soni
Multicultural Engagement Officer	Logan	Venantie Niragira
Multicultural Engagement Officer	Logan	Senait Mebrahtu
Multicultural Engagement Officer	Toowoomba	Sylvie Hayere
Multicultural Engagement Officer	Ipswich	Cari Milton
Administration Officer	Brisbane	Ariane Urmenyhazi

**Inclusive Leadership Network****2024 -2025**

Senior Project Officer	Ange Boyd
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**Stakeholder Engagement & Co-Design Strategy 2024 -2025**

Senior Project Officer	Ange Boyd
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## 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.

This past year financial year AMPARO received a significant increase in funding for the Individual Advocacy Program allowing the employment of two new full-time advocates and increasing the provision of independent advocacy for vulnerable people, particularly those from refugee and new communities, with disability. It also enabled AMPARO to increase our focus on those experiencing homelessness and to reach out to vulnerable individuals living in supported accommodation.

AMPARO would like to acknowledge and thank the Department of Families, Seniors, Disability Services and Child Safety for recognising the enormous unmet demand for individual advocacy from Queenslanders with disability and for responding to this need with increased funding to all members of the Queensland Independent Disability Advocacy Network.

### AMPARO's independent social advocacy

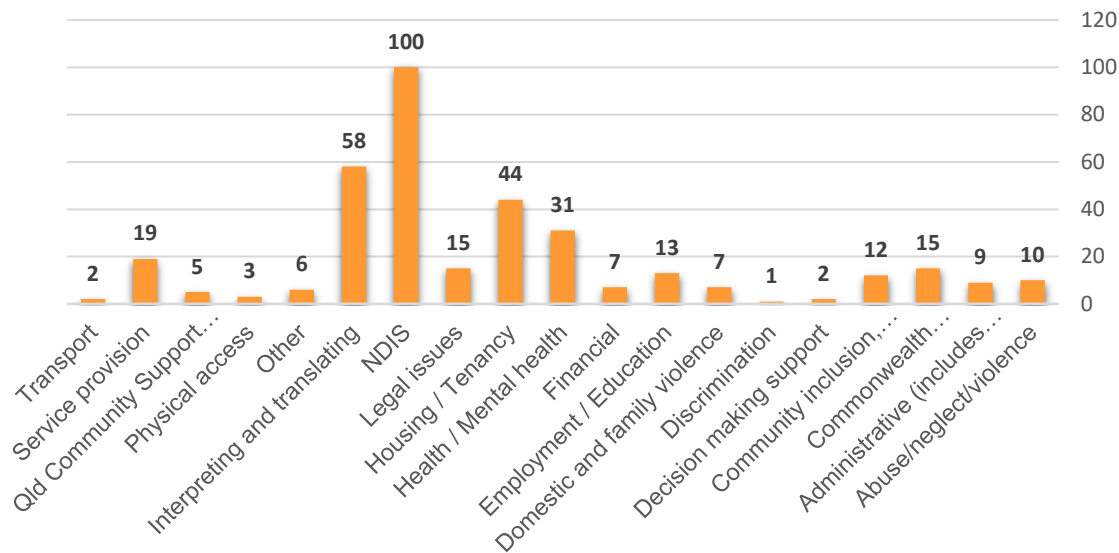
- Represents the rights and interests of people with disability who do not have a voice, or close family or friends who can support their aspirations or speak on their behalf.
- Addresses serious issues of discrimination, violence, abuse, and neglect of people with disability.
- Respectfully challenges 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.

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This year AMPARO advocated for **81 people from CALD backgrounds with disability**, whose fundamental needs were not being met. Individuals had a total of **359 complex issues**, with most having **four serious issues** that required intensive advocacy support over several months.

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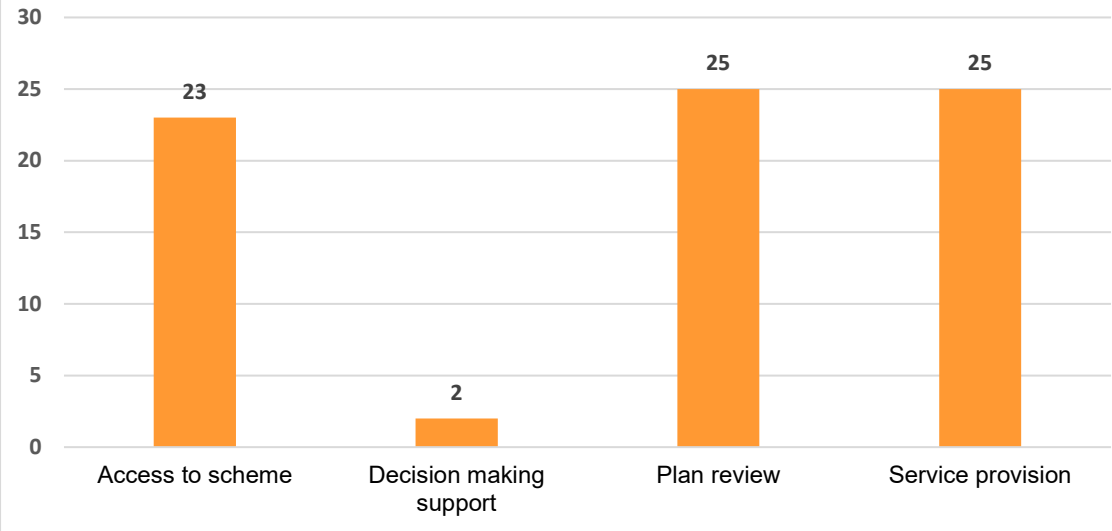
81 Individuals received independent advocacy to address 359 complex issues.



