

ANNUAL REPORT



2006 - 2007

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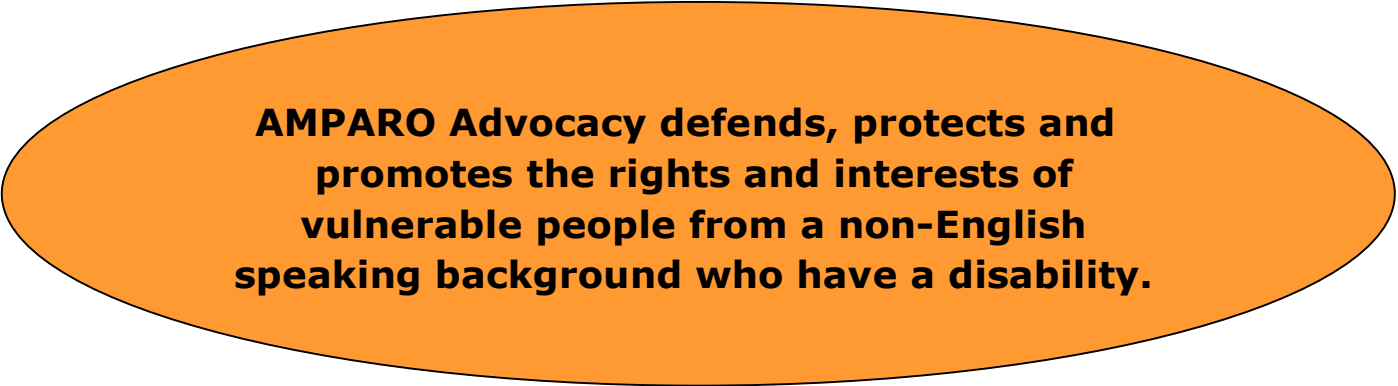
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INTRODUCTION

AMPARO Advocacy is a non-profit community organisation which provides individual systemic advocacy on behalf of people from a non-English speaking background who have a disability. AMPARO Advocacy is governed by a voluntary management committee, the majority of whom are people from a non-English speaking background who have a disability, and is funded by Disability Services Queensland. This Annual Report provides an overview of the work that has been carried out from October 2006 to October 2007.

AMPARO Advocacy's Mission



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

The objects of AMPARO Advocacy are:

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

AMPARO Advocacy believes:

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

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

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

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

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

Strategic Goals 2006-2009

1. Provide individual advocacy in the Brisbane area.
2. Influence positive sustainable change to attitudes, policies, practices and resources within government and communities.
3. Develop links with others who can strengthen our advocacy efforts.
4. Ensure strong governance of the organisation.
5. Ensure skilled staff who reflect the vision and values of the organisation in their work.
6. Be an effective, accountable social advocacy organisation.

Management Committee 2006/2007

There were 7 management committee members elected at the AGM in 2006 to govern AMPARO Advocacy Inc.

President	<i>Don Dias-Jayasinha</i>
Vice President	<i>Shahram Jazam</i>
Secretary	<i>Gustav Gebels</i>
Treasurer	<i>Karin Swift</i>
Committee Member	<i>Abebe Fekadu</i>
Committee Member	<i>Ludmila Doneman</i>
Committee Member	<i>Patricia Wilson</i>

Staff 2006/2007

Coordinator (30hrs)	<i>Maureen Fordyce</i>
Advocate (19hrs)	<i>Anne Fraser</i>
Advocate (19hrs)	<i>Murka Smiechowski</i>
Administration Worker (15hrs)	<i>Riana King / Liz Martyn-Johns</i>

PRESIDENT'S REPORT

Ladies and gentlemen, it gives me pleasure to present my report for 2006/07. The past twelve months has seen a great increase in activity, resulting in an increased work-load for our staff. This work included a Planning Day held in February when we identified priorities for the year. Implementing the Quality Assurance Plan and working towards the external certification of the organisation was one of these. The QA sub-committee met regularly with the support of Mary Kenny and David Swift to renew and develop policy, practices and procedures to ensure that AMPARO complies with the Disability Service standards. Earlier this year, Mary undertook our very first user assessment when she met with people we advocated for and their family members to find out what they thought of our practices. The feedback was extremely positive. AMPARO Advocacy has its external audit scheduled for February 2008. I would like to take this opportunity to thank both Mary and David for their support and work during the past year.

The annual Combined Advocacy Groups of Queensland conference was held in Brisbane and this year AMPARO, together with Speaking Up for You Inc., hosted the conference. This event was well supported by advocacy groups throughout Queensland and it presented us with an opportunity to speak about the work we do. I would like to thank all those who contributed in time and effort to make this a highly successful gathering.

In June this year we said farewell to Riana King, our Administration Worker who moved to the Sunshine Coast. We thank Riana for her worthy contribution and wish her well in her future endeavours. We were fortunate to have the services of Maia Stegman in the interim period before appointing Liz Martyn-Johns to the position of Administration Worker. I welcome Liz to our AMPARO family. Liz, with her great wealth of experience, has already proved to be a very valuable member of our team.

An important part of our systems advocacy effort for this year is to present a Position Paper to Disability Services Queensland. This event will take place at the Parliamentary Annex on the 4th December. We encourage members and supporters of AMPARO to attend.

I would like to end this report with a 'fistful' of thanks. First, to Maureen, Anne, Murka and Liz, our faithful staff members, who are inspirations for both their loyalty and dedication to their work, all this, in spite of our very unsuitable office space. I thank the Management Committee for their support and contribution to making AMPARO Advocacy a family friendly organisation. Finally, I thank you all for your attendance and continued support of this organisation.

