



ANNUAL REPORT

2015 - 2016

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THE ORGANISATION

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

AMPARO Advocacy believes that people from NESB with disability have the same right to valued lives that are comparable to other citizens. We believe that societal responses to vulnerable people can be extremely inadequate and independent social advocacy on their behalf is often needed.

THIS ANNUAL REPORT PROVIDES AN OVERVIEW OF THE WORK THAT HAS BEEN CARRIED OUT FROM OCTOBER 2015 - OCTOBER 2016.

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 further 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.

Our Mandate

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

*The **Convention on the Rights of Persons with Disabilities** in particular provides advocates with a mandate to assert the rights of people with disability to education, health, work adequate living conditions, freedom of movement, freedom from exportation and equal recognitions before the law.*

Advocacy Principles

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

- Human Rights
- Social Justice and
- Inclusive Living

Our actions are 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.

Independent social advocacy is NOT:

- **Case management:** Case management is about coordinating the broad provision of services. While case managers can and sometimes do challenge service systems, potential or real conflicts of interests tend to limit the effectiveness this important work.
- **Mediation:** The advocate's role is not that of a mediator, they are not impartial, but clearly on the side of the person with a disability and safeguarding their rights and interests.
- **Service provision:** Individual advocacy whilst working directly with individuals is different from service provision. AMPARO Advocacy does not provide or coordinate services, our role is to influence those whose business it is to provide appropriate supports, information and services as necessary.

Strategic Goals 2014-2017

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

Management Committee

2015- 2016

President	<i>Don Dias-Jayasinha</i>
Vice President	<i>Ludmila Doneman</i>
Secretary	<i>Karin Swift</i>
Treasurer	<i>Ignacio Correa-Velez</i>
Committee Member	<i>Gustav Gebels</i>
Committee Member	<i>Jennifer Barrkman</i>
Committee Member	<i>Mehdi Heidarizadeh</i>

Staff

2015 - 2016

Manager	<i>Maureen Fordyce</i>
Advocate	<i>Liz Martyn-Johns</i>
Advocate	<i>Murka Smiechowski</i>
Multicultural Project Officer	<i>Lalita Lakshmi</i>
Administration Officer	<i>Julie Granger / Tamara Kenyon</i>
Bookkeeper	<i>Lucia Foreman</i>

PRESIDENT'S REPORT

I have much pleasure in presenting my report for the past twelve months. AMPARO has continued to provide vigorous independent individual and systemic advocacy with and on behalf of people from non-English speaking background with disability. I am very pleased to advise that this year we applied for and received additional recurrent funding from the Department of Communities, Child Safety and Disability Services to maintain the full time individual advocacy position. This funding made up the short fall from previous cuts in funding in 2013 and we hope this means for the next 2 and a half years this advocacy position is more secure.

AMPARO has continued to undertake significant work with diverse communities across Queensland to help prepare them for the NDIS. In June this year AMPARO was advised that we would be funded by the Department of Communities, Child Safety and Disability Services to undertake further Participant Readiness work from 1 July this year. This means that we have funding to continue this work for the next twelve months and this has meant that Lalita Lakshmi will continue to work as our Multicultural Engagement Officer to prepare communities for the advent of the NDIS.

In March AMPARO recertification against the six Human Services Quality Standards was undertaken with the Institute of Healthy Communities Australia. AMPARO was commended for the important advocacy we provide to vulnerable individuals and communities and we are pleased to advise that there were no non-conformities found against the six human service quality standards.

After our audit in late March we said farewell to Julie Granger our much loved administration officer who retired after 5 years with AMPARO and she is sorely missed. In September we were pleased to employ and welcome Tamara Kenyon to this position.

Early this year we commenced the process of looking for new accessible premises, as sadly we had to leave our lovely office in Milton after 12 years. We were fortunate to have found a suitable location in Gaythorne, and moved into our new office on the 25 July. We thank Liz Martyn-Johns for her time and energy co-ordinating the very successful move in her dual role of administration officer and individual advocate.

In October 2016 AMPARO was extremely pleased to be able to partner with Griffith University, the Community Resource Unit and Queenslanders with Disability Network to hold an NDIS CALD Symposium which was a great success and attended by 170 participants.

Whilst last year AMPARO welcomed Jen Barrkman who was instrumental in the early foundation of the organisation to the role of management committee member, this year we say a sad farewell to Mehdi Heidarizadeh and Gus Gebels. Gus has decided it is his time to stand down from the Management Committee after more than a decade of service. Gus first joined the organisation as a member of the early steering committee in 2002 and has continued as a dedicated and much valued member of the management committee since AMPARO'S Incorporations in 2004. We wish Gus all the very best.

My sincere thanks also to our staff Maureen, Murka, Liz, Lucia, Lalita and Tamara. The staff are to be highly commended for their loyalty and dedication. To my fellow management committee members, many thanks for supporting me at all times and for your constant attendance at all committee meetings and the extra work you undertake to enhance this organization.

Don Dias-Jayasinha

GOAL 1: Provide vigorous individual advocacy in the Brisbane area

The social reality for many people with disability is that they can experience discrimination, rejection, loss of power and control, segregation, abuse and neglect with high levels of unemployment, poverty and an absence of close personal relationships. AMPARO Advocacy speaks, acts and writes on behalf of vulnerable people from NESB with disability to defend, protect and promote their rights and interests so that their fundamental needs are met so they can fully participate as equal members of society.

It is through our direct advocacy work with individuals we become aware of the multiple layers of disadvantage which restrict people's access to important information and services and limit their ability to fully participate and be included in family and community life.

Independent individual advocacy aims to ensure people from NESB with disability have their fundamental needs met, so they and their families can actively participate, engage and contribute to family and community life. The people we advocate for are most likely to be at risk and are least able to represent or defend their own rights and interests.

AMPARO directly represents the rights and interests of vulnerable people from a NESB with disability who do not have a voice, or close family or friends who can support their aspirations, or speak on their behalf.

The advocacy efforts address issues of social and economic isolation, unfair treatment and discrimination by getting to know the person with disability and their family, understanding their situation, and identifying culturally appropriate ways to assist them.

Independent advocacy support is a crucial form of early intervention that:

- Represents the rights and interests of the most vulnerable in our community.
- Enables the individuals to access important information, supports and assistance they need so they are able to actively participate, engage and contribute to family and the broader community
- Prevents an escalation of the person's issues and an increase in their vulnerability and saves the government money in the long
- Supports timely access to essential mainstream and disability specialist services, including early intervention supports for children.
- Builds the capacity of individuals with disability and their family members to understand their rights and to speak up about what is important to them.
- Seeks to build and repair close relationships around the person, an important safeguard for people with disability.
- Encourages services to work in ways that are culturally responsive, and supports the engagement of professional interpreters to ensure services effectively engage with individuals and their families from CALD backgrounds.
- Sometimes independent advocacy is needed to save the lives of people with disability.

As a result of the individual advocacy migrants and refugees with disability have access to:

- credentialed interpreters for effective communication
- culturally responsive disability and mainstream services
- timely and often critical medical and therapeutic treatment
- legal representation
- review of guardianship and administration orders
- review of restrictive practices orders
- appropriate mental health support
- inclusive education
- safe, accessible and affordable housing
- necessary aids and equipment
- English language classes that meet their needs
- appropriate income support

AMPARO was honoured to be nominated by Community Qld, as a result of our advocacy efforts, for an Inclusion Award from *A Place to Belong*.

“I would like to nominate AMPARO Advocacy organisation for the Inclusion Awards. They do an extraordinary job in ensuring marginalised people can access services and support they are entitled to. Their advocacy work is life changing and often lifesaving.” Mandy Cox

Over the past year Individual advocacy has been provided to individuals with disability from a broad range of cultural and linguistic backgrounds including: Vietnamese, Greek, Sudanese, Afghan, Burmese, Japanese, Chinese, Columbian, Burundi, Iranian, Rohingya, Liberian, Somali, Nepalese, Iranian, and Iraqi.

AMPARO Advocacy has one individual advocacy position to work across the Brisbane area, and this work is carried out by two part-time advocates. AMPARO has found that people with disability and their families, from new and emerging communities or those who have settled under Australia's Refugee and Humanitarian Program, face particular challenges and require more intensive support and advocacy to ensure their needs are met.

*Over the past twelve months through the individual advocacy work, AMPARO has provided independent advocacy to **32 individuals with disability and directly assisted 43 family members** to access essential services and supports.*

Of the individuals we have advocated for and directly assisted:

- 75% required the assistance of a credentialed interpreter.
- 87% were from refugee backgrounds, where they or their family were forced to flee their homes to escape war and violence.
- 60% have required long-term advocacy, over 12 months, to address the myriad of complex and serious issues they and their families were experiencing.

Individual advocacy efforts in 2015/16 have resulted in the following successful outcomes:

- Emergency funding extended to provide one to one support for one day a week for woman with intellectual disability and schizophrenia, to allow her spend time out in the community while her mother and main carer were unwell.
- Carer Allowance reinstated by Centrelink 18 months after being cancelled for a mother of a young man with an acquired brain injury and mental illness.
- Young woman with intellectual disability and schizophrenia continues to be provided with health aids through the Medical Aids Subsidy Scheme after supply period had expired.
- Donation of household furniture to a young man with acquired brain injury
- Smith Family funding to be paid to family of woman with mental illness.
- Family receiving legal advice and support from the Refugee and Immigration Legal Service for application for family member to join them from overseas.
- Woman with vision impairment granted permanent visa and has joined her husband in Australia.
- Young man with acquired brain injury and mental illness receiving support through Partners in Recovery.
- A young girl with Down syndrome was accepted for a necessary assessment for support, at a significantly reduced fee
- Specialist appointment at a public hospital, for a woman with physical disability who was in urgent need of new callipers, two years earlier than first advised by the hospital.
- Provision of free transport to Gold Coast and back to enable a man with an acquired brain injury to have bull billed EEGS on two occasions, saving the person a considerable amount of money
- Successful referral to the Refugee Health Clinic, Mater Hospital, for man with significant and complex health issues that were not being addressed by his GP.
- Reinstatement of assistance from Department of Housing to access low rent housing for family of 7 with father with disability.
- Young man with acquired brain injury and mental illness receiving mental health case management support.
- Re-application to access the Taxi Subsidy Scheme approved for person with disability, having had first application rejected.
- Young man with acquired brain injury and mental health issues provided with health aids through the Medical Aids Subsidy Scheme.
- NSW Civil and Administrative Tribunal Financial Management Order revoked, allowing the mother of a woman with an intellectual disability to submit accounts annually only to QCAT, whereas previously she had had to submit them in two states.
- NSW Trustee \$200 annual accounts fee waived for a young woman with intellectual disability
- Additional 4 hours of support per week for young woman with intellectual disability and mental illness
- Charges for MRI and follow up treatment with CT scan covered by Medicare, that otherwise a man with significant health issues was being told he would have to pay for.
- Recurrent funding for 12 hours per week of individualised support for man with an acquired brain injury.
- Department of Housing accepted a woman with physical and vision impairment and complex mental health needs as a high priority for housing, and as a result she was able to access appropriate affordable housing much more quickly.

