



AMPARO Advocacy defends, protects and promotes the rights and interests of vulnerable people from a culturally and linguistically diverse background with disability.

ANNUAL REPORT 2019/2020

53 Prospect Road, Gaythorne QLD 4051
PO BOX 2065, Brookside Centre Qld 4053
Phone 07 3354 4900
Fax 07 3355 0477
Email info@amparo.org.au
Web www.amparo.org.au
ABN 56 876 279 925

TABLE OF CONTENTS

THE ORGANISATION	1
Mission Statement	1
Vision	1
The Objects of AMPARO Advocacy Inc.....	1
AMPARO Advocacy believes:.....	2
AMPARO's Mandate.....	2
GOAL 1: Provide vigorous individual advocacy in the Brisbane area.....	7
GOAL 2: Engage in strategic systemic advocacy.....	13
GOAL 3: Undertake community development and engagement that supports social advocacy	14
GOAL 4: Be an effective, sustainable and independent social advocacy organisation	20
TREASURER'S REPORT	22
MINUTES OF ANNUAL GENERAL MEETING	23
AUDITOR'S REPORT.....	23



THE ORGANISATION

AMPARO Advocacy is a non-profit community organisation which provides independent individual and systemic advocacy with and on behalf of people from culturally and linguistically diverse (CALD) backgrounds with disability. AMPARO Advocacy is governed by a voluntary Management Committee, the majority of whom are people from a CALD background with disability. AMPARO's core advocacy funding is received from State Government Department of Communities, Disability Services and Seniors.

AMPARO Advocacy believes that people from a CALD background with disability have the same right to live valued inclusive lives that are comparable to other citizens, however societal responses to vulnerable people can be inadequate and harmful, making independent social advocacy on their behalf often needed.

THIS ANNUAL REPORT PROVIDES AN OVERVIEW OF THE WORK THAT HAS BEEN CARRIED OUT FROM OCTOBER 2019 - OCTOBER 2020.

Mission Statement

AMPARO Advocacy defends, protects and promotes the rights and interests of vulnerable people from a culturally and linguistically diverse background with disability.

Vision

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

The Objects of AMPARO Advocacy Inc.

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

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

AMPARO Advocacy believes:

People from a CALD background with disability have a rightful place in community where they:

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

AMPARO's Mandate

AMPARO Advocacy takes our mandate from important United 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 CALD background 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 exploitation 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

Independent social advocacy:

- Represents the rights and interests of people with disability who do not have a voice, or close family or friends who can support their aspirations or speak on their behalf.
- Addresses serious issues of discrimination, violence, abuse and neglect of people with disability.
- Respectfully challenges poor approaches and responses from service systems.
- Enables individuals to access important information, services and supports so they are able to actively participate, engage and contribute to family and the broader community.
- Prevents an escalation of the person's issues and vulnerability and in the long term saves government and public resources.
- Builds the capacity of individuals with disability and their family members to understand their rights and to speak up about what is important to them.

- Seeks to build and repair close relationships around the person, an important safeguard for people with disability.
- Encourages services to meet their obligation under Federal and State Policy Frameworks and to work in ways that are culturally safe, competent and responsive.
- Supports the Queensland Government to meet its National Disability Agreement (NDA) obligations as part of the National Disability Strategy (2010-2020).

Management Committee

2019 - 2020

President

Shahram Jazan

Vice President

Abebe Fekadu

Secretary

Julie King

Treasurer

Ludmila Doneman

Committee Member

Abebe Fekadu

Committee Member

Jennifer Barrkman

Committee Member

Esperance Kalonji



Permanent Staff

2019 -2020

Manager

Maureen Fordyce

Advocate

Liz Martyn-Johns

Advocate

Murka Smiechowski

Administration Officer

Linda Mullaly

Bookkeeper

Lucia Forman

ILC - Individual Capacity Building Project Staff – August 2020

Multicultural Engagement Coordinator

Brisbane

Lalita Lakshmi (March 2020)

Multicultural Engagement Worker

Brisbane

Maree Anderson

Multicultural Engagement Worker

Logan

Odette Tewfik

Multicultural Engagement Worker

Cairns

Hala Abu Hijleh (August- October)

Multicultural Engagement Worker

Townsville

Sibbo Sengabo

Multicultural Engagement Worker	Townsville	<i>Iris Min He</i>
Multicultural Engagement Worker	Toowoomba	<i>Helen Hale</i>
Administrative Officer	Brisbane	<i>Ulla Cooper</i>
Project Consultant	Brisbane	<i>Ingrid Boland</i>

Community Connectors Program – August 2020

Brisbane/Logan & Moreton Bay

Community Connector	<i>Ruby Halaseh</i>
Community Connector	<i>Linh Nguyen</i>
Community Connector	<i>Venantie Niragira</i>
Community Connector	<i>Mehdi Askari</i>

PRESIDENT'S REPORT



I would like to start by acknowledging the Traditional Custodians of the land on which we are gathered, the Turrbal people, today we pay our respects to their elders past, present and emerging.

In presenting my report I would like to highlight some key events, challenges and successes that have occurred throughout this past year.

AMPARO continues to provide independent, individual and systemic advocacy with and on behalf of people from CALD backgrounds with disability to address issues of social and economic isolation, unfair treatment and discrimination. Over the past year AMPARO has also delivered, various projects that support and complement the advocacy work.

It has been a year of enormous change for the organisation, with some of these changes being planned or anticipated. Other changes have been implemented out of necessity, and in response to a year like none-other, due to COVID 19. Because of COVID, staff were not able to meet face to face with individuals and their families for some time and had to adapt to working from home.

This meant AMPARO had to establish new IT systems to ensure effective remote access, and to provide the necessary equipment and support so that staff could work safely from home.

This was an extremely difficult time for the many vulnerable people from CALD backgrounds with disability that we work with, and for us all. However AMPARO staff responded well to the many challenges that COVID presented, and worked hard to limit the impact on the many individuals and their families they were working with.


I would like to acknowledge the significant efforts of all staff during this past year, and offer my sincere thanks to you all for your passion and dedication you bring to your work and the organisation and for the difference you make in the lives of the people we serve.

In May, AMPARO completed our first 12 month ILC Individual and Organisational Capacity Building Project. This work focused on strengthening the knowledge and skills of individuals and their families to understand their rights, and voice their concerns and delivered activities to build the capacity of AMPARO as an organisation that is led by and for people from CALD backgrounds with disability.

AMPARO was also fortunate to secure funding for 2 additional projects, the first is a large ILC Grant to build on previous ILC work, and to extend this work to other areas across Queensland over 3 years. The roll out of this project was delayed for several months due to COVID.

In addition to this, we received funding to deliver an 11 month project under the National Community Connector Program. Maureen will provide further information about this work in her report.

As a result of COVID, AMPARO was also extremely fortunate to receive additional funding for a full time 12 months advocacy position. Today we welcome Keiko Omi has commenced this week, to the Advocacy team.



On another note, I am sorry to report, that once again State funded advocacy agencies like AMPARO, face an uncertain future.