Don Dias-Jayasinha President

THE WORK OF AMPARO ADVOCACY Inc. for 2006/2007

1. To provide individual advocacy in the Brisbane City area.

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

AMPARO Advocacy works with vulnerable people who have difficulty in understanding and negotiating systems and services. The people we work with are those most likely to be at risk and are least able to represent or defend their own interests and whose fundamental needs are not being met – ie those with inadequate food, clothing, income, support, housing, health and well being, safety and freedom from harm, or without someone who cares.

The individual advocacy work which is carried out by 2 part-time advocates has grown significantly over the past year. AMPARO Advocacy has provided strong individual advocacy to 17 people from a broad range of cultural and linguistic backgrounds including: Italian, Greek, Afghani, Pilipino, Liberian, Sudanese, Chinese, Vietnamese, Bosnian, Indonesian, Serbian, Somali, and Iranian.

The majority of the individuals who receive advocacy have a number of serious issues which require advocacy over a long period of time. AMPARO Advocacy is committed to standing by individuals for as long as it takes for their fundamental needs to be met. AMPARO continues to advocate for a number of people who came to the organisation 18 months ago when we first received funding to work with individuals.

Other individuals have required shorter term advocacy responses which have resulted in individuals having access to: affordable housing, personal supports in the home, professional interpreters and essential social Centrelink benefits.

Some of the issues people from a non-English speaking background who have a disability have required advocacy around have included:

- Being evicted from private rental accommodation and made homeless.
- Living in inappropriate and unsafe accommodation with no support.
- Lacking support, extremely isolated with no connections / relationships or informal supports.
- Failure of services to provide essential support even when funding is available due to poor service practices, including a lack of cultural competence.
- Not receiving appropriate psychiatric support.
- Not being able to access the disability support pension because of the Immigration Act which stipulates a person who migrates to Australia must wait 10 years to be eligible for the Disability Support Pension.
- Not receiving an education and missing out on the essential social contact school provides.
- Not having appropriate interpreters who speak the same dialect as the family.
- Living in a group home with other individuals who are not compatible, receiving poor support and inappropriate medication.
- Being discriminated against in the private rental market because of ethnicity and disability.

The following individual advocacy stories provide insight into some of the issues experienced by people from a non-English speaking background who have a disability. Real names have not been used, details that may identify the individual have been changed, and permission from individuals has been given for this information to be included. Even so, some individuals would still be identifiable by their stories, so issues that arise from advocating for these individuals will be discussed in a more general manner.

IMMIGRATION DISCRIMINATES

In the last year, AMPARO Advocacy has continued to advocate for a thirteen year old child whose family has been refused permanent residency based on the child's disability. Due to their immigration status and the consequences of this the child is unable to access free education, is very isolated and highly vulnerable. As a result of significant advocacy efforts, AMPARO Advocacy has been successful in securing support for the child on a daily basis as well as for weekend activities, camps and outings. Accessing support for this child and her family who are extremely isolated and who have no informal support has been exceptionally difficult.

Over the past year, AMPARO Advocacy has experienced a marked increase in the number of families that are experiencing similar problems of active discrimination against their family member/s with a disability as the Migration Act 1958 is exempt from the provisions of the Disability Discrimination Act 1992. The result is disability discrimination is acceptable practice when dealing with potential migrants and refugees who have a disability.

Recently, AMPARO Advocacy was contacted by an Australian couple living in Kenya who adopted a Kenyan child with a neurological disability. The child was refused an Australian visa as a result of failing the health test for permanent residency required by the Department of Immigration and Citizenship; this was a direct result of the child's disability. AMPARO Advocacy believes that this practice demonstrates a total lack of compassion by the Australian Government and is discriminatory and based on false assumptions of the impact of impairment on the person's life and the potential of a person with a disability to contribute to society. This is a serious systemic issue which has been brought to the attention of the federal government by the National Ethnic Disability Alliance.

ISOLATION AND LACK OF SUPPORT

AMPARO Advocacy has been advocating for an eight year old child with severe autism. Two significant issues for this child and his family are their extreme isolation and lack of information and knowledge about the services that are available. The child's primary support person is a single parent who also cares for three other children. Even though the child does have some financial support from community organisations, most of this goes towards purchasing essential resources.

After meeting and speaking with the child and the parent, AMPARO Advocacy identified that their lack of information and knowledge about available services had led to a lack of access to any in-home and vocational respite, extreme social isolation and an increase in the vulnerability of the child. Advocacy efforts have resulted in the involvement of two other support agencies providing support to the child and the

family. To date, a counselling service is being provided to the single parent and some in-home and vocational respite has been secured for the child.

The family's limited understanding of the education system and the system's failure to provide appropriate information resulted in the parent not knowing whether the current education the child was receiving was suitable for him or whether alternatives should be pursued. AMPARO Advocacy was involved in assisting the family to meet with guidance officers and teachers from different schools to examine the educational options available. This gave the parent the necessary information to make an informed decision about the child's educational needs.

THE IMPORTANCE OF LANGUAGE

During the past 12 months AMPARO has advocated intensively for a child whose advocacy issues have included:

- homelessness,
- no access to education for over two years,
- missing out on the essential social contact school provides,
- lack of monitoring of a serious medical condition and
- no income security.

Already complicated matters were made more so because of a lack of available professional interpreters in the family's language and the consequences of this.

Interpreters were absolutely essential for communicating with the parent, but there were simply no professional interpreters who spoke the family's language in the Brisbane area that AMPARO Advocacy could use. This meant that the advocate had to rely on phone interpreters, often under less than ideal conditions, such as using a mobile phone in busy streets or public places where the communication needed to happen.

Having to rely on telephone interpreters when discussing very emotional issues was extremely difficult for all involved. The interpreter and the advocate were less able to control the flow of information from the person and this meant the interpreter often ended up summarising what had been said rather than accurately communicating what was being said.

