



ANNUAL REPORT

2012 - 2013

*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.*



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INTRODUCTION

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

This Annual Report provides an overview of the work that has been carried out from October 2012 - October 2013.

MISSION STATEMENT

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

VISION

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

THE OBJECTS OF AMPARO ADVOCACY INC.

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

AMPARO Advocacy believes:

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

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

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

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

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

STRATEGIC GOALS 2010-2013

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

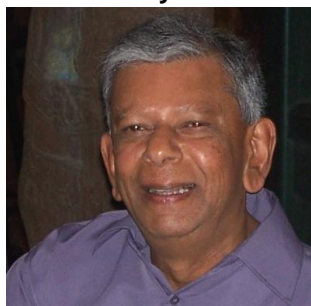
MANAGEMENT COMMITTEE

2012- 2013

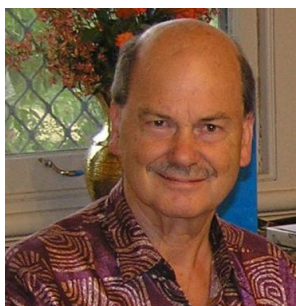
There were 7 Management Committee members elected at the AGM in October 2012 to govern AMPARO Advocacy Inc.

President	<i>Don Dias-Jayasinha</i>
Vice President	<i>Ignacio Correa-Velez</i>
Secretary	<i>Ludmila Doneman</i>
Treasurer	<i>Liz Martyn-Johns (Oct-Dec.)</i>
Committee Member	<i>Karin Swift</i>
Committee Member	<i>Gustav Gebels</i>
Committee Member	<i>Tow Lwi Wah</i>

Don Dias-Jayasinha



Gustav Gebels



Karin Swift



Ignacio Correa-Valez



Liz Martyn-Johns



Ludmila Doneman



Tow Lwi Wah



STAFF

2012 - 2013

Manager (30hrs)	Maureen Fordyce
Advocate (15/12hrs)	Claire Brolan /Liz Martyn-Johns (Jan-Oct)
Advocate (23hrs)	Murka Smiechowski
Administration Officer (15hrs)	Julie Granger
Bookkeeper (2hrs)	Lucia Foreman

President's Report



Ladies and Gentlemen I have pleasure in presenting my report for the past twelve months. It has been a hectic, but very rewarding year at AMPARO Advocacy.

As I mentioned last year we did receive a funding cut of 10% from the State Government Department of Communities and as a result AMPARO put in place significant changes that has presented the organisation with many challenges to be creative and flexible. Many submissions have been made

seeking additional funding to fill this gap and I am very pleased to say that in the last few days we have been successful in obtaining a grant of \$10,000 from the Sidney Myer Fund. Discussions have also taken place with our allies to explore options for mutual support to continue the good work of providing advocacy to people from a non-English speaking background with disability.

The National Disability Insurance Scheme (NDIS) legislation was passed in March this year and thanks to the feedback from many organizations the role of advocacy has been incorporated into the general principles guiding actions under this act. The Federal budget for 2013/2014 confirmed an allocation of \$14.3 million nationally to implement the NDIS over the next 7 years and the agency managing this new system of support is now called the National Disability Insurance Agency. We hope that the NDIS will enable all Australian's with disability, the choice and control over their supports and lives that they have long been denied.

In November last year AMPARO was fortunate to be visited by 13 Leadership Fellows from Ghana & Tanzania and in May this year we welcomed 14 Leaders from Burma. The Leadership Fellows were in Australia on AusAID Leadership Awards hosted by QUT and we were very happy to speak to them about the work of AMPARO.

News from Committee Members and Staff

In January our individual advocate Claire Brolan resigned to accept a full time position with Queensland University. During Claire's 4 years with AMPARO her commitment, expertise and vigorous advocacy was well regarded and brought many positive changes to the lives of people she worked with. We thank Claire for her vital contribution to AMPARO and wish her well in her future endeavours. We were very fortunate that Liz Martyn-Johns was able to take up this part-time position. Liz has brought a wealth of experience and expertise to this role and has already made a significant contribution.

Early in the year our secretary Karin Swift travelled to New York to attend the Commission on the Status of Women. Karin was selected to be a non-government representative on the Australian government delegation in her capacity as president of Women with Disability Australia, the national peak body for women with disability in Australia. Karin had also returned to Indonesia in December to speak at a seminar on violence against women with disability.

In March AMPARO was successfully certified under the new Human Services Quality framework. Many thanks go to our staff and management committee for their contribution towards this very successful audit.

In addition to our bi-monthly committee meetings, in May we held a Reflection Meeting where we heard firsthand about the work undertaken by our advocates. This is always an illuminating and worthy exercise for all concerned.

I think AMPARO Advocacy has certainly risen to the challenges presented to us this year to continue the good work of the agency. As always my sincere thanks to our staff - Maureen, Murka, Claire, Liz, Julie and Lucia who bring commitment and hard work to making a difference in the lives of people. They make the job of the management committee extremely satisfying due to their camaraderie, passion and determination in achieving positive outcomes for the people we assist.

My thanks also to you my fellow committee members for your support, your contribution in all our discussions are always considered and extremely valuable. You make my job easier and I look forward to the year ahead. I would also like to especially thank members of AMPARO who assisted with delivering donations of furniture and providing other direct support to people who needed it.

Finally, I would like to inform you that AMPARO has produced an Information Booklet, please obtain your copy from the office.

I am now left to thank you our friends for your attendance this afternoon and your continued support of the very important work which we do here at AMPARO.

Don Dias-Jayasinha.

President

The Work of AMPARO Advocacy Inc. for 2012- 2013

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

AMPARO Advocacy continues to defend, protect and promote the rights and interests of vulnerable people from non-English speaking background with disability to ensure their fundamental needs are met so they can fully participate as equal members of society. Individual advocacy is provided for people less than 65 years of age living in the Brisbane area.

AMPARO Advocacy believes that people from a non-English speaking background (NESB) with disability have the same right to live valued lives that are comparable to other citizens. We believe that societal responses to vulnerable people can be extremely inadequate and strong social advocacy on their behalf is often needed. AMPARO Advocacy aims to represent the individual's needs and interests to bring about positive and sustainable change in their lives.

AMPARO Advocacy is unique in its role as the only organisation in Queensland that works specifically with migrants and refugees with disability, who are less likely to exercise their rights and to access appropriate services.

The individuals and families we assist are often very isolated and disconnected from their own communities due to stigma of disability, with few if any informal supports and limited awareness of their rights in Australian society. In addition they often lack knowledge of the services and supports that are available, and language and cultural differences make it extremely difficult to access information and negotiate systems of support.

Our assistance is provided to those most likely to be at risk and are least able to represent or defend their own interests and whose fundamental needs are not being met – i.e. those with inadequate food, clothing, income, support, housing, health and well being, safety and freedom from harm, or without someone who cares.

In addition to significant issues related to their disability, most individuals and their families are experiencing high levels of financial stress, unemployment, social disadvantage and isolation. Many individuals belong to single parent families struggling with extremely complex and serious issues. Whilst the needs and best interests of the person with a disability are paramount in our advocacy efforts, failure to advocate for assistance for the family as a whole would often increase the vulnerability of the person with a disability and place them at serious risk.

Of the individuals we have assisted:

- **84%** required the assistance of an accredited interpreter for themselves or a family member.
- **77%** are from refugee backgrounds, where they or their family were supported to come to Australia under the Humanitarian Program.
- **79%** required our assistance for more than one year. Many individuals require our long-term involvement to address the myriad of complex and difficult issues they and their families are experiencing.

Over the past year AMPARO Advocacy has advocated for individuals with disability from a broad range of cultural and linguistic backgrounds including: Vietnamese, Greek, Afghan, Sudanese, Ethiopian, Philippino, Iraqi, Burundi, Karen, Liberian, Congolese, Somali, Rohingya and Korean.

In January this year as a result of cuts in AMPARO Advocacy's recurrent funding the one individual advocacy position was reduced from a 38 hours per week, to a 35 hour position, shared between two part-time advocates.

AMPARO Advocacy has provided independent advocacy to 19 individuals with disability and we have directly assisted 26 family members to:

- * Access accredited interpreting services.
- * Secure safe affordable and accessible housing.
- * Successfully appealed a decision by Department of Social Services to refuse support under the Community Packaged Care Program.
- * Ensure applications for housing were backdated to access housing in a timelier manner.
- * Access support to actively participate in community life.
- * Secure ongoing funding so a young person can remain living in current family situation and not be coerced into living in a group home.
- * Access educational support and inclusive education.
- * Ensure police have a good understanding of the impact of disability on a young man's behaviour.
- * Obtain appropriate Centrelink benefits and income.
- * Secure critical in home and personal care support.
- * Receive urgent medical treatment
- * Receive mental health treatment and services
- * Participate and complete Adult Migrant English Classes
- * Access appropriate case management support
- * Access culturally competent counselling services
- * Participate in school holiday programs
- * Receive legal advice and support to reunite family members
- * Reunite children in care of Child Safety with their parent
- * Secure donations of white goods and household furniture
- * Ensure 2 young deaf boys and their respective families could attend an Auslan Only Family Weekend, including accessing financial support and transport for this to happen.
- * Reconnect family and maintain important relationships
- * Ensure important maintenance on public housing was completed in a timely manner
- * Access financial assistance to secure speech therapy for young child

We are able to make a significant difference in the lives of people from a non English speaking background with disability and their families.