- Interpreter provided on a regular basis for a man with intellectual disability to assist him communicate his needs with staff.
- Ten bulk billing psychology sessions secured for a young girl with disability.
- 5 sessions of in-home physiotherapy treatment provided for man with physical disability.
- Speech assessment and in-home therapy sessions provided for young woman with intellectual disability and mental illness.
- Funding secured for young woman with intellectual disability to have a 4 day holiday with support
- Funds of \$3,144 returned to an individual with acquired brain injury by his previous service provider. Payment had been made by the family to the service under threat that the financial claim was already before the courts.
- Restrictive Practices Order cancelled by QCAT for young man with acquired brain injury and post-traumatic stress disorder.
- Referral to and assessment at the Princess Alexander Hospital Orthopaedics' Spinal Unit for man with nerve damage due to spinal degeneration, after several trips to the hospital emergency where no medical follow up was occurring.
- Young girl with Down syndrome received individual support to join the local Scouts group and private tutoring.
- Practical support from Carers Queensland Multicultural Officer secured for a family of an individual with acquired brain injury.
- Domestic support secured for woman with intellectual disability and mental illness.
- Biomedical GP practice agreed to bulk bill for medical and counselling appointments for woman with disability.
- Young child with Down syndrome with complex medical needs accepted by the GP specializing in refugee health.
- A man with ABI who had been placed under a Forensic Disability Order and at risk of being removed from his family and community and placed in residential forensic unit was provided appropriate support and able to remain living with his family.
- Individual funding, currently until 30 June 2017, for urgently needed support for a young child with Autism. Due to lack of any support the family were overwhelmed and close to relinquishing the care of their child.
- A reduction in medication has commenced for a man with an ABI who was on very high levels of medication.
- Long term psychological assessment and supports have commenced for a young man with an intellectual impairment and mental illness.
- Young woman with an intellectual disability and mental illness has received 6 counselling sessions at a much reduced rate.
- CCRC funding provided for young woman with an intellectual disability and mental illness to have a holiday in Toowoomba for 4 days.

Stories of Individual Advocacy Work

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

Story 1. Long term advocacy is often needed

AMPARO has continued to advocate on behalf of Salana, a middle aged African woman with an Acquired Brain Injury (ABI) and Post Traumatic Stress Disorder (PTSD) over the past year. Salana's severe cognitive deficits influence her behavior which at times can put her and others at risk. She also has very poor short term memory, orientation difficulties and hearing impairment. Salana requires a significant support from her husband and children in all areas of her daily life.

When AMPARO Advocacy commenced advocating on behalf of Salana, she was receiving the Newstart Allowance even though it was impossible for her to meet its requirements due to her disability. Salana's medical needs were not being met and the family had not kept any medical documentation, it was therefore very difficult to understand her medical issues.

Despite limited competency in English Salana's family were reluctant to engage with accredited interpreters. Coming from a small ethnic group the family was concerned that its private family business could be disclosed to others in their community.

Over the years of advocating on behalf of Salana AMPARO has safeguarded her best interests and wellbeing and has been able to ensure she received:

- appropriate Centrelink benefits,
- appropriate medical treatment for Salana's hearing and neurocognitive issues resulting in more effective medical care
- 12 hours per week of one on one emergency support from the Department of Communities Child Safety and Disability Services, which also enabled Salana's husband to attend English language classes,
- information and education which enabled Salana and her family to understand the impact of her ABI on her functioning and the best way to support her
- access to onsite professional interpreters that were acceptable to the family.

Often people with disabilities remain vulnerable and disadvantage throughout their lives. This is more likely to be the case when the person has experienced trauma, has continuing mental health problems and complex medical and support needs. Social isolation, language and cultural differences are significant barriers, severely limiting the resources available to a person and their ability to understand and negotiate governmental systems, regulations and requirements.

There are times that they need more intense advocacy to ensure that their human and legal rights are protected. AMPARO was indeed required to recommence intensive advocacy following an incident that brought Salana into contact with the justice system.

Even though the circumstances surrounding Salana's alleged offences are unclear she became involved in complex and serious legal processes. A vital part of AMPARO's advocacy was to ensure that Salana had the legal representation and that all stakeholders involved, including the medical specialist and legal and support services, had adequate and comprehensive information to develop a deep understanding of Salana's disability, medical conditions, support needs and cultural issues.

AMPARO worked closely with all stakeholders to influence their understanding of Salana's real life experiences. However the advocate placed themselves fundamentally on the side of Salana and was clearly, consistently and firmly acting on her behalf.

Privacy concerns can influence attitudes towards the use of interpreters. Despite limited competency in English Salana's family again became reluctant to engage with accredited interpreters due to the highly sensitive nature of the issue.

Initially Salana's husband only agreed to work with phone interpreters from out of Queensland. One of the key challenges for the advocate was that Salana's hearing impairment added more confusion and misunderstanding to the already complicated legal issues. Under the circumstances it was not in Salana's best interest to continue working with phone interpreters and the advocate put much time and effort into identifying an interpreter that the family could trust and agreed to work with onsite. Significant advocacy was also required to ensure other professionals involved, including medical professionals, understood the interpreting needs of this family.

The course of AMPARO's advocacy is always determined by what is in a person's best interests, and involves the person and their family as much as possible in directing the advocacy efforts. In difficult and complex situations those best interests are not always clear and AMPARO must make decisions based on their knowledge of the person and their circumstances. Individual factors such as the person's disability, needs and social environment are relevant, as are the impact of language and culture. Uninformed judgements about best interests can potentially lead to greater vulnerability.

Despite the ambiguity of the allegations against Salana, she was at high risk of being removed from her family, excluded from the community and placed in institutional care. There was pressure for her to be diagnosed and treated in a locked institutional setting. In the many months leading up to the legal hearing, AMPARO ensured that Salana received culturally appropriate, responsive and respectful support from services that also supported our advocacy efforts for Salana to remain living with her family. During this time there were no further incidences of concern. AMPARO's involvement was instrumental in securing recurrent support to meet Salana's needs to replace the non-recurrent emergency funding.

AMPARO played a significant role in achieving the best possible outcome for Salana - to remain living in the community with her family with good support in place. Whilst the outcomes of the legal process was that Salana is currently under a Forensic Disability Order, there are limited conditions imposed and we hope this will be for a limited time.

AMPARO is committed to understanding the people we advocate for and their circumstances, and developing good relationships based on trust and respect. We follow through and do what we say we will do. We challenge systems, people and decisions, but we challenge in a responsible way. Vulnerable people know they can contact us when things go wrong.

Story 2. Working with individuals from refugee families who have complex needs

This year AMPARO Advocacy commenced advocating on behalf of Nobi, a young boy from an African background who has Down syndrome. Initially, AMPARO received a referral from the Complex Case Support (CCS) program about the family of five. All members of the family were suspected to have some kind of disability, namely vision impairment, hearing impairment, depression, acquired brain injury and Down syndrome. All family members had limited proficiency in English and had spent the majority of their lives in a refugee camp before being resettling in Australia two years ago. The family were due to exit the CCS program but the case manager had concerns about the ongoing challenges they faced in areas such as health, housing, support and education.

The family is from a small ethnic minority and it is very difficult to get interpreters in their first language. Interpreters in emerging languages and languages with very low community demand may have NAATI recognition, but not accredited, by the National Accreditation Authority for Translators and Interpreters (NAATI). NAATI recognition is an acknowledgement that the person has recent and regular experience as an interpreter, and there is an expectation that they will follow the basic Code of Conduct. The advocate was unable to identify a 'recognised' onsite interpreter in the relevant language in Brisbane. Although it was possible to use a phone interpreter, the family did not have a landline. Using a mobile phone proved to be unsatisfactory as the connection was often unclear and the communication was broken and confusing. The advocate identified that a number of family members were fluent in the official language of their country of origin and with the family's agreement, the advocate was able to secure an onsite interpreter in that language.

Even though each member of Nobi's family had some kind of suspected disability there were no formal diagnoses, medical evidence, assessments or test results. The advocate could only locate a few reports which were not comprehensive or adequate to determine appropriately the disability of each individual. For example one individual's suspected ABI was attributed to a childhood head injury by the family, but had only been assessed by a psychiatrist. However a magnetic resonance imaging (MRI) scan nor an appropriate neurocognitive assessment had been performed. There had been no comprehensive evaluation of the person's cognitive function that could help to clarify their needs for support. Furthermore this person was expected to learn English and was attending the Adult Migrant English Program (AMEP). However, the classes were not appropriate and were of no benefit. The person had not been offered any alternative support, activities or medical assessments.

It was obvious that another family member had a hearing impairment but there was no medical evidence of the severity of hearing loss and the likely cause of this. Whilst they had completed 510 hours of the AMEP, they had not shown adequate improvement in English to become eligible for the more advanced English program. The obvious impact of the hearing impairment on their ability to learn English and their need for support had not been acknowledged or acted upon. This person had been assessed as meeting the requirements for Newstart Allowance despite being unable to fulfill its obligations due to the impact of their hearing impairment and limited proficiency in English. When AMPARO met the family this person was isolated, not linked to any services, not receiving support, not attending English classes and had outstanding medical issues that needed investigation.

Since meeting Nobi, AMPARO's advocacy efforts have focused on understanding the impact of his disability, identifying his most urgent unmet needs, and advocating for quick access to support and services that can address those needs. As no one in the family could give the advocate any information about the involvement of any medical specialists or support services and the family had not kept any records or documentation, it was extremely difficult to know what had been done to date. Unfortunately,

the settlement service involved with the family could not provide additional information either.

In the course of the advocacy efforts for Nobi, the advocate discovered that a support service was already involved and would soon commence providing support for Nobi two afternoons per week after school and every second Saturday. The advocate contacted the special school that Nobi was attending and arranged a meeting with Nobi's teacher and his case manager from the service provider. The teacher was very pleased to hear that an advocacy organisation had become involved to address Nobi's urgent support and medical needs. Moreover, the teacher was concerned that information from the school was not reaching Nobi's family because of language barriers. The meeting determined that the case manager with the assistance of an interpreter would visit Nobi's family once a fortnight to ensure that all correspondence was understood and addressed.

During the meeting with Nobi's teacher and service provider, the advocate became aware of medical issues which were very concerning. AMPARO had heard about a volunteer who is assisting refugees to address their complex and unmet medical needs. This volunteer works with general practitioners who are interested in refugee health and who seek to understand the medical needs of particular ethnic groups. These GPs only accept new families if the volunteer is involved. The volunteer follows up referrals, appointments and appropriate treatment, provides assistance to attend medical appointments and ensures that interpreters are always provided. The advocate sought the involvement of the volunteer and introduced them to the family. Since the volunteers involvement Nobi has been referred for and undergone a number of important medical tests. **The volunteer reported to AMPARO that Nobi has recently had his eyes tested and he was so delighted to be able to see with the test lenses in place that he did not want to take them off.**

The volunteer is providing intensive case management to address the medical needs of the whole family. To date, their involvement has resulted in:

- the family being transferred to a GP who specialises in care for their ethnic group
- the person with severe vision impairment being referred to Vision Australia and undergoing an occupational therapy assessment
- the person with hearing impairment being referred to hospital for surgery as their ear drum was almost completely absent in one ear
- two members of the family being treated for diabetes and severe depression.