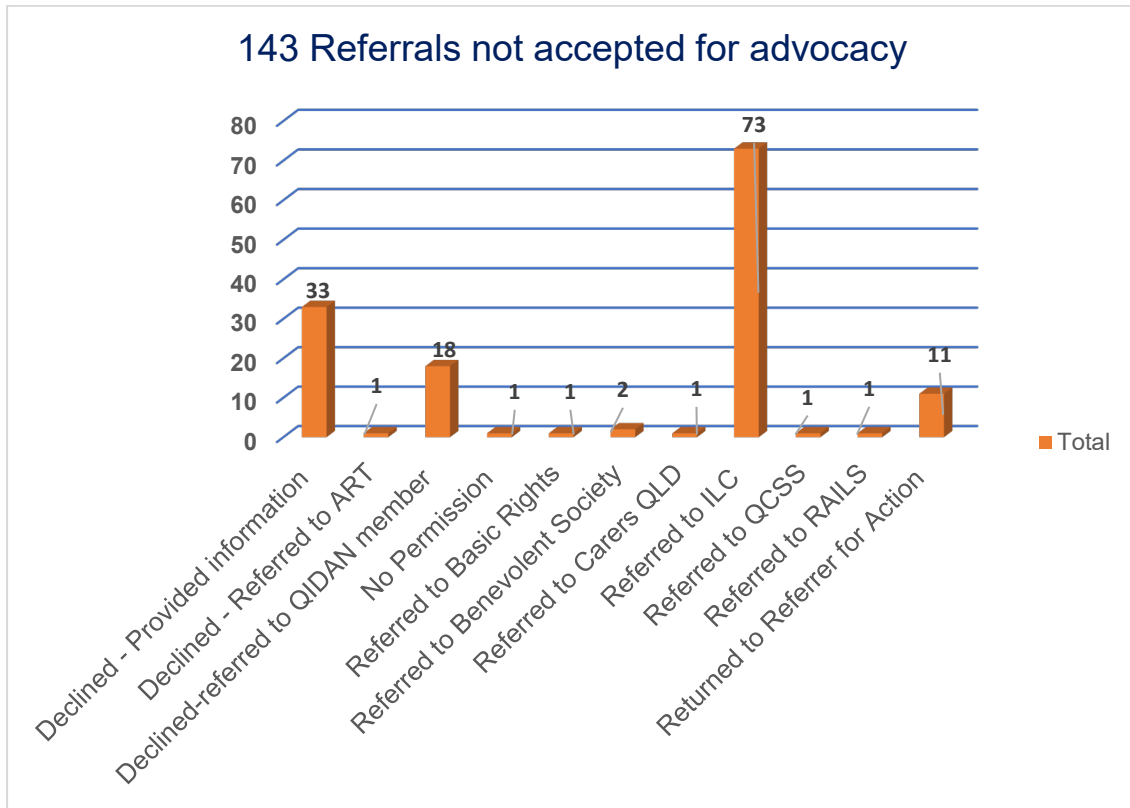
65.5% of all individuals required independent advocacy in relation to the NDIS to:

- Access a scheme, that is complex and difficult to navigate and lacks cultural responsiveness
- Undertake internal reviews to secure NDIS Plans to meet the needs of participants.
- Challenge and address poor responses by the NDIA, PITC, and NDIS service providers

53 Individuals needed individual advocacy to address 100 issues related to the NDIS.







**Of the 143 referrals for individual advocacy 51% of individuals were internally referred to the Information, Linkages and Capacity Building (ILC) Project for 2024-2027.**

These figures show that AMPARO was only able to provide individual advocacy to 36% of individuals seeking independent advocacy and that without the ILC Project, 73 additional individuals would not have received essential support and assistance to have their fundamental needs addressed.

Only 18 people from CALD backgrounds with disability were referred to other Queensland advocacy agencies, as these organisations are often at full capacity and unable to accept referrals.

## 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.

### *Vigorous advocacy to secure safe accessible housing.*

Mohammad is a 56-year-old single man from Iran who came to Australia in 2011 under the Humanitarian Refugee Program. He has very limited English and limited understanding of Australian service systems and relies solely on the Disability Support Pension for income.

Mohammad lives with the impacts of extreme trauma. In his country of origin, he and his family were subjected to persecution, torture, and imprisonment. As a result, he experiences significant psychosocial disabilities and has been diagnosed with complex Post-Traumatic Stress Disorder (PTSD), anxiety disorder, and major depression. His mental health challenges have led to multiple hospital admissions over the years.

Mohammad had been on the Department of Housing waiting list since 2011. In 2020, he was asked by a housing officer to provide further documentation. However, despite his limited English and psychosocial disabilities no interpreter was engaged to assist him. Feeling confused, distressed, and unable to understand what was required after nine years of inaction by the Department, Mohammad's frustration led him to impulsively ask for his housing application to be cancelled, not realising the long-term consequences. When he later attempted to have his application reinstated, his concerns were not heard. With no advocacy support, Mohammad remained without appropriate housing and continued to live in overcrowded, unsafe accommodation.

At the time AMPARO became involved Mohammad lived in a small, partially furnished room in an overcrowded boarding house shared with 32 other tenants. The environment did not meet an adequate standard of living – it was noisy, chaotic, and unsafe, with frequent alcohol and drug use in shared spaces. These conditions deprived him of quality sleep, increased his anxiety, and worsened his overall mental health and wellbeing.

AMPARO Advocacy became involved last year and raised the matter with the Department of Housing, requesting that Mohammad's original housing application be reinstated and backdated to 2011. The advocate highlighted that:

- Communication with the housing officer occurred without an interpreter, contrary to the Queensland Language Services Policy, which requires the use of NAATI-certified interpreters.
- Mohammad's psychosocial disability and trauma history had not been appropriately considered.
- His cancellation request did not represent informed consent, but rather a response to confusion, frustration, and lack of understanding.

The advocacy also referenced *Article 28 of the Convention on the Rights of Persons with Disabilities (CRPD)*, which affirms the right of people with disability to an adequate standard of living, including access to safe and suitable housing.

After vigorous and persistent advocacy, Mohammad's housing application was reinstated and backdated to his original 2011 registration date, after three years of being cancelled. Shortly after, he was successfully offered public housing.

Since moving into his new home, Mohammad's life has changed dramatically. He now enjoys safety, stability, and independence. He reports sleeping well, feeling confident, and being motivated to reconnect with his community and explore new activities.

Having secure and affordable housing has restored his sense of dignity, empowerment, and hope. Mohammad's story highlights the transformative impact of strong advocacy in upholding the rights of people with psychosocial disability and demonstrates how access to safe and stable housing can be a turning point toward recovery and wellbeing.

### ***Ensuring urgent support for a young boy to have his fundamental needs met***

Accessing the right supports at the right time can make an extraordinary difference in the lives of children with high and complex needs. For many families from culturally and linguistically diverse backgrounds, navigating the NDIS and school systems can be overwhelming — especially when services are slow to respond to a child's escalating needs. The following story highlights how strong, independent advocacy can bring timely assistance and restore hope for a family in crisis.

GA is an eight-year-old child living with autism spectrum disorder (Level 3), global developmental delay, and sensory processing disorder. His daily life is marked by complex behavioural and sensory challenges that affect his safety, wellbeing, and ability to participate in education. These challenges have also placed enormous pressure and stress on his mother, who balances caring responsibilities with work and supporting a younger sibling.

Earlier this year, GA's situation reached a crisis point. Repeated incidents at school led to his attendance being reduced to just two hours each morning, and he lost access to after-school care. With no safe supports in place, his mother was forced to leave work early to support her son at home, whilst he was not at school.

Recognising the urgency, AMPARO Advocacy worked closely with GA's mother, school staff, and his support providers to prepare an urgent Change of Circumstances request to the NDIA. The submission detailed the rapid escalation of risks at home and school, supported by reports from his school and therapists confirming the severity of his needs and the inadequacy of his existing plan.

The NDIA responded quickly and approved a revised plan in nine days - increasing GA's level of NDIS supports significantly to address his unmet needs for allied health support, behavioural therapy and in home assistance.

The advocate ensured relevant stakeholders met regularly with mum so that everyone remained informed and aligned in supporting GA's safety, wellbeing and development.