As a last resort when there was no on-site or on-call interpreter available, AMPARO was forced to use an adult family member to interpret. Using family members generally is not good practice as it can lead to misunderstandings. The family member may not always translate accurately because they may not wish to offend their relative, wish to save face for the family or lack the necessary English language skills. More importantly using family members can place additional stress on the family relationships. Sometimes family members themselves may not understand the

importance of using professional, impartial interpreters. One of the benefits of using an accredited professional interpreter is that the interpreter understands their role as a neutral facilitator of communication.

Understanding the perspectives and life experiences of a person or family from a diverse cultural and linguistic background is crucial in providing advocacy, or any support, and accurate communication is critical to this process. However there is an urgent need for additional accredited interpreters in a number of languages of more recently arrived communities.

COMPLEX SYSTEMS RARELY MEET COMPLEX NEEDS

Many individuals and families with non-English speaking backgrounds struggle to find their way through Australia's complex and impersonal social systems and institutions. Refugees and humanitarian arrivals, in particular, have often had vastly different life experiences. They also may come from countries with fewer social services and less complicated public institutions. AMPARO advocated for a child whose family was often overwhelmed by the sheer number of different authorities and agencies, and their separate administrative requirements. This family found it difficult to understand why particular services such as Centrelink could assist with some problems such as income, but could not help with others such as education and citizenship.

The family was unfamiliar with the concept that systems and institutions have many policies, rules and bureaucratic requirements that apply to all and that cannot be changed by individual employees. They had no previous experience of having to wait for long periods of time for appointments, services and even decisions. They were not aware that not all people are eligible for all services, and that not all services are available in all locations. Family members often believed that entitlements were at the discretion of individual workers and they sometimes interpreted failure to get the desired outcome as a personal slight. In other instances they assumed they had spoken to the wrong person. This belief led them to search for a particular Centrelink office where they had previously been granted a benefit to which they were entitled.

The formality and inflexibility of our systems and institutions can be a huge barrier to accessing services for people from non-English speaking backgrounds. But the lack of set procedures and definitive answers can also cause problems. With advocacy, it is sometimes possible to get services to re-evaluate their decisions and tailor outcomes to suit individuals. But it is still very difficult to explain to individuals when and why this can happen sometimes and not at other times.

AMPARO has learnt that there is potential for misunderstanding and misinterpretation in every conversation and action, when people's experiences and expectations are vastly different.

CULTURAL CONSIDERATIONS

AMPARO has advocated on behalf of a young man called Lee, who has an intellectual disability and is of Vietnamese background, to access services and personal supports. The advocacy effort over the past year has shown that cultural and language considerations have had a huge and pervasive impact on Lee and his family's ability to connect with supports and that there is continuing potential for misunderstanding.

Lee's mother has total responsibility for the care of her two adult children who have disabilities as well as the completion of all household tasks and household management. Lee's mother speaks Vietnamese and acts according to Vietnamese social and cultural values and norms. This family have limited knowledge and involvement in mainstream services and institutions, are extremely isolated and are unable to influence their circumstances due to language constraints and the cultural tendency to deal with problems within the family. Because of this it is extremely difficult for them to seek out and request services from outside the family. The family is also not comfortable questioning decisions or engaging in discussion and negotiation about the effect of decisions, particularly if the outside agency is a government body or authority.

AMPARO's involvement with the family has demonstrated that they are willing to express their needs and seek access to services if they have advocacy support. However, despite the positive relationship that has developed with the advocate, Lee's mother is still reticent about asking for help with problems and initiating contact even with AMPARO. Recently, four hours per week of HACC-funded support for Lee was withdrawn. Lee and his mother were not informed by DSQ or the service provider and were only told by the service when Lee arrived on his usual day at the service. Although Lee's mother was concerned that the service had stopped, she did not question this at the time and did not contact AMPARO.

The advocate was later notified by DSQ about the loss of Lee's service and as a result brought this to the attention of senior management who responded quickly to find a solution. The outcome was that alternative funding was accessed to reinstate the support Lee had been receiving.

The AMPARO advocate had spoken to a DSQ officer on several occasions about Lee's needs for support. Despite these conversations a DSQ officer wrote to the family stating that as they had not had contact from the family and the family had not communicated Lee's needs, DSQ would cease providing case management for Lee unless they heard from the family within seven days. The family was actually unaware of this deadline and the consequences of not responding to the letter because the letter was written in English and no one in the household could read it.

This situation highlights the value of ongoing vigorous advocacy to ensure that service providers take additional measures to reach out to non-English speakers, and provide information in appropriate language formats.

It is important that staff at Disability Services Queensland adopt strategies for communicating more effectively with individuals who have different cultural and linguistic backgrounds, and develop a clearer understanding of the role of the advocate.

THE HEALTH SYSTEM

Advocacy for Jasmine has shown how difficult it can be for non-English speakers to deal with medical practitioners especially when they are not satisfied with the standard of care they or a family member is receiving. Jasmine had previously attended a medical centre where the general practitioner did not use interpreters and had openly admitted to the advocate that she could not understand Jasmine's family members. Whilst Jasmine has since changed general practitioners, she has also encountered problems with other doctors. Jasmine and her family have never had a consistent diagnosis or explanation for her disability, but it is clear that she has an intellectual impairment and experiences mental health issues. She has had intermittent contact with mental health services and has been prescribed psychiatric medication since childhood.

Jasmine was experiencing physical symptoms that were concerning and it was unclear if these were side-effects from the medication or an undiagnosed medical condition. AMPARO asked a psychiatrist to investigate Jasmine's condition and review her medical history and medication. Little progress was made during the course of five lengthy consultations, despite reminders from the advocate as to the purpose of Jasmine's visits. The doctor simply did not follow up his consultations with letters or actions.

AMPARO has since assisted Jasmine to see another psychiatrist. Securing an initial appointment with a bulk-billing doctor and organising the referral was not an easy process. Given the problems Jasmine and her family experienced when she had an advocate, it is easy to see how people from non-English speaking backgrounds with disabilities miss out on quality affordable medical care. This is particularly the case for those with complex medical conditions who may be living with the legacy of less than optimum medical intervention in the past.