The support that Nobi receives from service providers, school and medical practitioners is now established and well-coordinated. With assistance from the case manager, communication between Nobi's family and his school has improved, and as a result Nobi is more included in school activities and the school community.

AMPARO is now directing our attention to the family member who has the suspected acquired brain injury and is in need of independent advocacy. This person is socially isolated, has no supports or involvement in the community and is not included in any activities outside their family. While advocacy addresses the needs of an individual, the advocate is always aware of and responsive to the complex needs of the whole family. At times, linking the members of the family with service providers or volunteers is the most appropriate and effective path to also addressing the needs of the individual.

Story 3. Disability and mental illness – the difficulties in establishing a diagnosis and accessing supports for people with a dual diagnosis

It is well documented that people with intellectual disability are at a higher risk of developing comorbid serious mental illness, with the type of accommodation and support and preceding life events highly predictive of incidents of mental ill-health¹. However establishing a diagnosis of mental illness for people with intellectual disability can be extremely difficult and this is often exacerbated by an individual's capacity to participate in a clinical assessment².

AMPARO Advocacy has advocated on behalf of many people with a dual diagnosis of intellectual disability with mental illness, several of whom have missed out on much needed service provision due to not being seen as the responsibility of a given department. Those referred to services focusing on mental health have been told that they would be better supported by those specialising in supporting people with disability, whilst disability service providers often do not have the clinical skills to support people with mental illness.

When Tamba, a young Sierra Leonean man with an intellectual disability and schizophrenia, attempted to register with a support service for people with mental illness the service was insistent that a primary diagnosis of mental illness had to be established before he could receive support. For someone with a dual diagnosis, how should the primary diagnosis be determined, and by whom? As for many people with a mental illness this young man was keen to work in a supported and welcoming environment, to learn new skills and develop confidence from interacting with others. Significant advocacy had to be provided for the service to even consider allowing Tamba to trial the support they provided.

Munjed, another young refugee with a dual diagnosis, was referred to the *Partners In Recovery* program. Munjed has an acquired brain injury with mental illness, including anxiety which results in him spending the vast majority of his time at home doing very little. Initially the referral process went well and through discussions with the young man and his family a suggested weekly program was established to allow him to trial various activities of potential interest. It was then left up to the young man to contact the service should he wish to go ahead with the plan. Needless to say, he never made the call and remained at home for the majority of his week. When AMPARO followed up with the service to find out why he was not being supported to pursue any of the activities he identified we were advised 'you can take a horse to water but can't make him drink'. Not only was this a highly inappropriate response, the service hadn't actually provided any support for him to trial or engage in any new interests or activities in his local community. Instead, when he hadn't taken the initiative to ask to be involved in the proposed activities they assumed he wasn't interested and not only withdrew him from their program but also cancelled his referral to the PHAMs program. This is a particularly surprising approach from a service experienced in working with people with mental illness, where one would expect many with anxiety would require encouragement with one to one support to engage and trial any new activities. For Munjed this was

¹ Cooper, S.A., Smiley, E., Finlayson, J., Jackson, A., Allan, L., Williamson, A., Mantry, D., and Morrison, J. (27 August 2007). The Prevalence, Incidence, and Factors Predictive of Mental Ill-Health in Adults with Profound Intellectual Disabilities. Blackwell Publishing Ltd.

² White, P., Chant, D., Edwards, N. Townsend, C., Waghorn, Geoff. (2005) Prevalence of Intellectual Disability and Comorbid Mental Illness in Australian Community Sample. Australian and New Zealand Journal of Psychiatry 200539:395.

particularly the case. With limited self confidence in his ability to interact with people due to his disability, a poor memory and significant anxiety, one to one support to encourage him to trial one new activity at a time would have been essential for him to feel safe in any new environment. Instead he remains at home, isolated and with limited relationships in his life. AMPARO continues to advocate for community involvement on his behalf.

Alya, a young Sudanese refugee with an intellectual disability, has been struggling with mental illness since leaving school. When her disability prevented her from going on to study at school for years 11 and 12 she was advised to try TAFE. Sadly although keen to continue her education and maintain social contact with her peers, Alya was unable to keep up with the demands of the mainstream course and was withdrawn from TAFE. With both parents working long hours and her siblings having left home, and with no involvement at all in the wider community, Alya became more and more depressed and withdrawn. A detailed assessment by QCIDD flagged concerns regarding depression and anxiety and highlighted the importance of counselling. Sadly a break in support over the Christmas period led to Alya refusing further counselling support in the new year. For the next 5 years Alya remained inside her home, with no support from Disability Services, the Department of Health or even her GP. Alya became increasingly unwell, eventually refusing to wash, change her clothes, cut her hair or nails or interact with anyone except her parents, and much of this engagement was confrontational. The concepts of night and day became blurred with Alya often awake during the night and asleep for much of the day.

Following calls by the family to the Department of Health, an acute care team from the Department of Health visited Alya in her home to make an assessment. After much prompting Alya gave some one word answers to the psychiatrist's questions and from this limited communication the team determined that she was not experiencing psychosis nor a danger to herself or others and that her isolation and poor self-care were considered a result of her intellectual disability and behavioural issues. Given no improvement in her condition, 6 weeks later a second team, this time from the Department of Communities, Child Safety and Disability Services, conducted a further psychiatric assessment. With the same limited input from Alya, similar findings were made, that there was no evidence of mental illness, such as psychotic illness or a mood disorder, and that Alya's had withdrawn primarily as a result of her intellectual disability and social factors. Anxiety was seen as possibly contributing to her presentation, but this did not appear to be a dominant factor.

In total contrast to the psychiatrists' diagnoses, Centrelink recently turned down Alya's application for a Disability Support Pension on the basis of a lack of disability diagnosis and found that her condition was more likely to be due to a short term mental illness. They recommended that she work initially up to 14 hours per week, increasing to twenty two hours when well.

Fortunately for Alya her family did not accept the diagnoses from either psychiatric team and she was referred to AMPARO for advocacy. Alya had been diagnosed with her disability at primary school and had willingly attended school until year 10. Her disability had not prevented her from attending school nor from going out and about in the community. It was only when options to participate in the wider community had gradually been closed for her that she had withdrawn to the safety of her home. Following vigorous advocacy on the part of one dedicated staff person at the Department of Health and AMPARO Advocacy, Disability Services committed the involvement over a 3 month period of a psychologist experienced in working with people with disability and mental illness, and a more comprehensive assessment has been undertaken. This concluded that Alya suffers from both agoraphobia and severe depression. Due to the length of time that Alya has been unwell a full recovery is likely to take some time, however due to a recent hospitalisation and appropriate mental health treatment and supports Alya is already making significant progress and is starting to re-engage with the wider community.

The increased incidence of mental illness for people with intellectual disability is well documented yet mental health professionals are often ill equipped to diagnose and respond to individuals with dual diagnosis. The experiences of the above three people highlight the difficulties that those with a dual diagnosis can experience in receiving an accurate diagnosis of their mental illness and also the problems that they can have in accessing appropriate supports.

Story 4. Inclusion and early intervention make a difference

AMPARO has continued to advocate on behalf of Fadil, a young boy of Sudanese background who has been diagnosed with Down syndrome. Nine years ago, before Fadil and his family arrived in Australia, the family had been living in a war-torn country where they had experienced extreme physical and psychological trauma. This trauma resulted in physical injuries for a number of family members and had a profound impact on the mental wellbeing of the whole family. As a result Fadil's parents have found it difficult to develop trustful relationships, attend English language classes and settle well into their local community. Fadil has been socially isolated as a result, with little opportunity to socialise with other children or participate in any activities outside of special school. Nor does he play, make friends or learn in an informal inclusive environment.

When AMPARO became involved, Fadil's family were very unhappy with the lack of support for their son. They expressed frustration that Fadil was not improving at school, and had very poor writing and reading skills. They were concerned that Fadil was not initiating conversation, and had limited verbal communication. Although Fadil had been diagnosed with Down syndrome, nobody had explained the diagnosis to his parents in their first language. They did not have a good understanding of Fadil's disability, its impact on his ability to learn or the benefits of early intervention. Prior to AMPARO's involvement Fadil had commenced seeing a speech therapist, however his parents had terminated the therapy because they had seen no improvement in his speech. Fadil had also been prescribed glasses which he refused to wear and his parents were desperate for more assistance.

Unfortunately services that assisted the family in the first few years after they arrived in Australia had failed to recognise that Fadil was eligible for the Federal Government's Better Start Early Intervention Program. The Program targets children under the age of six years, a time during which the evidence shows that intervention and support is of the most benefit to the child's development, subsequent growth and ability to fulfill their full potential. As a result Fadil missed out on crucial early intervention resources, such as \$12,000 worth of services such as audiology, occupation therapy, speech therapy, physiotherapy, psychology, play equipment and other resources tailored to his needs.

In the past, many people with Down syndrome did not have the opportunity to develop to their full potential. Often, they have been separated from families and their community, living in segregated settings with low expectations placed on them and limited opportunities for learning, personal growth and having a 'good life'. While some families have had low expectation of their loved ones with disability, Fadil's parents had very high expectations of their son, but without a good understanding of his disability, or its impact on his needs for support.

Despite having lived in Australia for seven years, Fadil had not had any assessment to help identify areas where additional support would assist his development. No one was really looking at Fadil's strengths, talents, abilities and interests and he was not participating in any activities with other children who did not have disability. Whilst Fadil's family had high expectations that their son would develop speech, would achieve well at school and would reach developmental milestones, they were disappointed and frustrated with his progress at the special school he attended, and the ineffectiveness of the speech therapy he had

received. Fadil was aware of this.

Initially AMPARO Advocacy's efforts were focused on understanding Fadil's disability and ensuring that his family had access to translated information about Down syndrome, its potential impact on Fadil's development and the opportunities that were available for Fadil. Due to AMPARO's involvement the Down Syndrome Association was able to translate and provide important resources and information for the family

To date, AMPARO's vigorous advocacy has had the following specific outcomes:

- Over the years AMPARO has advocated on behalf of children with disability and we have become acquainted with a number of very dedicated professionals who provide comprehensive and culturally appropriate therapy and services. AMPARO was able to link the family with an experienced speech therapist and secured 5 sessions of speech therapy for Fadil under a Health Care Plan.
- A further 20 sessions of speech therapy funded by a Medicare program for children with a disability up to the age of 13 years were provided.
- A local community service, with Queensland Community Care Services funding, providing 5 hours per week of individualised support for Fadil.
- Fadil is accessing support to improve his fine motor skills to help his writing and keyboard use.
- Fadil's parents had expressed that they were keen that he would learn to write, and to play ball games with other children and was generally more active. AMPARO addressed these concerns by linking Fadil with the Sporting Wheelies, where they designed an exercise program to improve Fadil's skills in these areas. To enable Fadil to attend this program the advocate negotiated with the service provider for a support worker to accompany Fadil to the Sporting Wheelies gym once a fortnight and Fadil is enjoying this.
- Fadil was supported to trial a number of outside school social activities with children his own age and has since joined the local Scouts group. Initially the support worker was actively involved in assisting Fadil to attend Scouts and to build relationships with his fellow scouts, however the worker is gradually reducing the level of support provided as Fadil is developing friendships and joining in activities without support.
- Support over the Christmas holidays to give Fadil the opportunity to attend swimming lessons, a three day camp and have private sessions with the Sporting Wheelies activities facilitator.
- Funding has also subsidised a family holiday to Sydney.
- Following the concerns of Fadil's parents about his refusal to wear glasses, the advocate consulted the family's General Practitioner. As a result Fadil was referred to a respected pediatric eye specialist who appropriately diagnosed his eye condition and prescribed new lenses. Fadil is now happy to wear the glasses.
- A private child psychologist agreed to conduct a comprehensive cognitive assessment at a significantly reduced cost.