1.1 Stories of Individual Advocacy Work

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

Story 1

At risk of being excluded from the educational system

AMPARO Advocacy has advocated on behalf of a young boy called Raja from a Liberian background who was at serious risk of being excluded from the Queensland education system due to a lack of appropriate educational, medical and therapeutic assistance. Raja arrived in Australia under the Humanitarian Program with his sole parent and five older siblings in mid 2006. His mother reports that she had not experienced any concerns regarding Raja's behaviour until he commenced school in Australia. Prior to coming to Australia Raja had been living in a refugee camp for 3 years with his family and had not had access to any formal education.

Within a few months of commencing school in Australia it was identified by the teachers that Raja was experiencing significant learning difficulties, and was struggling to follow directions given by his teachers. He was frequently suspended from school due to physical and verbal aggression towards his peers and teachers and was diagnosed with Asperger Syndrome and Attention Deficit and Hyperactivity Disorder. Before AMPARO Advocacy became involved Raja had attended several different Special Education Units attached to various primary schools. He had only attended a Special Education Unit at high school for less than six months when he was expelled. Raja was very unhappy with being separated from his peers and felt the stigma of being seen to be different and was at serious risk of dropping out of school permanently. Raja was at serious risk of missing out on receiving a secondary school education and the long term impact of this would have been devastating.

Raja's mother was struggling as a single parent and sole income earner to cope financially and emotionally to support her family in a new country. She had limited proficiency in English and required an accredited interpreter, particularly when having important information explained to her regarding her son or when needing to make important informed decisions. Language and cultural barriers meant that the family required much assistance to negotiate the educational system to ensure Raja was included in the best educational environment to meet his needs.

AMPARO Advocacy was also concerned that Raja's diagnosis was formed without a culturally appropriate assessment of his needs for support.

Our advocacy efforts focused on ensuring:

- Culturally sensitive cognitive, speech and language assessment for Raja.
- Raja could attend an inclusive school and receive the best supports possible so that he could complete his secondary education.
- Teaching staff had access to support and information to provide the educational support that would enable Raja to continue his education without the risk of further suspensions or expulsion from school.

After much negotiation, Raja was enrolled in an inclusive independent secondary school, however he was again at serious risk of being expelled after attending this school for one month.

To achieve our goals for Raja over the past two years AMPARO Advocacy has worked closely and attended many meetings, with Raja's mother, his teachers and the principal of the independent school to secure individualized support for Raja to pursue the subjects he is interested in so that he could complete his senior school education.

The school is staffed by a multi-disciplinary team of teachers, counsellors, youth workers and family workers with a philosophy of providing holistic support for attending students.

*According to Education Queensland an inclusive education **"builds communities that value, celebrate and respond to diversity. It is underpinned by respectful relationships between learners and school community members. It is supported by collaborative relationships with parents and communities through communication, learning partnerships, participation and consultative decision-making."***

To assist in maintaining Raja's school enrolment, AMPARO secured the involvement of behavioural specialists who undertook an appropriate cognitive, speech and language assessment taking into consideration Raja's cultural and language background and previous lack of educational opportunities. These findings were summarized in a comprehensive report with specific recommendations which were implemented by Raja's teachers.

AMPARO's experience is that some government and non-government services are still not utilizing accredited interpreters. Advocacy was needed to ensure the presence of an accredited interpreter for every meeting Raja's mother attended regarding medical, therapeutic and educational issues.

Advocacy efforts were also directed at securing appropriate therapeutic intervention from the Mater Hospital specialist clinic for children and support from the family General Practitioner. Language and cultural barriers required the advocate to attend many of these appointments to ensure:

- Onsite accredited interpreters were always provided*
- The advocate had a thorough understanding of Raja's complex support needs*
- Raja's mother understood the issues her son was facing and could make informed decisions of his behalf.*

Raja has successfully maintained his enrolment at the school now for the past two years, studying those subjects that interest him and will soon complete grade ten. His teachers are working very closely with Raja and his family. He is attending school as required, participating to a greater extent across all school activities, growing in confidence and taking on more responsibilities.

Story 2

The wider impact of mental illness

AMPARO has been assisting Andrea, a woman who came to Australia from South America under the Humanitarian Program, and who is a sole parent with 2 young children. She has been suffering from Post Traumatic Stress Disorder and other mental health issues which have led to the family becoming socially isolated and to a string of events involving Centrelink, housing,

health services, to Andrea being hospitalised and ultimately to Child Safety placing the children in care.

A combination of mental illness and a limited English proficiency meant that important written correspondence in English from Centrelink requesting a review of her income was not responded to, and as a result Andrea's Centrelink benefit was ceased. This led to the automatic debit usually made to the Department of Housing for rent was unpaid. Housing then sent Andrea a letter to remedy this breach, but again due to illness and limited English the importance of this letter was not recognised. Stress levels were exacerbated from living in a home whose garden and exterior were being regularly vandalised and impacted by high traffic noise and pollution. Applications for a housing transfer were being regularly cancelled due to a lack of response to letters requesting further information.

Sadly as Andrea did not see herself as being unwell she did not understand the need to attend medical appointments regularly and did not take the medications prescribed for her. Andrea became so unwell that that she was unable to leave the home and the children were staying home from school. Given that she was so unwell the mental health team organised for her to be hospitalised for mental health treatment. Unfortunately, as there were no family or friends who could care for her children, Child Safety was notified that she would be going to hospital and her children were taken into care. The Queensland Civil and Administrative Tribunal granted a short term order for a Legal Guardian and an Administrator to be appointed for 3 months.

AMPARO Advocacy's initial role was to ensure the correct forms and information were given to Centrelink and the Department of Housing to ensure benefits and rent were being paid and backdated. Appropriate services were contacted and involved so that as soon as Andrea was able to come out of hospital she would have additional support so that her children could be returned to her. Once out of hospital, and the children returned, AMPARO's role has been to provide ongoing advocacy during the recovery process to ensure that Andrea remains well and that ongoing support has been available. A move to a quieter home in a different suburb is seen as important to this recovery process.

Over the past year AMPARO's advocacy efforts to support Andrea have included:

- Ensuring that appropriate interpreters who respect confidentiality were in attendance at all meetings and interpreted all correspondence.
- Advocating with Centrelink for Andrea's income benefit to be reinstated, and assisting with the completion of the necessary forms.
- Working with the Department of Housing to remedy the breach notice and to pay the rent arrears, preventing Andrea and her family from being evicted and becoming homeless.
- Advocating for the necessary supports to be put in place to allow Andrea to return home, and for the swift return of her children.
- Addressing the communication breakdown between Andrea's general practitioner and mental health team to ensure each were aware of the medications being prescribed by the other.
- Supporting Andrea to discuss and address her concerns with the mental health team and to attend regular appointments.

- Supporting Andrea at court regarding Child Safety orders and in meetings with the Department of Child Safety.
- Supporting Andrea at QCAT re the dismissal of the Guardian and Administrator and to ensure that outstanding funds were returned to her in a timely manner.
- Supporting the appointment of an appropriate service to provide complex case management support for an initial 6 month period.
- Advocating for the appointment of a service to provide ongoing support in the longer term through the Personal Helpers and Mentors Program (PHaMs), and for the service's use of interpreters.
- Supporting Andrea to raise her concerns at the Mental Health Tribunal hearing regarding the involuntary treatment order.
- Advocating for the family's housing transfer application to be backdated to the first application date, and to be prioritised due to health and safety concerns.
- Assisting Andrea to provide Child Safety with the contact details of friends who could care for her children should she become unwell again.

Andrea is now well on the way to recovery, with both the involuntary treatment order and medication expected to cease shortly. Andrea's caring well for her family and her English is improving rapidly through regular attendance at TAFE. An application has been made for Australian citizenship and the family are at the top of the housing transfer listing. AMPARO Advocacy continues to advocate for this housing transfer and for a service to support Andrea in the longer term.

Story 3

Preventable hardship caused by poor diagnosis and support

Salana is a middle aged African woman. She lives with her partner and children in a Department of Communities Housing and Homelessness Services house. She has been diagnosed with an Acquired Brain Injury and Post Traumatic Stress Disorder. She has severe cognitive deficits, with behaviours that can put her and others at risk, very poor short term memory, orientation difficulties and a hearing impairment. As Salana becomes lost easily and on a few occasions police assistance has been necessary to bring her home, she requires support to catch public transport and to attend all appointments.

Salana was attending intensive English Language classes for almost half a year however because of her impairment found it extremely difficult to learn English. Salana requires significant support from her husband and children in all areas of daily living. Because Salana and her family were not receiving any supports or services they were struggling in many areas of life, including missing out on attending important medical appointments. Salana's partner has very limited English skills, but is not able to attend English language classes at TAFE, relying instead on volunteers coming to the home, so he can be there for Salana.

