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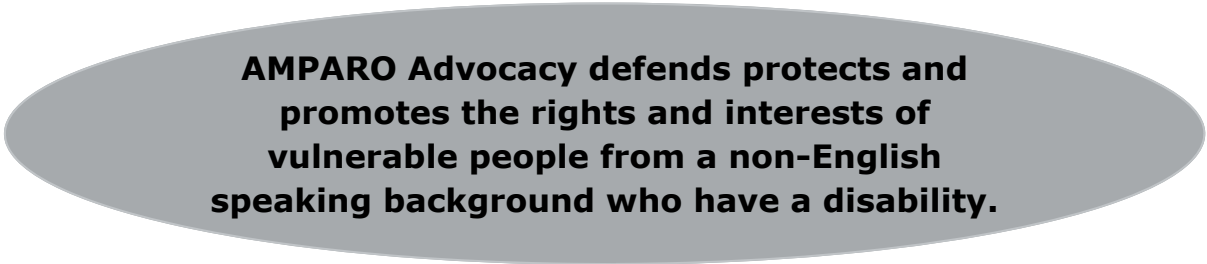
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INTRODUCTION

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

This Annual Report provides an overview of the work that has been carried out from October 2009 - October 2010.

MISSION STATEMENT



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

VISION

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

THE OBJECTS OF AMPARO ADVOCACY INC.

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

AMPARO Advocacy believes:

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

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

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

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

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

STRATEGIC GOALS 2010-2013

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

MANAGEMENT COMMITTEE

2009/2010

There were 7 management committee members elected at the AGM in 2009 to govern AMPARO Advocacy Inc.

President	<i>Don Dias-Jayasinha</i>
Vice President	<i>Gustav Gebels</i>
Secretary	<i>Ludmila Doneman</i>
Treasurer	<i>Karin Swift</i>
Committee Member	<i>Abebe Fekadu</i>
Committee Member	<i>Ignacio Correa-Velez</i>
Committee Member	<i>Njau Gitu</i>



STAFF 2009/2010

Coordinator (30hrs)	<i>Maureen Fordyce</i>
Advocate (19hrs)	<i>Claire Brolan</i>
Advocate (19hrs)	<i>Murka Smiechowski</i>
Administration Officer (15hrs)	<i>Liz Martyn-Johns/ Aida Villatoro/ Lynn Barratt</i>

President's Report 2009/10



Ladies and Gentlemen it gives me great pleasure to present my report for the year 2009/10. This will essentially be an overview of the work commenced and completed during the past year. Some projects are still a work in progress. In January this year the work of the organisation was reviewed and new strategic goals were set for 2010 - 2013. The strategic plan highlighted some important work that we needed to undertake. This work included 3 projects: building organizational capacity, increasing and strengthening the membership and providing information to four culturally and linguistically diverse communities.

At the beginning of this year we were pleased to receive an excellent report from our auditors regarding our quality management system and we successfully completed our second *Annual Surveillance Audit*. The organisation remains committed to effective governance and management processes and continues to meet our obligations under the *Disability Service Act 2006* and the Disability Service Standards.

In March we accepted our very first student on placement and we would like to thank Veronica for her input and the valuable contribution she has made to AMPARO. Staff and management committee attended conferences, workshops and training, thus increasing our knowledge and making important contacts within the disability and multicultural sector.

There were some staff changes during the year. Firstly we said a sad farewell to our administration officer, Liz Martyn-Johns, who was a devoted member of our staff for three and a half years. We welcomed Aida Villatoro to this position who was with us for six months when a change in personal circumstances meant that she needed full-time employment and to our deep regret she had to move on. More recently Lynn Barratt has joined the team as our new administration officer.

We also welcomed Njau Gitu to our management committee for 2009-2010. However due to family commitments overseas he advised us he would not be renominating for a position on the Management Committee. Our staff has been enjoying the new refurbished office space and this has led to greater output due to less disturbance and interruptions. We have also acquired a pleasant area to meet with people receiving advocacy and visitors to the office.

I would like to thank our staff Maureen, Murka, Claire, Liz, Aida and Lynn for their extraordinary ability to work sometimes under great difficulty but always with a smile. Words are inadequate to express to these ladies the thanks of the management committee for their devotion and dedication to their tasks. My thanks go to the management committee for their attendance and contribution to discussion, formulating policy and supporting me as president and staff in so many ways. I would also like to thank you ladies and gentlemen for your attendance and your continued interest in the work of AMPARO Advocacy. My best wishes go out to all of you.

The management committee and staff of AMPARO Advocacy have achieved a great deal since our incorporation in 2004, creating a robust well supported community based organisation which is highly respected within both the disability and multicultural sectors. However the committee has recognised the critical need to increase our capacity in a number of areas and has prepared a detailed submission to which Karin Swift as treasurer will speak in more detail.

Don Dias-Jayasinha

THE WORK OF AMPARO ADVOCACY Inc. for 2009/2010

1. Provide vigorous individual advocacy in the Brisbane area

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

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

AMPARO Advocacy has provided vigorous individual advocacy to **20 people with disability from a broad range of cultural and linguistic backgrounds** including: Greek, Afghan, Pilipino, Ethiopian, Iraqi, Sudanese, Vietnamese, Columbian, and Korean. The individual advocacy work is carried out by 2 part-time advocates.

The majority of the individuals who receive advocacy have a number of serious issues which require advocacy over a long period of time. AMPARO Advocacy is committed to advocating for and standing by individuals for as long as it takes for their fundamental needs to be met. AMPARO Advocacy continues to advocate for a number of people who came to the organisation when funding for individual advocacy was first received in October 2005.

Other individuals have required **shorter term advocacy responses**, less than 6 months, which have resulted in individuals having access to:

- accredited interpreters
- assistance for urgent need to transfer to safer housing
- educational support
- support to process carer's visa application
- legal representation.

Over the past 12 months, the majority of individuals AMPARO advocates for have required **long term advocacy** aimed at creating a positive sustainable difference in each person's life.

Advocacy has been provided around a number of issues including, but not limited to:

- Child placed under protection of Department of Communities and need to ensure medical and appropriate support needs are addressed;
- Advocating to the Office of the Adult Guardian, appointed to make certain decisions for number of individuals, to ensure the Office discharges its duty of care appropriately;
- Ensuring a terminally ill individual's support needs are met;
- Advocating around immigration issues for individuals regarding carer visas and family reunion visas;
- Person's inability to access essential supports because the person is not a citizen or permanent resident of Australia;
- Medical issues arising for a person as a result of neglect;
- Young person living alone without appropriate supports, and at risk of entering a nursing home;
- No support to develop any meaningful life outside of the home;
- Advocacy to try to prevent a person entering the criminal justice system;
- Young child with educational issues requiring support to locate optimal learning environment;
- Young person with hearing impairment requiring advocacy for educational and medical support.

Advocacy for Individuals from Refugee Backgrounds

In our last annual report AMPARO Advocacy informed that one third of individuals we have advocated for came from a refugee background. This year the number has increased to two thirds. Most referrals for 2009 -2010 were for people from refugee backgrounds. People who were accepted for advocacy in 2009 – 2010 presented with complex issues, and will require long term advocacy efforts. As over the last year AMPARO Advocacy has been working with an increased number of individuals and their family's from a refugee background, issues around severe post traumatic stress disorder and depression amongst individual's and their family members are apparent and pronounced. AMPARO Advocacy has found it challenging to locate timely, consistent, flexible and culturally appropriate services to support isolated and very vulnerable individuals (including individuals who are geographically isolated).