Supporting the family to make informed decisions:

- The results and recommendations of this assessment were fully explained to the family with the assistance of an accredited interpreter so they could make informed decisions about Fadil's education and support needs. The assessment gave Fadil's family a better understanding of his abilities and strengths and identified areas that needed particular attention. Fadil is now participating in private tutoring with an experienced educator.
- Recently Fadil expressed his desire to attend a mainstream local high school like his siblings have attended. To support the family to make an informed decision about this AMPARO identified a useful resource about inclusive education and the role of the family and the school in a successful transition to mainstream education. This document has been translated and provided to the family to ensure Fadil's family understand the significant involvement on their part that is required to support Fadil to attend the high school of his choice next year. If the family decide to pursue a mainstream education for Fadil, they may require independent advocacy from AMPARO.

Fadil is now participating more in life outside his family, meeting and befriending children his own age who live in his local community. He is always very excited to attend Scouts and recently also expressed interest in attending dancing and drama classes. His older siblings report that he is more outgoing and has even contacted them by text messages. His family is very pleased to see the progress that Fadil has made and how independent he is becoming.

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

GOAL 2: Engage in strategic systemic advocacy

This goal focuses on a small number of state-wide systemic priorities that are informed by our advocacy work with and on behalf of vulnerable migrants and refugees with disability. These priorities are identified each year as part of the management committee's annual planning process.

Key issues are taken up with governments, services and communities to influence positive sustainable changes to attitudes, policies, practices and resources so that people from a NESB with disability can have equitable access to information, services and supports.

People with disability who have limited or no English language skills and who come from diverse cultural backgrounds frequently encounter significant additional barriers to having their needs met. Through our direct advocacy work with individuals we become aware of the multiple layers of disadvantage which restrict people's access to important information and services and limit their ability to fully participate and be included in family and community life.

Engaging with diverse communities, and activities this includes, assists AMPARO to understand the specific challenges and issues that people with disability and their families from culturally and linguistically diverse communities experience on a daily basis. This work also provides a sound basis for the systemic advocacy, capacity building and awareness raising that AMPARO undertakes.

The following is a summary of major work undertaken in the areas of systemic advocacy, community engagement and capacity building with CALD communities.

National Disability Insurance Scheme (NDIS)

AMPARO Advocacy considers the implementation of the National Disability Insurance Scheme (NDIS) across Australia to have enormous potential to improve the lives of people with disability.

However to ensure all Australians with disability can equitably access and participate in the NDIS, the NDIA must develop and implements a robust Cultural Diversity Strategy with targeted access and equity measures.

Whilst it is estimated that nationally, approximately 21.9% of NDIS participants should come from a CALD background, the NDIA has acknowledge that all sites have lower than expected CALD participants with only 4% having approved plans as of the 30 June 2016.

AMPARO Advocacy's NDIS participant readiness activities and multicultural engagement with CALD communities in Queensland has identified a number of factors that if addressed would support greater access to the NDIS. Throughout the year AMPARO has strongly promoted the need for targeted and culturally appropriate communication and engagement strategies to strengthen and increase participation rates of people from CALD communities in mainstream and disability specialist services, and the NDIS. This work is undertaken through the following activities.

❖ Queensland's NDIS Transition and Advisory Group (QTAG)

The aim of this group is to provide advice and feedback on strategies, projects and approaches that are necessary to prepare Queenslanders for the NDIS. AMPARO continued its membership of this group in

order to highlight the specific challenges and issues that people from CALD backgrounds with disability experience and to influence the development of targeted strategies to address longstanding disadvantage.

Through our involvement in this group we promoted the need for more to be done to build the capacity of Queenslanders with disability from CALD backgrounds to understand the opportunities that the NDIS will provide and how to best take advantage of these. We advocated for an increased commitment from the Queensland Government to resource additional work to help prepare CALD communities for the introduction of the NDIS across Queensland including the need to:

- Build the capacity of CALD communities to understand the needs and rights of people with disability so diverse communities are more inclusive;
- Raise expectations for a 'good life' and what that could look like for people with disability and their families;
- De-stigmatize issues of disability in CALD communities;
- Inform people about the availability of mainstream and disability specific services;
- Undertake intensive preplanning with people with disability and their families from CALD communities;
- Link vulnerable people with disability from CALD backgrounds to appropriate mainstream and disability specific services including the NDIS.

❖ **Culturally and Linguistically Diverse Stakeholder Advisory Group**

In the middle of last year the NDIA gave a commitment to develop a National Cultural and Linguistic Diversity Strategy and established a CALD Stakeholder Advisory Group to provide strategic advice on the development of the strategy. AMPARO Advocacy was invited to participate in this advisory group and attended meetings in Sydney with representatives from ten other agencies across Australia in August and October 2015, and March and August 2016.

In addition to providing input at these meetings AMPARO has provided extensive written feedback on several drafts of the CALD strategy throughout the year.

On the 3 March 2016 in collaboration with the Queensland Program for Survivors of Torture and Trauma (QPASTT) and with the support of Queensland Council of Social Services (QCOS) a workshop was held with 9 community organisations from across Queensland to discuss shared concerns about the participation of people from CALD backgrounds in the NDIS. The participants explored what it would take for people with disability, including those with a psycho-social disability, from CALD communities to equitably access and fully participate in the NDIS.

This workshop brought perspectives from a diversity of organisations who work with people with disability and/or mental health issues from CALD communities. Findings from the day were written up by the facilitator Pauline Peel in a brief report: *Strategic and practical actions to support people from culturally and linguistically diverse communities to equitably access and fully participate in the NDIS*, and this was presented to the NDIA and contributed to AMPARO's recent report: *The NDIS and Culturally and Linguistically Diverse Communities: Aiming high for equitable access in Queensland*.

Organisations represented at this workshop included:

- AMPARO Advocacy
- Queensland Program of Assistance for Survivors of Torture and Trauma (QPASTT)

- Queensland Council of Social Services (QCOSS)
- Community Resource Unit (CRU)
- Multicultural Development Association (MDA)
- SOLAS Mental Health and Wellbeing (Townsville)/Queensland Mental Health Alliance
- Aftercare
- Townsville Multicultural Support Group (TMSG)
- Queensland Transcultural Mental Health Centre.

AMPARO expects that an NDIS CALD Strategy will be released shortly, however we have concerns that a CALD Strategy has not been in place from the early design of the NDIS. There is a risk that strategies developed now could be an add-on rather than effectively embedded into core practice of the NDIA.

Current NDIS policy, processes and strategies are struggling to meet the needs of people from CALD backgrounds and limiting their access to this new system. Evidence of this is the lower than expected participation levels, with only 4% having approved plans from a CALD background as of the end of June 2016. According to the National Ethnic Disability Alliance (NEDA) 21.9% of NDIS participants should come from a CALD background.

❖ **NDIS Symposium - NDIS and CALD Communities: Aiming high for equitable access in Queensland.**

Further work which has taken place to highlight issues of concern around the NDIS includes AMPARO partnering with Griffith University, CRU and QDN to host the 9th NDIS Symposium, **NDIS and CALD communities: Aiming high for equitable access.** This was held on 11 October with over 170 participants in attendance.

The aim of the symposium was to inform and influence better outcomes for people with disabilities from CALD backgrounds needing to access the NDIS, by exploring best practice approaches, presenting recent research in this area, and hearing about the lived experiences of individuals with disability and their families from CALD backgrounds.

We heard from two individuals with lived experiences: Sorayya, an NDIS participant from the Barwon region, who spoke about her experiences with the NDIS, and Thao Pham, a family member of a person with disability, who shared her personal story and reflections. Both of these stories were very powerful in highlighting the issues facing people with disability and their families from CALD backgrounds.

Other speakers whose presentations contributed valuable experience and knowledge to the discussion on the day included:

- Newly appointed Disability Discrimination Commissioner, Alastair McEwin
- Associate Professor, University Technology Sydney, Joanne Travaglia
- National Disability Insurance Agency, General Manager Community Linkages Division
Stephanie Gunn
- Commissioner, Anti-Discrimination Commission Queensland, Kevin Cocks
- Queensland Program of Assistance for Survivors of Torture and Trauma (QPASTT), CEO Tracy Worrall

- Diversitat, Barwon, Victoria, Megan Price
- Coordinator International Engagement, Queensland University Technology, Dr Julie King

Sponsors that made the symposium possible included:

- Queensland Program of Assistance for Survivors of Torture and Trauma (QPASTT)
- MDA Limited
- Mamre Association
- Queensland Council of Social Services (QCOSS)
- Access Community Services
- Speaking Up For You Inc (SUFY)
- Townsville Multicultural Support Group (TMSG)
- Independent Advocacy in the Tropics (IAT)
- Rights in Action (RIA)
- Diversicare

The Community Recourse Unit (CRU) very generously organised the filming of the symposium with the support of students from Indooroopilly State High School. If you would like to watch the videos of presentations you can access them on the [AMPARO Advocacy's website](#).

AMPARO would like to acknowledge and thank Griffith University, the Community Resource Unit (CRU) and Queenslanders with Disability (QDN) for their support and ongoing commitment to better outcomes for people with disability from CALD backgrounds. AMPARO would also like to express our sincere appreciation to the many sponsors whose financial support made the symposium possible.



AMPARO Advocacy management committee members, staff and organisation members who attended the NDIS CALD symposium on the 11 October 2016.

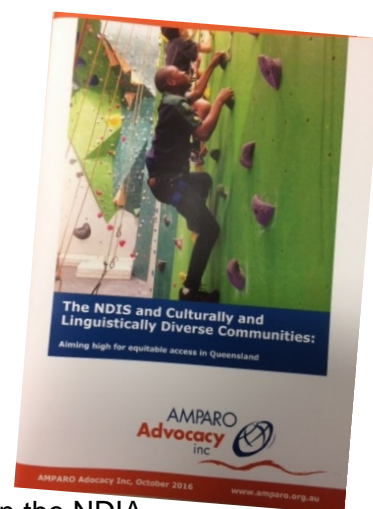
❖ **AMPARO's Report: The NDIS and Culturally and Linguistically Diverse Communities: Aiming high for equitable access in Queensland**

AMPARO launched the report *The NDIS and Culturally and Linguistically Diverse Communities: Aiming high for equitable access*, at the Griffith University Symposium.