When AMPARO Advocacy commenced advocating on behalf of Salana, she was receiving the Centrelink Newstart Allowance, even though the impact of her disability and limited English made

it impossible for her to meet the requirements of this benefit. Recipients of the Newstart Allowance are required to:

- actively look for suitable paid work,*
- enter into an Employment Pathway Plan which outlines job seeking activities and is reviewed on a regular basis,*
- meet activity test requirements, which means applying for jobs, training or study, or working part time. Short term exemption from the activity test is possible in special circumstances,*

During her monthly appointments with the employment service provider, interpreters were either not provided or phone interpreters were provided which because of her hearing impairment were completely inadequate.

Whilst Salana received a number of exemptions from the activity test she still had to attend regular Employment Pathway Plan review appointments, which she struggled to do as she was not able to travel alone. On many occasions her older children had to accompany her to these appointments so missed out on attending school.

While investigating Salana's Centrelink entitlements, AMPARO discovered that important aspects of her medical condition had been overlooked and an application for the disability support pension had been rejected twice. Investigations showed that the application had not included any details of Salana's acquired brain injury or the enormous impact of this and had only referred to her hearing loss. Apart from the family GP, Salana had not accessed any other medical assistance, nor had she been referred to a brain injury specialist or rehabilitation therapists. No neurological assessments or tests had been done and the extent and severity of her condition was not clear. Salana found herself in this very vulnerable situation with significant needs not addressed despite the involvement of intensive case management support services and the family's regular contact with their GP.

Advocacy efforts initially focused on accessing appropriate medical evidence to assist Salana to successfully apply for the Disability Support Pension and relieve her of the enormous burden of trying to comply with Newstart requirements. It was also crucial to seek the involvement of a specialist brain injury service to assist Salana and her family to better understand brain injury and its effects and learn strategies to minimize its impact. This service was able to refer Salana to a neurologist for appropriate assessment and medical care and provided the family with information and education on understanding and supporting a person with brain injury.

It is AMPARO Advocacy's policy to engage accredited interpreters when the person we are working with or their family members have limited English proficiency and important information is being discussed and important decisions are being made. However, Salana's family refused to allow AMPARO to engage on-site or phone interpreters due to past serious breaches of confidentiality, specifically the disclosure of very private information by an interpreter to their small ethnic community. The family felt enormous shame and was very distressed by this. Whilst AMPARO has been able to communicate with Salana and her family with the assistance of a bicultural worker who the family trusts, this arrangement is not ideal and cannot continue, however addressing this issue is extremely challenging.

The poor standard of care provided by Salana's GP prompted AMPARO to support Salana and her family to search for another GP who is interested in refugee health and can provide comprehensive medical care for the whole family. However, this is proving very difficult as many doctors will not bulk bill.

As a result of advocacy, Salana is now receiving the Disability Support Pension and has been assessed by and registered with the Department of Communities Disability Services which has recommended Salana requires access to supports, including case management, in home respite, and community access. However we have been advised that the Department has insufficient funding and no capacity to fulfil their own recommendations. Ongoing vigorous advocacy will be necessary to secure the important supports for Salana, without which Salana's family is at serious risk of breaking down.

AMPARO has also secured the services of another community organization that has been able to provide short term transport assistance for Salana to travel to and from important medical appointments

Story 4

Missing Out on Important Early Intervention

In our 2011-2012 Annual Report, AMPARO Advocacy reported on advocacy efforts for Rahila, a girl of upper primary age of Afghan background who was diagnosed with having an intellectual, vision and hearing impairment. At the time Rahila, had been living with her mother, a single parent who was also the guardian of four younger members of her extended family. They lived in a high set, three bedroom private rental property which presented a danger to Rahila's safety as her disability and vision impairment affected her ability to negotiate the staircases at the front and back of the house, resulting in several falls, some of which required medical attention. The property was also unfenced and situated near a busy industrial estate which had heavy truck traffic.

Rahila's family experienced the difficulties and deprivation associated with living in poverty. As a sole parent relying only on Centrelink benefits Rahila's mother could not access affordable and safe housing in the private rental market. In addition her limited English proficiency made it impossible for her to search for appropriate properties online or in written vacancy notices. Rahila's mother was not able to improve her financial situation through employment because she was occupied full time with family responsibilities including supporting her daughter which also was interrupting her ability to attend classes with the Adult Migrant English Program.

When AMPARO first met Rahila we were informed that she had been diagnosed with global developmental delay and severe intellectual impairment and was registered with the Department of Communities Disability Services. However Rahila was experiencing much difficulty with swallowing and chewing and there was a lack of any information regarding these and other medical concerns. Even though other services were involved in Rahila's life, she had missed out on accessing the important supports provided through the Better Start Early Intervention Program, including access to speech therapy, play equipment and other resources.

While Rahila's verbal communication was extremely limited, she tried very hard to speak and communicate with gestures and signs and would become extremely frustrated when she was not easily understood. With six people living in the three bedroom house, the overcrowded living environment exacerbated Rahila's frustration and the stress on all the family members. AMPARO was also concerned that Rahila was experiencing serious difficulties chewing and swallowing which affected her ability to eat certain foods, and made meal times very stressful.

AMPARO reported last year that our advocacy efforts at that time were not successful in securing safe and affordable housing. At that time the family had been downgraded from "very high need" to "high need" and it seemed unlikely they would ever be allocated a public housing property. However access to affordable stable and safe housing remained a priority.

In accordance with AMPARO's principles, the advocate remained loyal, persistent and continued to advocate with vigour and a sense of urgency. We are pleased to report this year that our efforts have resulted in the family moving into a low set, safe, and affordable four bedroom house owned by the Department of Communities Housing and Homelessness Services. The house is close to public transport, a park and a shopping centre and Rahila can still attend the same school.

When AMPARO become aware of Rahila's extensive medical issues considerable efforts focused on understanding the impact of her condition, and identifying what her specific needs were so that we could advocate for appropriate support. It became evident that access to intensive speech therapy would significantly improve her verbal communication and improve her ability to chew and swallow food.

Consequently through our advocacy we have also sought to ensure Rahila has access to appropriate medical assistance, and important treatment and therapy.

The positive outcomes of AMPARO's advocacy this year has included:

- *Rahila and her family secured safe, accessible and affordable housing which meets their needs.*
- *The involvement of a local GP who is interested in refugee health and very proactive in ensuring Rahila was referred to and accepted by a specialist clinic at Mater Children Hospital,*
- *Completion of important medical tests in a timely manner*
- *An appointment with the paediatrician in a timely manner once results of tests were confirmed.*
- *GP referral to a appropriate speech therapist for comprehensive assessment with specific recommendations*
- *Access to 20 additional speech therapy sessions through a new medicare program for children with disability up to the age of 13years*
- *Rahila and her mother attending all appointments with accredited interpreter*
- *Hospital and the General Practitioner providing accredited and appropriate interpreters at all appointments*

- Financial donation from Lions Club to assist with the high costs of treatments
- Greater collaboration between the school and the private speech therapist
- The successful application by the school for funding for an IPAD with an appropriate program for Rahila to use at home to improve communication with her family
- 3.5 hours of individualised support to enable Rahila to become involved in activities after school in her local community and have the opportunity to make friends and play with children of her own age.

Rahila's response to speech therapy in just three sessions is strong evidence that her verbal communication can develop further with ongoing therapy. Rahila's mother is now attending all appointments with the speech therapist, as well as fortnightly sessions at school to learn how to use the IPAD to improve communication with her daughter and to support her speech development.

Furthermore Rahila's mother had been through serious emotional trauma which required the advocate to provide culturally sensitive assistance and encouragement for her to access culturally appropriate counselling.

Story 5

Lengthy Review Processes

AMPARO Advocacy continues to advocate on behalf of a young man called Lui, who has been diagnosed with a neurological condition and anxiety. Lui is extremely isolated with few social contacts and very little family support from aging parents who live out of town. He requires support in the areas of shopping, cooking, cleaning, clothes washing, attendance at medical appointments, and some personal hygiene.

*Last year, we reported that despite Disability Services previous determination that Lui did meet the statutory definition of disability under the Disability Services Act, Disability Services ceased the Emergency and Crisis funding support for Lui on the grounds that his neurological condition is listed as an **"Excluded Condition"** on an internal document. This is despite the impact of his condition being very disabling and medical evidence that indicated it is very likely to be permanent.*

Without access to Disability Services support, AMPARO Advocacy advocated to the Australian Federal Government Home and Community Care Service (HACC) that Lui be re-assessed for an Extended Aged Care at Home (EACH) package or Community Aged Care (CAPS) package to meet his fundamental needs. Previously, HACC had refused to provide Lui with either package as HACC deemed Disability Services was responsible for supporting Lui. HACC agreed to re-assess Lui, but decided that due to Lui's young age HACC would not provide him with an EACH or CAPS Package. AMPARO Advocacy subsequently lodged a review of this decision with the Department of Health and Aging.