In the past year AMPARO Advocacy has questioned the decision making processes of government departments, and sought legal advice on behalf of individuals (including anti-discrimination legal support).

Much of our advocacy effort in 2009 – 2010 has focused on advocating to Disability Services to provide appropriate support for individuals (this is in fact the case for over half of the people AMPARO Advocacy is involved with). Advocates have also had issue with Disability Services' new Growing Stronger assessment process, holding real concerns that it is a deficit based and devaluing assessment.

Use of Interpreters

AMPARO Advocacy can report this year that accredited interpreters have been required and provided to 50% of those who receive advocacy, for either themselves or a family member. We continue to face challenges ensuring services utilize accredited interpreters. AMPARO's advocates have experienced well known service providers utilizing family members (including children) to interpret and translate documents. This practice is highly inappropriate.

Some government departments, including Queensland Health, are still not accessing interpreters; in one instance, individuals were asked to sign consent forms without any interpreted explanation of the medical procedure/options/risks.

Limitations of the Office of the Adult Guardian

AMPARO Advocacy has advocated for several individuals where the Adult Guardian has been appointed for important personal and health matters. The role of the Adult Guardian is to protect the rights and interests of adults who lack decision-making ability, as a result of impaired capacity. The Adult Guardian also has the power to investigate alleged abuses of adults with impaired capacity.

One individual who AMPARO Advocacy has been involved with has had 5 different Guardianship officers over a 12 month period. Some of these officers did not ever meet with the individual. AMPARO Advocacy had serious concerns for the well being of this particular person and advised the Adult Guardian of these concerns. Due to the high staff turnover of officers within the Office of Adult Guardians the response was less than adequate.

The role of the Adult Guardian to protect the rights and interests of adults with impaired capacity appears to be hampered by a serious lack of resources. We are advised that resources are such that where the Adult Guardian has been appointed; a person with impaired capacity can only expect one or perhaps two visits a year.

It is not unusual that a person has several Guardianship officers over the course of as many months, the result is that officers can fail to make important connections with individuals, agreed actions are not completed or lost in the handover to new staff, or not actioned in a timely manner.

Given that Guardianship officers are charged with making life defining decisions on behalf of extremely vulnerable individuals this level of involvement is not adequate or appropriate. If the Queensland State Government is serious about protecting vulnerable individuals with impaired capacity they will address the current lack of resources

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

Without appropriate support, Akila is at risk of entering residential aged care

AMPARO Advocacy advocates on behalf of a Akila, a young woman from a Middle Eastern background. Akila entered Australia as an asylum seeker and after living in a detention centre for a period of two years she was granted refugee status and became a permanent resident of Australia. Since arriving in Australia she has developed an irreversible and progressive neurological condition, which affects her cognitive processes, short term memory and mobility. She also suffers from post traumatic stress disorder, severe depression and anxiety. Akila lives by herself and has no family in Australia. Last year she applied for a carer's visa for a member of her family, but her application was rejected. She had limited opportunities to participate in the cultural life of her community or in general community life and was feeling very lonely and socially isolated.

AMPARO Advocacy involvement was sought as Akila's physical and cognitive abilities were rapidly deteriorating and she needed much more support than she was receiving at the time. It was also recognised that without advocacy her appeal of the decision by the Department of Immigration and Citizenship may not be successful. When AMPARO Advocacy became involved because of Akila's memory impairment, she had limited knowledge of the support services being provided to her; she believed no informal support was available and no one was helping her.

As the involvement of more services and people became apparent, the focus of the advocacy efforts frequently changed. To date AMPARO has assisted Akila in gathering valuable new medical evidence for an appeal process to obtain a carer's visa, and to ensure access to physiotherapy and additional social support. Our advocacy has also included a request for the Department of Communities, Housing and Homelessness Services to relocate Akila closer to her community and informal network of support, and commenced the process of influencing Department of Communities, Disability Services, to provide recurrent support. In addition AMPARO is in contact with Akila's family in her country of origin. However overcoming language barriers and time differences has been essential to ensure Akila's family is fully informed about her situation.

Akila's parents and siblings are most concerned as Akila is often distressed when she contacts them and she seems confused with what services are involved and what assistance she is receiving.

Since Akila's condition is progressive she will require much more support over time. Her wish is to continue living in her own home with appropriate support and to be actively involved in her community. Ideally she would like to have a family member come to Australia to live with her and provide support. Akila is desperate to see members of her

family again as it has been several years since she was forced to leave her home country. AMPARO Advocacy believes that Akila has the right to live in her own home and receive the support she requires. Without advocacy she is very vulnerable and at risk of being placed in an aged care facility as her condition deteriorates.

The Systems Fails to Provide Support to Individuals and Their Families

Khin is a young man of Burmese background who experiences an intellectual disability. Khin lives with his mother and adult sister, the latter of whom also experiences an acquired brain injury. Khin has high support needs, and frequently leaves the family home when his Mum is not looking and wanders into the nearby neighbourhood and shopping area. There, he can become confused and anxious, and has been returned home on a number of occasions by the police to his very concerned mother.

Recently, AMPARO Advocacy has arranged a meeting between Khin, his mother and Burmese community liaison officers from the police force, so as to provide support and advice to Khin on the dangers of his behaviour, potential consequences, and to build a positive, collaborative relationship with the police department should future incidents occur. Khin has indicated he is bored, and will continue to try to go to the local shops for something to do. Khin's mother is feeling exhausted as the sole support in his life, as well as supporting her daughter. Khin's mother speaks little English and is socially isolated. She does not work, her focus and energy are directed towards supporting her children.

An application update form was submitted to Disability Services highlighting the issues and concerns around the support needs of this family; Khin was receiving only 4 hours per week of brokered support from Disability Services. Despite AMPARO Advocacy's efforts in pointing out the issues in the application update form, no further support hours were offered to the family. Instead Disability Services offered a caseworker to help locate further community options and supports. The Disability Services caseworker stated to AMPARO Advocacy a priority for this family was locating respite possibilities for Khin. However the caseworker then had little contact or follow up with the family. When the Disability Services caseworker was challenged about their lack of involvement, the worker explained they have a large caseload, over 40 files, and it is very difficult for them.

Several months passed, and Khin's mother became so desperate she placed Khin in a Mental Health Unit at the local hospital, where he stayed for the week. Staff at the hospital contacted AMPARO Advocacy and stated that Khin, his mother and family need far more supports from Disability Services in order for this not to reoccur.

Khin's mother has spoken to AMPARO Advocacy about how she feels unable to continue to provide the level of support she has been required to provide for her son and the implications of this. Our advocacy has involved raising our concerns about the lack of support provided to this family, and highlighting the extreme vulnerability of this young man, with the aim of influencing Disability Services to prioritise this individual and family for additional funding. The result of this advocacy was that senior Disability Services officers took more seriously the difficulties this individual and his family were experiencing and prioritized the family for an assessment under the Department's new Growing Stronger program. In the meantime, AMPARO Advocacy was able to secure some emergency respite support for Khin.

AMPARO Advocacy also attended the Growing Stronger assessment process for Khin with his mother. The questions focused on both Khin's "deficits" as well as his mother's experience of how the carer role had detrimentally impacted on her life. AMPARO Advocacy advised that the interview was devaluing and demeaning to the individuals involved and raised concerns around the ethical nature of such questions. AMPARO Advocacy is aware that a number of other community based organizations have similar concerns with the new assessment process. AMPARO Advocacy awaits the outcome of Disability Services' assessment for Khin. In this waiting time, the individual remains highly vulnerable and his mother is feeling that there is no support and no hope.