GA's story is a powerful reminder of what can be achieved when people with disability and their families have access to independent vigorous advocacy, and families are supported with compassion and urgency. Most importantly for GA and his family, is that his attendance at school was increasing with the intention that he would be attending school on a full-time basis before the end of the year.

***Independent advocacy leads to permanent residency, housing and essential supports for a woman with physical disability.***

Access to essential supports can be life-changing for individuals and families facing crisis. The following story highlights how compassionate and persistent advocacy can uphold human rights and bring stability, safety, and dignity to someone in extraordinary circumstances.

A person in their late 40s, with African heritage, arrived in Australia in 2015 with their partner and young son, seeking safety and a new start. They later developed Motor Neurone Disease (MND) - a rapidly progressive and terminal neurological condition that has left them fully dependent on others for all aspects of daily care. Before becoming unwell, they worked hard to support their family, but their diagnosis meant they could no longer work, and the family's financial situation quickly became precarious.

When AMPARO Advocacy first became involved, the family was living in Australia on Bridging Visas while awaiting the outcome of their permanent residency application. This visa status meant they were ineligible for most government supports, including Centrelink income, NDIS funding, and public housing. As a result, the family faced severe financial hardship and had limited options for safe and accessible accommodation.

At the time, the family were living in a private rental home that was highly unsuitable for complex access needs, with stairs, narrow hallways, and no accessible bathroom. The person was forced to sleep on a hospital bed in the garage, as all bedrooms were upstairs and inaccessible. As their condition deteriorated, they could no longer move safely around the house.

When the lease was not renewed, the family faced the urgent challenge of finding alternative housing they could afford and that would allow their family member to live with dignity and safety. As visa holders awaiting a decision on their permanent residency application, they were ineligible for most mainstream supports, leaving them unable to afford or secure appropriate housing.

AMPARO Advocacy worked closely with the family, Queensland Department of Housing, and health professionals to ensure their circumstances were fully understood. Through detailed submissions and advocacy, AMPARO successfully supported the family to access temporary housing assistance and financial support for rent, despite their non-resident visa status - an exceptional outcome achieved through collaboration and persistence.

AMPARO Advocacy also continued to advocate strongly for the family member's Protection Visa (subclass 866) on compassionate and humanitarian grounds. Drawing on evidence from medical specialists and a detailed submission from AMPARO Advocacy, permanent residency was granted in July 2025 - ten years after the family arrived in Australia. This life-changing decision has given the family access to healthcare, housing, and disability supports - and the security and stability they had long been denied.

This story demonstrates the power of compassionate and rights-based advocacy in breaking down systemic barriers and ensuring that fairness, safety, and dignity are upheld for people in the most vulnerable circumstances.

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

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## 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 our direct work with individuals and families through independent individual social advocacy and 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 their families, and was undertaken through our:

- Participation in the Peak Inclusion Program since September 2023.
- Membership of the Qld Independent Disability Advocacy Network (QIDAN)
- Participation in the CALD Strategy External Advisory Group with the NDIA.
- CALD Inclusion Project – Partnering with QDN

### Peak Inclusion Program

The Queensland Disability Peak Network and Peak Inclusion Program has been funded by the Department of Families, Seniors, Disability Services and Child Safety. 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.

As a Peak and Representative body for people from CALD backgrounds with disability AMPARO continues to highlight the voices and concerns of people with disabilities and their families to bring about positive sustainable changes to legislation, policy and practice.

AMPARO is extremely pleased to report that we secured a substantial increase in funding for this work in late 2024-2025 and an ongoing commitment for 5 years to deliver the Peak Inclusion Program. These additional resources will strengthen AMPARO's ability to address inequities that persist across many service systems.

AMPARO's work as a Peak and Representative body has seen our involvement across many areas of State Disability Reform, providing feedback and advice to government and community stakeholders on matters that impact on the lives of the people we work with.

Along with other Peak organisations AMPARO has attended several meetings throughout the year to:

- receive updates from the Department of Families, Seniors, Disability Services and Child Safety on Queensland's progress in implementation major disability reforms
- provide feedback and advice to the Department on the delivery of key disability reforms, including the development of Foundational Supports for Queenslanders with disability and the lack of current supports for those who are not eligible for the NDIS, or struggling to access the NDIS.

## Inclusive Leadership Network

This year AMPARO has continued to strengthen the Inclusive Leadership Network (ILN), bringing together members from culturally and linguistically diverse (CALD) backgrounds with disability, and family members. Individuals from culturally and linguistically diverse (CALD) backgrounds with disability and their families face significant barriers to accessing and participating in 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.

The Network provides a supportive and inclusive space where members build confidence, develop leadership skills, share knowledge about systemic advocacy, and encourage one another to take on new opportunities.

Throughout 2024-25, members participated in training and discussions on leadership, systems change, and human rights. Workshops attended by ILN members included:

- ***Influencing Change*** and facilitated discussion on barriers and solutions to creating inclusive health services for people from CALD backgrounds with disability and family members – September 2024
- ***Introduction to the Anti-Discrimination Act*** by the Queensland Human Rights Commission – October 2024
- ***Celebrated Disability Action Week*** – 2 members participated in a panel discussion sharing their views and experiences on why accessible information is so important for their inclusion in community. This event was attended by AMPARO management committee and staff – November 2024
- ***Introduction to the Human Rights Act*** by the Queensland Human Rights Commission – November 2024
- ***People with Disability Can***, two half-day workshops by Community Resource Unit – November 2024 and January 2025 – exploring ways to raise expectations, recognise strengths, and promote valued roles for people with disability.

These sessions strengthened members' confidence, sense of purpose, and mutual support for one another as emerging leaders.

One highlight of the year was the participation of two ILN members in a question-and-answer session during Queensland's Disability Action Week on 29 November 2024. They spoke powerfully about their experiences, the barriers they face, and their ideas for improving accessibility. Their insights were well received and reflected the leadership and confidence the ILN seeks to nurture.

The Inclusive Leadership Network plays an important role in advancing AMPARO's mission to uphold the rights and inclusion of people from CALD backgrounds with disability. By developing skills, confidence, and peer connections, members are helping to shape more inclusive systems and communities across Queensland.

Our sincere thanks go to Sara Shams, an independent Consultant, who has worked closely with AMPARO to deliver training and information workshops to members of the ILN over this past year. Sara's work has been highly valued by staff and members of the Network.