LIFE ON THE MARGINS

Dealings with medical practitioners also figure large in our advocacy for a woman who has a psychiatric disability and is living in a boarding house. AMPARO is advocating for the woman to receive priority listing for public or community housing. She lives on the margins of mainstream society because of her mental health issues,

poor English language skills and uncertain accommodation. It is virtually impossible to find accommodation for her in the private rental market because she was evicted from her previous tenancy, has a low income and cannot satisfy real estate agents' and owners' requirements. She also experiences discrimination because of her disability, her poor English and the fact that she is not employed.

This woman has complex needs that are not simple to address, but she is most urgently in need of safe, affordable accommodation and assistance to manage her financial affairs. Applications for priority housing must be supported by reports from medical practitioners and support agencies. The AMPARO advocate accompanied the woman to consultations with two psychiatrists, both of whom had seen the woman previously, and requested reports. Despite the woman's clear statement that what she needed to improve her mental well-being and her life was secure affordable accommodation, both psychiatrists refused to provide a report. This was not because the woman did not fit the medical criteria; both doctors acknowledged to the advocate that the woman had a psychiatric disability and experienced a number of interconnected mental health problems. Their reasons for refusing amounted to their belief that the woman did not deserve access to public housing because they considered her responsible for her current circumstances. They also had little expectation that her life circumstances could improve. In contrast, the woman's general practitioner has been very supportive of the application for housing.

AMPARO Advocacy's involvement has demonstrated many more instances where services and systems have failed to support this woman. Even services set up to support people with mental illness are sometimes hard to access because of restrictive eligibility criteria and administrative requirements or because their methods of service delivery are not flexible enough to deal with some of the consequences of mental illness. This is particularly the case when individuals are not able to acknowledge that they are mentally unwell, are distrustful of services and reluctant to disclose personal information or to give consent. This woman was happy to talk about her immediate needs, but not happy to talk about her personal life or her thoughts to people she does not know and trust.

On the other hand, acknowledging that you need support may not help either. Prior to AMPARO Advocacy's involvement, the woman was twice involuntarily assessed at a hospital mental health unit and twice released without referral to community mental health or other support organisations.

The advocate later discovered that during these assessments the woman had asked for a referral to someone who could assist her with transport. The medical assessors interpreted her request for support as evidence that she was well and did not need such a referral. The hospital offered to reassess her but did not think the outcome would change. Another assessment is out of question for the woman who is still traumatised by the assessment process and the fact that on both occasions she was taken to the hospital without warning by police.

2. To influence positive sustainable change to attitudes, policies, practices and resources within governments and communities.

This goal focuses on a small number of state-wide advocacy priorities informed by our advocacy work with individuals, to bring about systemic change. This work is part of the role of our part time coordinator. Key issues are taken up in wider forums with governments, services and communities to influence positive changes to policies, practices and resources to support people from a non-English speaking background who have a disability.

Over the past year AMPARO Advocacy's Management Committee and staff have grown in our knowledge and understanding of the systems that impact on the lives of people from a non-English speaking background who have a disability. Working with individuals has confirmed that people experience many additional barriers and issues of discrimination which result in their being extremely isolated, unsupported and highly vulnerable.

Significant systemic barriers identified in the course of providing individual advocacy

- People we work with often do not know what their rights are.
- They often have no knowledge about services that they or their family member are entitled to access.
- When people are unhappy with the support that they are receiving from an agency, particularly a government agency, even with advocacy they can be fearful and reluctant to challenge that agency.
- The availability of and level of experience and professionalism among interpreters varies greatly.
- The lack of funding for interpreters means that services often use family members including children to act as interpreters.
- There continues to be a reluctance and lack of knowledge shown by workers in both government and non-government about how to access and use professional interpreters, including Centrelink officers, medical practitioners and agency staff.
- People can experience discrimination in the private housing market which means accessing affordable housing in the private market is more difficult.
- People with a disability who do not have permanent residency are not eligible to access Queensland's education system nor are they able to receive services provided or funded by DSQ.

In February 2007 the Management Committee and staff of AMPARO Advocacy held a planning day to identify the state-wide priorities for systems advocacy for the year.

The following is an overview of the work undertaken around key systemic issues.

Establishing strong links with allies and contacts in key positions in government, peak bodies and services in the disability and multicultural sector has been fundamental to the systems advocacy work over the past year.

- 1) AMPARO Advocacy has expended considerable resources over the past year influencing the development and implementation of a relevant and effective Multicultural Action Plan by DSQ.**

The Queensland Government Multicultural Policy released in 2004, ***Multicultural Queensland - Making a World of Difference*** requires all departments to develop and implement annual Multicultural Action Plans.

This requirement has provided the much needed impetus for the long overdue changes that are needed to address access and equity issues for people from a non-English speaking background who have a disability. We are hopeful it will impact positively on the way in which services are both designed and delivered within the disability sector and more broadly across all departments.

Overview of key activities:

- Attended several meetings with Helen Ferguson the Executive Director of Policy in DSQ and members of the Multicultural Action Team to provide feedback on the Multicultural Action Plan 06/07 and the implementation of this plan.
- Presented Helen Ferguson with information, reports and studies undertaken over the past several years in Queensland about the experiences of people from a non-English speaking background who have a disability. Included recommendation to State government and community organisations to overcome the additional barriers experienced by people from a non-English speaking background who have a disability.
- Attended a workshop to provide feedback on the draft Multicultural Action Plan 07/08.
- Provided written feedback on the draft Multicultural Action Plan 07/08.
- Presented information to occupational therapists working with DSQ from around Queensland about the role of AMPARO Advocacy and the importance of cultural

competence in working with people from a non-English speaking background who have a disability.