Emergency and Crisis Support – Fails to Meet Essential Needs

Amal is a young Turkish man who lives alone. He is estranged from his family and has few friends. He is very socially isolated. Amal experiences a neurological condition and most days does not have the energy to get out of bed. Amal therefore is reliant on others to help him bathe, clean his house, do his laundry, shop, prepare and cook meals and support him to attend medical appointments.

Disability Services stated to Amal that at this time a recurrent funding package of supports is not available to him, but he is eligible for Emergency and Crisis Support. To meet the criteria for access to this support a person must be '**experiencing significant harm and in a life threatening situation**'. The department assessed Amal to be in need of 40 hours of support and a service provider was brokered to assist for a 3 month period. Amal also had a departmental Supports Facilitator working for him.

After one month of receiving Emergency and Crisis support, Disability Services workers visited Amal. AMPARO Advocacy was not invited to attend the meeting and had no knowledge of its occurrence. Afterward, Amal contacted AMPARO Advocacy and explained he was confused and not sure what the meeting was about. He could not remember what the workers had asked him. AMPARO Advocacy contacted the Supports Facilitator to clarify the purpose of the meeting and was advised they were not sure either why colleagues met with Amal. A week later AMPARO Advocacy was invited to a meeting with the department in which we were advised that Amal was not in need of 40 hours but required only 10 hours instead.

AMPARO Advocacy raised concerns around the improper processes in which the department had come to make this decision: for example, the department had not considered any evidence from medical or allied health professionals, nor in the interests of natural justice had Amal's advocate been present at such a critical meeting, and nor had the department contacted the service provider for their views/experiences of Amal's support needs.

*Despite a response from the Minister stating that this person has support to meet his “**essential needs such as personal care and food preparation**” Amal remains highly vulnerable – and is not having his personal care needs met, nor are all his meals being prepared. AMPARO Advocacy continues in our advocacy efforts to secure Amal an adequate level of support.*

The involvement of The Office of the Adult Guardian in a person’s life

At the end of last year, AMPARO Advocacy received a referral from a guardian officer regarding a young Thai girl, Lawan, who has an intellectual disability. Lawan was removed from her family home just before Christmas by the Office of Adult Guardian (AG), due to concerns for her safety. Between Christmas last year and March this year Lawan was moved several times. At first she was temporarily placed with a foster family at the Gold Coast; when this did not work out Lawan was placed in a group home with a disability service provider; later she was assisted to move to a New Farm hostel; and after that to another hostel in Windsor. It was not Lawan’s choice to live in a hostel and she did not feel safe there, so only stayed a few days and then left. During this period, there were three different Adult Guardian officers involved. Unfortunately due to their limited contact with Lawan they failed to make real connections with Lawan and once she left the Windsor hostel they had no knowledge of her whereabouts.

“The Adult Guardian’s main concern is the adult’s care and protection, even if this means a decision overrides the adult’s wishes”. Whilst the Adult Guardian was appointed for all matters, they were unable to locate Lawan, protect her and ensure her safety.

Lawan is still homeless and living in a situation which is of concern to AMPARO Advocacy, including health and safety issues. Moreover in the past Lawan has been involved in activities which placed her at serious risk and made her extremely vulnerable. It took months for AMPARO Advocacy to make contact with Lawan, but since being involved the advocate has slowly, but very consistently developed a strong relationship based on respect and trust. AMPARO Advocacy is focused on influencing those with the authority and the capacity to safeguard and support Lawan to do so.

AMPARO’S aim is to ensure that Lawan is able to live in safe and appropriate accommodation with the support she needs.

Furthermore AMPARO Advocacy strongly believes it is critical that Lawan is supported to re-establish relationships with those family members that she is keen to have in her life. AMPARO Advocacy also believes the removal of this young girl from her family home, could have been prevented if requests for support over a number of years by the family, had been answered.

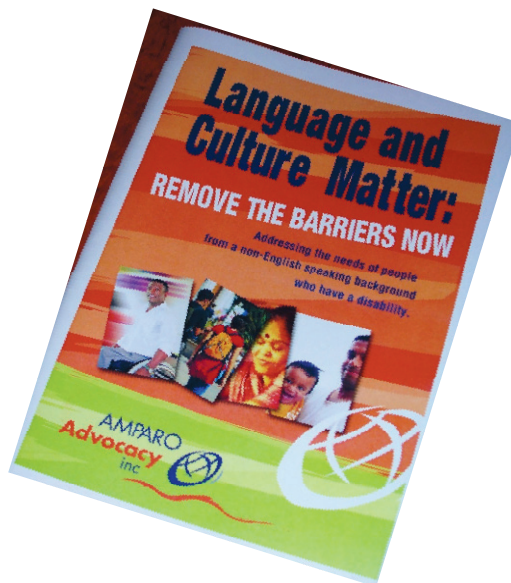
2. Engage in strategic systemic advocacy

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

Key issues are taken up with governments, services and communities to influence positive changes to policies, practices and resources to support people from a non-English speaking background who have a disability. Throughout the year where resources permit, we also respond to other opportunities to address systemic issues. Systemic advocacy is part of the part-time coordinator's role.

2.1 AMPARO Advocacy Position Paper

AMPARO Advocacy has continued to advocate for the recommendations of our position paper, ***Language and Culture Matter: Remove the Barriers Now***, with a strong focus on access to accredited interpreting and culturally responsive services for non-English speaking Queenslanders with disability.



Advocacy at a state level in support of these recommendations has included responding to the:

2.2 Review of Queensland's Multicultural Policy.

AMPARO Advocacy considered the review of the Queensland Multicultural Policy, including the Language Service Policy, to be timely and an extremely important opportunity for all Queenslanders. The current Queensland Multicultural Policy and the Language Service Policy do not enable clients to access services fairly and equitably and do not ensure service delivery is responsive and high quality.¹

Queenslanders from a non-English speaking background with disability do not have equitable access to information, services and supports. Current systems, including the disability services system, do not always respond adequately to their language and cultural needs.

High quality language services that are supported by a culturally responsive service system are essential to fulfil the principles of equitable access, social justice and social inclusion for all residents of Queensland.

¹ Multicultural Affairs Queensland, Department of Premier and Cabinet, Multicultural Queensland-Making A World of Difference (2004).

AMPARO Advocacy was involved in the review of the Queensland Multicultural Policy through:

- Participation in roundtable discussion at ECCQ
- Attending consultations by Multicultural Affairs Qld
- Providing a submission to Multicultural Affairs Qld.

While a new multicultural policy is expected to be announced in late 2010, we welcomed the introduction of a pilot program by the Department of Communities in July which aims to provide access to fee free interpreting services across the community sector. State funded services have been provided with a code so that they can access a fee free service through TIS (Translating and Interpreting Service) 7 days a week/24hours a day.

For those wanting to access communication services for people with disability there is an alternative service called **SWITC (Support with Interpreting, Translating and Communication)**. In late 2008 Disability Services provided funding to Deaf Services Queensland to implement a two year interpreting and translation strategy, aimed at addressing the diverse communication needs of people with disability accessing community services.

Disability Services has extended their agreement with Deaf Services Queensland to continue to operate this service until 30 June 2011. AMPARO Advocacy has sought a full review of this project with consultations to include community organisations and people with disability. We have been informed that a review will take place over the next few months.