As part of their own review, the Department of Health and Aging requested a further review by Disability Services of their decision to cease support funding, believing that DS should be providing support. This review took several more months to undertake whereupon Disability Services upheld their decision not to provide support. On this basis, the Department of Health

and Aging reconsidered their decision, and after several more months granted approval for Lui to obtain a Home Care Level 4 package, the highest level of Commonwealth subsidised home based care. This has replaced their Extended Aged Care at Home (EACH) package.

Whilst the approval for a Level 4 package was great news, this provided approval to apply to services for Level 4 support, rather than confirming the availability of funding for such support. Finding a service with an available funded Level 4 package for Lui required on-going advocacy with many of the main service providers having long waitlists, with some with up to 50 on their waitlist.

Given Lui's vulnerability and the need for assistance with even basic day to day activities this extended review process which took more than a year to complete, has meant that Lui has lived in a constant state of fear and anxiety, which has compromised his mental health and wellbeing.

During this time AMPARO Advocacy has provided on-going advocacy through:

- Regularly requesting updates from the Department of Health and Aging on the status of the various reviews.
- Supporting Lui to recruit a student on a carer's pension to provide essential day to day support.
- Advocating for the donations of white goods and household equipment, which assists Lui to remain living in his own home.
- Assisting Lui to access donations of a computer and software to reduce his isolation from the wider community and to allow access to information regarding his disability.
- Liaising with the Department of Housing regarding on-going maintenance issues.
- Securing a donation to access specialist medical care.

Whilst we are relieved that support for Lui has now been approved by the now Department of Social Services, who has taken on responsibility Home Care packages through their Aging program, AMPARO will continue to advocate for the support of all people with disability through Disability Services, and advocate strongly for their inclusion in the National Disability Insurance Scheme.

**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.**



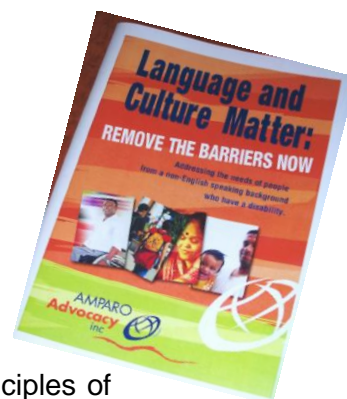
GOAL 2: Engage in strategic systemic advocacy

This goal focuses on a small number of state-wide advocacy systemic priorities, identified as part of the Management Committee's annual planning process. Through our work with individuals AMPARO is made aware of additional systemic barriers that impact negatively on the lives of people from a NESB with disability which prevent them from having equitable access to services, supports and information.

Key issues are taken up with governments, services and communities to influence positive changes to policies, practices and resources to support people from a NESB with disability. Throughout the year, where resources permit, we also respond to other opportunities to address systemic issues. Systemic advocacy is part of the part-time Manager's role. The impact of cuts in recurrent funding have had a significant impact on the workload of all staff and on the amount of individual and systemic advocacy undertaken throughout the year.

2.1 AMPARO Advocacy Position Paper:

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



The failure of the disability service system to develop cultural competence at all levels of service delivery and to embrace the principles of substantive equality and non-discrimination has resulted in the continued disparity between the proportion of people from a NESB with disability accessing services compared to those from an English speaking background.

In April this year the **COAG Reform Council** presented their report **Disability 2011-2012: Comparing performance across Australia** which showed lower and decreasing economic participation by people with disability and their carers across Australia. Unfortunately the report also highlighted that:

“These inequalities are even more acutely experienced by people with disability who are Indigenous or who were born in non-English speaking countries.”¹

The report cites rates of service use for people from a NESB are only 11.7%, less than half of that of the national rate of 34.9%.

The COAG Reform Council recommends the findings in this report be used to shape government policies to ‘deliver a better future for people with disability’.

In Queensland according to the Census 2011:

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

¹ COAG Reform Council. 2013, **Disability 2011 -2012 Comparing performance across Australia**.

Unfortunately data that is collected by the National Minimum Data Set (NMDS) is inadequate and it is impossible to accurately define the numbers of people with disability from a non English speaking background who are receiving funded supports from the Department of Communities, Disability Services. The only information that is currently collected is country of birth and whether an interpreter has been accessed.

AMPARO Advocacy has recommended for some time that to effectively monitor any increase in participation rates of people with disability from a NESB it is necessary to include the following additional data items to the National Minimum Data Set (NMDS):

- the main language spoken at home,
- proficiency of spoken English for individual and key family members,
- preferred spoken language,
- country of origin and
- country of birth²

The latest preliminary figures from the Queensland Disability Services NMDS suggested that for 2012-2013 approximately 3% were people born in countries classified as having low English language proficiency. On face value these figures show continued disparity.

Access to Interpreters and Culturally Competent Service Provision

AMPARO Advocacy has continued to advocate for high quality language services that are supported by culturally competent service system to fulfill the principles of equitable access, social justice and social inclusion for people from a non-English speaking background with disability.

Access to professional interpreters is a critical first step to delivering effective frontline services and to ensuring equitable access to services and supports for people from non English speaking background with disability. Providing access to professional interpreters is crucial to ensure that people who are not proficient in English are able to understand information, make informed decisions, and communicate their needs.

In 2011 a survey of 131 community services in Queensland showed that over one third of respondents were unaware that they were entitled to access fee-free interpreting services to communicate with their clients³. Therefore while the ***potential*** to access professional interpreters has increased for Queenslanders, evidence suggests many government and non-government services are still not providing this service to clients who require it.

The reasons for this are twofold:

- (i) There is a lack of cultural competence within service systems, where staff lacks the knowledge, skills and confidence to respond effectively to the language and cultural

² AMPARO Advocacy, *LANGUAGE AND CULTURE MATTER: REMOVE THE BARRIERS NOW. Addressing the needs of people from a non-English speaking background with a disability*, (2007).

³ Queensland Accessing Interpreters Working Group October 2012, *Still a Matter of Interpretation*, Qld Council of Social Services.

needs of their clients. This includes knowing when and how to access and work effectively with professional interpreters.

- (ii) A lack of adequate State Government funding to effectively implement the Queensland Language Service Policy and to meet the costs of providing access to professional interpreting services.

In Queensland we have 3 different language service systems to access professional interpreters, one for those accessing state funded health services, one for people accessing state funded disability services and one for those accessing all other state funded programs and services.

The separate language service for people with disability was established in July 2008 to meet the communication needs of Queenslanders with disability accessing state funded disability services, however this service is limited in hours of operation, and its effectiveness, and is less accessible than the alternative interpreting services (TIS) that most other state funded services can access.

When seeking access to supports for a person with disability where they or their family member will require the assistance of accredited interpreters, AMPARO is frequently confronted with a range of less than helpful responses, some of these include:

- Suggestions by the service provider that the person should be referred to ‘*a more suitable multicultural service*’, despite this service not offering the service being sought.
- Lack of knowledge by staff, including senior staff, as to whether their agency is entitled to access fee free interpreting services, what these services may be and how to engage accredited interpreters.
- Failure by services, even after advice and information is provided, to follow up with and register to access fee free interpreting services.
- Workers, who because they have had no experience or training in working effectively with interpreters, showing a reluctance to accept referrals.

In advocating for high quality languages services supported by a culturally competent service system AMPARO Advocacy has highlighted to government and community groups areas where improvements are necessary to address current disparity.

❖ **National Disability Insurance Scheme**

AMPARO Advocacy has advocated for changes to the Draft National Disability Insurance Scheme (NDIS) legislation and for the implementation of additional measures at a State and Federal level, to ensure equitable access and participation in the Scheme by people from a non English speaking background with disability.

Both the Productivity Commission Inquiry Report into Disability Care and Support and the Australian Government ‘Shut Out’ report raised concerns regarding the significant additional barriers experienced by people from a non-English speaking background with disability

There have been many reports written drawing attention to serious issues of discrimination among this population, including “***On the Sidelines: Disability and People from Non-English***

Speaking Background Communities", released in 2000 by the then Human Right and Equal Opportunity Commission.

Federal Government

In January this year AMPARO Advocacy provided a submission on the Draft NDIS Bill, to highlight specific concerns that needed addressing, to ensure equitable access to the NDIS by people from a non English speaking background with disability. Our feedback suggested that the draft legislation did not provide adequate assurance that additional measures would be implemented to address the significant disadvantage that is entrenched in current systems and approaches.

AMPARO Advocacy also appeared before and gave evidence to the Senate Community Affairs Legislation Committee: Inquiry into the National Disability Insurance Scheme Bill 2012, Chaired by Senator Claire Moore. This was an additional opportunity to emphasise our concerns with the draft legislation. We also strongly supported the right of people with disability to independent advocacy, and the need for the legislation to incorporate the recommendation made by the Productivity Commission, *"that the Australian Government, State and Territories that currently fund disability independent advocacy groups, should continue to do so and that advocacy should be independent from the NDIA"*⁴.