- Provided input into a planning session with DSQ Program Management to emphasise the importance of services applying for funding to demonstrate cultural competence.
- Attended a Joint Multicultural Action Team meeting with DSQ and the Department of Communities, with the support of advocates from the multicultural sector, to provide feedback about the importance of developing a planned approach to distributing information about services, policies and activities in English and other languages.
- Met with DSQ officer to provide information about AMPARO Advocacy, and our knowledge and understanding of the systems that impact on the lives of people from a non-English speaking background who have a disability. This information contributed to a report written by the Family and Early Childhood Services at Mt Gravatt Service Centre on Disability Support Issues for people from a non-English speaking background.
- Participated in discussions with Strategic Learning Services - Human Resource Services Branch, DSQ & Department of Communities regarding the development of staff cultural competence.
- Participated in a reference group for the project, 'Managing Cultural Diversity in Human Services', to provide input to the development of cultural competency training by Qld Transcultural Mental Health for DSQ and Department of Communities staff.
- Informed Multicultural Affairs Queensland (MAQ) about the impact of systems on the lives of people from a non-English speaking background who have a disability. This involved meetings with Stephen Maguire the Executive Director of MAQ to discuss AMPARO Advocacy's role and experience in providing individual advocacy, providing feedback to MAQ about the Multicultural Highlights 2005-2006 Report, and providing feedback about the development and implementation of the DSQ Multicultural Action Plans.
- Attended the Multicultural Highlights Forum on 5th April and participated in discussions around the implementation of State government departmental Multicultural Action Plans.
- Raised concerns in writing to MAQ about an issue of indirect discrimination experienced by an individual receiving advocacy and the broad systemic issue that this highlighted.

The collective support of workers funded under the Multicultural Community Worker Program (CAMS workers) from community organisations including the Multicultural Development Association, the Ethnic Community Council of Queensland and Queensland Council of Social Services has been crucial in highlighting the systemic

barriers experienced by people from a non-English speaking background generally and in progressing changes in practices and attitudes within DSQ.

2) AMPARO Advocacy maintained active membership of the Community Safeguards Coalition.

The Community Safeguards Coalition formed as a group of individuals and organisations with close connections to people with disabilities and their families. Coalition members have excellent credentials in working for progressive service and system arrangements, and who have a deep understanding of the history of disability support in Queensland.

AMPARO Advocacy has:

- Attended a Public Forum in November 2006 which aimed to share and explore with decision and policy makers those things that have helped people with complex needs who previously lived in nursing homes or similar facilities to live socially included lifestyles.
- Attended regular meetings and planning days with the Community Safeguards Coalition members.

A major concern of the Community Safeguards Coalition at this time is the issue of people being coerced to live in group situations that are not appropriate to their needs or their desired lifestyle.

3) AMPARO Advocacy informed other government and non-government organisations whose role it is to bring situations of systematic abuse or neglect of people with a disability to the attention of government and speak out against injustices and failures in the system.

- **Office of the Public Advocate:** Attended a meeting with staff from the Office of the Public Advocate to highlight systemic issues of concern for people from a non-English speaking background who have impaired capacity.
- **Anti-Discrimination Commission Queensland:** Attended quarterly Disability Advisory Committee meetings and highlighted discrimination issues and concerns about the treatment of people from a non-English speaking background who have a disability.

4) Another priority for this year has been the development of a Position Paper by AMPARO Advocacy which addresses issues of discrimination and the additional barriers experienced by people from a non-English speaking background who have a disability.

The Position Paper will be publicly launched on the 4th December 2007 at the Parliamentary Annex. Invitations will be sent out soon so keep this date free. We need your support.

3.To develop links with others who can strengthen our advocacy efforts.

Over the past year AMPARO Advocacy has sought to strengthen our connections within the multicultural and disability sector and to develop strong and working relationships with members, allies and contacts that support the work of the organisation.

This has involved providing information about the role of AMPARO Advocacy at a number of forums, meetings and many discussions with key people in organisations in the multicultural, disability and community sectors. Establishing these links is a crucial aspect of the work of the organisation, both in advancing the individual advocacy work and in taking collective action on behalf of the people we advocate for.

3.1 AMPARO Advocacy provided information about social advocacy and about our work.

- 2 x Newsletter articles for the Coordinated Advocacy in the Multicultural Sector (CAMS) Network.
- Newsletter article for Queenslanders with Disability Network.
- Interview with 4RPH Radio for the Print Handicapped.
- Presentation to Adult Guardians working with the Office of the Adult Guardian.
- Attended two Multicultural Health Network meetings.
- Presented Information at two Multilink Community Services Forums on *Issues Facing People from a Culturally and Linguistically Diverse Background with Disabilities*.

- Provided information to staff at Jacana Centre.
- Held a stall at the Harmony Day Celebrations organised by the Child and Youth Mental Health Service and Qld Transcultural Mental Health.
- Met with staff from Islamic Women's Association.
- Over the past year AMPARO Advocacy distributed over 1,000 English information cards and several hundred information cards in 10 other languages to agencies and individuals.

3.2 AMPARO Advocacy held meetings and discussion with allies and contacts in the multicultural and disability sectors including:

- Director of Multicultural Disability Advocacy Assoc.: to discuss the cultural competency training they are providing to the disability sector across Queensland;
- Provided information to agencies in North Queensland about the work of AMPARO;
- Director of CRU;
- Staff and President of the Management Committee of the Ethnic Community Council of Queensland (ECCQ);
- Staff from the Multicultural Development Association (MDA);
- Coordinator of CAMS Network;
- Staff from QCOSS;
- Staff from Multilink Community Services;
- Management committee members and staff from Queenslanders with Disability Network (QDN);
- Executive Director of Queensland Alliance;
- Staff from Queensland Transcultural Mental Health Service;
- Executive Director of Queensland Advocacy Incorporated.