AMPARO's service agreement with the Department Disability Services, expires on the 30 June 2021. Unfortunately, State funded advocacy agencies were not able to secure a commitment from the State Minister O'Rourke prior to the election, for funding past this time. This means once again that advocacy for advocacy will be a key priority in the coming year. Therefore your support as members may be needed in the coming months and we will keep you posted on this.

The need to keep abreast of and respond to the many changes and challenges that have impacted on all levels of the organisation, including the massive growth in funding and the recruitment of 9 additional staff in a very short period, has required the management committee and staff to be vigilant and to work hard to ensure AMPARO remains an effective, sustainable, and accountable independent advocacy organisation.

I would like to take this opportunity to sincerely thank the members of the management committee for your commitment, dedication and continue support of me over this past year.

On behalf of AMPARO, I would like to welcome the eight new staff who are working on important projects, to the AMPARO family, many of whom are here with us tonight. I hope you have all settled into and are enjoying your new roles.

Finally thank you all for your attendance tonight.

Shahram Jazan
President

GOAL 1: Provide vigorous individual advocacy in the Brisbane area

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

AMPARO represents those who are most at risk and least able to represent or defend their own rights and interests, so that fundamental needs are met and they can actively participate, engage and contribute to family and community life.

AMPARO's advocacy addresses issues of social and economic isolation, unfair treatment and discrimination. Advocacy respectfully challenges poor approaches and responses by service systems and recognises the importance of close personal relationships as a safeguard for vulnerable people with disability.

This year AMPARO provided individual advocacy with and on behalf of **52 people from CALD backgrounds with disability**, whose fundamental needs were not being met. These individuals had a total of **129 often complex issues**, with most individuals having two or more serious issues that required intensive advocacy support over many months.

Supports available under the NDIS have the potential to make an enormous difference in the lives of people with disability and their families, with increased opportunities to support a good life. However successfully navigating the NDIS Pathway, continues to be a major challenge for people from CALD backgrounds with disability and their families.

43 Individuals required advocacy support to successfully access and participate in the NDIS. This included support with each step of the NDIS Pathway to:

- Access interpreting services to ensure accurate understanding and effective communication
- Understand their rights and to know what a 'good life' for people with disability looks like.
- Understand the opportunities available under the NDIS and the necessary steps to access the NDIS
- Gather eligibility "evidence", including the impact of impairment on their functional capacity
- Access affordable allied health and other medical assessments to diagnose disability
- Contact the NDIA to make an access request and complete documentation
- Complete preplanning and articulate their needs for support
- Respond to requests from the NDIA for additional information
- Effectively participate in NDIS planning meetings.

The NDIS report released in June 2019, shows that a larger proportion of CALD participants have cancelled access requests because of evidence not provided, compared to non- CALD participants.

The report also stresses that numbers of CALD participants is much lower than expected.

- Connect with appropriate service providers, including service coordinators that would address their disability, language and cultural needs
- Undertake reviews of inadequate plans
- Raise concerns with service providers and change services when needed.

Independent Advocacy was also necessary to ensure individuals could access:

- | | |
|---|--|
| ✓ Certified interpreters for effective communication | ✓ Allied health assessments and treatment |
| ✓ Translated information, including translated NDIS Plans | ✓ Legal Aid and other legal support |
| ✓ Safe affordable housing | ✓ Support to attend Mental Health Tribunal Hearings and QCAT hearings. |
| ✓ Mainstream education and training | ✓ Culturally appropriate support and services |
| ✓ Successful NDIS Access | ✓ Appropriate NDIS services, including support coordination services |
| ✓ Culturally appropriate NDIS pre-planning and planning support | ✓ Intensive Family Support services |
| ✓ Successful Plan reviews | ✓ Mainstream inclusive education |
| ✓ Essential medical treatment diagnosis and health services | ✓ Domestic Violence support |
| ✓ Psychiatric and psychological support and assessments | |

Last year AMPARO reported that when the Queensland State Government NDIS Access Project was completed in June, there were 15 individuals who were still at various points along the NDIS pathway. AMPARO maintained our commitment to these individuals and ensured they were all able to effectively access and participate in the NDIS.

Despite the workers best efforts to ensure LACs and Planners had the necessary information to develop an NDIS plan that would meet the person's needs, more than half of all individuals supported to access the NDIS, required plan reviews, showing that the NDIA planning processes are seriously flawed.

Concerns around this, and insights as to why this is a too frequent occurrence were raised in a submission to the Joint Standing Committee on the NDIS scheme in September 2019 and again with many other issues, in a submission to the Inquiry into the NDIS Market in Queensland in August this year.

The advocacy work reflects AMPARO's commitment to taking positive ethical action and remaining loyal and accountable to individuals over time.

Stories of Individual Advocacy Work

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

Free and timely diagnosis of disability and functional assessments are essential for NDIS access for many

Chen, originally from Hong Kong, was referred to AMPARO Advocacy for support with NDIS access as his previous application had not been successful due to a poorly completed access request being submitted by his GP. On meeting with Chen, it was very evident that there were several other issues for which Chen required advocacy, including housing, appropriate health care, immigration advice and extreme social isolation.

Following an operation relating to a rare progressive disease several years ago, Chen had suffered a stroke resulting in a cognitive impairment, including difficulty with memory and executive function, severe hemiplegia to his left side, with very limited use of his left arm and hand and restricted mobility and endurance. This also impacted his vision, speech and hearing.

As Chen had been living elsewhere in Australia and only come to Brisbane for the operation, he knew no one in Brisbane. His sister had had to come to Australia from Hong Kong on a 3-month tourist visa to help him – firstly while he was in hospital and then again on two more occasions when he had had to move house due to being in insecure rental accommodation.

Chen was very fortunate that at the time of the referral AMPARO was able to advocate for an assessment the Specialist Disability Services Assessment and Outreach Team from the Department of Communities – a much needed service that provided free assessments for NDIS access for those without the required evidence of disability and functional impairment. Following a psychiatric and functional assessment by their psychiatrist and mental health nurse Chen was granted access to the NDIS and supported by AMPARO with pre-planning, attending his planning meeting and to connect with a good support coordinator and support workers who speak his language. He also received NDIS funding for assistive technology, including a specialised bed and scooter. The latter has been vital in allowing Chen to access the shops and bring groceries home independently. AMPARO advocated for, or organised for an interpreter to be present, at each stage of the NDIS process.

As his sister was in Australia at the time of AMPARO's first visit she and Chen were referred by AMPARO to the Refugee and Immigrant Legal Service for advice on applying for a carer's visa.

Chen had recently changed GPs from one some distance away to a local GP who was unable to give Chen the time required to manage his complex health issues, at a practice known to charge patients for access to their own health records. AMPARO advocated for him to switch to a well-respected GP, experienced in working with people from a culturally and linguistically diverse background with little English and with complex medical issues. After a detailed consultation and following several visits multiple referrals were made to specialist doctors and

allied health professionals, and to the practice nurse who assists him to liaise with and coordinate appointments with the many specialist doctors now involved in his care.

Since moving to Brisbane Chen had had difficulty finding affordable and suitable accommodation and was living in unsuitable home with several steps without a handrail down to the only toilet and laundry. His rent was above 50% of his DSP income for which, without a lease, he was unable to claim rental assistance from Centrelink. As a result of AMPARO's advocacy Chen was provided with a one bed apartment by Department of Housing close to a train station, bus terminal and shopping centre.