## NDIS CALD Strategy External Advisory Group

- Attended several meetings with the NDIS External Advisory Group, to provide extensive feedback on the implementation of the CALD Strategy and Action Plan. Feedback highlighted:
  - The slow progress of the implementation of the Action Plan – key areas of concern
  - Poor data collection by the NDIA limiting the ability of the NDIA to measure intended outcomes in the CALD Action Plan
  - New Design Principles for the improved pathway failed to include a principle of being culturally inclusive and responsive. This was added based on feedback received.
  - The slow implementation and prioritisation of actions, in particular the first phase of the implementation plan focused on ensuring NDIS and PITC staff have the right skills and knowledge to deliver culturally competent and consistent services to participants. However, in practice staff are often not engaging interpreters and insisting on phone interpreting when onsite interpreting is required and asked for by the advocate and participant. The NDIA and PITC have failed to adequately promote this obligation to staff since the roll out of the NDIS.
  - Website information on NDIS Language Policy incorrect.
  - Improvements needed to the Annual Progress Report on the Implementation of the NDIS CALD Strategy 2024-2028
- In May 2025 AMPARO was pleased to be invited to attend a meeting with the NDIS Board members. Three staff and a member of AMPARO's management committee attended this meeting. This was an important opportunity to share with the members the significant barriers that people from CALD backgrounds with disability experience when accessing and participating in the NDIS. Members of the Board Leah Van Possel and Estelle Pearson showed great interest in hearing how the NDIS can improve to better meet the needs of people who currently struggle to get fair and equitable access to critical supports through this scheme.

## CALD Inclusion Project - Queensland Disability Stakeholder Engagement and Co-Design Strategy

AMPARO Advocacy commenced delivery of the CALD Inclusion Project in April 2025 in partnership with Queenslanders with Disability Network (QDN), as part of the Queensland Disability Stakeholder Engagement and Co-Design Strategy. The project aims to ensure that people from culturally and linguistically diverse (CALD) backgrounds with disability are meaningfully represented in co-design, consultation, and leadership processes that inform disability policy and reform in Queensland.

The project builds on AMPARO's longstanding expertise in culturally responsive advocacy, co-design, and leadership development. Its purpose is to embed the voices of people from CALD backgrounds within disability system reforms and to strengthen the skills, confidence, and networks of CALD leaders with disability through mentoring, training, and participation in state-wide advisory structures.



Since April 2025 AMPARO has recruited five CALD Inclusion Consultants - who are also members of AMPARO's Inclusive Leadership Network - to contribute their lived experience and expertise to the project. During this period the consultants were also engaged in a workshop to gain a deeper understanding of the reforms (NDIS and Disability Royal Commission) and their role as consultants in contributing their lived expertise to solutions and change.

Early impacts are already visible. Consultant's report a stronger sense of purpose and belonging within a supportive peer network. Their participation has also enhanced AMPARO's collective capacity to advocate for inclusive systems and to ensure that CALD perspectives continue to shape Queensland's disability reform agenda.

In 2025-26 the consultants will continue to work on the co-design of a CALD Engagement Plan, one of the project's key deliverables, to guide inclusive and culturally appropriate participation across Queensland. They will also undertake training to strengthen their confidence, understanding, and ability to share their lived experience as tools for advocacy and systemic change.

#### **Other systemic advocacy work:**

- Multicultural Framework Review - Multicultural and Settlement Services Meeting to review Towards Fairness - a multicultural Australia for all.
- Queensland Family and Child Commission (QFCC) is the regulatory authority responsible for overseeing the implementation of the Child Safe Organisation Act 2024 in Queensland. As a Peak organisation AMPARO attended two meetings with the Commission and other Peaks to discuss the implementation of the Act and how we can support this. We raised the question about the application of the Universal Principal for organisations delivering services to CALD communities and the need for easy read resources for families from CALD backgrounds to understand the obligations of Queensland services to keep their children safe.
- Participated in a review of Qld Community Services and Supports organised by QDN with peaks and advocacy agencies. Shared concerns and experiences of people from CALD backgrounds and families that AMPARO is supporting and participated in discussion of the serious limitations of this system and what an inclusive model of service would look like for Queenslanders with Disability. Model proposed to the Qld Government with no outcome.
- Along with many NGOs, endorsed a letter by Basic Rights outlining their concerns regarding the deferral of changes to Qld's antidiscrimination laws introduced by the Respect at Work and Other Matters Amendment Action 2024.

### 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
- Feedback and contributions to QIDAN Submissions, including to:
  - State Government, annual budget submission to increase advocacy funding
  - Department of Housing to address barriers to safe and accessible housing
  - State Government to address the many shortcomings of the QLD Community Support Services.
- Collection of detailed data on the individual advocacy provided throughout the year.
- Voice of Queenslanders with Disability Survey: Supported members of AMPARO and people who had received support from the organisation to complete the survey so that the voices and concerns of people from CALD background with disability could be heard.

### **GOAL 3: Engage with CALD communities to deliver information, education, and capacity building activities that are consistent with and support 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 Capacity Building Project 2024–2027**

AMPARO Advocacy was successful in securing continued funding for its Information, Linkages and Capacity Building (ILC) project for the period 2024–2027. This funding has enabled AMPARO to continue delivering culturally appropriate, targeted and strengths-based engagement with people with disability from culturally and linguistically diverse (CALD) backgrounds, as well as their families, across several regions in Southeast Queensland. The project is implemented by six Multicultural Engagement Officers based in Brisbane, Logan, Ipswich and Toowoomba. Under the previous funding period, the project was delivered by three Multicultural Engagement Workers, with one worker each in Brisbane, Logan and Toowoomba. Increased funding in the current project has allowed for expanded resourcing, with two officers now based in Brisbane, two in Logan, and for the first time one officer based in Ipswich. Demand in Ipswich has been high as anticipated, reflecting the settlement of people from refugee and humanitarian backgrounds in the region. Additionally, increased resourcing in Brisbane and Logan has strengthened referral pathways and improved responsiveness to community needs in these areas.

The project delivers culturally safe and trauma-informed information and capacity building activities through flexible and accessible approaches, including face-to-face information sessions in people's homes, small group sessions with people from specific cultural or language backgrounds, and online forums where appropriate. People from CALD backgrounds with disability, bicultural workers and accredited interpreters are integral to the delivery of the project and play a key role in ensuring activities are culturally responsive and grounded in lived experience. Through this work, the project supports participants to increase their knowledge and skills to understand and exercise their rights, navigate and access disability and mainstream services, build independence and leadership skills, participate in community activities and access existing peer supports. This approach enables people to voice concerns, build meaningful relationships and actively contribute to creating more inclusive communities.

To support quality, accountability and cultural appropriateness, ***The Centre for Impact and Change*** has been commissioned to design and implement the project evaluation, running from February 2025 to June 2027. An Evaluation Advisory Group was established to guide

the evaluation design, tools and information-gathering methods, ensuring cultural safety and suitability for participants and their families. Evaluation questions were developed in consultation with Multicultural Engagement Officers and the Advisory Group, which includes a parent with lived experience of disability and a Multicultural Engagement Officer with a humanitarian background. Evaluation tools are administered at the commencement of engagement and again upon completion of capacity-building activities. The evaluation assesses both project implementation and outcomes, including whether the project is delivering the right activities to the right people at the right time; its effectiveness in improving knowledge, skills, confidence, decision-making and community connection; opportunities for adaptation and greater impact; innovative approaches contributing to positive outcomes; and key enablers and barriers to implementation.