AMPARO Advocacy was also invited to attend a meeting in Canberra with Minister Jenny Macklin, the National Ethnic Disability Alliance and the National Disability Carer Alliance to provide specific feedback regarding the additional systemic barriers confronting people from a non English speaking background and their families. Due to a lack of financial resources AMPARO was not able to attend this meeting, however we were invited to provide a submission to Minister Macklin which outlined the additional measures that DisabilityCare Australia would need to implement to ensure equitable access to DisabilityCare for people from a NESB with disability.

The National Disability Insurance Scheme (NDIS) legislation was passed in March 2013 and thanks to the feedback from many organisations the role of advocacy has been incorporated into the General Principles, guiding actions under this Act.

Unfortunately there were no others changes made to the legislation or to the Rules which addressed AMPARO Advocacy many concerns.

The Federal government has also announced significant increases in funding to the National Disability Advocacy Program (NDAT), however AMPARO has been advised that this funding is for the purpose of supporting people with disability seeking a review of a decision made by DisabilityCare Australia (DCA). This is of great concern given that vulnerable individuals with disability may require advocacy assistance at many points of their involvement with the scheme to effectively access and fully participate in the scheme as intended, and not only to have a decision by the DisabilityCare Australia itself reviewed. People with disability will also need independent advocacy to address issues in relation to many other areas of their life, including when needing to access education, health, housing, and interpreter services.

⁴ Australian Government. July 2011, *Disability Care and Support, Productivity Commission Inquiry Report Vol.2*

In May this year the Hon. Premier Campbell Newman signed the Heads of Agreement between the Commonwealth and Queensland Government on the NDIS. This important agreement outlines the process and commitments to establish the full NDIS in Queensland.

The transition to the full scheme will commence from 1 July 2016 to be fully implemented by 1 July 2019.

As part of this agreement, and prior to 2016, the State Government has given a commitment to implement reforms to disability services in accordance with the NDIS design principles, the Intergovernmental Agreement for the NDIS Launch and the NDIS Act 2013, including introducing greater consumer choice and control.

State Government

AMPARO Advocacy was invited to become a member of the **Queensland National Disability Insurance Scheme Planning and Implementation group** which is chaired by Margaret Allison, Director-General Department of Communities, Child Safety and Disability services and attended by the Hon. Tracey Davis, Minister for Communities, Child Safety and Disability Services.

The aim of the working group was to provide advice and feedback on strategies, projects and approaches needed to prepare Queensland for the National Disability Insurance Scheme. AMPARO recognised this as an opportunity to highlight the significant disadvantage experienced by people from a NESB with disability in having their needs met by the current systems and approaches. We have been able to promote the critical need to implement important measures to address these inequalities so that Queenslanders from a NESB with disability can have equitable access and participation in DisabilityCare Australia.

AMPARO has attended several meetings with the working group so far and in August was fortunate to be able to attend a presentation by David Bowen, CEO of DisabilityCare Australia and Bruce Bonyhady, Chair of DisabilityCare Australia board on how the implementation was progressing in launch sites across Australia.

Our participation in the working group has provided the opportunity to highlight the critical need to provide access to fee free interpreting services for people from non English speaking backgrounds with disability and the importance of cultural competence in service delivery to address issues of disparity.

It is still not clear is whether the State government will continue to provide access to interpreting services for people with disability as currently is the case, and if so will this service be improved to equal that provided to other Queenslanders. Or will the Federal Government take over this responsibility once DisabilityCare Australia is rolled out? **AMPARO is eager to have confirmed, that the costs of accessing interpreting services will not be shifted to individuals under the National Disability Insurance Scheme.**

AMPARO has also promoted the importance of independent advocacy in representing the rights and interests of Queenslanders with disability and sought clarification on the commitment of the State Government to continue funding in this area. It is our understanding that negotiations are still progressing with the Federal Government regarding obligations in this area.

Through our participation in the Queensland NDIS Planning and Implementation Group AMPARO was able to attend the DisabilityCare Australia conference in Melbourne 23 & 24 June. This was a good opportunity to see the resources showcased by many organisations that had received funding for practical designs for the NDIS. However it was telling and disappointing that there was not one practical design presented in relation to the specific needs of people from a NESB with disability. Professor Emeritus Ron McCallum AO, University of Sydney was key speaker on the first morning and his interesting and important presentation on the international landscape can be accessed on <http://www.disabilitycareaustralia.gov.au/document/248>

❖ Deaf Australia

Children who are deaf and who come from a non-English speaking background face additional barriers which prevent them from being able to communicate effectively with family members. This is because family members face many hurdles when new to Australia, overcoming language barriers and learning English is a paramount to receiving Centrelink support, gaining employment and to successful inclusion into Australian society.

AMPARO Advocacy has assisted two young children who are deaf and whose families come from a non-English speaking background around a number of serious issues. In both of these families, the children's parents were still in the process of learning English through the Adult Migrant English Program at TAFE. A common concern reported to us by both families was that their sons, who are deaf, were expressing a great deal of frustration and some anger at not being able to communicate effectively with family members. Communication between these young boys and their siblings and parents was extremely limited. AMPARO Advocacy assisted both mothers to access non-recurrent funding to attend Auslan 1 and Auslan 2 classes; however both women found the pace of learning in the Auslan classes was difficult to keep up with. Having limited English proficiency impacted on their ability to learn Auslan in the format it was being taught to English speaking adults.

In April this year the AMPARO Advocacy met with Karen Lloyd, the manager of Deaf Australia, to discuss our experiences in advocating on behalf of people from non English speaking backgrounds with disability, and specifically with those who are deaf. Deaf Australia is a peak body, managed by deaf people, representing deaf people and their communities.

We discussed our concerns in relation to the strong evidence that children who have problems making themselves understood are at higher risk of social isolation from family and more likely to experience mental health issues. We discussed the benefits of one on one mentoring for parents from non English speaking backgrounds to learn Auslan and whether Deaf Australia would consider seeking funding for a pilot project to do that. Whilst Deaf Australia has shown strong support for our concerns, a reduction in our capacity has meant this important work has not progressed further at this stage; however AMPARO will be seeking project funding to complete this important work.

❖ Queensland Accessing Interpreters Working Group

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

Our key involvement in the working group over the past twelve months includes:

- Working with members of QAIWG to plan the launch of ***Still a Matter of Interpretation*** at the ECCQ Summit in late October 2012, which highlighted the continued ineffective provision of language services and a lack of cultural competence in many areas of government and community service provision.
- Seeking the support of the Anti-discrimination Commissioner, Kevin Cocks, to launch the report.
- Speaking at the launch and being interviewed by 4ZZZ on the findings of report.
- Assisting with planning and running a forum in April 2013 to connect with workers in government and community agencies to discuss the current situation regarding access to with interpreters and culturally competent service provision. Community and government representatives were present, including from Multicultural Affairs Qld and the Department of Immigration & Citizenship, and the Translating and Interpreting Service. (TIS)
- Participating in the delivery of a presentation to *Interdepartmental Committee for Multicultural Affairs* showcasing the findings of '***Still a Matter of Interpretation***', to demonstrate how engaging interpreters mitigates negative outcomes for individuals from a non English speaking background and can potentially save significant government resources.
- Attending a meeting in July with Lisa Toh from QCOSS the chair of the QAIWG, and Rebecca Halpin the policy advisor to Tracy Davis MP Minister for Communities, Child Safety and Disability Services. We discussed the findings of ***Still a Matter of Interpretation***; highlighting our concerns in relation to the separate interpreting system for Queenslanders with disability that is limited in hours of operation, more difficult to access and less efficient in its response, due to funding restrictions.

❖ Community Safeguards Coalition

The Community Safeguards Coalition is a network of people with disabilities, families, friends, advocates and allies of people with disabilities in Queensland. The Coalition's mission is to promote people with disabilities having the opportunity to pursue the same range of lifestyles as other members of the community and to safeguard against policies, practices and legislation that limit or deny these opportunities.

AMPARO Advocacy has continued to be involved with the CSC, to the extent that our capacity has allowed over the past year, to highlight where State Government policies and practices can be improved to protect the rights of people with disability.

In November last year AMPARO Advocacy was able to attend a meeting with Premier Campbell Newman and the chair of the Coalition Carol Holt, where we discussed our concerns regarding Queensland's failure to sign up to the National Disability Insurance Scheme (NDIS). We also had a very open discussion on the limitations of the current system to address the rights of people with disability to *"choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement"*, as articulated under the Convention of the Rights of Persons with Disability⁵.

We presented the Premier Campbell Newman with a petition signed by almost 4,000 Queenslanders who recognised the importance of the NDIS and Queensland's involvement and support of this scheme.

In December AMPARO Advocacy, with other members of the Coalition, met with the Hon. Minister Tracey Davis to discuss our concerns regarding the lack of options for Queenslanders to access the supports they need to live decent ordinary lives and concerns that too often the only option presented to individuals and their families was unsuitable co-tenancies.

AMPARO Advocacy has attended several meetings with members of the coalition and senior officers of the Department of Communities, Disability Services to discuss the implementation of the new program, *Your Life Your Choice* to provide feedback about aspects of the program that could be improved.