As an interim strategy the SWITC service was largely welcomed, given the total lack of access to funding for interpreting services for the community sector at the time. **However AMPARO Advocacy questions the continued need for a separate service for people with disability, particularly if that service is less accessible, than that provided to all other Queenslanders.** We look forward to participating in the review of this program.

The ***potential*** to access accredited interpreters has significantly increased with the introduction of these initiatives and the Queensland Government is to be congratulated.

However AMPARO Advocacy regularly experiences and continues to hear stories of staff from government and non-government agencies not providing interpreting services to clients who require it. **Our recent experience has been that some:**

- Teachers and service providers use children to interpret and translate information for parents;
- Hospitals do not provide interpreters when needed; and
- Staff of the Office of the Adult Guardian do not always ensure interpreters are provided.

Instances like these are often the result of staff not knowing they can access interpreters, or lacking the skills, knowledge and training to access, or work effectively with interpreters. AMPARO Advocacy often gives advice about how to access interpreters.

Generally state and commonwealth government departments continue to send correspondence in English to people who have low English proficiency and this can create much confusion for people.

DID YOU KNOW?

In **October 2008**, the Premier issued a directive to all Ministers for all Queensland Government departments to make provision to meet the **costs of accessing interpreter services** by their funded organisations.

As a consequence the Queensland Government Language Service Policy has been amended to ensure that Queensland Government departments implement appropriate budgets and assistance for **Queensland Government funded services to meet the costs of accessing interpreter services for their clients.**

TO ACCESS ACCREDITED INTERPRETING SERVICES

- ❖ Services funded by Department of Communities, **Disability Services** can contact: **SWITC** (Support with interpreting, translating and communication): **3892 8559** or www.switc.org.au
- ❖ Services funded by **Department of Communities** other than Disability Services can contact: <http://www.communityservices.qld.gov.au/departments/funding/interpreting-services/>

2.3 The draft 10 Year Plan for Supporting Queenslanders with Disability

AMPARO Advocacy's position paper **LANGUAGE AND CULTURE MATTER: REMOVE THE BARRIERS NOW**, discusses the additional systemic barriers experienced by people from a non-English speaking background in detail and makes eleven recommendations specific to Disability Services. Unfortunately many of these recommendations have not been acted on. However in our response to the 10 Year Plan for Supporting Queenslanders with a Disability we highlight the need for these recommendations to be adopted.

We also argued that the current poor response to the needs of people with disability is also not consistent with the rights afforded in the **UN Convention on the Rights of Persons with Disabilities** (CRPD). The UN Convention provides a clear framework for the changes that are required to ensure the human rights for people with disability are protected, respected and fulfilled. **People with disability must have "real choice" about their living and support arrangements and the common practice of people with disability being coerced into living in inappropriate situations must be addressed.**

2.4 AMPARO Advocacy has been involved in the following over the past year:

- **Queensland Accessing Interpreters Working Group:**

The Queensland Accessing Interpreters Working Group, whilst less active over this past year, submitted a response to the Review of the Queensland Multicultural Policy, and worked on updating the group's position paper.

"Whilst the Queensland Government has taken significant steps to ensure the provision of fee-free interpreting services for their agencies and funded services, the working group strongly argues that access to qualified interpreters is not effective unless it is couched in a culturally responsive workforce, which includes staff who are trained to know how to access and work effectively with interpreters."²

The Working Group Position Paper has as its third recommendation:

Recommendation Three:

That the Queensland Government funds all state government departments and government funded agencies to ensure the sustained development and implementation of **cultural responsiveness** in their service provision, including training to develop skills to identify when to access interpreters and how to work appropriately with interpreters.

Many services are not aware of their obligation to provide accredited interpreters to people who need assistance with communication and many are not confident with providing this service even knowing their obligation.

The Queensland Accessing Interpreters Working Group will continue to advocate for better responses, practices and policies within government and the community sector to address these issues.

- **Community Safeguards Coalition:**

The aim of this coalition is to safeguard people with disability from legislation, policies and practices that deny or limit their fundamental rights. Throughout the year AMPARO Advocacy has attended strategic planning meetings, meetings with Michael Hogan, Deputy Director-General Disability and Community Care Services and Multicultural Affairs Qld.

The coalition sought clarification from Disability Services about how person-centred responses and individualized funding arrangements could be safeguarded within the Growing Stronger Reforms. The response from Government was that, "*The department's policy is to support people, within available resources, to live their preferred lifestyle*".

AMPARO Advocacy has found that the situation for people with disability requiring recurrent support is appalling, and more often than not 'available resources' equates to no support, or very limited

² Queensland Accessing Interpreters, Position Paper, April 2010.

support under 'Emergency and Crisis' funding. To be eligible for support through '*emergency and crisis assistance*' a person has to be '*experiencing significant harm and in a life threatening situation*'. Even with this funding an individual can be left with their most basic needs not being met, including having adequate support for a daily shower or eating 3 meals a day.

The Growing Stronger Reforms have led to the development and use of a new assessment process with all new individuals and families seeking support from Disability Services. So far the AMPARO advocates who have been present at these assessments have found the tool and questions it contains, to be deficit based and devaluing. An example of a question asked by Disability Services of an individual with disability was "***Do people stare at you in public?***" The person responded "***No***" and the worker then replied "***That's good...Excellent.***"

The rationale of this and other such questions was both unclear and demeaning for the individual.

- **Department of Communities, Disability Services:**

- Attended and participated in panel discussion with Department of Communities planning for the 2011-2013 Disability Service Plans which are to be aligned to the 10-year plan for supporting Queenslanders with a disability;
- Attended a consultation and provided feedback about the Draft Multicultural Action Plan for 2009-2013.

Advocacy at a federal level in support of these recommendations has included responding to the:

2.5 Joint Standing Committee on Migration - Inquiry into the migration treatment of disability

The current *Migration Act 1958* is exempt from the *Disability Discrimination Act 1992* so that migrants and refugees with disability are routinely refused entry to Australia based on health assessments that make untested assumptions about the future costs associated with the person's disability.

In late 2008 Mr Chris Evans MP the Minister for Immigration and Citizenship announced that the Joint Standing Committee on Migration would examine how the health requirements in the Migration Act impacts on people with disability. By mid 2009 terms of reference for the inquiry had been made public and the Committee had invited interested persons and organisations to make submissions addressing the terms of reference by late October 2009.

AMPARO Advocacy was aware of the unfair impact of the Migration Act on refugees and migrants with disability through our contact with a number of individuals and families who have been severely disadvantaged because of the stringent health requirements under the Act. Subsequently we welcomed the Inquiry into the treatment of people with disability. Our involvement included making a

submission to the enquiry and we were invited and attended a public hearing in Brisbane on 28 January 2010.

In June this year the Inquiry released its report *“Enabling Australia”* making 18 recommendations to Government to ensure the migration assessment process across the visa streams is fairer where families have a person with a disability.³

The report’s recommendations, if implemented, will bring about significant positive changes in the treatment of people with disability and their families by the migration process; however it is disappointing that the Committee did not seek a full application of the *Disability Discrimination Act 1992* to the *Migration Act 1958*.