As part of the project's commitment to co-design and community-led practice, AMPARO Advocacy partnered with **X-stitch Health** to develop culturally informed health disability resources for Brisbane's Somali community. This work was undertaken using a participatory action methodology and focused on addressing barriers to disability service access identified by the community. The co-design process resulted in the development of a framework for authentically engaging with the Somali community and designing culturally appropriate resources. This framework can now be applied to engagement with other CALD communities. The project produced two short videos, distributed via WhatsApp, focusing on disability awareness and the roles of health professionals. These resources addressed key community-identified needs, including increased understanding that invisible disabilities exist and reinforcing that seeking support is important and acceptable.

Regular project reports are provided to AMPARO's Management Committee, the majority of whom are people from CALD backgrounds with lived experience of disability. The Committee provides advice and oversight to the ILC Project, ensuring the work remains aligned with principles of social justice, human rights and culturally responsive practice.

**A snapshot of the demographics of 147 individuals from CALD backgrounds with disability and family members supported over the past year:**

- 76% of the people we supported were humanitarian entrants
- 57% of the people we supported required an interpreter
- Most spoken languages are Kurdish Kurmanji, Arabic, Dari, Swahili, and Somali
- Most common Countries of Birth were Iraq and Afghanistan.
- Most diagnosed disability domains are autism, intellectual, and psychosocial followed by physical.

The following stories provide insight into AMPARO'S work with individual and families from CALD backgrounds with disability. Real names have not been used and details that may identify the individual have been changed.

### ***Supporting Asha to Achieve Stability and Access to Services***

Asha is a 36-year-old mother of six who arrived in Australia in 2008. Her 11-year-old son was approved for NDIS supports, however until recently, she had not been able to use his plan due to limited literacy in English and difficulty understanding the system.

In September 2024, AMPARO's Multicultural Engagement Officer (MEO) began working with Asha to help her understand and utilise her son's NDIS plan. Together, they submitted a Change of Circumstances application and successfully added support coordination to his plan. Asha was supported to connect with a support coordinator from Liberia, who could provide culturally informed support and guidance.

During this process, it became apparent that Asha's literacy barriers were extensive, and there were concerns that cognitive challenges may be affecting her ability to fully understand and remember verbal information. This became particularly clear when she needed to give notice to leave her rental property and showed limited understanding of her lease obligations.

To address these challenges, Asha was assisted to connect with QShelter, which funded a cognitive assessment (currently in progress), and to Independent Regional Advocacy Service Inc. (IRASI) for representation at her QCAT hearing, as the property owners were pursuing a Warrant of Possession. The MEO also identified an error in the updated lease and shared this with IRASI to support her case.

With guidance, Asha was able to set up a direct debit for her rent, ensuring payments were made on time for the first time in her tenancy. As a result of the supports in place and her efforts to engage with them, IRASI successfully represented Asha at QCAT, and the request for a Warrant of Possession was dismissed. She now has the security of an additional year in her home, with Supporting those at Risk of becoming Homeless (STARH) engaged to help her meet all tenancy requirements.

The outcome of her cognitive assessment will inform potential prioritisation for social housing and may support further NDIS access if required. This story reflects the power of coordinated culturally aware support in achieving meaningful outcomes and stability for families.

### ***The power of multidisciplinary collaboration and engagement of preferred interpreters***

A CALD family of a young man with a severe intellectual and psychosocial disability faced significant challenges in engaging with support services and navigating the NDIS application process. Their difficulties were compounded by stigma surrounding disability and community pressures, which created barriers to accessing the right supports and sharing necessary information.

The Multicultural Engagement Officer (MEO) organised and facilitated several meetings with the family, with the support of a preferred interpreter, to ensure clear and accurate

communication. These meetings provided a safe space to openly discuss the family's history, current challenges, and specific needs. They also provided an important opportunity to support the person and his family to increase their knowledge and understanding of the human rights of people with disability in Australia, what services and supports they are entitled to and steps they can take to live a life that is meaningful and inclusive for them.

The MEO worked with the person, their family and support services involved to develop a support plan that would need the needs of the young man. Each service had defined responsibilities, including gathering evidence of disability and preparing documents required for the NDIS and lodging the NDIS application in collaboration with the NDIS partners in the community. Importantly, the family was informed and involved at every stage, and all communication about progress and outcomes was shared with them until the NDIS access met decision was finalised.

This collaborative and inclusive approach reduced the family's stress and uncertainty, empowered them to engage more confidently with the NDIS process, and ensured their son's needs were accurately represented. By involving a qualified and the preferred interpreter and maintaining transparent communication, the family felt supported, respected, and included throughout the process. Ultimately, they moved from feeling isolated and overwhelmed to feeling equipped and prepared to discuss their son's needs and the services and supports he requires.

### **Finally, a diagnosis enables successful access to the NDIS.**

In August 2022, Amparo Advocacy received a referral from Multicultural Australia for a 50-year-old woman who had recently arrived in Australia on a Humanitarian Visa. For the purposes of this story, she will be referred to as Abida.

Abida is from small village in the Sinjar region of Iraq and belongs to the Ezidi community. In 2014, ISIS targeted this community, resulting in mass killings, displacement and the abduction of thousands of women and girls. Those who survived the attack eventually fled to Turkey. Abida spent several years in a refugee camp, relying heavily on others for daily support. When her other family later resettled in Germany, Abida was left behind due to her limited mobility and inability to live independently. She was cared for by another family until UNHCR offered her resettlement in Australia.

Upon arrival in Australia, Abida was supported by a family known to her community. She was referred to AMPARO due to frequent fainting episodes, loss of bodily control, panic attacks, low mood and significant communication difficulties. Multiple services were involved, including Multicultural Australia, QPASTT and Queensland Transcultural Mental Health Centre. Due to geographical constraints, specialist mental health support was gradually withdrawn, leaving limited pathways for diagnosis and treatment.

Over more than two years, stakeholders including AMPARO, Multicultural Australia, QPASTT counsellors and GPs met regularly to coordinate support. Attempts to secure specialist assessments through public hospitals were unsuccessful due to long waitlists, missed appointments caused by language barriers, and a lack of interpreter use. A neurology review ultimately dismissed Abida's symptoms without follow-up.

To progress her support, AMPARO's Multicultural Engagement Officer facilitated a functional capacity assessment, highlighting Abida's significant daily challenges. Through strong sector relationships, Fortify Health agreed to accept Abida outside their catchment area, enabling telehealth psychiatric and psychological assessments. These confirmed Abida was experiencing an "extreme" level of disability, though a formal diagnosis could not be completed via telehealth.

As other services exited, AMPARO and Multicultural Australia pursued support through Home Affairs' Specialised and Intensive Services. Funding was approved for a comprehensive assessment by a culturally appropriate psychologist, resulting in a confirmed diagnosis of severe Intellectual impairment.

Following this, Abida was successfully granted the Disability Support Pension within days. AMPARO then supported her DSP transition, immigration documentation renewal, and NDIS access request. As of October 2025, Abida's NDIS application is awaiting final confirmation.