The intention of the program is to provide the opportunity for people with disability to 'self-direct' their supports so that they can have greater control over the supports they receive. For some individuals and families receiving 'family support funding' this program offers less flexibility and additional operational costs which reduce the direct support available for the person with disability.

❖ The Office Of The Public Advocate

The Office of the Public Advocate protects and promotes the rights, autonomy and participation of all Queenslanders with impaired decision-making capacity through statutory systems advocacy.

AMPARO Advocacy met with Jodie Cook the new Public Advocate in late October to introduce her to the work of the agency and to discuss systemic issues experienced by people with impaired capacity from non English speaking background.

❖ The Office Of The Adult Guardian

AMPARO Advocacy Invited Kevin Martin, who was then new to the role of the Adult Guardian to our offices in October to meet with staff and discuss our work with people from a NESB with disability.

⁵ www.un.org/disabilities/convention/conventionfull.shtml 1/11/2011

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

AMPARO Advocacy continues to receive referrals from individuals and families who are New Zealand citizens and who have settled permanently in Queensland since 2001 and who are deemed not eligible to access supports from Disability Services. Unfortunately they will also not meet the eligibility criteria for accessing supports from the National Disability Insurance Agency.

❖ **Other key activities AMPARO Advocacy has been involved with during the year include:**

Queensland Council of Social Services: (QCOSS):

- Early in the year attended a workshop on the impact of cuts to the community sector.
- In May attended information session on Medicare Locals.
- In June attended QCOSS Budget Breakfast with the Minister Tracey Davis
- In June attended and spoke at Refugee Forum held by QCOSS

School of Public Health & Social Work at QUT:

- AMPARO Advocacy is collaborating with the School of Public Health & Social Work at Kelvin Grove, QUT to undertake research to develop a better understanding of the characteristics and needs of refugees and their families living with a disability in Brisbane.

Ethnic Communities Council of Qld (ECCQ):

- In October 2012 attended Round Table Policy forum.
- Supported by ECCQ to attend the QCOSS Budget Breakfast
- Attended the Multicultural and Political Leadership Forum in September 2013

Royal Commission on Institutional Abuse of Children

- 4 July met officer from the Commission to discuss strategies for informing people with disability and their families of the Royal Commission and how they can be involved.

QLD Disability Housing Coalition

- 14 June attended winding up meeting of the organisation

Young Migrant and Refugee Background Mental Health Network:

- 1 August attended network meeting at Milperra State School

National Disability Service (NDS):

- Attended Sector Readiness and Workforce Capacity forum.
- In September this year AMPARO met with the CEO of NDS to discuss the sector readiness program and the importance of organisations providing services to people with disability being culturally competent in order to increase access for people from a NESB with disability. NDS were supportive of action to provide resources to the community sector in how to work effectively with interpreters and provide culturally competent supports.

Multicultural Affairs Queensland (MAQ)

- In September AMPARO met with Wayne Brisco the Executive Director of MAQ and Anthony Knobloch from MAQ to discuss the work of AMPARO Advocacy and some of the many challenges facing migrants and refugees with disability living in Queensland.

Staffing Options

- Staffing Options have been contracted to develop important resources to assist people with disability and their families who wish to self-direct their supports under the *Your Life Your Choice* Initiative by the Department of Communities, Disability Services. We provided feedback on the need to ensure resources are accessible to people from a non English speaking background with disability and their families.

Review of eligibility to the Translating and Interpreting Service (TIS)

- Met with several services to inform them that the Department of Immigration and Citizenship will be implementing 3 year end dates to all new services acquiring access to the Fee Free Interpreting Service and phasing in 3 year end dates to current services by 31 July 2014. There is the potential that some organisations that have access to TIS could lose this very important service.

GOAL 3: Ensure strong organisational governance.

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

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

There were **7** Management Committee members elected at the Annual General Meeting on 10 October 2012.

Held regular Management Committee and Subcommittee meetings

- 5 Management Committee meetings
- The following sub-committees met throughout the year:
 - Building Organisational Capacity
 - Publications Reference Group

Participated in the strategic planning/ development and training

This year due to cuts in funding AMPARO Advocacy had no capacity to support management committee members to attend any additional training to that provided internally by the organisation.

- **Planning and Induction:** All committee members and staff attended the *Annual Induction and Planning Day* on 26 April 2013 where the roles and responsibilities of Management Committee members were reviewed and discussed and priorities were set for 2013.
- **Reflections Meetings:** Management Committee Members and staff attended an advocacy reflections meeting on the 13 May and will attend another in early December 2013.
In order to make good policy and govern our organisation well, AMPARO Advocacy believes it is important for management committee members to understand the broad nature of the advocacy work of the organisation. At reflections meetings staff and management committee members discuss the individual advocacy work in greater detail so there is a collective understanding the life experiences and additional disadvantage facing people from a non-English speaking background with disability.

3.2 Implement a planned governance succession strategy

For AMPARO to remain strong and relevant we believe it is important to plan for the succession of people in key positions, especially those on our Management Committee, to ensure that we continue to have a strong future with good governance and representation of the people for whom we advocate. The Management Committee worked to identify likely gaps in the management committee at the coming Annual General Meeting to ensure that all positions would be filled with skilled committed individuals with a passion and commitment to the vision and mission of the organisation.

GOAL 4: Strengthen organisational capacity

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

4.1 Develop a strong membership base to support our work

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

Members of AMPARO Advocacy are kept up to date with the activities of the organisation via:

- **Morning Tea:** 6 February we invited members, allies and contacts to join us to welcome the New Year.
- **Newsletter:** sent out in August to provide a brief update on some of the important activities of the organisation.
- **Annual General Meeting:** members are invited to attend the AGM annually.
- **Annual Report:** distributed to members/allies and contacts.

Members were also very generous in giving their time to directly assist individuals and deliver donations of furniture.

4.2 Develop and implement strategies to address issues of capacity

The subcommittee with the task of Building the Organisational Capacity has worked hard this year and produced many submissions and applications to community benefit funds/ public trusts and philanthropists with the aim of attracting additional funds to maintain our capacity to respond to the unmet need for independent advocacy and to replace essential equipment.

Whilst most applications were not successful we were extremely fortunate to obtain a grant of \$10,000 from the Sidney Myer Fund Small Grants Program in October 2013 to alleviate poverty and disadvantage experienced by refugees and migrants with disability living in the Brisbane area. This very generous support will assist us to maintain the individual advocacy position as a full time position until the 30 June 2014.

AMPARO Advocacy would like to acknowledge and sincerely thank the Sidney Myer Fund for their generous financial support.



Over the past twelve months AMPARO Advocacy has also:

- Met with Dianne Masters Senior Contract Manager from the Statewide Contract Management Team, Department of Communities, Child Safety and Disability Services, to discuss impact of the cuts to funding.
- Met with Italo Oriuolo Contract Manager for Humanitarian Settlement Services from DIAC to discuss funding opportunities

- Wrote to Member for Mt Coo-tha, Saxon Rice outlining concerns regarding cuts to funding and increases in superannuation.
- Met with Mark Henley from QCOS to discuss issues of capacity.
- Met with Landlords from Anglican Parish of Auchenflower-Milton, to successfully negotiate a reduction in a rent and we thank them and their support of AMPARO Advocacy.

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

❖ Combined Advocacy Groups of Queensland (CAGQ)

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

❖ Disability Advocacy Network Australia (DANA)

AMPARO Advocacy is a member of DANA and throughout the year we have worked closely with DANA and have benefitted from the support of this important national body.

DANA's role is to: *"Support and strengthen independent disability advocacy agencies in their work of advocating for and with people with disabilities so that they are valued and included members of the community, their fundamental needs are met and their human rights are respected⁶."*

- In early December 2013 DANA facilitated discussion with advocacy agencies throughout Queensland who were affected by cuts in State Government funding from the 1 January 2013, the result of which was a meeting with the then policy advisor to Minister Tracey Davis, Daniel Hobbs. Advocacy agencies were able to highlight the impact of these cuts to direct delivery of supports for Queenslanders with disability. Unfortunately however the State Government's decision was intractable.
- AMPARO Advocacy also participated in a DANA reference group for the development of an advocate on-line education tool to support advocacy for people with disabilities in connection with the National Disability Insurance Scheme (NDIS). This tool can be accessed at: **www.advokit.org.au**

4.4 Support the development of social advocacy for people with disability

In November 2012 AMPARO was pleased to welcome **13 Leadership Fellows from Ghana and Tanzania** who were in Australia on a 6 week AusAID Australian Leadership Awards Fellowships hosted by QUT. The Leadership Fellows were from Ghana and Tanzania and hold senior positions in organisations working for people with disability and other organisations in their country.

⁶ <http://www.dana.org.au>. October 2013.