A member of AMPARO Advocacy was keen to meet and socialise with someone that AMPARO advocacy was working with and met with Chen for coffee. It is hoped that this will be start of long and supportive friendship. With good NDIS supports, a new secure and appropriate home, a caring and supportive GP and people he can call on for support in Brisbane, Chen has regained his self-confidence and his sister no longer has to travel from Hong Kong to provide support.


Often it may take a couple of years of intense advocacy to achieve these outcomes for someone, however Chen was very lucky to have access to the Department of Communities team to complete the much needed assessment for the NDIS. Currently there is no such access to free assessments and so many who should be eligible for the NDIS are unable to get access due to a lack of acceptable evidence. Chen was also very fortunate that Housing have recently changed their prioritisation policy, with those with disability now being prioritised whereas previously they were often deemed to have high need, and required significant evidence to support their application be considered as very high need. This meant that it could take years for them to be allocated a much needed and appropriate home.

People from refugee backgrounds accessing support for the first time

AMPARO Advocacy first started working with a woman (AA), who is deaf and of Afghan origin to provide advocacy in September 2019. She had only been living in Australia for 6 months and did not speak English and had no pre-existing language, apart from some limited sign language that she had developed with her family, which is not recognized outside of the family home. The women's mother and siblings had been living in Australia for five years before she came to Australia, and her mother had limited English language skills. The family had several barriers which resulted in them needing individual advocacy support to effectively access the NDIS, including:

- No evidence of diagnosis
- Lack of understanding of complex service systems here in Australia
- No knowledge of the rights of persons with disability in regard to the NDIS
- No language and means of communicating for the person with disability and
- A need for good interpreters for the family to help them to understand our systems as well as a deaf relay interpreter for AA

Initially the advocate supported AA to access services from Hearing Australia; in order to provide evidence of disability to the NDIS and to assist AA to receive hearing aids. Independent advocacy has meant that AA was successful in accessing the NDIS and for the first time in her life she has received supports for her disability.



Prior to receiving NDIS supports, AA spent her time at home and isolated and this was affecting her mental health. The advocate supported her and her family with preplanning, at the planning meeting and then to understand her NDIS plan and access appropriate services. The advocate worked with the family to help them to understand their rights in relation to the NDIS. There were some unacceptable practices by the Support Worker service and the advocate supported the family to understand that they had the right to find an alternative service, which they did.

Unfortunately despite advocacy and AMPARO's involvement, the first NDIS Plan was inadequate for a person who has never received supports for their disability before and had no pre-existing language. The advocate worked with the family and Support Coordinator to lodge a review of reviewable decisions with the NDIS for more funding. The outcome of this review was very positive and as a result AA received twice as much funding in her new NDIS. This meant that AA was now able to start learning Auslan with the help of Deaf services, which means she will now be able to communicate with others from the Deaf Community. Her supports have also been increased so that she is able to make links with the deaf community and learn about deaf culture, an I-Pad was purchased to assist AA with learning Auslan and learning to write and also to increase her safety when out in the community. In addition to this, safety devices were purchased and installed in the family home, which included a flashing smoke alarm.

In October of this year the advocate visited the mother of AA and she reported that everything is going very well in relation to the NDIS supports that AA is receiving. She said that she has never seen AA so happy!

AA is making progress with her Auslan, and has connected with another person from her community who is deaf, and that person is proving to be a positive support to her. AA is now able to leave her home with support to explore her community and is learning about life in Australia. This would not have been possible without the support of an advocate to help her to understand her rights and the opportunities and benefits that good support through the NDIS can provide and to effectively access the NDIS.

Complex needs require strategic and vigorous advocacy

In September last year AMPARO Advocacy commenced advocacy on behalf of Grete a young woman from a Middle Eastern background with an Acquired Brain Injury (ABI) the result of an accident. The accident left her with physical and cognitive impairments, which resulted in reduced functional capacity in the areas of mobility, self-care, and communication, learning and social interaction. When AMPARO first engaged with Grete she was experiencing domestic violence perpetrated by her partner. She experienced physical, emotional, verbal and psychological abuse. After her accident, Grete's partner left Australia and she became a single mother with two young children. Grete was extremely socially isolated as she did not have any other family in Australia and her informal support consisted of one close friend and her children. With cognitive and physical impairments resulting from the accident Grete experienced difficulties to manage her home, cook for her and her children, do her shopping, access the community, and attend to her correspondence. Furthermore, she had limited proficiency in English and no understanding of the National Disability Insurance Scheme (NDIS) and the support system in Australia, which further increased Grete's vulnerability.

Despite the fact that the allied health team from outpatient rehabilitation team including the social worker, physiotherapist and the occupational therapist had been assisting Grete with appropriate information and reports to access NDIS, Grete's application was twice ejected by the NDIS.

Moreover, Grete was assisted by the outpatient rehabilitation team to complete her application for a Disability Support Pension (DSP). However, her application for DSP was rejected. With the assistance of the bicultural community worker and Centrelink Multicultural Officer Grete lodged an appeal, unfortunately it was also rejected. As a result Grete was receiving Newstart Allowance and was required to actively look for work.

In the beginning of the Covid-19 pandemic, Grete's partner returned to Australia and remained living in the same household as her and her children. Unfortunately, due to the complex circumstances, Grete and her children had to remain in the same house. Grete was hesitant for the advocate to assist her to apply for the Department of Housing and Public Works accommodation, as her financial situation was very unclear and she was in desperate need for legal assistance.

As many services were forced by the pandemic's restrictions to cancel visiting and meeting with people face-to-face, the concerns about Grete's immediate safety and the risk of further escalations of domestic violence increased significantly. AMPARO Advocacy believed regular face-to-face visits were a vital part of building a presence of monitoring Grete's safety and wellbeing. Therefore, the advocate negotiated with AMPARO's manager to continue visiting Grete on a regular basis. The advocate was obliged to follow all safety precautions such as wearing facemasks, gloves, always meeting outside and maintaining physical distance.

Since the advocate has been involved providing vigorous advocacy on her behalf Grete's situation and quality of life has improved significantly:

- Grete's NDIS application has been accepted and she was granted a good level of funding to meet her needs, including seventy hours of Support Coordination annually.
- With the assistance of a skilled and experienced Support Coordinator, Grete is now receiving support with household duties, linking and participating in different community activities, pursuing her interests and receiving appropriate therapies.
- A specialized assessment has been arranged to provide additional medical evidence for Grete to re-apply for the DSP. A new application for the DSP has been launched and Grete is awaiting the results. Currently, she is still on the New Start Allowance; however, she is exempt from looking for work.
- Since the advocate secured the legal assistance she required, Grete agreed to apply for the Department of Housing and Public Works accommodation. The advocate immediately met with the Department's client service manager to highlight the urgency for safe and affordable accommodation for Grete. She is currently waiting for the Department to finalise maintenance work on a property in order to be able to move into her new home.

The strong and vigorous advocacy provided by AMPARO's advocate has brought positive changes in Grete's life and has given her new opportunities to participate in the local community, build her informal support circle, improve her physical strength and gain control over her own life.