The report aims to highlight longstanding disadvantage and additional barriers that have contributed to 'decades' of lower levels of participation in specialist disability services by people from CALD backgrounds with disability, and to inform the development of social policy, strategies and practices that will support equitable access and participation in the NDIS.

The report speaks to the underlying causes of this disparity, and the need to build a culturally competent, safe and responsive NDIS system that will work to strengthen the capacity of individuals with disability, their families and communities from CALD backgrounds to understand their rights, to know what a 'good life' looks like and to be able to fully participate in the NDIS.

The report suggests that lower levels of participation in the by people from CALD backgrounds NDIS reflects a system that so far has been designed and developed with policy, processes, and engagement strategies that are struggling to meet the needs of CALD communities. Recommendations in the report are largely aimed at the NDIA, with priorities for targeted strategies and actions that we hope will be incorporated into a robust National CALD Strategy.



The report makes 25 recommendations relevant to the NDIS. Firstly, it suggests that strong leadership and a dedicated well-resourced team within the NDIA is needed for the successful implementation of a NDIS CALD strategy, and that well-resourced access and equity measures need to be incorporated into the core business of the NDIS as a matter of priority.

Other key recommendations are aimed at the Department of Social Services and seek a greater commitment to funding independent advocacy in its various forms, including the continuation of funded targeted independent advocacy for people from CALD backgrounds with disability.

The report also makes several recommendation to support Queensland's transition to the NDIS that require the Department of Communities, Child Safety and Disability Services works closely with the NDIA to develop and implement a comprehensive plan of engagement for CALD communities.

A copy of this report is available on the AMPARO Advocacy [website](http://www.amparo.org.au).

❖ **Participant Readiness Initiative (PRI)**

AMPARO Advocacy was fortunate to be able to continue our partnership with the Community Resource Unit (CRU), Queenslanders with Disability Network (QDN) and Mamre Association to increase the participation of people with disability and their families from CALD communities in activities aimed at preparing them for the NDIS. This important work was resourced and undertaken collaboratively with our partners from 1 December 2014 to 30 June 2016.

Our sincere thanks and appreciation to our partners CRU, QDN and Mamre Association for their commitment to resource and support the engagement of people with disability from CALD backgrounds, their families and communities to increase their understanding of the NDIS and prepare for this new scheme.

AMPARO Advocacy is pleased to advise that the organisation is now being funded by the Department of Communities, Child Safety and Disability Services to continue work under the Participant Readiness Initiative (PRI), to assist Queenslanders from CALD backgrounds prepare for the introduction of the NDIS. This funding is for the period from 1 July 2016 to 30 June 2017.

The PRI work over the past year has included:

- Gathering information and undertaking research to determine what would best help CALD communities to learn about the NDIS
- Informing people with disability and families from CALD communities about the National Disability Insurance Scheme (NDIS)
- Creating resources and translated materials to assist CALD communities prepare for the NDIS
- Informing multicultural workers, settlement workers and community leaders in Queensland about the NDIS so they can spread the word
- Working in partnership with multicultural organisations, community leaders and disability services in order to hold information sessions, workshops and at home sessions for people with disability, their families, and CALD communities
- Encouraging disability services to work in ways that are inclusive of CALD individuals and their families
- Raising awareness within government and community agencies of the importance of developing culturally inclusive strategies and ways of working with CALD communities
- Helping CALD communities to learn about the rights of people with disability, including their right to a good life
- Recruiting and training bicultural workers.

Culturally appropriate, responsive and flexible processes that support the effective engagement of people from CALD backgrounds with disability and their families is central to this work.

AMPARO continues to develop and utilise a range of strategies and approaches in communicating and engaging with people with disability, their families and CALD communities, including:

Connecting with CALD communities

- Working with community leaders and multicultural workers to ensure they know about the NDIS and can relay this information to people with disability and their families in their communities.
- Informing those we come in contact with through regular email updates. Over 470 individuals and organisations, including people with disability, workers in the disability and multicultural sectors and community leaders, now receive our information.
- Delivering workshops and individual sessions about the NDIS to people with disability and their families from CALD backgrounds.

During the past 12 months AMPARO has held **23** workshops and presentations attended by **389** people which includes people with disability, family members, community members and leaders, bicultural and multicultural workers. And held **81** individual conversations or sessions in Sunshine Coast, Brisbane, Toowoomba, Mackay and Townsville.

These workshops and presentations have been undertaken in partnership with the following organisations:

- Queensland Disability Network
- Mamre
- Community Resource Unit
- Diversicare
- Centrelink (Toowoomba)
- Mercy Family Services (Toowoomba)
- Mackay Regional Council
- Carers Queensland
- Townsville Multicultural Support Group
- Acacia Ridge Community Support Inc
- Multicultural Development Association
- Lifeline Darling Downs & South West Queensland Ltd

AMPARO Advocacy would like to thank these organisations for their support and assistance, and the Department of Communities, Child Safety and Disability Services for funding this work from the 1 July 2016.

Developing resource materials

▪ Translated Materials

AMPARO translated two factsheets, “What is the NDIS?”, and “Understanding Disability in Australia”, into an additional 16 languages, bringing the total number of translations to 33. These are available on AMPARO’s website and have been widely distributed through our email contacts and other large email distribution lists through the Brisbane City Council and Ethnic Communities Council of Queensland.

A number of organisations, including Department of Communities, Child Safety and Disability Services, Refugee Health, QCOSS, Metro Health South (Brisbane), and Settlement Services International have set up links to AMPARO’s translated materials.

▪ Video versions of factsheets

In recognition of preferred communication methods for some new and emerging communities, AMPARO also created video versions of these factsheets into seven languages - Kirundi, Amharic, Dinka, Burmese, Karen, Dari, Somali, and also in AUSLAN. In order to create these videos AMPARO engaged cultural workers from MDA, community leaders and interpreters.

Community leaders also assisted AMPARO by providing feedback regarding the translations.

AMPARO would like to thank community leaders Palani Thevar, Kannan Natarajan, Jeyanthirakumar Selvaratnam, and Karthikeyan Rathakrishnan, Tadi Beyene and Elijah Buol, community worker Zina Hulbert, and interpreter Ancilla Nyiranshimimana for their assistance.

- **Digital Stories**

An additional digital story was completed this year, “Claude and his Family’s Story”, in which Jacqueline and Nasibu who are from Burundi, and live in Brisbane with their six children, speak in Kirundi, their first language, about their child Claude’s needs for support and assistance to live a good life. AMPARO would like to sincerely thank Jacqueline, Nasibu and their family for allowing us to create this digital story.

AMPARO would like to thank Narges Shokoli, for her hard work in producing, filming and editing the video stories and creating several videos of the translated factsheets. Developing materials in a range of languages required great skill and patience and AMPARO is extremely grateful for Narges’ commitment and dedication to completing this important work.

AMPARO has received positive feedback regarding the value of these resources from organisations in Queensland and interstate, with many requests to use these to provide information to CALD communities. The following are some examples of this feedback:

“Your resources look great. I coordinate an email network for Metro South Health staff who want updates on disability issues – so I’ve forwarded it across the district.” Metro Health South Officer (Brisbane)

“I have been using the information sheets in different languages – they are good to have!” Brisbane disability worker

“Congratulations on this great resource that you have produced. The fact sheets are excellent and I am sure it has been quite a popular one to get the message across the CALD communities. We were wondering if we can have a link to your factsheets in our website. We would also like to use the fact sheets in our workshops.” NSW community organisation undertaking NDIS participant readiness activities for CALD communities

“Thank you very much for this. Your facts sheets have been very helpful to our audiences”

“They are really useful resources.” Refugee and settlement services

“Fabulous resources” “That’s very helpful” Disability Services officers in Brisbane and Cairns

Providing information

AMPARO Advocacy has presented information on working effectively with people with disabilities from CALD backgrounds at a variety of forums including:

- NDS Queensland Conference: *Shaping the Future Preparing for Change*, Brisbane
- *Embracing Cultural Diversity in Kindergarten*, Brisbane
- Presentation to Disability Services staff, Mackay
- Australian Institute of Interpreters and Translators (AUSIT) Queensland Conference, Brisbane: *Understanding the NDIS and interpreting for CALD Communities*:

Learnings from Participant Readiness work in Queensland

The learnings from this project helped to inform and are included in AMPARO's new report, *"The NDIS and Culturally and Linguistically Diverse Communities: Aiming high for equitable access in Queensland,"* and include the following:

1. CALD individuals with disability and their families need more information about disability and the opportunities that will be available under the NDIS.

- People with disability from CALD backgrounds can be very isolated and difficult to reach. The lack of understanding about disability, stigma and isolation, low levels of English literacy, limited awareness of services and inadequate service delivery responses are common.
- Building the capacity of individuals, families and communities from CALD backgrounds to understand the needs and rights of people with disability and to explore what a 'good life' can look like is an important precursor to providing information about the NDIS. This work takes time and is resource intensive.

2. A one-size-fits all approach to communication for CALD communities is not effective.

- Mainstream NDIS communication strategies have not reached many CALD community members.

3. A range of approaches are needed to reach isolated CALD individuals and families.

- Developing ongoing relationships with multicultural workers, community leaders and others who are connected to isolated individuals with disability and their families is essential. In Townsville where the NDIS has commenced, several multicultural organisations report no contact or outreach from the NDIS or Local Area Coordinators to inform them about the scheme or how to assist people with disability to access it.
- Providing information to CALD communities about the NDIS including what it is and how people can prepare for it closer to the roll out time of the scheme in their area, and then for an extended period afterwards, is critical.
- Providing information too early without providing access to much needed support and advocacy is not helpful or appropriate. This is because many individuals with disability and their families have a number of serious and pressing needs and issues that require immediate attention.
- Addressing language barriers by holding individual face to face sessions with bicultural workers or with the assistance of credentialed interpreters is often needed. It can also allow individuals and families to speak more about their circumstances and help address gaps in understanding and concepts that are unfamiliar.
- Providing information to community leaders and multicultural workers and engaging bicultural workers is a useful strategy to disseminate information about the NDIS and to identify hard to reach individuals with disability.
- Explaining the PRI work and purpose and following up on referrals can be slow work, but a very effective process. On several occasions when AMPARO has met with a refugee family

referred by a multicultural worker, the family will mention they know another family that has members with disability who receive no support or help.

4. Support to complete NDIS access processes and ongoing case management is a critical component of increasing CALD participation within the scheme.