In March 2007 AMPARO Advocacy, with the support of NAATI, organised a workshop on **“Working Effectively with Interpreters”** for our staff and 10 workers from the following agencies: Gold Coast Advocacy; Queensland Advocacy Inc.; Multicultural Development Association; Speaking Up For You Inc. and Queenslanders with Disability Network.

I would like to thank those agencies who participated in this training as your support made the day an interesting, valuable and affordable experience for us all.

3.3 AMPARO Advocacy worked to support the development of the strong social advocacy movement in Queensland

Combined Advocacy Groups Queensland (CAGQ)

AMPARO Advocacy has participated in teleconferences with other advocacy groups across Queensland every six to eight weeks. This year AMPARO worked with Speaking Up For You Inc. to organise and host the annual CAGQ Conference which was held in Brisbane from the 25-27th July. Planning and organising this event took considerable resources and was well supported by the Management Committee and staff. The annual conferences are always a great opportunity to meet those who are new to advocacy and to share information and experiences.

This year's conference provided a valuable opportunity for AMPARO Advocacy to share information about the impact of systems on the lives of people from a non-English speaking background who have a disability and to talk in detail about the work that we do. Other highlights from the conference included revisiting the principles of social advocacy and a presentation and discussion on the new United Nations Convention on the Rights of Persons with Disability. We were also pleased to have Amy Tait from the newly funded Ipswich Regional Advocacy Service Inc attend the Conference.

3.4 AMPARO Advocacy developed a strong membership base to support our work.

Over the past year our membership has continued to grow with many new members, including people from a non-English speaking background who have a disability and family members and others who support the work of AMPARO Advocacy. In September we held a small afternoon tea to welcome some new members and to provide information about the organisation.

4. To ensure strong governance of the organisation.

The AMPARO Advocacy Management Committee recognises the importance of having skilled and committed management committee members to provide good governance and stewardship of AMPARO Advocacy. Over the past year:

4.1 The management committee reviewed their roles and requirements.

- Reviewed and updated *AMPARO Management Committee Tasks and Responsibilities*.
- Met with interested members to discuss potential vacancies on the management committee in the coming election for a new management committee for 2007-2008.

4.2 Management Committee attended the following training/ development.

- Management Committee members for 2006/2007 completed a formal induction process.
- All members attended the AMPARO Annual Planning Day in February 2007.
- Two members attended corporate governance training organised by DSQ.
- One member attended the QCSESA training on employer responsibilities.
- 6 members attended the Annual Combined Advocacy Group Qld Conference.

4.3 Management Committee provided support to the Coordinator.

- The President and Treasurer met with the Coordinator regularly, in addition to management committee meetings / conversations, throughout the year to discuss important issues and progress the work of the organisation and to support the coordinator in her role.
- Two members of the Management Committee carried out the annual appraisal of the coordinator's work and jointly developed a Professional Development Plan.

5. To ensure skilled staff who reflect the vision and values of the organisation in their work.

This goal focuses on the competency of staff to do advocacy and their commitment to people from a non-English speaking background who have a disability. Increasing the cultural competence of staff is an essential part of this process. The following is a brief account of the work undertaken to develop the skills and competencies of staff who reflect the vision and values of AMPARO Advocacy.

5.1 Staff Recruitment

- Reviewed and developed job descriptions for all staff.
- Developed new staff appraisal system.
- Reviewed staff induction and orientation processes.
- Advertised for and recruited a new administration worker.
- Reviewed and developed the induction kit for new staff.
- Induction of new administration worker.

5.2 Staff Training/ Development

- In March AMPARO Advocacy, with the support of NAATI, organised a workshop on *Working Effectively with Interpreters* for our staff and 10 workers from the following agencies: Gold Coast Advocacy; Queensland Advocacy Inc.; Multicultural Development Association; Speaking Up For You Inc. and Queenslanders with Disability Network.
- 3 staff members attended Social Role Valorisation.
- 2 staff members attended an introduction to the Qld Anti-Discrimination Act by ADCQ.
- 3 staff members attended the Community Resource Unit Conference.
- 1 staff member attended the QCOSS Information Session regarding the implications of Workchoices on the community sector.
- All staff participated in Professional Development Planning.
- 1 staff member attended Microsoft Access training.
- All staff attended the Combined Advocacy Group Qld Conference.
- 3 staff members attended a one day event organised by Transcultural Mental Health entitled *Culture and Mental Health: The New Challenge in a Changing World Symposium*.

- 1 staff member attended *Interpreting with Culture* presented by Greg Turner the State Liaison and Policy Coordinator of QTMHC and held at MDA.
- The Coordinator attended *Strengths Approach to Organisational Development, Leadership, Management Planning and Change*.
- All staff attended regular staff meetings and supervision and in-house cultural competency training.
- The Coordinator attended external professional supervision.
- All staff attended team development with Christine Douglas.

6. To be an effective and accountable social advocacy organisation.

This goal focuses on our operation as a publicly funded advocacy organisation. The following is an outline of the most important work undertaken to maintain an effective and accountable social advocacy organisation.

6.1 Management Committee

There were 7 management committee members elected at the Annual General Meeting in October 2006. The Management Committee met every second month to fulfil their governance responsibilities. The Quality Assurance Subcommittee met regularly at other times throughout the year.

6.2 Management of an efficient and effective office

- Purchased one new computer.
- Commenced development of a web site to be completed by November 07.
- Maintained accurate records of contacts, use of interpreters and individuals who request and or receive advocacy.
- Explored alternative rental options for new office space.

6.3 Quality Assurance: working towards external accreditation

Over the past year the Management Committee and the Quality Assurance Subcommittee have spent significant time and resources on the Quality Assurance process.

- The Quality Assurance Subcommittee met several times to progress the implementation of the Quality Assurance Plan.