The Fellowship program focuses on disability inclusive development and the promotion of rights of people with disability through advocacy, benchmarking, and exposure visits to organisations in Australia. Then in May this year AMPARO also had the pleasure of meeting and speaking with ***14 Leadership Fellows from Burma.***



4.4 Support a Student on Placement

AMPARO Advocacy is committed to supporting and welcoming students on placement when the Manager and the Management Committee agree we have the capacity to support a student and that a placement will be of benefit to both the student and the organisation. In March this year AMPARO welcomed a Human Services student from QUT and in September we welcomed a student on scholarship from Nepal who is studying the Diploma of Community Services Work at Southbank Institute of Technology.

AMPARO Advocacy would like to thank both students for their contribution to the organisation during their placements and believe they took with them a greater understanding of the importance of independent advocacy and the needs of people from a NESB with disability.

GOAL 5: Be an effective, accountable advocacy organisation

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

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

- Recruited, inducted and supported a replacement advocate for Claire Brolan. Claire worked with AMPARO Advocacy as a part-time individual advocate for almost four years and who accepted a full-time position in January this year.

Staff participated in the following training and development

- Annual Planning Workshop in April 2013 to set priorities for the year
- Fortnightly staff meetings and regular supervision
- Annual Professional development planning
- ECCQ Multicultural Summit 2012
- Queensland Advocacy Incorporated Supported Decision Making Forum
- QCOSS Medicare Locals Forum
- Communicating Effectively Across Cultures
- Staff Team Building Day
- Networking Breakfast and Grants Workshop
- Kids in Care – What happens to their language and communication?
- Anti-Discrimination Commission Qld: Working from a Strength Based Approach with Margaret

5.2 Provided support to the Manager

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

5.3 Managed an efficient and effective office

- Updated the website with additional translated information, policy information and the Annual Report for 2012. www.amparo.org.au.
- Maintained and updated register of policies and other registers as per quality management system.
- Updated membership, allies and contacts data bases.
- Preparation for the development of a new Strategic Plan on the 5 & 6 December 2013.

5.4 Comply with legislative, constitutional, industrial and funding requirements

Complied with Disability Services Queensland's Requirements

- Maintained a quality management system:
 - (i) Held one quality subcommittee meeting
 - (ii) Successfully completed Certification Audit against the new Department of Communities Human Services Standards on the 5 & 6 March 2013.
 - (i) Updated and maintained accurate registers
 - (ii) Reviewed and amended policies and procedures as per schedule
- Collected the relevant data on individuals receiving advocacy and submitted quarterly CSTDA reports
- Acquitted the funds by providing quarterly Directors Certification Reports to Disability Services
- Provided a copy of the Audited Financial Reports 11/12 to Department of Communities, Disability Services
- Maintained up to date criminal history checks for all staff and committee members
- Submitted Annual Service Performance Report to Department of Communities, Child Safety and Disabilities Services

Complied with Constitutional Requirements

- Held 5 Management Committee meetings
- Held an Annual General Meeting and provided an Annual Report to the members of the Association.
- Completed Annual Return for 2012
- Independent financial audit conducted for financial year 2012/2013.

Complied with Industrial Relations and Other Requirements

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

5.5 Implement Good Planning and Evaluation Processes

At the organisational level:

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

TREASURER'S REPORT

In January this year Liz Martyn-Johns stepped down from the position of Treasurer and since this time the management committee have acted to conduct the financial business of the organisation as allowed by the Association and Incorporation Act 1981. On behalf of the management committee I am pleased to present the AMPARO Advocacy Financial Report for the year ended 30 June 2013. I would like to take this opportunity to thank Jason O'Connor Registered Company Auditor for his financial advice and support over the past year and for his diligence in the preparation of our financial statements.

AMPARO Advocacy Inc. has received the following grants for the 2012-2013 financial year:

Department of Communities, Disability Services

- ***Recurrent funding:***

Recurrent Operating	\$ 222,915.00
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- ***Non-recurrent funding:***

Quality Assurance	\$ 2,100.00
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<i>Grants Carried forward as unexpended</i>	\$ 5,277.00
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This time last year we advised our members that in January 2013 the Queensland State Government would implement significant cuts to funding across the community sector, and for AMPARO Advocacy this would mean a 10% reduction in our recurrent funding. Whilst we did request a review of this decision the outcome was not positive.

This situation posed serious challenges for the organisation to prepare for and to manage. AMPARO's main priority has been to limit as much as possible the impact on our core business of providing individual advocacy to migrants and refugees with disability. There was very little room to make reasonable "*efficiencies... through reducing organisational, management and administrative costs*" as suggested by the Department, as for several years AMPARO has implemented efficiency measures in response to wage increases as per Awards and rising operational costs. Unfortunately AMPARO had to reduce the one individual advocacy position from 38 hours to 35 hours per week from 1 January to the mid-July this year, which directly impacted on the numbers of individuals we could assist and the overall workload of all staff. Other major areas that were affected included our capacity to support training and development opportunities for staff and management committee members and to repair or replace IT equipment.

The past months has seen staff and management committee members spending considerable time and effort preparing numerous submissions to philanthropists and private trusts, and writing to our local State representative Saxon Rice and the Department of Communities, in an attempt to secure additional funding.

On a more positive note we would like to acknowledge and sincerely thank the Anglican Parish of Auchenflower-Milton, who are our landlords, for their very kind response to our request to

negotiate a reduction in our rent for the past financial year. Their willingness to assist us has been very much appreciated by all.

I would particularly like to thank our bookkeeper Lucia Forman for her professional preparation of financial reports throughout the year and Maureen Fordyce for her assistance to the management committee in balancing our financial commitments.

Ignacio Correa-Valez
Vice President

FINANCIAL STATEMENTS

30 JUNE 2013

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We stand up for....

**people from a non-English speaking background with a disability
who are being treated unfairly, abused or discriminated against.**

**We speak, act and write on your behalf to protect your most basic
needs.**

STATEMENT OF COMPREHENSIVE INCOME

AS AT 30 JUNE 2013

	Note	2013 \$	2012 \$
INCOME			
Grants	3	236,526	249,929
Gain on disposal of asset		-	6,425
Other income		4,757	1,344
Total Income		241,283	257,697
EXPENDITURE			
Audit fees		700	700
Audit fees - quality assurance		2,189	4,185
Asset purchase less than \$1,000		9,705	689
Bank charges		77	217
Computer repairs and software		1,716	1,399
Consultancy fees		756	501
Depreciation		4,349	4,193
Fees and permits		264	116
Interpreting services		73	-
Membership fees		920	821
Other expenses		1,584	1,009
Printing and stationery		1,590	2,737
Postage, freight and courier		405	499
Rent		21,977	24,419
Repairs and maintenance		45	288
Telephone, fax and internet		4,808	4,181
Training and development		1,911	3,414
Insurance - general		5,484	6,521
Meeting expenses		1,708	2,688
Motor vehicle expenses		2,338	1,635
Travel and accommodation		1,791	5,422
Employment entitlements		175,203	177,668
Total Expenditure		239,594	243,301
Surplus / (Deficit) before income tax expense		1,690	14,397
Income tax expense	1	-	-
Surplus / (Deficit) after income tax expense for the year attributable to the members		1,690	14,397
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members.		1,690	14,397

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2013

	Note	2013 \$	2012 \$
CURRENT ASSETS			
Cheque account		30,038	49,692
Donation account		448	367
Debit visa card account		1,451	1,368
Premier investment account		29,738	15,167
Other receivables		116	138
Petty cash float		400	234
Total Current Assets		62,191	66,965
NON CURRENT ASSETS			
Motor vehicles at cost		21,747	21,747
less accumulated depreciation		(7,404)	(3,054)
Total Non Current Assets		14,343	18,693
TOTAL ASSETS		76,534	85,658
CURRENT LIABILITIES			
Accounts payable		7,788	9,034
Unexpended Grant - quality assurance	5	3,978	5,914
Unexpended Grant - SNGO	5	1,299	1,735
Unexpended Grant - Gambling Community Fund	5	-	9,140
Provision for personal leave		9,588	10,040
Provision for annual leave		13,201	12,317
Total Current Liabilities		35,854	48,180
NON CURRENT LIABILITIES			
Provision for long service leave		13,464	11,953
Total Non Current Liabilities		13,464	11,953
TOTAL LIABILITIES		49,318	60,132
NET ASSETS		27,216	25,526
EQUITY			
Accumulated surplus		27,216	25,526
Total Equity		27,216	25,526

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2013

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2011	11,129	11,129
Plus Surplus	14,397	14,397
Closing Balance 30 June 2012	25,526	25,526
Opening balance 1 July 2012	25,526	25,526
Plus Surplus	1,690	1,690
Closing Balance 30 June 2013	27,216	27,216

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		228,801	269,321
Payments to suppliers and employees		(234,545)	(229,984)
Interest received		992	838
Net Cash Provided by Operating Activities	4	(4,751)	40,175
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of motor vehicle		-	(19,082)
Purchase of equipment		-	-
Net Cash Used In Investing Activities		-	(19,082)
CASH FLOWS FROM FINANCING ACTIVITIES			
Net Cash Used in Financing Activities		-	-
Net Increase in Cash Held		(4,751)	21,093
Cash at the beginning of the year		66,827	45,734
Cash at the end of the year	4	62,075	66,827

NOTES TO THE FINANCIAL STATEMENTS

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

New, revised or amending Accounting Standards and Interpretations adopted

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

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

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

AASB 1053 Application of Tiers of Australian Accounting Standards

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

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

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

Basis of preparation

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

Historical cost convention

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

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's

accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

Revenue recognition

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

Donations

Donations are recognised at the time the pledge is made.