- Access to case management support and independent advocacy to assist with accessing the NDIS is currently limited or non-existent, this is particularly the case for people from CALD backgrounds.
- Many people from CALD backgrounds do not have access to advocacy and are not connected to services. We have found that many people from CALD do not have family or friends with the necessary English proficiency and knowledge to assist them to complete the Access Request Form, or to help them collect information that is needed by the NDIS.
- There is often an assumption that people from migrant and refugee backgrounds who are assisted by settlement services and multicultural organisations, will receive the intensive support they need to help with diagnosis, assessments and form filling. This is often not the case, as it may fall outside of the organisation's scope or capacity.
- Requiring people to rely on website information or ringing the NDIS 1800 number is not a culturally appropriate communication method. There seems confusion and a lack of consistency in information provided by the NDIA regarding the process for people who do not speak English well, to access support from the NDIS.
- Providing intensive case management support and independent advocacy to people from CALD backgrounds and families to access and navigate the NDIS.

5. Need for interpreters and translators.

- Interpreters are often not being engaged by disability services who are working with families with no English proficiency and extremely high and complex needs.
- Interpreters and translators are not of a consistent high quality and their understanding of how to translate disability terminology, even the word "disability" which is seldom found in many languages, may not be clear.
- Training for interpreters and translators engaged by the disability sector is necessary as language changes over time, and we have found quite negative terms being used in translations to describe disability. We know that language is powerful and that positive language can help to reduce negative perceptions of disability.
- There is limited availability of interpreters in regional areas of Queensland, which does not reflect community need.

❖ **Provided cultural competency information and training**

AMPARO Advocacy has also provided information on taking a culturally competent, safe and responsive approach to delivering support, to the following organisations throughout this year and is separate from the PRI work:

- Community Resource Unit,
- Mamre Association and
- NDIS Local Area Co-ordinators in Townsville.

Building the capacity of CALD communities to be more inclusive of people with disability and their families in community

AMPARO Advocacy received funding from Multicultural Affairs Queensland early this year to undertake capacity building work with four distinct communities, the South Sudanese in Toowoomba, Congolese and Rwandan in Townsville, and Burmese and Somali communities living in Brisbane.

This work is being undertaken by bicultural workers in those communities and aims to build the capacity of communities to understand the rights and needs of people with disability and their families and to be more inclusive of people with disability in their communities.). AMPARO developed and delivered training to the four bicultural workers on 19 July. This training included information about the rights of people with disability in Australia, availability of disability support services, and the NDIS. Bicultural workers were then required to identify and engage with individuals with disability and their families and community leaders.

The 4 bicultural workers employed to undertake this work included: Sibbo Innocent (Congolese/Rwandan community in Townsville), Rachel Jimma (South Sudanese community in Toowoomba), Evelyn Pe (Burmese community in Brisbane), and Adan Shaqlane (Somali community in Brisbane).

A report of this work will be developed at the completion of the project, however to date, the project has identified a number of individuals and families with extremely little support, limited understanding or knowledge about the NDIS and a high need for advocacy assistance. Ways to increase inclusion vary between individuals depending on their circumstances, however bicultural workers felt that addressing transport issues, and working to increase awareness and understanding around disability for community leaders and community members were important components to address exclusion. Bicultural workers are currently completing the last stages of the project, which will be finalised by the end of the year.

AMPARO Advocacy would like to thank Townsville Multicultural Support Group who has assisted us in engaging Sibbo Innocent and provided him with support and guidance.

We would also like to thank Toowoomba Refugee and Migrant Service (TRAMS), Mater Refugee Health, and the Refugee and Migrant Settlement Interagency (RAMSI) Toowoomba for their assistance with this project.

Review of the National Disability Advocacy Program - June 2016

In April 2016 the Department of Social Services released a Discussion Paper: *Review of the National Disability Advocacy Program*, with submission due on the 17 June 2016. The review, one of many over the past two decades, was prompted by the changing environment with the roll out of the NDIS. The paper reminds us that the rollout of the NDIS will change the way disability advocacy is funded across Australia and by states and territories. The discussion paper suggests that as a result of the review advocacy agencies may “need to consider changes in structure, partnerships, service delivery, target groups and audience.”

The review asked a number of questions in relation to safeguarding the rights of people with disability, including:

- What models of advocacy should be available to people with disability,
- How to improve access to advocacy, particularly for those who experience multiple barriers to accessing advocacy and
- What can be done to ensure systemic issues are more effectively managed to improve the lives of people with disability.

In the submission AMPARO has:

- Sought a stronger commitment from the Federal Government to increase the availability of independent advocacy in its various forms, as a means of safeguarding the rights and interests of vulnerable people with disability, including those from non-English speaking backgrounds.
- Highlighted the importance of advocacy agencies being independent from other service systems as a necessary safeguard to minimise the potential for perceived or actual conflicts of interests and suggested strategies to achieve this.
- Highlighted the need for advocacy agencies to build their capacity to be culturally competent and responsive to the needs of all people with disability. Argued that specialist disability advocacy for people from CALD backgrounds will be needed until there is evidence that participation rates of people from CALD backgrounds accessing independent advocacy, reflect the expected figures.
- Sought support from DSS for independent advocacy agencies to increase their capacity to cooperate, share information and even partner with other advocacy agencies where appropriate, to ensure the particular needs of all people with disability for independent advocacy are met.
- AMPARO Advocacy’s full response to the review can be found on the following link: https://engage.dss.gov.au/ndap_consultation-submissions/1466549429/

The submission also included the story of a vulnerable young women who was experiencing serious mental health issues, to highlight why advocacy must remain autonomous and independent of other service systems, to minimise conflicts of interest and to protect and safeguard the rights and wellbeing of vulnerable people with disability.

Queensland Accessing Interpreters Working Group (QAIWG)

AMPARO has continued our participation in the work of this group and attended regular meetings. QAIWG is made up of community organisations and peak bodies advocating for the provision of high quality language services and equitable access to culturally responsive services in Queensland. QCOSS continued to provide support to convene the working group and Grazia Catalano as the multicultural policy officer for QCOSS contributed greatly in this role until March this year. The group said a sad farewell to Grazia at this time and soon after welcomed Kamil Shah the new multicultural policy officer with QCOSS, who has continued the role of convenor and provided excellent support to the working group.

Throughout the past year members of the QAWIG have met regularly to progress the work of the group and to undertake a number of key activities:

- Developed a template policy and guidelines on engaging and working with interpreters to provide best practice model how human services can best support access to credentialed interpreters for their clients. These templates provide valuable assistance to organisations to support access to interpreters for clients with difficulty communicating in English. These documents are can be accessed via QCOSS Community Door: <http://communitydoor.org.au/culturally-and-linguistically-diverse/accessing-interpreters-and-translators>
- Produced a report from consultations with community organisations and service providers which support the roles of bicultural workers and credentialed interpreters. (January 2016)
- Delivered information and training to QCAT Tribunal members on working with credentialed interpreters. (February 2016)
- Delivered a presentation on best practice policy and procedures for engagement of interpreters to the Multicultural Advisory Presentation. (Kamil Shah QCOSS)
- Meetings with Multicultural Affairs Queensland to discuss the State government's procurement processes for engaging language services for Queenslanders. The procurement process has been delayed for many months and the working group continues to highlight suggestions for the effective provision of language services and important considerations that are outlined in the *Blueprint for a Queensland Language Service Provider, October 2014*.

The Queensland Council of Social Service (QCOSS), in conjunction with the Working Group (QAIWG), hosted a webinar to assist organisations to access and work with interpreters for clients with difficulty communicating in English. This webinar can be accessed via QCOSS Community Door and is a great resource. <http://communitydoor.org.au/news/supporting-cald-clients-webinar-recording>

Research with Queensland University of Technology

Over the past 2 years AMPARO Advocacy has worked with the School of Public Health and Social Work at Queensland University of Technology (QUT) to undertake a qualitative research project: *An exploration of the barriers to services and inclusion of refugees living with disability*. This project was carried out by Dr Julie King, Associate Professor Dr Ignacio Correa-Velez, Dr Niki Edwards from QUT and AMPARO Advocacy has supported the participation of ten individuals and family members.

The aim of the research was to address the gap in knowledge about the particular needs and concerns of refugees with disability.

The research aimed to explore:

- Cultural and social aspects of refugee experiences of disability;
- Levels of community support and awareness and knowledge of available support services;
- How access to services is understood, barriers that are experienced and what services are needed;
- Whether and how existing services meet their needs, and in particular explore the impact of the NDIS in providing services to this group.

AMPARO Advocacy has incorporated findings from this research in papers, submissions and reports to governments and the NDIA, as part of our systemic advocacy to influence positive sustainable changes to policy and practice that limit the lives of people from NESB with disability. The most recent report by AMPARO, *The NDIS and Culturally and Linguistically Diverse Communities: Aiming high for equitable access in Queensland*, includes the voices of people who participated in this research to highlight their lived experiences.

This year two articles have been published as a result of this work and are listed below:

- 1) King, J., Edwards, N., Correa-Velez, I., Hair, S., and Fordyce, M. (2016). Disadvantage and disability: Experiences of people from refugee backgrounds with disability living in Australia. *Disability and the Global South (DSG)* Vol. 3. No. 1).
- 2) King, J., Edwards, N., Correa-Velez, I., Darracott, R. and Fordyce, M. (2016) 'Restrictive practices on refugees in Australia with intellectual disability and challenging behaviours: A family's story', *Advances in Mental Health and Intellectual Disabilities*, 10(4), pp. 222–232. doi: 10.1108/amhid-02-2016-0004.

GOAL 3: Ensure strong organisational governance

This goal focuses on the role of the Management Committee and their direction and leadership of the organisation. At the Annual General Meeting on 21 October 2015, seven management committee members were elected to govern AMPARO Advocacy.

As per AMPARO's Advocacy's Constitution the majority of management committee members must be people from non-English speaking backgrounds with disability. This means the organisation is led by people with disability with a lived experience of disability and the additional barriers experienced when coming to Australia as a migrant or refugee, and in particular the difficulties experienced by people who do not speak English as their first language.

Over the past year the management committee have ensured the organisation fulfils its mission and remained faithful to the intent of AMPARO Advocacy's Constitution through the following:

- Holding seven management committee meetings throughout the year.
- Participating in strategic planning, development and training: All committee members and staff attended the Annual Induction and Planning Day in March 2016 where the roles and responsibilities of Management Committee members were reviewed and discussed and operational priorities were established for 2016.
- Attending a reflections meeting: Management Committee Members and staff attended one advocacy reflections meeting to discuss the individual advocacy work in greater depth to develop a collective understanding of the real life challenges and experiences of people from a non-English speaking background with disability.
- Planning for succession of Management Committee members to ensure strong governance by skilled and committed individuals.

Management Committee Members for 2015-2016



GOAL 4: Be an effective, sustainable and accountable social advocacy organisation

This goal focuses on the quality of our work and our operation as an accountable, publicly funded independent advocacy organisation.

Activities undertaken under this goal include:

❖ Supporting staff development

All staff undergo annual professional development planning and access training opportunities within the limited budget and included the following.