GOAL 2: Engage in strategic systemic advocacy

AMPARO's work with individuals and their families informs our understanding of the systemic barriers that impact on the lives of people from CALD background with disability. The systemic advocacy aims to influence those in positions of power and influence in Government and community to bring about positive changes to practices and approaches that are not in their best interests and that contribute to issues of inequality.

Key systemic advocacy work undertaken this year includes, often with the support of allies:

The National Disability Insurance Scheme

Equitable access and participation in the NDIS is still not a reality for people from CALD backgrounds with disability, this is evident in the most recent NDIS quarterly report for September 2020.

NDIS Participation Rates – September June 2019 Quarterly Report to COAG

• In Queensland

In the first quarter for 2020 -2021 **6.4%** are from a CALD background.

As of 30 September 2020, a total of **5.5%** of participants coming from CALD backgrounds. The NDIA expect to reach **13%**. AMPARO believes it should be **15%**.

• Nationally

In the first quarter for 2020-2021, **10.5%** are from a CALD background.

As of 30 September 2020 a total **9.3%** of participants are from CALD backgrounds. At full roll out the NDIS estimates this figure should be at least **20%**.

- Letter to CEO of NDIA, Mr Martin Hoffman, highlighting why having access to the preferred on-site interpreters is critical to facilitating accurate communication and effective access and participation in the NDIS. This letter had the support of 14 Allied Agencies. A core tenant of the NDIS is 'choice and control' and 'participants being able to control the support they receive, when they receive it and who provides it'. *The memorandum between TIS National and the NDIA, and the agreed policy and processes to secure the preferred interpreter, make it largely impossible for participant's choices to be respected.*
- Raised concerns around the difficulties participants were having accessing their preferred interpreters through TIS National, with the Department of Communities, Disability Services and Seniors and as a result the Dept. supported our request to remedy this situation in correspondence with the NDIA.
- Discussions and meeting with the Queensland State Director of the NDIA, Des Lee, to raise key systemic issues related to the NDIS, including: lack of support coordination being allocated in NDIS Plans, inconsistencies in planning processes and poor outcomes for individuals; difficulties accessing diagnosis of disability and impact on functional capacity; the high level of plan reviews that are required because of poor planning issues; the lack of clarity around NDIS supports available for young people diagnosed with autism; difficulties meeting access requirements for people with psychosocial disability and the failure of many NDIS providers to engage certified interpreters.

- A joint letter with Refugee Health Network to Alison Lister, the Director of Fraud Strategy and Prevention with the NDIA, to raise concerns around possible fraud and breaches of duty of care, by NDIS service providers.

TIS National

- Brought to the attention of TIS National, the difficulties people experience when they cannot have their requests for specific interpreters met by the NDIA, their partners and registered services providers.
- Highlighted changes to the TIS National website that would benefit providers looking to register to access free interpreting.

Local Area Coordinators

- Met with the CEO of LACs Natalie Polkinghorne and other senior LACs to advocate for culturally appropriate and more intensive support to be provided to assist people from CALD backgrounds to effectively access and participate in the NDIS.

Inquiry into the NDIS Market in Queensland

- Provided a submission to the Queensland Productivity Commission Inquiry into the NDIS market in Queensland and participated in consultation with Dr Karen Hooper the Principal Commissioner to highlight the additional barriers that mean people from CALD backgrounds not having equitable access to the NDIS.

Royal Commission into the violence, abuse, neglect and exploitation of people with disability

- AMPARO raised concerns, through a number of forums with the Royal Commission into Abuse and Neglect of people with disability, and the Department of Social Services, regarding the lack of targeted funding in Queensland to support a culturally appropriate engagement strategy to ensure the voices and experience of Queenslanders from CALD backgrounds with disability will be heard.
- AMPARO also provided a submission to the Commission highlighting the systemic neglect, abuse and discrimination: that is experienced by refugees and asylum seekers with disabilities, who are on temporary protection visas and denied access to the NDIS and other State programs. This submission also brought to the Commission's attention the inequities and limitations of the NDIS, including the lack of real choice and control for people from CALD backgrounds with disability.

AMPARO would like to thank Grazia Catalano for her support with preparing this important submission to the Royal Commission.

National Disability Strategy

- Partnered with QDN to host a consultation around the National Disability Strategy where 9 members of AMPARO Advocacy provided feedback on issues that were important and need to be addressed by the new National Disability Strategy that is being developed.

GOAL 3: Undertake community development and engagement that supports social advocacy

This goal focuses on engaging and communicating with people from CALD backgrounds with disability, their families and communities to understand the challenges and issues they experience that contribute to disadvantage and to undertake activities to increase their capacity across a range of areas.

Information Linkages and Capacity Building (ILC) June 2019 – May 2020

People from CALD backgrounds with disability and their families experience significant barriers to accessing important information, identifying supports, understanding their rights, exercising choice and control and speaking up and resolving issues. However there has long been a lack of culturally appropriate information, education and engagement with this cohort to address these barriers.

AMPARO Advocacy has been extremely fortunate to secure 2 Information Linkages and Capacity Building (ILC) Grants to deliver Individual and Organisation Capacity Building Activities. The first ILC Grant was for a 12 month project and was completed in May this year.

The **Individual Capacity Building** component of this Project, delivered culturally appropriate activities to individuals and their families to increase their:

- Understanding of disability and the rights of persons with disability in the Australian context
- Expectations for what a good life might look like
- Awareness of mainstream and specialist disability services and how to access these services
- Capacity to exercise choice and control when engaging with services, including the NDIS.
- Confidence to exercise their rights and voice their concerns

These activities were delivered through face to face information sessions in people's homes and in small group sessions engaging bicultural workers and interpreters.

A total of **132 people**, including **92 people with disability**, were provided information through face to face sessions in people's homes, or in group workshops with the assistance of bicultural workers and interpreters. **72 people** with disability involved in this project were NDIS Participants.

The activities also included holding an information workshop in language about the, *NDIS and Participants Rights* in February this year, with 27 people from the Vietnamese community in attendance.

Translated resources were also developed on the *Rights of NDIS participants*, and draft information on *Common therapies and other terms* and available *Support Services*. Finalisation of these Fact Sheets and further translations of these are taking place through the new ILC work.

AMPARO would like thank Lalita, Maree, and Liz for the significant and the lasting impact their work has had on all those who participated in this project.

The second important aspect of this Project was to strengthen the Capacity of AMPARO as an organisation led by and for people with disability from CALD backgrounds.

This work aimed to strengthen and build the leadership, knowledge and skills of current and new emerging member's leaders from CALD backgrounds with disability, to lead and govern AMPARO into the future.

AMPARO undertook outreach and engagement with CALD communities to identify individuals from CALD backgrounds with disability and family members who had an interest in becoming members of AMPARO and in participating in leadership development activities. Activities were designed to increase their knowledge and understanding around key areas identified as important for those involved in the future leadership and governance of AMPARO. This was the first time AMPARO has had resources to specifically target and engage new members and engage them in leadership development.