- AMPARO Advocacy undertook our first Service User Assessment which we called *An Assessment of Our Response to People who need Advocacy*. The results from this were very positive.
- Management Committee participated in the development and review of several new organisational policies.
- AMPARO Advocacy has committed to having our external independent audit in February 2008.
- AMPARO Advocacy carried out a Workplace Health and Safety Check of the office space.
- AMPARO Advocacy developed and implemented new office procedures to comply with implementation of the Quality Assurance Plan.

6.4 Financial Sustainability

- Successfully applied for funding for a vehicle for the organisation from the Gambling and Community Benefit Fund.
- Applied for and received a non-recurrent grant of \$14,700 from DSQ for: organisational strategic planning; the development of a web site; purchase of two new computers, additional staff training and for the provision of information. *The website is expected to be completed by the end of November 2007.*
- Successful application to DSQ for non-recurrent grant of \$5,000 to assist in translating information about AMPARO Advocacy into other languages.
- Discussed with DSQ the need for additional funding to move to larger premises.
- Changed banks to access better interest and reduced bank fees.
- Applied for and received Charity Status and Gift Recipient Status.
- Applied to the Brisbane City Council Community Grant Program for \$10,000 to work with 5 small migrant communities to share information about AMPARO Advocacy and the role of advocacy. *The outcome of this application will be known by the 3rd December 07.*
- Highlighted in writing to DSQ concerns about the need for additional funding for the costs of paying for interpreters when on-site free interpreting is unavailable through the Translating and Interpreting Service. Over the past twelve months there have been three occasions when AMPARO Advocacy has needed to pay for interpreters, at a cost to the organisation of \$963. Given that AMPARO Advocacy does not receive funding to pay for interpreters and the organisation's total budget is extremely limited, this is an unacceptable imposition.
- Approved budget for 2006/2007.
- Meetings with new auditor and bookkeeper to discuss financial audit.

6.5 AMPARO Advocacy effectively met accountability requirements of Disability Services Queensland

The following reports have been submitted to DSQ:

- Quarterly Financial Reports;
- Quarterly CSTDA reports;
- Audited Financial Reports 06/07;
- Service Performance Plan and signed new schedule for 06/07;
- All staff and management committee undertook criminal history checks.

The Coordinator had several meetings with Bobbie Bright, DSQ Senior Project Officer to discuss a number of issues including the limitations of our current premises and other operational issues and to keep DSQ informed of the work of the organisation.

TREASURER'S REPORT

It is with great pleasure that I present the AMPARO Advocacy Financial Report for the year ended June 30, 2007 for acceptance at this Annual General Meeting.

I would like to take this opportunity to thank Jason O'Connor from Malcolm V Leeke & Co Chartered Accountants for their diligence in the preparation of these reports.

Over the past year AMPARO Advocacy has received the following funding:

Recurrent funding:

Disability Services Queensland	\$160,311
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Non-recurrent funding:

DSQ: Non-recurrent	\$ 14,700
DSQ: Quality Assurance	\$ 8,000
Gambling and Community Benefit Fund	\$ 21,911
Membership	\$ 64
Donations	\$ 100

We would like to acknowledge and thank the Gambling and Community Benefit Fund for the funding we received earlier in the year which enabled AMPARO Advocacy to purchase a vehicle. This has been very beneficial to the organisation.

The past year has seen AMPARO Advocacy fully operational with all positions filled and we have very effectively and efficiently exhausted our recurrent funds this financial year. Whilst AMPARO received a 3.2 percent increase on our recurrent grant from Disability Services Queensland (DSQ) for 2007-2008 this is not sufficient to cover the increase in operational expenses.

Given that AMPARO Advocacy is in serious need of moving to larger premises, a key financial priority for next year will be meeting with DSQ to negotiate additional recurrent funding. We have already had a number of discussions with Bobbie Bright our Senior Program Officer from DSQ who is very supportive of our concerns.

I would also like to thank Lucia Foreman for her diligent financial administration over the past year. Finally I would like to thank all of the staff and fellow Management Committee members for their valuable and much appreciated assistance throughout the year.

Karin Swift
Treasurer

FINANCIAL STATEMENTS

30 JUNE 2007

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

AMPARO ADVOCACY INCORPORATED

An Incorporated Association

ABN 56 876 279 925

INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2007

	2007	2006
	\$	\$
INCOME		
Disability Services Queensland recurrent funding	160,314	161,903
Disability Services Queensland non recurrent funding	14,700	16,500
Disability Services Queensland quality assurance	6,878	8,555
Donations received	100	-
Memberships	64	20
Funds recovered	873	-
Sundry income	182	182
Total Income	183,111	187,160
EXPENDITURE		
Audit fees	2,631	1,500
Bookkeeping	3,741	2,294
Committee travel and accommodation	2,231	6,390
Computer repairs and software	1,345	-
Consultancy fees	2,703	1,220
Depreciation	3,418	1,082
Information resources	1,760	1,273
Insurance	4,649	5,880
Meeting expenses	2,845	1,942
Motor vehicle expenses	1,160	-
Printing and Stationery	2,744	1,612
Rent	5,655	3,815
Staff travel and accommodation	1,870	1,363
Superannuation	9,649	7,888
Sundry expenditure (note 3)	3,115	1,811
Telephone	4,153	2,522
Training and development	7,724	5,737
Wages and salaries	117,578	92,267
Workers' compensation	1,962	1,614
Total Expenditure	180,933	140,210
	2,178	46,950

The accompanying notes form part of these financial statements.

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AMPARO ADVOCACY INCORPORATED

An Incorporated Association

ABN 56 876 279 925

INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2007

	2007	2006
	\$	\$
Other Income		
Capital Grant - Gaming & Community Benefit Fund	<u>21,911</u>	-
Less Other Expenditure		
Fundamental Error (note 2)	16,875	-
Refund of Grant to Disability Services Queensland	<u>38,700</u>	-
Total Other Expenditure	<u>55,575</u>	-
NET SURPLUS / (DEFICIT)	<u>(31,486)</u>	<u>46,950</u>

The accompanying notes form part of these financial statements.