- SRV Perspectives on NDIS (2 staff attended)
- Website Training (4 staff)
- CRU Conference (2 staff)
- Griffith & Partners Symposium on the NDIS and Children with Disability & Complex Needs (2 staff)
- Information on Human Rights Act (2 staff)
- Social Role Valorisation (1staff attended)
- External professional supervision (2 staff)
- CALD NDIS Symposium (5 staff)
- Disability Advocacy Network Conference, 8 & 9 March (1 staff)
- The executive members of the Management Committee work closely with the manager of AMPARO to progress the work of the organisation and to undertake an annual professional development with the manager.

❖ Ensure efficient and effective systems are in place to manage finances, assets and risk

- AMPARO was fortunately to receive additional individual advocacy funding from the Department of Communities, Child Safety and Disability Services in April this year to maintain one individual advocacy position as a full time position. This was after many discussions with the Department and a meeting with the Minister Coralee O'Rourke on the 12 January 2016.
- AMPARO was also required to identify alternative office space and commenced this process in January 2016. This process included negotiating with our then landlords the early release from our current lease at their request, due to extensive building repairs that needed to be undertaken that would result in a lengthy disruption to our work. With the probono assistance of TressCox Lawyers AMPARO was able to successfully negotiate a mutually agreeable surrender from the lease with appropriate financial compensation to support the move to new office space.

AMPARO Advocacy would like to thank TressCox Lawyers for their extensive probono assistance, which was extremely helpful.

- Maintained and updated register of policies and other registers as per quality management system.
- Maintained accurate databases of membership, allies and contacts.
- Budgets for recurrent and non-recurrent funding developed and presented to management committee for review and approval quarterly.

❖ **Ensure compliance with legislative, constitutional, funding and industrial requirements**

▪ **Effective implementation of Human Services Quality Framework**

AMPARO Advocacy Management Committee and staff are committed to implementing a quality management system that strengthens the work of the organisation through continuous improvement and by maintaining accreditation under the Human Service Quality Framework (HSQF) through independent external audits. The HSQF is the Department of Communities, Child Safety and Disability Services' quality framework.

On the 15 and 16 March 2016 AMPARO Advocacy was audited in accordance with requirements of the Human Service Quality Standards and JAS-ANZ Human Service Scheme Parts 1 and 2. The IHCA Pty Ltd found no non-conformances during the Audit against the six Standards reviewed and made the following comment:

“Feedback from individuals and families using the services was exceptional and overwhelmingly positive and complimentary of the commitment and professionalism of all staff. Consumers indicated confidence in the advocates knowledge and ability to progress and co-ordinate responses, which were tailored to their individual needs. Feedback from consumers also highlighted the respect and integrity they experienced when dealing with advocates and staff from AMPARO Advocacy Inc.”

▪ **Complied with the Department of Communities, Child Safety and Disability Services requirements**

- submitted quarterly NMDS reports and Directors Certification Reports;
- provided a copy of the Audited Financial Reports 2014/2015;
- maintaining up to date criminal history checks for all staff /volunteers;
- submitting annual Service Performance Report for 2016.

▪ **Complied with Industrial Relations and Other Requirements**

- AMPARO monitors and implements changes in the structure of the relevant awards and pay scales through regular contact with the Queensland Community Services Employers Association;
- reviewed and updated all insurance policies, including WorkCover.

GOAL 5: Strengthen organisational capacity

This goal focuses on our need to build our capacity to provide independent advocacy 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 in March this year to develop AMPARO's priorities for the year, based on our Strategic Plan for 2014-2017.

❖ Seeking diversified funding

The following submissions and applications for recurrent and project funding were made through:

- Application to NIB Foundation
- Application to Sydney Myer Foundation
- Held discussions with Minister for Disability Services, Coralee O'Rourke
- Meeting with Kate Jones Member for Ashgrove
- Meeting with Steven Miles Member for Mt Coolum
- Application to Multicultural Affairs Queensland

As a result of these efforts AMPARO is pleased to report an increase in the individual advocacy funding of \$26,000 per annum from the Department of Communities, Child Safety and Disability Services as of the 1 April 2016. This has taken some of the pressure off the organisation in terms of continually seeking alternative philanthropic funding to maintain our one individual advocacy position.

Whilst this was great news for the organisation, unfortunately our limited individual advocacy resources means that we can never respond to the many requests for independent advocacy that we receive. There is a level of frustration that comes with the knowledge that while all side of governments have shown a commitment to fund independent advocacy, this commitment is very limited, particularly in Queensland.

AMPARO was also extremely fortunate to be successful in attracting non-recurrent capacity building funding from Multicultural Affairs Qld.

❖ Developing a strong diversified membership base

AMPARO Advocacy has experienced a growth in the number of people accessing information and resources from our website, making the work of the agency more accessible to members and the public. We plan to have some changes and further information uploaded early in the new year.

❖ Support the continued need for a strong social advocacy movement in Queensland

In Queensland the Combined Advocacy Groups of Queensland (CAGQ), which is a statewide network of Federal and State funded independent advocacy agencies for people with disability, provides an important function of supporting strong collaboration between over 13 agencies across the state.

This network links up on a 4-6 weekly basis to share important information on key issues people with disability are experiencing, changes in legislation and policy that impact on people with disability, reforms being undertaken by government, and areas where collaboration will improve outcomes for people with disability. Referrals between advocacy agencies throughout Queensland are made more easily because of the strong collaborative relationships that have been built over many years.

Queensland is the most underfunded State in relation to independent advocacy for people with disability, yet we have strong links that could be further built upon to strengthen access to independent advocacy in its various forms.

Unfortunately the uncertainty around funding for independent advocacy continues to make it difficult for advocacy agencies to undertake long-term planning with any certainty. State funded independent advocacy agencies are unclear whether they will receive Federal government funding to continue to provide independent advocacy.

Recent information provided by the Department of Communities, Child Safety and Disability Services advises that state funded advocacy agencies will receive advocacy funding until the 1 July 2019 and after this would need to secure funding from the National Disability Advocacy Program through the Department of Social Services. Like many other advocacy agencies, we are keen to see the outcomes of the National Advocacy Framework Review and the Review of the National Disability Advocacy Program. We hope they will provide some clarity around the future of independent advocacy and whether there will be greater financial commitment to meet the increase in demand for independent advocacy with the transition to the NDIS.

TREASURER'S REPORT

As Treasurer of AMPARO Advocacy I can confirm that the management committee have acted to conduct the financial business of the organisation in accordance with the Association and Incorporation Act of 1981. On behalf of the management committee I am pleased to present AMPARO Advocacy Financial Report for the year ended 30 June 2016.

Firstly on behalf of AMPARO Advocacy I would like to thank Jason O'Connor Registered Company Auditor for his diligence in the preparation of an Independent Audit Report which includes the statement of the financial position of AMPARO Advocacy as at the 30 June 2016.

AMPARO Advocacy has had productive and successful year and we can advise members that the Audited Financial Statements for 2015/2016 show a small deficit of \$1,426.55. We have managed our expenditure well and made full provision for all liabilities, including staff entitlements such as annual leave, personal leave and long service leave.

AMPARO is pleased to report an increase in the individual advocacy funding of \$26,000 per annum as of the 1 April 2016, this takes the pressure off the organisation to continually seek alternative philanthropic funding to maintain our one individual advocacy position.

AMPARO Advocacy Inc. has received the following grants and income for the 2015 -2016 financial year:

Department of Communities, Child Safety & Disability Services

- *Recurrent funding:* \$ 246,522.68
- *Non-recurrent funding:*
 - Quality Assurance \$ 5,600.00

Multicultural Affairs Queensland

Department of Communities, Child Safety & Disability Services

- *2015 -2016 Celebrating Multicultural Queensland Grants Program* \$ 22,000.00

Participant Readiness Project Income:

- Community Resource Unit (CRU) / Mamre Association and Queenslanders with Disability Network (QDN) \$ 106,500.00

Consultancy Training \$ 2,817.55

AMPARO Advocacy would like to sincerely thank our funding bodies the Department of Communities, Child Safety and Disability Services and Multicultural Affairs Queensland for income for 2015-2016. We would like to extend our appreciation and sincere thanks to those community organisations that have contributed through direct funds or with in-kind support, to the work of AMPARO Advocacy over the past year. We could not have carried out the important work of the organisation without your generous support and assistance.

I would also like to thank our bookkeeper Lucia Forman, for her careful and professional preparation of financial reports throughout the year and to all the staff of AMPARO Advocacy.

I will now propose that the *Audited 2015/2016 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.*

Ignacio Correa-Velez

AMPARO Advocacy Inc.

MINUTES OF THE ANNUAL GENERAL MEETING 21 October 2015

Meeting commenced at 5pm - Holy Trinity Anglican Church, Woolloongabba

Don acknowledged the Traditional Owners

1. **Welcome:** Don welcomed everyone and thanked them for attending.

2. **Present :**

Don Dias-Jayasinha; Ludmila Doneman; Karin Swift; Ignacio Correa-Velez; Gus Gebels; Les Kirmsse; Medhi Heidarizadeh; Mary Kenny; Peter McQuoid; Bikash Chapagain; Jen Barrkman; Anne Fraser; Di Toohey; Pamela Kruse; Sharam Jazan; Daly Westmore; Bobby Noone; Mandy Cox; Neal Lakshman; Lisa Bridle; Mina Mirsepahi; Nima Mirsepahi; Narges Shokohi; Kahli Timms; Helen Claphaw; Nichole Davis; Ahmad Aziz; Maureen Fordyce; Liz Martyn-Johns; Julie Granger; Lalita Lakshmi

3. **Apologies:**

Marg Rogers; Paige Armstrong; Michelle O'Flynn; David Swift; Lucia Forman; Dennis Forman; Sam Bevan; Lynne Venczel; Elvia Ramirez; Aida Villatoro; Josey McMahon; Hugh Rose-Miller; Claire Brolan; Sarah Chapagain and Murka Smiechowski

4. **Proxies Received:** no proxies were received

5. **Previous minutes (2014 AGM)**

It was proposed that the minutes of the 2014 AGM be confirmed as a true and accurate record.

Proposed: Karin Swift

Seconded: Ignacio Correa-Velez

Carried

There was no business arising from the minutes.

6. **President's Report**

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

7. **The Treasurer's Report**

Ignacio Correa-Velez presented the treasurer's report. Ignacio proposed that the audited 2014/15 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

Proposed: Ignacio Correa-Velez

Seconded: Mary Kenny

Carried

8. **Report on the work of AMPARO Advocacy over the past year**

Maureen Fordyce presented her report for 2015 and outlined some of the important events, challenges and achievements for the year.

Following Maureen's report the AMPARO Advocacy's redesigned web site was launched with great excitement. Maureen thanked Julie Granger for her many hours of work on the new website and David Drinkall who redesigned the website.

Liz Martyn-Johns presented the individual advocacy report to the meeting and outlined some of the important and challenging advocacy work over the past year.

Lalita Lakshmi presented an outline of the multicultural project that commenced in December 2014 and the significant work that has been undertaken to assist Queenslanders with disability from CALD backgrounds, their families and communities to understand and prepare for the National Disability Insurance Scheme.

AMPARO launched the 2 digital stories developed through this project and available on the new website. Maureen then thanked Narges Shokohi, who directed the making of the digital stories and Sharam, a long term member of AMPARO, who tells his story in the first digital story.