To do this, AMPARO collaborated with the Community Resource Unit (CRU) and Speaking Up For You (SUFY), to develop and deliver 4 workshops on:

- Contemporary Disability Practice
- Speaking Up and Sharing Stories in groups
- Social Independent Advocacy and
- Governance and Leadership.

These workshops were attended by 14 new people from CALD backgrounds with disability and 2 family members who had been identified through this project to be involved in capacity building activities with AMPARO. A further 11 new members from SUFY, 2 members of CRU and one member of QDN, attended some or all of these sessions. Feedback from participants who attended these workshops was overwhelmingly positive.

There were many positive outcomes from this work for the organisation, including:

- New members have increased their knowledge and understanding around key areas of best practice that is highly relevant to their involvement with AMPARO.
- An increase in AMPARO's membership, with 17 new members from CALD backgrounds, 12 of whom have disability and 2 family members.
- 2 new members have since joined the management committee and
- 9 new members have committed to and are continuing their leadership development with AMPARO in the new ILC Project.
- Don Dias Jayasinha, AMPARO's President of 14 years worked with Alexandra Duarte a QUT Social Work student on placement with AMPARO and Jen Barrkman, another member of the management committee, to develop a short video on what it means to be a member of the management committee. You can find this on AMPARO's www.amparo.org.au

I would like to take this opportunity to acknowledge and thank CRU and SUFY for the valuable contribution to the delivery of this important work and to particularly thank Jen Barrkman for her significant contribution to the success of this project.

Information Linkages and Capacity Building (ILC) Feb.2020 – Feb. 2023

AMPARO was successful in a second application for an Information, Linkages and Capacity Building Grant, as a Disabled Peoples and Families Organisation early this year and secured a larger 3 year grant which has enabled us to build on and extend on the previous ILC work to include other regions across Queensland, including, Cairn, Townsville, and Toowoomba, as well as Logan and Brisbane. The duration of this project is from 24 February 2020 to 24 February 2023.

There are two components to this work, Individual Capacity Building and Organisational Capacity building.

The Individual Capacity Building Project will undertake culturally appropriate outreach and community engagement to identify and connect with people from CALD backgrounds with disability, their families and communities to deliver individual capacity building activities to increase their:

- Knowledge of disability in the Australian context
- Understanding of the rights of persons with disability and how to exercise their rights
- Expectations for what a good life can look like for people with disability
- Awareness of mainstream and specialist disability services and what steps are needed to access these services, including the National Disability Insurance Scheme (NDIS)
- Capacity to exercise choice and control when engaging with services, including the NDIS.
- Confidence to exercise their rights and voice their concerns
- Connections with their peers

Our activities and strategies can include:

- Face to face meetings in people's homes.
- Small group workshops.
/discussions with communities' comfortable gathering in public spaces.
- Ethnic radio presentations.
- Tailored workshops about specific disability types and what is a good life.
- Additional translated and audio information.

The project team includes a Multicultural Engagement Co-ordinator, Project Consultant and six part-time multicultural engagement workers who are all part-time and working in the following areas in Queensland:

- Brisbane
- Toowoomba
- Cairns
- Townsville
- Logan

The project also has the scope to employ casual bicultural workers and interpreters as required.

Lalita Lakshmi commenced in the part-time role of Multicultural Engagement Co-ordinator in early March 2020, and Ingrid Boland commenced in the role of Project Consultant the following month. The full roll out of this project, including recruitment of staff and project timeframes were adversely affected by the uncertainties and restrictions imposed because of COVID-19. However after some delays, six part-time Multicultural Engagement workers were recruited and commenced induction and training in late August 2020.

Ulla Cooper was recruited as the project's Administration Officer in July 2020 and has been instrumental in ensuring the new workers have access to AMPARO files and the equipment to undertake their role in their regional areas. She has also assisted extensively with the logistics and arrangements for the recruitment and training of our new staff.

The Multicultural Engagement Workers' initial project tasks were to commence community consultation and engagement in their regions to inform their local networks about the project, learn more about the multicultural make up of their local communities and to help to identify potential project participants.

Project Advisory Group

A project advisory group was established with different expertise for the project team to draw upon. Members consisted of individuals with disability, and others working in the multicultural and disability sector who are able to share their insights, knowledge and perspective to guide the project. They have agreed for us to contact them to seek their advice, ideas, suggestions relating to various aspects of the project as we require, for example, by asking for feedback and advice on areas such as-

- our evaluation framework
- other aspects of our project and processes
- local and regional matters
- disability knowledge and expertise
- cultural diversity
- lived experience of disability
- community education methods and processes
- individual advocacy

Evaluation

In a collaboration with research staff from The Hopkins Centre at Griffith University, AMPARO is implementing a comprehensive evaluation of our ILC Project as the project is rolled out. The Evaluation Design includes consultation with a broad range of project stakeholders (including people with disability, family members, and AMPARO staff) using a range of techniques (including surveys, interviews and focus groups) to gain a deep understanding of the impacts and outcomes of the project for different stakeholders. The project also includes a research component which will be designed and undertaken by The Hopkins Centre research staff to explore AMPARO's capacity building work. The learnings from this project will contribute to developing an understanding of 'what works, and why' in capacity building with people from CALD backgrounds with disability.

Information sessions with Vietnamese and Arabic-speaking communities

One of the needs identified through AMPARO's past ILC work has been the need for accessible information for Vietnamese and Arabic-speaking communities in Brisbane about Autism and Intellectual Disability, in the context of the rights of people with disability including expectations of a good life. AMPARO has collaborated with the Community Resource Unit (CRU) to develop resources for information sessions with these communities. We have

commenced planning for these sessions, which we anticipate we will hold in early 2021. Maree's work

Translated materials

Two new fact sheets have been completed and are currently being translated:

- *Common therapies and other terms*
- *Supports to help people with disability*

The contents of these fact sheets aim to address gaps in understandings that AMPARO staff commonly notice without duplicating existing translated materials.

Project reporting to the funding body

Since the project commenced we have submitted a detailed Project Plan, and the first six monthly report as required.

Brisbane ILC work

Our Brisbane ILC work was able to commence earlier than the rest of the ILC team as Maree Anderson was already employed by AMPARO and in a position to take on the new role. Maree was able to provide the following examples as part of the project's first six monthly report to the funding body-

Through the ILC work AMPARO helped to educate a Burundi mother on her and her child's rights under the NDIS. The worker supported the mother through the process of making a complaint about the LAC's conduct and poor support. As a result the family and child with disability is now receiving support from a new LAC and understands that she will not be made worse off by making a complaint.

AMPARO Advocacy also met with a young person with disability and their family from a refugee background who were not happy with the service provided by their NDIS provider. They were assisted to increase their understanding of what a good service looks like and to contact their Support Coordinator to receive assistance to change services.

Between May and August, Maree worked with 21 people with disability and their family members.

Challenges identified during the early delivery of the ILC project

The barriers caused as a result of COVID 19 restrictions and the impact of these on AMPARO's capacity to meet face to face with individuals. In particular this made it very difficult delivering new and complex information to families using unfamiliar and over the phone interpreters.

There was also very long wait times to get through to TIS national. In the height of the pandemic, there also seemed to be were fewer interpreters working which created a further challenge.