Interest

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

Grants

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

Other revenue

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

Income tax

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

Cash and cash equivalents

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

Trade and other receivables

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

Property, plant and equipment

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

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

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

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

Impairment of non-financial assets

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

Trade and other payables

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

Employee benefits

Wages and salaries and annual leave

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

Long service leave

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

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

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

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

NOTE 2: CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

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

material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Estimation of useful lives of assets

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

Long service leave provision

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

	2013 \$	2012 \$
NOTE 3: GRANTS		
DSQ Recurrent Operating	222,915	226,527
DSQ Quality Assurance	-	10,487
DSQ Non-Recurrent Operating	2,100	-
Gambling and Community Benefit	-	21,796
Department of Education and Training	-	3,580
Grants carried forward as unexpended (note 3)	(5,277)	(16,789)
Grants carried forward from last year (note 3)	16,789	4,328
Total Grants	236,526	249,929

NOTE 4: CASH FLOW INFORMATION

a. reconciliation of cash flows from surplus

Surplus / (Deficit) attributable to members	1,690	14,397
Non Cash flows in surplus		
Depreciation	4,349	4,193
Profit / (loss) on sale of assets	-	-
Changes in assets and liabilities		
(Increase) / decrease in receivables	22	(68)
Increase / (decrease) in payables & grants	(12,756)	13,185
Increase / (decrease) in provisions	1,943	8,469
	(4,752)	40,175

	2013 \$	2012 \$
NOTE 4: CASH FLOW INFORMATION (Continued)		
b. reconciliation of cash		
Petty Cash Float	400	234
Cheque account	30,038	49,692
Donation account	448	367
Investment account	-	-
Debit visa card account	1,451	1,368
Premier investment account	29,738	15,167
Less bank overdraft	-	-
Total Cash	62,075	66,827

NOTE 5: UNEXPENDED GRANTS

Unexpended Grant - quality assurance:

Opening balance - unexpended	5,914	2,520
Plus grant income	2,100	10,487
Less Expenditure	(4,036)	(7,093)
	3,978	5,914
Closing balance - unexpended	(3,978)	(5,914)
Net Surplus / (Deficit)	-	-

Unexpended Grants - SNGO

Opening balance - unexpended	1,735	1,808
Plus grant income	-	-
Less Expenditure	(436)	(73)
	1,299	1,735
Closing balance - unexpended	(1,299)	(1,735)
Net Surplus / (Deficit)	-	-

Unexpended Grants - Gambling Community Benefit Fund

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

NOTE 6: FINANCIAL INSTRUMENTS

Market risk

Interest rate risk

The incorporated association is not exposed to any significant interest rate risk.

NOTE 7: CONTINGENT LIABILITIES

The incorporated association had no contingent liabilities as at 30 June 2013 and 30 June 2012.

NOTE 8: COMMITMENTS

The incorporated association had no commitments for expenditure as at 30 June 2013 and 30 June 2012.

NOTE 9: RELATED PARTY TRANSACTIONS

Key management personnel – Committee Members

There were no remuneration paid to any Committee Member for positions held, all Committee Members hold an honorary position.

Transactions with related parties

There were no transactions with related parties during the current and previous financial year.

Receivable from and payable to related parties

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

Loans to/from related parties

There were no loans to or from related parties at the current and previous reporting date.

NOTE 10: EVENTS AFTER THE REPORTING PERIOD

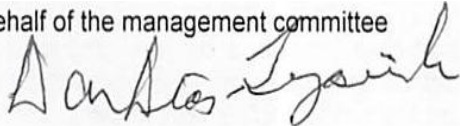
There are no other matters or circumstances that have arisen since 30 June 2013 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2013

In the members of the committee opinion:

1. the attached financial statements and notes thereto comply with the Australian Accounting Standards - Reduced Disclosure Requirements;
2. the attached financial statements and notes thereto give a true and fair view of the incorporated association's financial position as at 30 June 2013 and of its performance for the financial year ended on that date; and
3. there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the management committee



President/Chairperson



Vice President

Dated this 19 day of September 2013.

INDEPENDENT AUDIT REPORT

To the members of Amparo Advocacy Incorporated

Report on the Financial Report

We have audited the accompanying financial report of **Amparo Advocacy Incorporated** (the association) which comprises the statement of financial position as at **30 June 2013** and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

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

Auditor's Responsibility

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

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

Independence

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

Auditor's Opinion

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

1. Giving a fair view of the Association's financial position as at **30 June 2013** and of its performance and its cash flows for the year ended on that date; and
2. Complying with Australian Accounting Standards Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Associations Incorporation Act Queensland 1981.


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

Liability limited by a scheme approved under Professional Standards Legislation

Dated this 20th day of September 2013.

Jason O'Connor B.Com CPA

P.O. Box 5480

BRENDALE DC QLD 4500

Telephone: (07) 3040 5320

Mobile: 0402 32 7773

Email: auditor@joconnorptyltd.com.au

Web: www.joconnorptyltd.com.au

AMPARO Advocacy Inc.
Minutes of the Annual General Meeting
12 October 2012

Meeting commenced at 4.00pm at 9 Chippendall Street, Milton.

1. Welcome and Apologies

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

1.1 Present: Don Dias-Jayasinha; Ignacio Correa-Velez; Liz Martyn-Johns, Ludmila Doneman, Karin & David Swift, Benita Bierzynski, Brian Parker, Graham Burkett, Pamela Kruse, Di Toohey, Maureen Fordyce, Claire Brolan, Murka Smiechowski, Julie Granger, Mandy Cox, Shahram Jazan, Jen Barrkman, Abebe Fekadu, Peter McQuoid, Bobby Noone, Saidu Thomas, Elvia Ramirez, Neal Lakshman, Fran Vicary, Keith Greasley, Menen Adgeh, Althea Arends, Denise Simmons and Shaharia Ah San

1.2 Apologies: AMPARO Advocacy's Secretary read out the apologies as follows - Anne Fraser, Michael Hogan, Miriam Taylor Gomez, Aring Nicholson, Saxon Rice, MP, Awatif Mohamed, Lucia and Dennis Forman, Fatima Dukuley, Josey McMahon, Magie Pidgein, Gus Gebels, Di Maters, Grace Melki, Barbara & Edmund Kienast, Hugh Thompson, Tow Lwi Wah

1.3 Proxies Received: no proxies were received

2. Previous minutes (2011 AGM)

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

Proposed: Ludmila Doneman Seconded: Karin Swift Carried

No business arising from the minutes.

3. President's Report:

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

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

4. The Treasurer's Report

Liz Martyn-Johns presented her treasurer's report. Liz proposed that the audited 2011/12 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

Proposed: Liz Martyn-Johns Seconded: Brain Parker Carried

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

5.1 The Manger's report for 2012 was presented by Maureen Fordyce.

5.2 The advocates' report for 2011 was presented by Murka Smiechowski.

6. Election of Office Bearers and Committee Members for 2012/2013

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

6.2 It was proposed that the number of management committee members remain at 7 for 2012/2013.

Proposed: Graham Burkett Seconded: Brian Parker Carried

6.3 Neal read out the list of nominations received by the closing date of Wednesday 26 September 2012 and posted on the AMPARO notice board.

- As there was only one nomination for president, Don Dias-Jayasinha was declared president of AMPARO Advocacy for 2012/2013.
- As there was only one nomination for vice-president, Ignacio Correa-Velez was declared vice-president of AMPARO Advocacy for 2012/2013
- As there was only one nomination for Secretary, Karin Swift was declared Secretary of AMPARO Advocacy for 2012/2013
- As there was only one nomination for Treasurer, Liz Martyn-Johns was declared Treasurer of AMPARO Advocacy for 2012/2013
- There were three nominations for the three general committee member positions: Gustav Gebels, Ludmila Doneman and Toh Lwi Wah were elected as general members of the management committee for 2012/2013.

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

6.5 Vote of thanks to outgoing committee

Don welcomed the new management committee and thanked the outgoing committee. Don would like to particularly thank Ludmila who was the previous secretary and has recently moved outside Brisbane, she felt it was necessary to stand down from being the secretary but has agreed to stay as a member of AMPARO due to her commitment. Don welcomed Karin to the role of secretary.

7. Appointment of Auditors 2012/2013

It was proposed that Jason O'Connor from J O'Connor Pty Ltd P O Box 5480, Brendale DC Qld 4500 to be appointed as auditors for 2012/2013..

Proposed: Liz Martyn-Johns Seconded: Althea Arends Carried

8. Confirmation of Public Liability Insurance

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

9. General Business

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

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

10. Close of Meeting

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

The meeting was closed at 6pm.