9. Vote of Thanks: Don informed the meeting that Les Kirmsse would not be standing for re-election on the management committee for the coming year and thanked Les for her support and commitment to AMPARO Advocacy over the previous year and encouraged Les to stay part of the AMPARO family.

10. Introduction of Returning Officer

Don introduced Neal Lakshman, Returning Officer (RO), who took over the proceedings of the meeting.

11. Election of Office Bearers and Committee Members for 2015/2016

Neal asked and it was confirmed by Karin that a quorum was present. Neal declared all management committee positions vacant and asked the management committee to step down.

Neal Lakshman stated that the management committee have asked that the number of members on the management committee remain at 7 for 2015/2016.

Proposed: Mary Kenny

Seconded: Ludmila Doneman

Carried

Neal read out the list of nominations received by the secretary and posted up in the AMPARO Advocacy office since the 7 October 2015.

POSITION	NOMINEE
President	Don Dias-Jayasinha
Vice President	Ludmila Doneman
Treasurer	Ignacio Correa-Velez
Committee Members	Karin Swift Gus Gebels Mehdi Heidarizadeh Jen Barrkman

Neal informed the meeting that AMPARO Advocacy has received one completed nomination for each management committee position, so as per the constitution, there was no need to take nominations from the floor.

Neal said he was pleased to declare:

- Don Dias-Jayasinha the President of AMPARO Advocacy Inc. for 2015/2016;
- Ludmila Doneman the Vice-President of AMPARO Advocacy for 2015/2016;
- Ignacio Correa-Velez the Treasurer of AMPARO Advocacy 2015/2016.

Neal said he was pleased to declare the following as elected general committee members of AMPARO Advocacy for 2015/2016:

- Karin Swift
- Gus Gebels
- Mehdi Heidarizadeh
- Jen Barrkman

Neal handed the meeting back to the president to chair. Don thanked Neal for his kind support.

Don advised that Karin Swift will be nominated at the next management committee meeting to the office of secretary.

Don advised the meeting that AMPARO Advocacy has a succession plan in place and in line with this plan, AMPARO has invited Bikash Chapagain to join the management committee meetings as a non-voting member. Bikash accepted this invitation and he will attend the first meeting in November 2015.

12. Vote of thanks to outgoing committee

Don said he would like to congratulate all the ongoing management committee members and the new member, Jen Barrkman, and offered them a very warm return and welcome.

13. Appointment of Auditors 2015/2016

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 2015/2016. .

Proposed: Ignacio Correa-Velez

Seconded: Don Dias-Jayasinha

Carried

14. Confirmation of Public Liability Insurance

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

15. General Business

- **Ludmila** presented a Certificate of Appreciation to Karin Swift for her 10 years of significant contribution to the work of AMPARO Advocacy.

- **Julie** thanked Maureen on behalf of the staff for being a wonderful manager and colleague and appreciated very much by all the staff.
- **Don** asked the meeting if there was any general business and as there was none, the meeting continued.
- **Maureen** thanked the management committee for their work over the past year and gave them a small gift.
- **Don** thanked all members and guests for attending and for their support for AMPARO over the past year and asked them to join in for some refreshments.

18. **Meeting closed:** 6:30pm



FINANCIAL STATEMENTS

30 JUNE 2016

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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 2016

	Note	2016 \$	2015 \$
INCOME			
Grants	3	256,097.54	249,308.43
Other income		124,918.90	47,133.58
Total Income		381,016.44	296,442.01
EXPENDITURE			
Audit fees		761.82	750.00
Asset purchase less than \$1,000		1,688.44	7,570.44
Bank charges		109.33	103.05
Computer repairs and software		4,849.99	723.62
Consultancy fees		3,814.11	8,461.09
Depreciation		4,349.00	4,349.00
Fees and permits		190.91	126.90
Interpreting services		2,293.00	-
Information resources		11,396.09	-
Membership fees		508.18	619.54
Other expenses		965.93	572.56
Printing and stationery		3,698.81	2,556.54
Postage, freight and courier		596.95	229.91
Rent		21,926.79	18,809.56
Repairs and maintenance		594.73	65.51
Telephone, fax and internet		5,096.63	4,570.88
Training and development		2,151.18	1,066.36
Insurance - general		4,057.75	3,382.77
Meeting expenses		3,812.64	3,402.32
Motor vehicle expenses		2,560.80	2,336.78
Travel and accommodation		7,900.15	4,801.23
Employment entitlements		299,119.76	239,588.68
Total Expenditure		382,442.99	304,086.74
Surplus / (Deficit) before income tax expense		(1,426.55)	(7,644.73)
Income tax expense	1	-	-
Surplus / (Deficit) after income tax expense for the year attributable to the members		(1,426.55)	(7,644.73)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members.		(1,426.55)	(7,644.73)

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
CURRENT ASSETS			
Cheque account		88,471.35	59,355.38
Donation account		980.47	779.14
Debit visa card account		2,048.23	1,541.82
Premier investment account		33,041.89	32,093.76
Other receivables		6,689.63	16,520.92
Petty cash float		400.00	285.30
Total Current Assets		131,631.57	110,576.32
NON CURRENT ASSETS			
Motor vehicles at cost		21,747.09	21,747.09
less accumulated depreciation		(20,450.85)	(16,102.00)
Total Non-Current Assets		1,296.24	5,645.09
TOTAL ASSETS		132,927.81	116,221.41
CURRENT LIABILITIES			
Accounts payable		20,069.39	17,360.29
Unexpended Grant - recurrent operating	5	-	4,464.00
Unexpended Grant - quality assurance	5	3,771.34	1,414.61
Unexpended Grant - Multicultural Affairs Queensland	5	20,132.41	-
Income received in advance - Consultancies		-	15,000.00
Income received in advance - Participant Readiness Program		8,517.39	7,769.85
GST liabilities		449.78	1,466.03
Provision for personal leave		19,782.89	14,178.57
Provision for annual leave		18,178.92	13,574.96
Total Current Liabilities		90,902.12	75,228.31
NON CURRENT LIABILITIES			
Provision for long service leave		20,602.03	18,142.89
Total Non-Current Liabilities		20,602.03	18,142.89
TOTAL LIABILITIES		111,504.15	93,371.20
NET ASSETS		21,423.66	22,850.21
EQUITY			
Accumulated surplus		21,423.66	22,850.21
Total Equity		21,423.66	22,850.21

The accompanying notes form part of these financial statements.



STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2016

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2014	30,494.94	30,494.94
Less Deficit	(7,644.73)	(7,644.73)
Closing Balance 30 June 2015	22,850.21	22,850.21
Opening balance 1 July 2015	22,850.21	22,850.21
Surplus/(Deficit)	(1,426.55)	(1,426.55)
Closing Balance 30 June 2016	21,423.66	21,423.66

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		393,557.18	304,613.82
Payments to suppliers and employees		(363,733.87)	(287,849.47)
Interest received		1,063.23	1,181.18
Net Cash Provided by Operating Activities	4	30,886.54	17,945.53
CASH FLOWS FROM INVESTING ACTIVITIES			
Net Cash Used In Investing Activities		-	-
CASH FLOWS FROM FINANCING ACTIVITIES			
Net Cash Used in Financing Activities		-	-
Net Increase in Cash Held		30,886.54	17,945.53
Cash at the beginning of the year		94,055.40	76,109.87
Cash at the end of the year	4	124,941.94	94,055.40

The accompanying notes form part of these financial statements.



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.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

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 2012-3 Amendments to Australian Accounting Standards - Offsetting Financial Assets and Financial Liabilities
- AASB 2013-3 Amendments to AASB 136 - Recoverable Amount Disclosures for Non-Financial Assets
- AASB 2014-1 Amendments to Australian Accounting Standards (Parts A to C)

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'), the Associations Incorporation Act 1981 and regulations, section 60.40 of the Australian Charities and Not-for-profits Commission Regulation 2013 (ACNC Regulation), 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.

	2016 \$	2015 \$
NOTE 3: GRANTS		
DSQ Recurrent Operating	246,522.68	242,258.36
DSQ Quality Assurance	5,600.00	3,200.00
DOC Multicultural Affairs	22,000.00	-
Gambling and Community Benefit	-	5,790.00
Grants carried forward as unexpended	(23,903.75)	(5,879.22)
Grants carried forward from last year	5,878.61	3,939.29
Total Grants	256,097.54	249,308.43

NOTE 4: CASH FLOW INFORMATION

a. reconciliation of cash flows from surplus

Surplus / (Deficit) attributable to members	(1,426.55)	(7,644.73)
Non Cash flows in surplus		
Depreciation	4,349.00	4,349.00
Profit / (loss) on sale of assets	-	-
Changes in assets and liabilities		
(Increase) / decrease in receivables	9,831.29	(15,356.18)
Increase / (decrease) in payables & grants	5,465.38	34,907.50
Increase / (decrease) in provisions	12,667.42	1,689.94
	30,886.54	17,945.53

2016	2015
\$	\$

NOTE 4: CASH FLOW INFORMATION (Continued)

b. reconciliation of cash

Petty Cash Float	400.00	285.30
Cheque account	88,471.35	59,355.38
Donation account	980.47	779.14
Investment account	-	-
Debit visa card account	2,048.23	1,541.82
Premier investment account	33,041.89	32,093.76
Less bank overdraft	-	-
Total Cash	124,941.94	94,055.40

NOTE 5: UNEXPENDED GRANTS

Unexpended Grant - quality assurance:

Opening balance - unexpended	1,414.61	2,910.18
Plus, grant income	5,600.00	3,200.00
Less Expenditure	(3,243.27)	(4,695.57)
	3,771.34	1,414.61
Closing balance - unexpended	(3,771.34)	(1,414.61)
Net Surplus / (Deficit)	-	-

Unexpended Grants - recurrent

Opening balance - unexpended	4,464.00	-
Plus, grant income	247,586.64	243,600.00
Plus, association contributions	10,000.00	-
Less Expenditure	(269,567.97)	(239,136.00)
	(7,517.33)	4,464.00
Closing balance - unexpended	-	(4,464.00)
Net Surplus / (Deficit)	(7,517.33)	-

Unexpended Grant - Multicultural Affairs Queensland

Opening balance - unexpended	-	-
Plus, grant income	22,000.00	-
Less Expenditure	(1,867.59)	-
	20,132.41	-
Closing balance - unexpended	(20,132.41)	-
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 2016 and 30 June 2015.

NOTE 8: COMMITMENTS

The incorporated association had no commitments for expenditure as at 30 June 2016 and 30 June 2015.

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 2016 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 2016

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 2016 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.
4. complying with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

On behalf of the management committee

Chairperson

Treasurer

Dated this 21 day of September 2016.

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 2016** 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), with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013 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 2016** and of its performance and its cash flows for the year ended on that date;
2. Complying with Australian Accounting Standards Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Associations Incorporation Act Queensland 1981 and regulations; and
3. Complying with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.


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

Liability limited by a scheme approved under Professional Standards
Legislation

Dated this 28th day of September 2016.

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2015 - 2016