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

This goal focuses on ensuring AMPARO operates as an effective, accountable, publicly funded independent advocacy organisation that complies with legislative, constitutional, funding and industrial requirements.

AMPARO Advocacy is governed by a voluntary management committee, the majority of whom are people from a CALD background with disability. This is a requirement of AMPARO's constitution and ensures the organisation is led by people with a lived experience of disability and an understanding of the additional barriers that can be experienced when you are new to Australia, and have language and cultural differences.

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 by:

- Attending four management committee meetings.
- Purchasing office equipment to support the Implementation of zoom meetings
- Engaging in 2 days Strategic Planning with management committee members, new and emerging leaders and staff in October 2020
- Attending reflection meetings to hear and discuss the individual advocacy work in greater depth to develop a collective understanding of the challenges and experiences of people from a CALD background with disability.
- Mentoring and supporting new management committee members as much as possible during a difficult year with COVID.

Staff recruitment, training and development

This year AMPARO recruited and welcomed 9 new temporary part-time project workers who commenced in late August 2020 to work on the ILC Project and the Community Connectors Program. All staff underwent induction and training and professional development planning, and had access to training opportunities within budget constraints.

Comply with legislative, constitutional, funding and industrial requirements by:

- **Implementing efficient and effective systems to manage finances, assets and risk**
 - Continued to update the client and information data system to meet funding body's requirements, including introducing minor modifications to support ILC data collection.
 - Moved to OneDrive and established effective remote access for all staff
 - Implemented a new electronic file management system.
 - Reviewed administrative and financial processes to reduce operational costs and moved closer to a paperless office.
 - Reviewed the Risk Management Plan and developed a Pandemic Management Plan in response to COVID 19.
 - Purchased new equipment to support staff working from home
 - Ensured an independent financial audit was conducted - by Registered Company Auditor Jason O'Connor Pty Ltd and copies of the financial statements were provided to all members of the Association.

- **Implementing an effective Human Services Quality Framework**
AMPARO implements a quality management system which strengthens the work of organisation through processes of continuous improvement and by maintaining accreditation under the Human Service Quality Framework.
- **Reporting to Department of Communities, Child Safety and Disability Services**
 - 6 monthly reports on individual and systemic advocacy data
 - Quarterly Directors Certification Reports
 - Audited Financial Reports 2018/2018
 - Criminal history checks for all staff / volunteers
 - Signed a variation to the current service agreement for 2019-2021.
- **Meeting Industrial Relations and Other Requirements**
 - Monitored and implemented changes to awards and pay scales with support of Jobs Australia.
 - Reviewed and updated all insurance policies, including WorkCover

Support the need for a strong independent social advocacy in Queensland

- **Combined Advocacy Groups of Queensland.**
AMPARO Advocacy is a member of the **Combined Advocacy Groups of Queensland (CAGQ)**, which is a state-wide network of Federal and State funded advocacy agencies that have a commitment to the provision of independent social advocacy for Queenslanders with disability. Members of CAGQ maintain contact via regular teleconferences throughout the year, sharing important information.

***This year three managers of independent advocacy agencies in Queensland
Robyn Renton from Rights in Action,
Dianne Toohey from Speaking Up for You and
Michelle O'Flynn from Queensland Advocacy Inc.
retired from the sector.***

***All three colleagues have made a lasting and enormous contribution to safeguarding the rights and interest of Queenslanders with disability.
Their collective wisdom, knowledge and experience will be sorely missed.***

TREASURER'S REPORT



As the Treasurer of AMPARO Advocacy, I am very pleased to inform today's members and guests that the Management Committee have acted to conduct the financial business of the organisation in accordance with the Association and Incorporation Act of 1981 and organisational policies. On behalf of the management committee I am happy to present AMPARO Advocacy's Financial Report for the year ended 30 June 2020.

Thank you Jason O'Connor Registered Company Auditor for your professional and generous support over the past year and for the diligence in the preparation of the Independent Audit Report, which includes the statement of the financial position of AMPARO Advocacy as at the 30 June 2020.

Despite the COVID-19, AMPARO Advocacy has had another very busy and very productive year. I am happy to advise that the Audited Financial Statements for 2019 /2020 shows a small surplus of \$14,213.28. I am pleased to confirm that AMPARO has made full provision for all liabilities, including staff entitlements such as annual leave, personal leave and long service leave.

This past year we have received again a number of grants in addition to our core funding from the Department of Communities, Disability Services and Seniors to undertake independent social advocacy. There was a significant increase in income to budget and manage – two Information, Linkages and Capacity funding agreements with the NDIS ILC Team, and the 3 year ILC Project (now being managed by the Department of Social Services).

We also have a subcontract arrangement with FECCA (Federal Ethnic Communities Council of Australia) for the Community Connectors program.

Reporting requirements and acquittals with the various funding bodies are due at different points throughout the year, so that keeps us particularly busy.

The ATO cash flow boost from the Federal government was a bonus and was used to pay for the IT changes and the purchase of equipment for staff working from home.

I would like to thank our bookkeeper Lucia Forman, for professional and careful preparation of the financial reports, and Maureen Fordyce our manager, for her support to me in my role as Treasurer. To all the staff of AMPARO Advocacy, thank you for the great work you do to assist the individuals and families we have worked throughout the year.

I would like to propose that the Audited 2019 / 2020 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted, and the Auditors' Report be received.

Ludmila Doneman

TREASURER

AMPARO ADVOCACY INC

MINUTES OF ANNUAL GENERAL MEETING

1. Acknowledgement to Traditional Owners

Abebe acknowledged Traditional Owners of the land and the elders past and present.

2. Welcome

Abebe welcomed everyone and thanked them for attending.

Present: Abebe Fekadu, Andres Angulo, Bobby Noone, Dennis Forman, Dianne Toohey, Don Dias-Jayasinha, Finn McQuoid, Gustav Gebels, Esperance Kalonji, James Nono, Jen Barrkman, Julie King, Ludmila Doneman, Masoumeh Ahmadi, Menen Fekadu, Patricia Wilson, Peter McQuoid, Sean Gomes, Shawn Phua, Anna Vega, Claire Brolan, Jo Cochran, Lalita Lakshmi, Linda Mullaly, Liz Martyn-Johns, Lucia Forman, Maree Anderson, Maureen Fordyce, Murka Smiechowski, Anna Vega, Claire Brolan, Jo Cochran, Leah Percival, Maria Hurtado, Mercy Kyosiimye, Mandy Cox, Maryam Farjami, Mohammad Salmani, Myriam Arguello, Poppy Brown, Rosemary Lakshman, Cheryl Starkey, Maggie Ratcliffe, Rowner Fuifui.

3. Swahili Welcome

Jen Barrkman and Esperance Kalonji encouraged all attendees to sing the traditional Swahili Welcome Song.

4. Apologies

Shahram Jazan, Katie Artiss, Anne Fraser, David Swift, Ignacio Correa-Velez, Jennifer Ryan, Karen Swift, Leslie Kirmsse, Lynne Venczel, Margot Pidgeon, Mary Kenny, Paige Armstrong, Peter McQuoid, Hana Alramam, Julian Saavedra, Jos Woollett, Natalie Siegel-Brown, Susan Laguna, and Wayne Briscoe.