Ms Sue Boyce MP, a member of the Joint Parliamentary committee on Migration, believes that the recommendations do not go far enough in that...*the Migration Act 1958 should not be exempted from the Disability Discrimination Act 1992 if Australia is to have a completely non-discriminatory immigration policy.*⁴

2.6 Productivity Commission Inquiry into a Long Term Disability Care and Support Scheme

Early this year the Australian Government asked the Productivity Commission to undertake a public inquiry into a long term disability care and support scheme and to examine a range of option and approaches, including international examples for the provision of long-term care and support for people with severe and profound disability. The Commission was also asked to include an examination of a social insurance model.

AMPARO Advocacy welcomed the opportunity to provide a response to the Productivity Commission Inquiry into long term disability care and support. In our submission we highlighted our concerns regarding the current systems of support for Queenslanders with disability from a non-English speaking background and the additional barriers to supports and services they experience through a number of processes. We are particularly encouraged that the Federal Government has recognised the significant flaws in the current systems of support for people with disability and has made a strong commitment to major reform.

In July 2010 AMPARO Advocacy supported a parent of a young man from a non-English speaking background who has an acquired brain injury to attend the public hearing in Brisbane. This parent was able to highlight the many difficulties his family experienced in trying to access support for his son after his accident; some of what is working well now for his son and the family’s concerns about his son’s future. His story also highlighted the need to receive the right support provided in a culturally responsive and sensitive manner, at the right time and the benefits of the individual or family managing and directing the provision of support.

³ Australian Government, Joint Standing Committee on Migration, Media Release , 22 June 2010

⁴ Senator Sue Boyce, Electoral Office Queensland, Media Release 21 June, 2010.

The Productivity Commission is due to release a draft report on suggested changes to Australia's system of support for people with disability, including a national disability insurance scheme (NDIS) in February 2011.

2.7 Draft National Disability Advocacy Framework (NDAF) consultation

AMPARO Advocacy was pleased to respond to the Draft National Disability Advocacy Framework (NDAF) and was encouraged by the Federal Government's commitment to developing a National Disability Advocacy Framework guided by the principles and priorities of the United Nations Convention on the Rights of Persons with Disabilities.

We have long expressed our concern for the lack of direction provided to Queensland disability service providers by the Disability Services Quality Management System in identifying best practice strategies for improving access to services and supports for people from diverse cultural and linguistic communities.

AMPARO Advocacy made a number of recommendations to improve the National Standards including the need for specific performance indicators to ensure services are proactively undertaking strategies to address the additional barriers experienced by people from a non-English speaking background so that there really is ***equitable access to services for all people with disability and to ensure services are culturally responsive***. It is important that services are independently assessed against these new performance indicators.

Attended and participated in additional consultations/ information sessions:

- Preparation of a Shadow Report on the Convention on the Rights of Persons with Disabilities;
- Attended NDS & Disability Services Information about proposed changes with the Growing Stronger Initiative;
- Met with representative from Community to discuss RESPECT project;
- Met with Contact Inc. to discuss their programs- Contact Inc collaborates with young people from Aboriginal and Torres Strait Islander, Pacific Islander, refugee and migrant communities to create quality art with a social change agenda;
- Met with representatives from QDN and QCOSS to highlight issues of concern for people with disability.

Presentations given about the work of AMPARO Advocacy:

- Paediatricians at the Mater Hospital
- ECCQ Summit
- Criminal Justice Network
- Centrelink Multicultural Advisory Committee Staff at the Multicultural Development Association.

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 7 October 2009.

Held regular Management Committee and Subcommittee meetings

- 6 management committee meetings
- Sub-committees included the following:
 - Building organisational capacity
 - Growing and sustaining the membership
 - Exploring the continued use of the term 'non-English speaking background'
- 1 Advocacy reflections meeting

Participated in the strategic planning/ development and training

- All committee members attended the *Annual Induction and Planning Day* in April 2010 where the roles and responsibilities of management committee members was reviewed and discussed and priorities were set for the year.
- Four management committee members attended the *Combined Advocacy Group Qld* gathering held on the Sunshine Coast and hosted by Sunshine Coast Citizen Advocacy in August 2010.
- One committee member attended the Disability Advocacy National Association (DANA) conference.
- One committee member attended QAI's restrictive practices forum.

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.

At the 2009 AGM a special resolution was proposed to change the classes of Membership of AMPARO Advocacy Inc.:

- (i) Staff membership was added as a fifth class of membership however with no voting rights and not eligible for management committee membership.

- (ii) Whilst the majority of the management committee must be people from a non-English speaking background with disability, the majority of the executive no longer has to be. As result of these changes: *“At least one member of the management committee executive is a person from a non-English speaking background who has a disability and the President must be a person from a non-English speaking background.”*⁵

⁵ AMPARO Advocacy, *Constitution 2009*.

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 conducted a two day, three year strategic planning workshop on the 29th and 30th January 2010 where the work of the organisation was reviewed and new strategic goals for 2010-2013 were developed. In establishing these goals, the management committee recognised the urgent need for additional resources to extend the provision of individual advocacy to those in the Brisbane area who we cannot currently assist due to our limited resources and to expand our systemic advocacy work, to maintain an effective and accountable advocacy organisation and to ensure the organisation is sustainable and able to grow over time.

4.1 Develop a strong membership base to support our work

Membership Project

One area of focus over the past couple of years has been on ensuring that AMPARO Advocacy maintains and develops our strong membership base. Following a workshop on membership and succession planning in 2009, in early 2010 a university student was recruited to assist AMPARO to undertake a membership project aimed at growing and strengthening the membership base of AMPARO Advocacy as outlined in the document, "Planning for the Future".

This project, which is still running, has worked to recruit broader state-wide and local membership to assist in building AMPARO's capacity so that the organisation can continue to grow and be sustainable over time, in line with Goal 4 of our Strategic Plan. By developing a stronger membership base AMPARO's governance and advocacy work are better assured.

Providing information to 4 culturally and linguistically diverse communities

AMPARO Advocacy is extremely excited to have been successful in securing a small grant from Multicultural Affairs Queensland to work with four culturally and linguistically diverse communities in the Brisbane area, with the aim to provide accessible information about the rights of people with disability and the availability of information, services and advocacy.

The expected outcomes for the project are to:

- Develop networks and links within a number of disadvantaged community groups, including African community groups
- Develop community leadership and the communities' capacity to access services and supports for people with disability
- Increase knowledge and understanding of the needs and rights of people with a disability so that communities are more cohesive and inclusive of people with disability
- Promote the rights of people with a disability and the availability of services and supports
- Provide information about the role of AMPARO Advocacy to people with disability, families and community members
- Decrease the stigma attached to disability
- Increase membership of AMPARO Advocacy from these communities.

This project has recently commenced and we were very pleased to employ Mandy Cox, who is well respected in the community sector, as project coordinator. We have also employed 4 bi-cultural community education workers to assist us with this project.

4.2 Develop a strong evidence based submission to address issues of capacity

AMPARO Advocacy has collated data that we have collected over the past 5 years in relation to the need for advocacy and our capacity to respond to this need. We have incorporated this data into a detailed funding submission which outlines the organisations current situation and our interests in furthering our capacity to respond to the increasing need for refugees and migrants with disability to have access to advocacy.

Given our significant efforts in defending, protecting and promoting the rights and interests of this vulnerable group with the equivalent of 2.13 full time positions, we are confident that by increasing funding to the equivalent of 3.66 full time positions, without any increase in operational funding, we can make a much larger contribution to securing good lives for many more refugees and migrants with disability.

Given that the Queensland Government and the Department of Communities, Disability Services have shown strong support for the need for both individual and systemic advocacy in legislation, policy, quality service and advocacy standards and now a draft 10 Year Plan, we hope to receive support for our request. Over the coming months AMPARO Advocacy will seek the support of our allies and contacts in furthering our aim to increase the organisation's funding base.