This person's situation highlights the critical role of sustained, culturally responsive ILC support in navigating complex systems for people from refugee backgrounds with disability.



## **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 relations 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 5 Management Committee meetings during 2024 - 2025.
- Held and participated in 2 reflections meetings, to discuss work with individuals 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 governance training day on the 8 August facilitated by Gigi Lacey, from Instinct Organisational Development
- Ratified new and reviewed policies and procedures.
- Members of the management committee attended two half day training workshops, *People with Disability Can*, developed for members of AMPARO by the Community Resource Unit.

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

This year AMPARO recruited five new staff, two individual advocates and three new multicultural engagement officers. All staff undergo induction, training, professional development and annual self-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.

### **AMPARO Advocacy continues to implement policy and practices that ensure the organisation complies with legislative, constitutional, funding, and industrial relations requirements by:**

- Implementing efficient and effective systems to manage finances, assets, and risk.
- Implementing an effective Human Services Quality Framework
- Reporting to State and Federal funding bodies, including the Department of Families, Seniors, Disability Services and Child Safety, the Department of Social Services and now the Department of Health, Disability and Aging.
- Locating new office space and moving office on the 3 July 2025.



## AMPARO Advocacy's 21<sup>st</sup> Anniversary.

This year we were excited to celebrate AMPARO Advocacy's 21st Anniversary of defending, protecting and promoting the human rights, interests and inclusion of people from culturally and linguistically diverse backgrounds, with disability.

Over a hundred members and friends of AMPARO joined together on the 15th of October for our 21st Celebration and Annual General Meeting. This was a momentous occasion where we celebrated the essence of what is important about the work of AMPARO Advocacy, the relationships we have built, and the shared vision that will keep AMPARO strong into the future.

To commemorate this special anniversary, AMPARO launched a video which captured what makes AMPARO the organisation it is today. This was developed in collaboration with Carlos Benitez from Red Parrot Media and features many members, management committee members, staff and people we have supported, reflecting on what AMPARO Advocacy has meant to them. The video, along with a gallery of photos from the event, may be viewed on the AMPARO Advocacy website [www.amparo.org.au](http://www.amparo.org.au)

### Excerpt from CEO's speech.

*Over the past 21 years AMPARO has remained steadfast in its commitment to deliver independent advocacy to address serious issues of social and economic disadvantage, unfair treatment and discrimination. Importantly, AMPARO continues to be governed and led by people from CALD backgrounds with disability, who understand the complex barriers and challenges experienced by migrants and refugees with disability.*

*Over the years, AMPARO has experienced remarkable growth across the organisation. For many years we were a team of just four part-time staff – a fact that often surprised people when they learned this. And sometimes this worked to our advantage. Today AMPARO's work is delivered through our Independent Individual Advocacy, Individual Capacity Building and Peak Inclusion Programs, by a team of 18 skilled and committed staff.*

*Since 2004 AMPARO has consistently highlighted the powerful stories, voices, and concerns of the people we work with, through major public inquiries, consultations, and reports. Systemic advocacy has been a critical aspect of AMPARO's work, driving legislative, policy, and service access reforms and contributing to meaningful, sustainable change. In 2023, AMPARO was formally recognised and funded as the State Peak and Representative Body for people from CALD backgrounds with disability, a significant milestone for the organisation.*

*We are particularly pleased that this funding will contribute to and further strengthen the vital work of AMPARO's **Inclusive Leadership Network Program** which supports individuals from CALD backgrounds with disability and family members, to develop their leadership and advocacy skills, amplify their voices, and influence systems that affect their lives.*

*AMPARO has been incredibly fortunate to receive the support of so many strong and active allies - individuals and organisations - who've stood by us and provided invaluable support for our work over many years. Whilst there are too many to name individually tonight, we sincerely thank you all for your encouragement and ongoing support.*

AMPARO has also been extremely fortunate to consistently attract dedicated and highly skilled individuals with strong ethics and values—both in governance and staff roles—who are deeply committed to advancing AMPARO’s mission and vision.

Tonight, we honour the many individuals who have shaped AMPARO—our members, management committee, staff, friends, and supporters. It is your dedication and belief in our mission and vision that has made AMPARO Advocacy the organisation it is today.





## Panel Discussion

On the night of the celebration, a panel discussion was held with three members of AMPARO Advocacy, who have participated in the Inclusive Leadership Network (ILN) over the past 18 months. The discussion was facilitated by Ange Boyd, Senior Project Officer with AMPARO, who has worked with the ILN during this time to build their knowledge, confidence and leadership skills.

Francy Molina, Grace Cruz and Nazim Ahmed spoke passionately about their personal experiences in having benefited from individual advocacy or capacity building support, their involvement in the ILN, the delivery of cultural competency training, and their hopes for AMPARO's future.



## Treasurer's Report



I have asked Claire Brolan, a fellow member of AMPARO Advocacy's Management Committee to read my report this evening, as unfortunately I am unable to there with you all. I hope the evening is a great success, as I know it will be.

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 would like to present AMPARO Advocacy's Financial Report for the year ended 30 June 2026.

This year the management committee have again 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 2025.

I can advise that the Audited Financial Statements for 2024/2025 show a surplus of \$12,509.00 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 thank the following funding bodies who have contributed to the important work of AMPARO Advocacy over the past year, which include:

- The Department of Families, Seniors, Disability Services and Child Safety: Specialist Independent Individual Advocacy; the Peak Inclusion Program.
- The Department of Social Services: Information, Linkages and Capacity Building Program: Individual and Organisational Capacity Building Project July 2024 – 30 June 2027.
- Speaking Up For You Inc.
- Queenslanders with Disability Network:

I would particularly like to acknowledge and thank Speaking Up for You Incorporated (SUFY) for their ongoing financial commitment to increasing access to independent advocacy for people from CALD backgrounds with disability 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 working to ensure that AMPARO remains a transparent and accountable public funded organisation.

My thanks also go to all the staff, whose hard work and dedication enable AMPARO Advocacy to consistently provide culturally appropriate, independent advocacy and facilitate individual capacity building for people from culturally and linguistically diverse (CALD) backgrounds with disability. Their ongoing efforts are essential in supporting our mission and making a real difference in the lives of people with disability, families and communities.

Finally, I would like to propose that the Audited 2024-2025 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted, and the Auditors' Report be received.

Julie King

Treasurer

## MINUTES OF ANNUAL GENERAL MEETING

**Wednesday, 9<sup>th</sup> October 2024**

### **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 20<sup>th</sup> Annual General Meeting and thanked everyone for attending the meeting.

**Present:** Dr Claire Brolan (Guest Speaker), Sean Gomes (President), Shahram Jazan (Vice-President and Secretary), Julie King (Treasurer), Grazia Catalano (Committee Member), Nazim Ahmed (Committee Member), Karin Swift, Heidi Woolveridge, James Nono, Noorooz Alboughbiash, Francy Molina, Don Dias-Jayasinha, Thao Thanh Ti, Lucia Forman, Dennis Forman, Indra De Joodt, Finn McQuoid, Rabha Hailemichael, Sanlwin Y Shwe, Kelly Beckett, Ruby Halaseh, William Farah, Jo Cochran.