5. Tabling of proxies

Julie King read out the list of Proxy Nominations received which included: David Swift, Anne Frazer, Karin Swift and Leslie Kirmsse.

6. Approval of Minutes of the previous meeting (AGM 2018)

It was proposed that the minutes of the 2018 AGM be confirmed as a true and accurate record.

PROPOSED: Julie King SECONDED: Claire Brolan CARRIED

7. Business arising from previous meeting

None

8. President's Report

Abebe Fekadu presented the President's report on behalf of Shahram Jazan. He thanked the Management Committee members, including the outgoing members, staff and members and guests of AMPARO for their continuing support of the organisation.

Abebe also gave thanks to our past employee Jo Cochran for all her hard work and welcomed and thanked Maree Anderson for her assistance on the project. Abebe welcomed Julie King as a new committee member and secretary and thanked Karin Swift for her 14 years of commitment to our organisation as secretary and long standing member.

9. Treasurer's Report

Ludmila Doneman presented the financial report. She proposed that the Audited 2018/2019 Balance Sheet and Annual Statement of Receipts and Expenditure be adopted and the Auditors' Report be received.

PROPOSED: Ludmila Doneman

SECONDED: Gustav Gebels

CARRIED

10. Report on the work over the past year

Maureen Fordyce acknowledged the traditional owners of this land and presented the Manager's report, highlighting AMPARO's work, achievements and challenges over the past year. This included continuing individual and systemic advocacy on behalf of people from CALD backgrounds with disability, and working with partners to enable equitable levels of participation in NDIS of people from CALD backgrounds. Maureen also said a special thanks to staff and to Alex Duarte who is on student placement with AMPARO until the end of October.

Lalita Lakshmi presented a report on work undertaken as part of the MAQ project which started in December 2018. Lalita gave details of how their project was successful in building capacity and potential through connections, sharing understandings, experiences and journeys of disability.

11. Thanks to Management Committee members

On behalf of Shahram Jazan, Abebe thanked the Management Committee members for their work over the past year. He advised that Don Dias-Jayasinha is retiring from being on the management committee after having contributed 15 years to the governance and stewardship of AMPARO. Don officially stepped down from the position of Vice-President of AMPARO. Maureen Fordyce thanked him for his invaluable contribution and presented him with a small thank you gift and an Honorary Life Membership certificate.

Don then stepped forward and gave a short thank you and farewell speech.

Ludmilla followed after Don, giving a thank you gift and an Honorary Life Membership certificate to Karin Swift for her 14 years of service. Karin Swift, who was unfortunately unable to attend, has stepped down as committee member as well as secretary. A thank you gift will be given to her upon her return from leave.

12. Introduction of Returning Officer

Abebe introduced Mercy Kyosiimye as Returning Officer. Mercy gave an 'Acknowledgment of Country' in the Swahili, paying respects to the Traditional Owners and ongoing custodians of the land - the Aboriginal and Torres Strait Islander people, then handed over briefly to Julie to acknowledge that Don Dias-Jayasinha would be stepping down as Vice President, and that Abebe Fekadu would be stepping into the role. Ludmila presented Don with a gift. Mercy Kyosiimye then took over the proceedings of the meeting.

13. Election of Management Committee Members for 2018/2019

Mercy asked and Julie confirmed that there was a quorum.

Mercy declared all positions on the management committee vacant and asked that the committee step down. Don Dias-Jayasinha stepped down and Abebe Fekadu took his place. Julie King then stood up as Secretary. Sean Gomes stood up as a new committee member. All committee members that are remaining stayed seated.

Mercy announced that the Management Committee had asked that the number of members on the Management Committee remained seven. He invited the members to move a motion to maintain the number of Committee members at seven.

PROPOSED: Don

SECONDED: Abebe

CARRIED

Mercy read out the list of nominations received by the secretary by 10 October 2019 and posted on the noticeboard in the AMPARO Advocacy office.

Position	Nominee
President	Shahram Jazan
Vice President	Abebe Fekadu
Treasurer	Ludmila Doneman
Committee Members	Jen Barrkman Esperance Kalonji Julie King Sean Gomes

Mercy confirmed that AMPARO Advocacy received one completed nomination for each management committee position, so there was no need to take nominations from the floor.

Mercy said she was pleased to declare that:

- Shahram Jazan the President of AMPARO Advocacy Inc. for 2019/2020;
- Abebe Fekadu the Vice-President of AMPARO Advocacy for 2019/2020;
- Ludmila Doneman the Treasurer of AMPARO Advocacy 2019/2020;
- Jen Barrkman, Julie King and Sean Gomes and Esperance Kalonji the Committee Members of AMPARO Advocacy for 2019/2020

Mercy handed the meeting back to the Vice-President Abebe Fekadu to chair.

Maureen thanked Mercy for her kind support and presented her with a gift.

Abebe welcomed Sean Gomes and Esperance Kalonji to the Management Committee as a new committee member, and informed the meeting that Julie King has agreed to be nominated at the next Management Committee meeting to the office of secretary.

Abebe then handed the meeting to the Treasurer Ludmila to chair.

14. Appointment of the Auditor for 2019/2020

Ludmila proposed that Jason O'Connor from J O'Connor Pty Ltd, PO Box 5480, Brendale DC Qld 4500 be appointed as Auditors for 2019/2020

PROPOSED: Ludmila Doneman SECONDED: Don Dias-Jayasinha CARRIED

15. Confirmation of Public Liability Insurance

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

16. General Business

16.1. Abebe enquired whether there was any other business, and as there was none he handed the meeting to Maureen.

16.2. Maureen thanked the Management Committee for their support of the staff over the past year and gave all Committee members a gift.

17. Close of Meeting

Abebe thanked all members and guests for attending the meeting and supporting the work of AMPARO Advocacy over the past year, and invited everyone to join in for some refreshments.

Meeting closed at 6:15pm.

AUDITOR'S REPORT



An Incorporated Association

phone 07 3369 2500
Interpreter Service 13 14 50

ABN 56 876 279 925

FINANCIAL STATEMENTS 30 JUNE 2020

INDEX

Page

STATEMENT OF COMPREHENSIVE INCOME	2
STATEMENT OF FINANCIAL POSITION	3
STATEMENT OF CHANGES IN EQUITY	4
STATEMENT OF CASH FLOWS	4
NOTES TO THE FINANCIAL STATEMENTS	5
STATEMENT BY MEMBERS OF COMMITTEE	9
INDEPENDENT AUDIT REPORT	10

We stand up for....