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

AMPARO Advocacy and staff attended the Combined Advocacy Groups QLD conference on the Sunshine Coast in August this year and participated in Skype Link Ups throughout the year. As always it is very worthwhile catching up with other advocates from around the state 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.

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

- Advertised, recruited and inducted a new administration officer in March 2010.

All staff participated in the following training and development

- 2 day Strategic Planning Workshop in January 2010
- Annual planning day to set priorities based on new strategic plan for 2010
- Lawful Decision Making Workshop
- Professional development planning and appraisals
- Combined Advocacy Group Qld Gathering on the Sunshine Coast for 2 days in August 2010
- Team Building exercise with Christine Douglas.
- Fortnightly staff meetings and regular supervision with the coordinator.

Other staff development/ training

- 1 staff attended “Living Real Lives in the Community”- CRU
- 2 staff attended the Cultural Awareness Session for the Sudanese community
- External professional supervision for the coordinator/ advocate.
- QAI Restrictive Practices Forum
- Demystifying Accounting & Financial Statement and How Financially Strong is your Organisation.
- 2 staff attended Social Role Valorisation workshop
- 2 staff participated in Group Facilitation and Storytelling workshops.

5.2 Provided support to the Coordinator

- Throughout the year the president and treasurer frequently met with the coordinator, to provide support to the coordinator in her role and to progress the work of the organisation.
- Two members of the management committee carried out the annual appraisal of the coordinator’s work and jointly developed a professional development plan.

5.3 Managed an efficient and effective office

- Employment of new bookkeeper in July 10.
- Updated the website with additional translated information, policy information and the Annual Report for 2009. www.amparo.org.au.
- Maintained register of policies and other registers as per quality management system.
- Updated membership, allies and contacts data bases.

5.4 Complied with legislative, constitutional, industrial and funding requirements

Complied with Disability Services Queensland's requirements

- Maintained a quality management system:
 - (i) Held two quality subcommittee meetings
 - (ii) Successfully completed our *Second Annual Surveillance Audit* and received confirmation of our certification as required under the *Disability Services Act 2006* and the Disability Advocacy Standards
 - (iii) Reviewed and amended policies and procedures as per review schedule
- Collected the relevant data on individuals receiving advocacy and submitted quarterly CSTDA reports
- Acquitted the funds by providing quarterly financial reports to Disability Services
- Provided a copy of the Audited Financial Reports 08/09 to Disability Services
- Maintained up to date criminal history checks for staff and committee members.

Complied with Constitutional requirements

- Held 6 management committee meetings as per constitution
- Held an annual general meeting and provided an Annual report to the members
- Completed annual return for 2009
- Independent financial audit conducted for financial year 2009/2010.

Complied with Industrial Relations and other requirements

- Monitored changes in the structure of the relevant awards through regular contact with the Queensland Community Services Employers Association and the Australian Services Union
- Maintained up to date worker agreements
- Implemented award increases in pay structures
- Updated all insurance policies, including WorkCover.

5.5 Implement Good Planning and Evaluation Processes

At the organisational level:

- Committee and staff participated in a 2 day Strategic Planning in January 2010.
All committee members and staff participated in the *Annual Induction and Planning Day* in April 2010 where priorities were set for the year.

TREASURER'S REPORT

It is with great pleasure that I present the AMPARO Advocacy financial report for the year ended June 30, 2010 for acceptance at this annual general meeting. I would like to take this opportunity to thank Jason O'Connor from Malcolm V Leeke & Co Chartered Accountants for his support over the past year and for his diligence in the preparation of these reports.

AMPARO Advocacy Inc. has received the following grants for the 2009-2010 financial year:

Department of Community (Disability Services)

Recurrent funding:

General Funding	\$217,692
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Non-recurrent funding:

General Funding: Office Renovations	\$ 45,000
Strengthening Non-Government Organisations- SNGO (Assets Replacement & Acquisition Initiative)	\$ 10,775

Department of Communities (Multicultural Affairs Queensland)

Non-recurrent

Multicultural Assistance Grant	\$ 8,000
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AMPARO Advocacy has again had a very productive year fully expending our recurrent grant as you can see in the ***Income Statement for the year ended 30 June 2010***, which shows a deficit of \$60.

This financial year AMPARO Advocacy was extremely fortunate to receive from Disability Services additional recurrent funding for rent and non-recurrent funds which paid for the renovations and expansion of our office which was completed prior to our annual general meeting last year.

We were also fortunate to receive from Disability Services supplementary funding to assist with wage increases being phased in over a three year period as a result of decision by Commissioner Fisher of the State Industrial Commission on the basis of Pay Equity. Organisations like AMPARO Advocacy that were legally bound by the Queensland Community Services and Crisis Assistance Award – State 2008, were required to pass on pay increases to all employees commencing on the 13th July 2009. Unfortunately the supplementary funding does not fully meet the total costs of these increases.

AMPARO Advocacy is extremely excited to have been successful in securing a small grant from Multicultural Affairs Queensland to work with four culturally and linguistically diverse communities in the Brisbane area, with the aim to provide accessible information about the rights of people with disability and the availability of information, services and advocacy, so that their access to important services and supports is increased. This project has recently commenced and we were very pleased to employ Mandy Cox who is well respected in the community sector as Project Coordinator. We have also employed 4 bi-cultural community education workers to assist us with this project.

Unfortunately an application to the Gaming and Community Benefit Fund for a grant to assist with the purchase of a new vehicle has not been successful in the most recent round of offers; however we hope to be more successful in this next round in December.

I would like to take this opportunity to acknowledge the hard work and dedication of the staff of AMPARO Advocacy; I would particularly like to acknowledge the support of Maureen Fordyce to me in the role of Treasurer. AMPARO Advocacy is very skilled and diligent in managing a finite monetary resource to a maximum outcome for the people for whom we advocate. I am in awe of the amount and complexity of work the staff undertake, all of whom are part-time.

At the end of this financial year we sadly said goodbye to our bookkeeper Carolyn McCauley who has taken a position in Townsville. We thank Carolyn for her hard work and wish her the very best in her new position. For a brief period Liz Martyn-Johns as part of PDM Consultancy filled the position of bookkeeper, however we have just appointed Lucia Forman back to the role bookkeeper and a member of staff.

As Don has mentioned the work of the organisation was reviewed by the management committee and new strategic goals were set for 2010-2013. In establishing these goals, the Management Committee recognised the urgent need for additional resources to extend the provision of individual advocacy to those in the Brisbane area who we cannot currently assist due to our limited resources and to expand our systemic advocacy work, but also to maintain an effective and accountable advocacy organisation and to ensure the organisation is sustainable and can grow over time.

With our current level of funding set at the equivalent of 2.13 full time positions, all four part-time staff members are currently working beyond capacity. AMPARO Advocacy's data clearly shows that demand for independent advocacy far outstrips the number of individuals with whom we can work, having only two part-time advocates, sharing one full time position.

We are looking to secure funding for an additional advocate position and for additional hours for management, systemic advocacy and administration, bringing the total to three full-time positions plus one part-time administration officer working 25 hours per week.

If we are successful AMPARO Advocacy will be able to substantially increase our work in both individual and systemic advocacy without any increase in our operational costs.