### **Guest Speaker**

Grazia Catalano welcomed Claire Brolan. Claire, a past employee of AMPARO Advocacy originally trained and worked in international human rights law in the United Kingdom, before returning to Australia where she discovered her passion for all things health and human rights.

Today, she is a Senior Policy Adviser at the Institute for Urban Indigenous Health and is an Honorary Senior Researcher at the School of Public Health at The University of Queensland. Claire shared her thoughts on the new Anti-Discrimination Act, that will take effect from 1 July 2025 and how these changes might be leveraged to strengthen the advocacy efforts of AMPARO Advocacy. Claire explained how the new act will require organisations to prevent discrimination, rather than respond to allegations after they occur. The vilification protections have been extended to ensure that age, sex and disability are included with the existing characteristics of race, religion, sexuality and gender identity and characteristics. Claire provided examples of where this may occur within the advocacy framework and encouraged those present to be aware of the new legislation and to work to develop an understanding so it can be utilised effectively when providing services to Culturally and Linguistically Diverse persons with disability.

### **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 names of those who were apologies including: Helen Baird (Carers QLD), Masoumeh Ahmedi (Committee Member), Andres Angulo (Committee Member), Des Lee (NDIS), Esperance Kalonji, Nyrop Mayot, Dianne Toohey, Edwin Michael, Christine Casterley, Bich Nguyen.

**Tabling of Proxies**

One proxy form was received from Masoumeh Ahmedi and tabled at the meeting.

**Approval of Minutes of the previous AGM Meeting (AGM 2023)**

It was proposed that the minutes of the 2023 AGM Meeting be confirmed as a true and accurate record.

**PROPOSED:** Sean Gomes

**SECONDED:** Jo Cochran

**CARRIED**

**Business arising from the previous meeting.**

No matters from the previous meeting were raised or discussed.

**President's Report**

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

**PROPOSED:** Sean Gomes

**SECONDED:** Julie King

**CARRIED**

**Treasurer's Report:**

Julie King read the report and proposed that the Audited 2023/2024 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted, and the Auditors' Report be received. See attached Treasurer's report.

**PROPOSED:** Julie King

**SECONDED:** Sean Gomes

**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.

**Individual Capacity Building Project (ILC)**

Liz Martyn-Johns, Acting 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**

Sean Gomes introduced Kelly Beckitt as the Returning Officer and informed attendees that Kelly would take over the formal proceedings of the annual general meeting.

**Election of Management Committee Members for 2024/2025**

Kelly Beckitt asked Shahram Jazan as Secretary to confirm that the meeting had sufficient numbers for a quorum. Shahram Jazan confirmed there was a quorum.

Kelly Beckitt declared all positions on the Management Committee vacant and asked that the Committee step down.

Shahram Jazan, as Secretary informed that Sean Gomes had stood down as President and all other Committee members could remain seated.

Kelly Beckitt announced that the Management Committee had asked that the number of members on the Management Committee remained at seven for 2024/2025. Kelly invited the members to move a motion to maintain the number of Committee members at seven.

**PROPOSED: Julie King**

**SECONDED: Shahram Jazan**

**CARRIED**

### **Nominations Received**

Kelly Beckitt read out the list of nominations received by the Secretary prior to 1<sup>st</sup> November 2023, and these nominations were posted on the noticeboard in the AMPARO Advocacy office.

<b>Position</b>	<b>Nominee</b>
<b>President</b>	Shahram Jazan
<b>Vice President</b>	Grazia Catalano
<b>Treasurer</b>	Julie King
<b>Committee Members</b>	Andres Angulo Masoumeh Ahmedi Claire Brolan Nazim Ahmed

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

Kelly Beckitt said she was pleased to declare:

Shahram Jazan as the President of AMPARO Advocacy Inc. for 2024/2025

Grazia Catalano as the Vice-President of AMPARO Advocacy for 2024/2025

Julie King as the Treasurer of AMPARO Advocacy 2024/2025

Masoumeh Ahmadi, Andres Angulo, Claire Brolan and Nazim Ahmed as Committee Members of AMPARO Advocacy for 2024/2025

### **Kelly Beckitt handed the meeting back to the President, Shahram Jazan to chair.**

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

### **Welcome to committee Members.**

Shahram Jazan acknowledged and thanked Sean Gomes for his contribution to the Management Committee as he steps down.

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

Shahram welcomed Claire Brolan as our new member of the management committee and acknowledged how much he looked forward to working with her over the next 12 months.



**Appointment of the Auditor for 2024/2025**

Julie King moved that Haywards Chartered Accountants be appointed as Auditors for 2024 /2025.

**PROPOSED:** Julie King

**SECONDED:** Nazim Ahmed

**CARRIED**

**Confirmation of Public Liability Insurance**

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

**Declaration of Remuneration Statement**

Julie King explained that as an Incorporated Association, from the 1 July 2024 AMPARO Advocacy Inc. is required to disclose remuneration and other benefits to our members at our annual general meeting (AGM), even if the amount to report is zero.

This applies to remuneration and benefits given to management committee members, senior staff and their relatives.

Julie King declared that For the 2023–24 financial year, the association paid 2 senior staff a total of \$247, 222.29 in remuneration and benefits, this includes all salaries and superannuation payments.

**General Business**

Shahram Jazan enquired of the meeting attendees as to whether there was any other business and there was nothing raised.

**Close of Meeting**

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

Meeting closed at 7.00pm



**AMPARO ADVOCACY INC.**

**FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2025**

**AMPARO ADVOCACY INC.**

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR**  
**ENDED 30 JUNE 2025**

	<b><u>Note</u></b>	<b><u>2025</u></b>	<b><u>2024</u></b>
Revenue	2	1,758,380	1,300,737
Other Income	2	1,880	1,723
Employee Benefits Expense		(1,481,510)	(1,037,543)
Depreciation and Amortisation Expense		(4,340)	(4,340)
Insurance		(14,544)	(11,679)
Motor Vehicle & Travel Expenses		(32,357)	(30,776)
Property Expenses		(40,110)	(31,431)
Staff Training and Development Expenses		(12,780)	(9,727)
Audit, Legal and Consultancy Fees		(77,313)	(21,538)
Language Services Expenses		(33,534)	(36,238)
Other Operating Costs		(51,263)	(110,639)
<b>Current year surplus/(deficit) before income tax</b>		12,509	8,549
Income tax expense			
<b>Net current year surplus/(deficit)</b>		12,509	8,549
<b>Other comprehensive income</b>			
<b>Total comprehensive income/loss} for the year</b>		\$12,509	\$8,549
<b>Total comprehensive income attributable to members of the entity</b>		\$12,509	\$8,549