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

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

Auditor:
Jason O'Connor CA
www.joconnorptyltd.com.au

STATEMENT OF COMPREHENSIVE INCOME
AS AT 30 JUNE 2020

	Note	2020 \$	2019 \$
INCOME			
ATO Cashflow boost		18,350.00	-
Grants - Commonwealth		912,044.25	183,067.50
Grants - Other		25,669.73	-
Grants - State of Queensland		301,372.00	299,534.49
Interest received		3,136.01	1,312.44
Sundry income		-	2,254.88
Unexpended funds brought forward		137,946.16	117,730.64
Unexpended funds carried forward		(847,599.95)	(137,946.16)
Total Income		550,918.20	465,953.79
EXPENSES			
Asset purchases write off		7,887.91	1,985.42
Audit fees		750.00	7,681.28
Bad debts		7,272.73	-
Consultancy fees		38,905.46	485.00
Employee entitlements		399,199.47	403,423.11
Information and technology		9,953.72	2,164.79
Insurance		3,208.50	3,100.00
Meetings and venue hire		18,132.04	4,190.34
Motor vehicles expenses		5,354.17	3,055.53
Postage, printing, and stationery		4,562.83	5,054.60
Rent and outgoings		23,841.32	23,157.40
Sundry expenses		5,052.87	4,827.98
Telephone and internet		6,535.87	4,573.69
Travel and accommodation		6,048.03	7,524.62
Total Expenses		536,704.92	471,223.76
Surplus / (Deficit) before income tax expense		14,213.28	(5,269.97)
Income tax expense	1	-	-
Surplus / (Deficit) after income tax expense for the year attributable to the members		14,213.28	(5,269.97)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members.		14,213.28	(5,269.97)

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	Note	2020 \$	2019 \$
CURRENT ASSETS			
Cash on hand		294.10	138.10
Cash at bank		624,587.72	188,238.47
Cash on deposit		380,834.10	73,230.71
Trade debtors		-	16,574.26
Prepayments		1,861.43	1,861.43
Other debtors		562.02	3,168.61
Total Current Assets		1,008,139.37	283,211.58
Total Assets		1,008,139.37	283,211.58
CURRENT LIABILITIES			
Accounts payables		15,321.74	28,360.83
Provision for employee entitlements		72,165.65	61,798.46
Unexpended grants	4	847,599.95	137,946.16
Total Current Liabilities		935,087.34	228,105.45
NON-CURRENT LIABILITIES			
Provision for employee entitlements		41,128.75	37,396.13
Total Non-Current Liabilities		41,128.75	37,396.13
Total Liabilities		976,216.09	265,501.58
Net Assets		31,923.28	17,710.00
EQUITY			
Accumulated surplus		31,923.28	17,710.00
Total Equity		31,923.28	17,710.00

The accompanying notes form part of these financial statements.

Page 3

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	Accumulated Surplus \$	TOTAL \$
Opening balance 1 July 2018	22,979.97	22,979.97
Current year Surplus/(Deficit)	(5,269.97)	(5,269.97)
Closing Balance 30 June 2019	17,710.00	17,710.00
Opening balance 1 July 2019	17,710.00	17,710.00
Current year Surplus/(Deficit)	14,213.28	14,213.28
Closing Balance 30 June 2020	31,923.28	31,923.28

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		566,963.04	495,789.91
Payments to suppliers and employees		174,009.59	(455,949.30)
Interest received		3,136.01	1,312.44
Net Cash Provided by Operating Activities	3	744,108.64	41,153.05
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		744,108.64	41,153.05
Cash at the beginning of the year		261,607.28	220,454.23
Cash at the end of the year	3	1,005,715.92	261,607.28

The accompanying notes form part of these financial statements.

Page 4

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.

Basis of preparation

In the officers' opinion, the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Queensland legislation the Associations Incorporation Act 1981 and the Australian Charities and Non-for-Profits Commission Act 2012 and regulations. The Committee Members have determined that the accounting policies adopted are appropriate to meet the needs of the members.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

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.

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.

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.

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 considered.

	2020	2019
	\$	\$

NOTE 3: CASH FLOW INFORMATION

a. reconciliation of cash flows from surplus

Surplus attributable to members	14,213.28	(5,269.97)
---------------------------------	-----------	------------

Non-Cash flows in surplus

Depreciation and impairments	-	-
------------------------------	---	---

Changes in assets and liabilities

(Increase) / decrease in receivables	19,180.85	10,933.04
Increase / (decrease) in payables & grants	(2,671.90)	24,281.98
Increase / (decrease) in provisions	713,386.41	11,208.00
	744,108.64	41,153.05

b. reconciliation of cash

Cash on hand	294.10	138.10
Cash at bank	624,587.72	188,238.47
Cash on deposit	380,834.10	73,230.71
Less bank overdraft	-	-
Total Cash	1,005,715.92	261,607.28

	2020 \$	2019 \$
NOTE 4: UNEXPENDED GRANTS		
Unexpended Grant - Recurrent - DSQ	(14,957.41)	-
Unexpended Grant - Combined Advocacy Groups Qld	1,400.27	-
Unexpended Grant - QUT Research	7,272.73	-
Unexpended Grant - Cultural Competency Training	1,371.16	-
Unexpended Grant - Organisational Capacity Building	73,441.21	-
Unexpended Grant - Individual Capacity Building	772,889.59	-
Unexpended Grant - Disability Royal Commission	6,182.40	-
Unexpended Grant - ILC Readiness BOC	-	61,000.00
Unexpended Grant - ILC Readiness ICB	-	57,000.00
Unexpended Funds - NDIS CALD Advisory Role	-	15,067.50
Unexpended Funds - MAQ Capacity Building	-	4,878.66
	847,599.95	137,946.16

STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2020

Responsible Persons Declaration.

Per section 60.15 of the Australian Charities and Non-for-Profits Commission Regulation 2013.

1. the association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purpose of complying with the Australian Charities and Non-for-Profits Commission Act 2012 and regulations.
2. the attached financial statements and notes thereto give a true and fair view of the association's financial position as at **30 June 2020** and of its performance for the financial year ended on that date.
3. there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.
4. the financial statements and notes satisfy the requirements of the Associations Incorporation Act 1981 and regulations; and
5. the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and regulations.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Non-for-Profits Commission Regulation 2013.



Chairperson

Dated this 31st day of October 2020.

INDEPENDENT AUDIT REPORT

To the members of Amparo Advocacy Incorporated

Opinion

We have audited the financial report of the **Amparo Advocacy Incorporated**, which comprises the statement of income and expenditure and the balance sheet as at the **30th June 2020**, the notes to the financial statement, including a summary of significant accounting policies, and the Statement by the Members of the Committee.

In our opinion the financial report of the **Amparo Advocacy Incorporated**, has been prepared in accordance with Associations Constitution, including,

1. giving a true and fair view of the association's financial position as at **30th June 2020** and of its performance for the year ended on that date.
2. complying with Australian Accounting Standards to the extent described in Note 1, and the Associations Incorporation Act 1981; and
3. the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and regulations.

Basis for opinion

We conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial report section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia, and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist for the purpose of fulfilling the Association's financial reporting responsibilities under the Associations Incorporation Act 1981 and the Australian Charities and Non-for-Profits Commission Act 2012 and regulations. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Act 1981 and to meet the needs of the members. The management's responsibility also includes such internal controls as the officers determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

Management are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report. A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

Independence

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


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

Liability limited by a scheme approved under Professional Standards Legislation

Dated this 9th day of November 2020.

Jason O'Connor B. Com CA
PO Box 3361
WARNER QLD 4500

Telephone: (07) 3048 5727
Email: auditor@joconnorptyltd.com.au
Web: www.joconnorptyltd.com.au