Minister Palaszczuk was unable to attend today; however we are pleased to be able to provide Amanda Moffat, our Program Officer from Disability Services, with a copy of a detailed funding submission. The submission outlines the organisations current situation and our interests in furthering our capacity to respond to the increasing need for refugees and migrants with disability to have access to advocacy. We sincerely hope that our funding request is given serious consideration and we hope to meet with the Minister in the near future to discuss our request.

Karin Swift
Treasurer



FINANCIAL STATEMENTS

30 JUNE 2010

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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.

Auditor:
Malcolm V Leeke & Co
www.leeke.com.au

Phone: 07 3355 7799
Fax: 07 3355 0253

PO Box 42, Everton Park Qld 4053
8 McIlwraith Street, Everton Park Qld 4053

INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2010

	2010 \$	2009 \$
INCOME		
Grants Received		
DSQ Recurrent Operating	217,692	170,741
DSQ Quality Assurance	8,005	10,123
DSQ Non-Recurrent renovations	45,000	-
DSQ Non-Recurrent assets	10,775	-
Total Grants	281,472	180,864
Other income	161	569
Total Income	281,633	181,433
EXPENDITURE		
Audit fees	700	700
Advertising and promotion	-	180
Asset purchase less than \$1,000	10,680	1,316
Bank charges	136	121
Bookkeeping and administration	3,468	3,260
Computer repairs and software	1,041	1,618
Consultancy fees	9,035	5,427
Depreciation	9,713	8,395
Fees and permits	332	202
Renovations	44,525	-
Information resources	-	273
Interpreting services	579	1,018
Membership fees	649	905
Printing and stationery	2,616	2,081
Postage, freight and courier	491	384
Rent	18,969	6,338
Repairs and maintenance	3,131	313
Staff amenities	379	337
Staff recruitment	441	118
Telephone, fax and internet	5,916	4,821
Training and development	4,582	4,566
Insurance - general	5,749	6,721
Meeting expenses	3,382	3,199
Motor vehicle expenses	3,660	2,428
Travel and accommodation	4,554	2,528
Employment entitlements	146,965	124,142
Total Expenditure	281,692	181,391
Surplus / (Deficit) before income tax expense	(60)	42
Income tax expense (note 1.a)	-	-
Surplus / (Deficit) attributable to the members	(60)	42

The accompanying notes form part of these financial statements.

BALANCE SHEET AS AT 30 JUNE 2010

	2010 \$	2009 \$
CURRENT ASSETS		
Cheque account	51,929	37,634
Donation account	157	156
Investment account	14,752	9,346
Prepaid renovations	-	3,198
Petty cash float	200	265
Total Current Assets	67,037	50,599
NON CURRENT ASSETS		
Motor vehicles at cost	21,579	21,579
less accumulated depreciation	(13,458)	(9,143)
	8,121	12,436
Plant and office equipment at cost	16,605	16,605
less accumulated depreciation	(16,605)	(11,208)
	-	5,397
Total Non Current Assets	8,121	17,833
TOTAL ASSETS	75,158	68,432
CURRENT LIABILITIES		
Accounts payable	3,117	4,437
Unexpended Grant - quality assurance	5,778	13,783
Unexpended Grant - DSQ non-recurrent operating	2,605	2,604
Unexpended Grant - Dept Com. Multicultural Affairs	8,000	-
GST liabilities	4,325	883
Provision for personal leave	5,835	3,438
Provision for annual leave	7,359	7,581
Total Current Liabilities	37,019	32,726
NON CURRENT LIABILITIES		
Provision for long service leave	7,899	5,406
Total Non Current Liabilities	7,899	5,406
TOTAL LIABILITIES	44,918	38,132
NET ASSETS	30,240	30,300
EQUITY		
Accumulated surplus	30,240	30,300
Total Equity	30,240	30,300

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2010

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2008	30,258	30,258
Plus surplus	42	42
Closing Balance 30 June 2009	30,300	30,300
Opening balance 1 July 2009	30,300	30,300
Less deficit	(60)	(60)
Closing Balance 30 June 2010	30,240	30,240

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2010

	2010 \$	2009 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	281,569	182,441
Payments to suppliers and employees	(261,992)	(177,403)
Interest received	60	39
Net Cash Provided by Operating Activities	19,637	5,077
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of motor vehicle	-	-
Purchase of equipment	-	-
Net Cash Used In Investing Activities	-	-
CASH FLOWS FROM FINANCING ACTIVITIES		
Net Cash Used in Financing Activities	-	-
Net Increase in Cash Held	19,637	5,077
Cash at the beginning of the year	47,401	42,324
Cash at the ended of the year	67,038	47,401

The accompanying notes form part of these financial statements.



NOTES TO THE FINANCIAL STATEMENTS

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Association's Constitution. The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the following Australian Accounting Standards:

- AASB 101: Presentation of Financial Statements;
- AASB 107: Cash Flow Statements;
- AASB 110: Events after the Balance Sheet Date;
- AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors;
- AASB 1031: Materiality; and
- AASB 1048: Interpretation and Application of Standards.

No other Australian Accounting Standards or other authoritative pronouncements of the Australian Accounting Standards Board have been applied. The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

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

a) Income tax

The association is exempt from payment of income tax in accordance with the provisions of Section 50 of the Income Tax Assessment Act 1977.

b) Events Occurring After Reporting Date

No events have occurred since the end of the reporting period, which the committee considers is likely to affect the association or its future activities.

c) Revenue

Revenue from recurrent grants is recognised upon receipt and non-recurrent grants are recognised upon meeting the expenditure requirements specified in the agreements.

Membership revenue is recognised on a cash basis and is only recognised when a member accepts the invitation to become a member by paying their annual fees.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

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

d) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense.

Receivables and payables in the statement of financial position are shown inclusive of GST.

e) Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

	2010 \$	2009 \$
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NOTE 2: CASH FLOW INFORMATION

a. reconciliation of cash flows from surplus

Surplus / (Deficit) attributable to members	(60)	42
Non Cash flows in surplus		
Depreciation	9,713	8,395
Profit / (loss) on sale of assets	-	-
Changes in assets and liabilities		
(Increase) / decrease in prepaid renovations	3,198	(3,198)
(Increase) / decrease in receivables	-	300
Increase / (decrease) in payables & grants	2,116	(191)
Increase / (decrease) in provisions	4,669	(271)
	19,636	5,077

b. reconciliation of cash

Petty Cash Float	200	265
Cheque account	51,929	37,634
Donation account	157	156
Investment account	14,752	9,346
Less bank overdraft	-	-
Total Cash	67,037	47,401

NOTE 3: UNEXPENDED GRANTS

Unexpended Grant - DSQ recurrent:

Opening balance - unexpended	-	-
Plus grant income	217,692	170,741
Plus other income	161	
Less Expenditure	(217,892)	(171,448)
	(39)	(707)
Closing balance - unexpended	-	-
Net Surplus / (Deficit)	-	(707)

Unexpended Grant - quality assurance:

Opening balance - unexpended	13,783	12,556
Plus grant income	-	10,123
Less Expenditure	(8,005)	(9,943)
	5,778	12,736
Closing balance - unexpended	(5,778)	(13,783)
Net Surplus / (Deficit)	-	(1,047)

	2010 \$	2009 \$
NOTE 3: UNEXPENDED GRANTS (continued)		
Unexpended Grants - DSQ non-recurrent operating:		
Opening balance - unexpended	2,604	2,784
Plus grant income	-	-
Less Expenditure	-	(180)
	2,604	2,604
Closing balance - unexpended	(2,605)	(2,604)
Net Surplus / (Deficit)	-	-
Unexpended Grants - DSQ renovations:		
Opening balance - unexpended	-	-
Plus grant income	45,000	-
Less Expenditure	(45,000)	-
	-	-
Closing balance - unexpended	-	-
Net Surplus / (Deficit)	-	-
Unexpended Grants - DSQ assets:		
Opening balance - unexpended	-	-
Plus grant income	10,775	-
Less Expenditure	(10,795)	-
	(20)	-
Closing balance - unexpended	-	-
Net Surplus / (Deficit)	(20)	-
Unexpended Grants - Department of Communities - Multicultural Affairs:		
Opening balance - unexpended	-	-
Plus grant income	8,000	-
Less Expenditure	-	-
	8,000	-
Closing balance - unexpended	(8,000)	-
Net Surplus / (Deficit)	-	-



STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2010

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

In the opinion of the committee the financial report;

1. Presents fairly the financial position of Amparo Advocacy Inc as at 30 June 2010 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Chairperson

Treasurer

Dated this 16 day of Sept 2010.