*The accompanying notes form part of the financial statements.*

**AMPARO ADVOCACY INC.**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2025**

	<b><u>Note</u></b>	<b><u>2025</u></b>	<b><u>2024</u></b>
<b>ASSETS</b>			
<b>Current Assets</b>			
<i>Cash at Bank and On Hand</i>	3	713,353	296,363
<i>Debtors &amp; Prepayments</i>		35,136	23,162
		<hr/>	<hr/>
<b>Total Current Assets Fixed</b>		748,489	319,525
<b>Assets</b>			
	4	6,697	11,038
		<hr/>	<hr/>
		6,697	11,038
		<hr/>	<hr/>
<b>Total Fixed Assets TOTAL</b>		\$755,186	\$330,563
<hr/>			
<b>ASSETS</b>			
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
<i>Creditors &amp; Accruals</i>		120,389	80,921
<i>Employee Provisions</i>		167,824	109,506
<i>Contract Liability</i>	5	390,859	76,560
		<hr/>	<hr/>
<b>Total Current Liabilities</b>		679,072	266,987
<b>Non-Current Liabilities</b>			
<i>Employee Provisions</i>		610	581
		<hr/>	<hr/>
		610	581
		<hr/>	<hr/>
<b>Total Non-Current Liabilities TOTAL</b>		679,682	267,568
<hr/>			
<b>LIABILITES</b>		\$75,504	\$62,995
<hr/>			
<b>NET ASSETS</b>			
		75,504	62,995
		<hr/>	<hr/>
<b>MEMBERS FUNDS</b>		\$75,504	\$62,995
<hr/>			

*Retained Surplus*

**TOTAL MEMBERS FUNDS**

The accompanying notes form part of these financial statements.

**AMPARO ADVOCACY INC.**  
**STATEMENT OF CHANGES IN**  
**EQUITY FOR THE YEAR ENDED 30**  
**JUNE 2025**

	<b><u>Retained Surplus</u></b>	<b><u>Total</u></b>
<b>Balance at 1 July 2023</b>	\$54,446	\$54,446
<b>Comprehensive Income</b>		
Surplus/(deficit) for the year attributable to members of the entity	\$8,549	\$8,549
<b>Total comprehensive income attributable to members of the entity</b>	\$8,549	\$8,549
<b>Balance at 30 June 2024</b>	\$62,995	\$62,995
<b>Balance at 1 July 2024</b>	\$62,995	\$62,995
<b>Comprehensive Income</b>		
Surplus/(deficit) for the year attributable to members of the entity	\$12,509	\$12,509
<b>Total comprehensive income/(loss) attributable to members of the entity</b>	\$12,509	\$12,509
<b>Balance at 30 June 2025</b>	\$75,504	\$75,504
	=====	=====

The accompanying notes form part of these financial statements.

**AMPARO ADVOCACY INC.**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2025**

	<b><u>2025</u></b>	<b><u>2024</u></b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Receipts from customers	2,073,487	604,722
Interest Received	10,045	9,052
<b>Payments</b>		
Wages & Salaries & Other Supplies	<u>(1,666,542)</u>	<u>(1,345,785)</u>
<b>Net cash provided by (used in) operating activities</b>	<u>\$416,990</u>	<u>(\$732,011)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payment for purchase of plant & equipment		
<b>Net cash provided by (used in) investing activities</b>	<u>\$NIL</u>	<u>\$NIL</u>
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>		
Net increase/(decrease) in cash held	416,990	(732,011)
Cash at beginning of the reporting period	296,363	1,028,374
<b>Cash at end of the reporting period</b>	<u>\$713,353</u>	<u>\$296,363</u>
<b>Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities</b>		
Operating Result	12,509	8,549
- Depreciation	4,340	4,340
- Increase/(Decrease) in Payables	39,469	(16,933)
- Increase/(Decrease) in Provisions	58,347	(24,576)
- (Increase)/Decrease in Prepayments & Debtors	(11,974)	(19,147)
- Increase/(Decrease) in Contract Liability	314,299	<u>(684,244)</u>
<b>Net cash provided by (used in) operating activities</b>	<u>\$416,990</u>	<u>(\$732,011)</u>

The accompanying notes form part of these financial statements.

**AMPARO ADVOCACY INC.**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2025**

**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.

6.  
**AMPARO ADVOCACY INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2025**

**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 2025**

**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.



**AMPARO ADVOCACY INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2025**

**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.

## 9.

**AMPARO ADVOCACY INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2025**

	<b><u>2025</u></b>	<b><u>2024</u></b>
<b>2. REVENUE AND OTHER INCOME</b>		
<b>Revenue</b>		
<b>Revenue from Government Grants</b>		
Department of Families, Seniors, Disability Services and Child Safety	643,097	408,946
Department of Social Services	914,450	786,698
	<hr/> 1,557,547	<hr/> 1,195,644
<b>Other Revenue</b>		
National Ethnic Disability Alliance		28,188
Speaking Up for You Inc.	170,702	64,660
Fees Received	19,920	
Interest	10,211	12,245
	<hr/> 1,758,380	<hr/> 1,300,737
<b>TOTAL REVENUE</b>		
<b>Other Income</b>		
Donations	1,125	805
Sundry Income	755	918
	<hr/> 1,880	<hr/> 1,723
<b>TOTAL OTHER INCOME</b>		
<b>TOTAL REVENUE AND OTHER INCOME</b>	<hr/> \$1,760,260	<hr/> \$1,302,460
<b>3. CASH AT BANK AND ON HAND</b>		
Operating Account	497,375	93,820
Donation Account	3,677	2,718
Debit Credit Card	5,786	3,000
Investment Account	206,515	196,825
	<hr/> \$713,353	<hr/> \$296,363
<b>4. FIXED ASSETS</b>		
Motor Vehicles - At Cost	23,119	23,119
Less Accumulated Depreciation	16,422	12,081
	<hr/> 6,697	<hr/> 11,038
	<hr/> \$6,697	<hr/> \$11,038

10.

**AMPARO ADVOCACY INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2025**

	<b><u>2025</u></b>	<b><u>2024</u></b>
<b>5. CONTRACT LIABILITY</b>		
Department of Social Services	85,550	36,516
Department of Families, Seniors, Disability Services and Child Safety	305,309	40,044
	<hr/>	<hr/>
	\$390,859	\$76,560
	<hr/>	<hr/>

**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

**AMPARO ADVOCACY INC.****STATEMENT BY MEMBERS OF THE COMMITTEE**

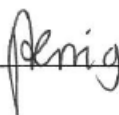
The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial Statements.

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 2025 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.

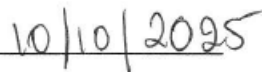
This Declaration is signed in accordance with Subs 60.15(2) of the Australian Charities and Not-for-Profits Commission Regulation 2013.

  
\_\_\_\_\_

President

  
\_\_\_\_\_

Treasurer

  
\_\_\_\_\_

Date

***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 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 22<sup>nd</sup> day of September 2025



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PARTNERS: GREG DORGE  
PETER GESCH  
PHIL ROBINSON

## **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 2025, 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 2025 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.