INDEPENDENT AUDIT REPORT

To the members of Amparo Advocacy Incorporated

Scope

The financial report and members of committee responsibility

The financial report comprises the income statement, balance sheet, statement of changes in equity, cash flow statement, notes to the financial statements, and the members of committee declaration for the **Amparo Advocacy Incorporated** (the Association) for the year ended 30 June 2010.

The members of committee of the Association are responsible for the preparation and true and fair presentation of the financial report in accordance with the Association Incorporations Act 1981. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

Audit Approach

We conducted an independent audit in order to express an opinion to the members of the association. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the Association Incorporations Act 1981, including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the Association's financial position, and of their performance as represented by the results of their operations.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the members of committee.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

INDEPENDENT AUDIT REPORT

To the Members of Amparo Advocacy Incorporated

Independence

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

Audit Opinion

In our opinion, the financial report of **Amparo Advocacy Incorporated** presents fairly, in all material respects the financial position of the Association as of 30 June 2010 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Malcolm V. Leeke & Co Chartered Accountants



Kirby J Leeke
Registered Company Auditor

Liability limited by a scheme approved under Professional Standards Legislation

Dated this 20th day of Sept 2010.

Malcolm V Leeke & Co
P.O. Box 42
Everton Park, Brisbane 4053

Telephone: (07) 3355 7799
Fax: (07) 3355 0253
Email: auditor@leeke.com.au
Web: www.leeke.com.au

AMPARO Advocacy Inc.
Minutes of the Annual General Meeting
7th October 2009

Meeting commenced at 4.25pm

1. Welcome and Apologies

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

1.1 Present: Don Dias Jayasinha, Ludmila Doneman, Karin Swift, Abebe Fekadu, Gustav Gebels, Ignacio Correa-Velez, Maureen Fordyce, Murka Smiechowski, Claire Brolan, Liz Martyn-Johns, Mary Kenny, Shahram Jazan, Jen Barrkman, David Swift, Njau Gitu, Bobbie Noone, Kerrin Benson, Sharyn Pacey, Anne Fraser, Fatuma Dukuley, Robyn O'Hare, Benita Bierzynski, Jim Haywood, Lisa Toh, Gigi Aquila, Jan Steffan, John O'Kello, George Christo, Denise Christo.

1.2 Apologies: AMPARO Advocacy's Secretary, Ludmila Doneman, presented the list of apologies received: Andrew Fraser, Peter Forday, Fran Vicary, David Thompson, Carolyn Maclyn, Josie McMahon, Jenny Whitworth, Jan Dyke, Christine Douglas, Abdul Masiri, Fiona Connelly, Di Toohey, and Lalita Lakshmi.

1.3 Proxies Received: Ludmila presented details of the proxies received:
Stella Pabon nominated Ignacio Correa-Velez as her proxy.
Margot Pidgeon nominated Gustav Gebels as her proxy.

2. Previous minutes (2008 AGM)

With no business arising from the previous minutes, it was proposed that the minutes of the 2008 AGM be confirmed as a true and accurate record.

Proposed: Ludmila Doneman Seconded: David Swift Carried

3. President's Report:

The President's Report was presented by Don Dias-Jayasinha and accepted.

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

4. The Treasurer's Report

Karin Swift presented her Treasurer's Report and proposed that the audited 2008/9 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

Proposed: Karin Swift Seconded: Mary Kenny Carried

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

5.1 The Coordinator's Report for 2009 was presented by Maureen Fordyce.

5.2 The Advocates' Report for 2009 was presented by Claire Brolan.

6. Election of Office Bearers and Committee Members for 2009/2010

Don thanked the Committee Members for their dedication, devotion and diligence in attending meetings and being great support to the AMPARO staff and presented them with a small gift.

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

It was proposed that the number of management committee members remain at 7 for 2009/10.

Proposed: Ignacio Correa-Velez Seconded: Mary Kenny Carried

Benita read out the list of nominations received by the closing date of Wednesday 23rd September and confirmed the following:

As there was only one nomination for President, Don Dias-Jayasinha was declared President of AMPARO Advocacy for 2009/2010; As there was only one nomination for vice-president, Gustav Gebels was declared Vice-President of AMPARO Advocacy for 2009/2010;

As there was only one nomination for Secretary, Ludmila Doneman was declared Secretary of AMPARO Advocacy for 2009/2010;

As there was only one nomination for Treasurer, Karin Swift was declared Treasurer of AMPARO Advocacy for 2009/2010;

There were three nominations for the 3 general Committee member positions. Abebe Fekadu, Ignacio Correa-Velez and Gitu Njau were elected as general members of the management committee for 2009/2010.

Benita handed the meeting back to the president to chair.

Don thanked Benita for her support, presenting her with a small gift, and welcomed the newly elected members to the committee.

7. Appointment of Auditors 2009/2010

It was proposed that Malcolm V Leeke and Co at 8 McIlwrith Street, Everton Park, be appointed as auditors for 2009/10.

Proposed: Don Dias-Jayasinha Seconded: Karin Swift 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 The following resolutions were proposed:

That in Rule 5: Classes of members, a fifth class of membership shall be added:

- e) Staff membership** shall be open to current staff, however they do not have voting privileges and are not eligible for management committee membership.

That in Rule 13: Membership of management committee:

Remove item (4): The majority of the management committee executive members shall be people from a non-English speaking background who have a disability.

Replace item (4) with: At least one member of the management committee executive is a person from a non-English speaking background who has a disability and the President must be a person from a non-English speaking background.

Proposed: Ludmila Doneman Seconded: Abebe Fekadu Carried

9.2 Don said a very big thank you to AMPARO's dear friend Shahram Jazan for his hard work on the Management Committee of AMPARO Advocacy over many years, and in particular for his work in recent years as vice-president of the organisation and presented him with a gift.

9.3 On behalf of the committee, Gus Gebels moved a vote of thanks to the staff of AMPARO Advocacy for their great work in organising the Annual General Meeting.

9.4 On behalf of AMPARO members David Swift thanked the committee and staff for organising the AGM, and on behalf of SUFY, moved a vote of thanks for the support that AMPARO had given to SUFY throughout the year.

9.5 Don welcomed Njau Gitu, the new management committee member, and congratulated him on his appointment.

10. Close of Meeting

Don thanked all members and guests for attending and invited all to join him in celebrating the year with drinks and nibbles. The meeting was closed at 5.17pm.