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AMPARO ADVOCACY INCORPORATED

An Incorporated Association

ABN 56 876 279 925

BALANCE SHEET AS AT 30 JUNE 2007

	2007	2006
	\$	\$
CURRENT ASSETS		
Cash at bank BOQ cheque account	38,406	-
Cash at bank NAB cheque account	-	76,185
Cash at bank donation account	100	-
Petty cash	300	300
Total Current Assets	38,806	76,485
NON CURRENT ASSETS		
Motor vehicle at cost	21,579	-
less accumulated depreciation	(851)	-
	20,728	-
Plant and office equipment at cost	20,327	16,499
less accumulated depreciation	(3,649)	(1,082)
	16,678	15,417
Total Non Current Assets	37,406	15,417
TOTAL ASSETS	76,212	91,902
CURRENT LIABILITIES		
Accounts payable	704	-
Grants received in advance	15,902	-
Superannuation payable	64	2,123
GST payable	1,473	2,095
PAYG withholding payable	2,514	6,034
Employee entitlements	10,688	5,297
Total Current Liabilities	31,345	15,549
NET ASSETS	44,867	76,353
EQUITY		
Current year surplus / (deficit)	(31,486)	46,950
Accumulated surplus	76,353	29,403
Total Equity	44,867	76,353

The accompanying notes form part of these financial statements.

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NOTES TO THE FINANCIAL STATEMENTS

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

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

AASB 1031: Materiality

No other Australian Accounting Standards or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

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

a) Income tax

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

b) Events Occurring After Reporting Date

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

c) Revenue

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

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

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

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

The accompanying notes form part of these financial statements.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (continued)

d) Goods and Services Tax (GST)

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

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

e) Comparative Figures

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

	2007	2006
	\$	\$

NOTE 2: FUNDAMENTAL ERROR

Unexpended grants from Quality Assurance	14,780	-
GST error in prior year	2,095	-
	16,875	-

a) In prior years the association has not recognised a liability for unexpended grants on

NOTE 3: SUNDRY EXPENSES

Advertising & Promotion	150	-
Bank Charges	44	10
Cleaning	418	-
Fees & Permits	61	-
Interpreting Services	963	-
Membership Fees	384	-
Postage, Freight & Courier	270	357
Repairs & Maintenance	269	1,083
Staff Amenities	530	248
Sundry expenses	-	113
	3,089	1,811

The accompanying notes form part of these financial statements.

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STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2007

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

In the opinion of the Committee the Income Statement, Balance Sheet and Notes to the Financial Statements:

1. Presents fairly the financial position of Amparo Advocacy Inc as at 30 June 2007 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

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

Chairperson

Treasurer

Dated this day of 2007.

The accompanying notes form part of these financial statements.

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INDEPENDENT AUDIT REPORT TO THE MEMBERS OF AMPARO ADVOCACY INCORPORATED

Scope

The financial report and members of committee responsibility

The financial report comprises the income statement, balance sheet, notes to the financial statements, and the members of committee declaration for the Amparo Advocacy Inc (the Association) for the year ended 30 June 2007.

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

Audit Approach

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

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

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

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

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

The accompanying notes form part of these financial statements.

BUDGET	07/08	\$165,441.00
Office Expenses		
Audit Fees		\$ 800.00
Bookkeeping & admin		\$4,900.00
Advertising & Promoting		\$ 800.00
Bank Charges		\$ 100.00
Cleaning		\$ 300.00
Computer Expenses/Software Upgrade		\$ 500.00
Consultancy Fees		\$ 500.00
Depreciation:		
- Motor Vehicle		\$ 500.00
- Plant & Equipment		\$ 500.00
Fees and Permits		\$ 101.00
Information Resources		\$ 300.00
Legal fees		\$ 300.00
Membership fees		\$ 400.00
Printing & Stationery		\$2,400.00
Postage, freight & Courier		\$ 500.00
Rent		\$6,300.00
Repairs & Maintenance		\$ 500.00
Staff Amenities		\$ 450.00
Telephone/Fax		\$3,800.00
Training & Development Staff		\$2,000.00
Training & Development M.C		\$1,500.00
Staff Recruitment		\$ 500.00
Insurance - Contents Indemnity/Public		\$4,950.00
WorkCover		\$2,000.00
Meeting exp - Management Committee		\$ 600.00
- Individuals		\$ 200.00
- AGM & Other		\$ 1,800.00
- Interpreters		\$ 1,000.00
Motor Vehicle Expenses		
Fuel & Oil		\$ 2,000.00
Registration & Insurance		\$ 850.00
Repairs & Maintenance		\$ 500.00
Travel & Accommodation		
Committee - Accommodation		\$ 200.00
Committee - Travel		\$ 2,200.00
Staff - Accommodation		\$ 200.00
Staff - Travel		\$ 1,000.00
Individual Advocacy - Travel		\$ 400.00
Salaries		
Coordinator		\$42,000.00
Advocate 1		\$23,325.00
Advocate 2		\$23,325.00
Administration worker		\$16,500.00
Relief staff		\$ 3,630.00
Superannuation: Coordinator		\$ 3,780.00
Advocate 1		\$ 2,100.00
Advocate 2		\$ 2,100.00
Administration worker		\$ 1,500.00
Long Service Leave - Coordinator		\$ 550.00
Advocate 1		\$ 280.00
Advocate 2		\$ 280.00
Administration worker		\$ 220.00
TOTAL EXPENSES		\$165,441.00

ANNUAL GENERAL MEETING MINUTES

27th OCTOBER 2006

Meeting commenced @ 4.30 pm

1. WELCOME:

All members, staff & friends were welcomed by AMPARO Advocacy's President, Don Dias-Jayasinha, to the 2006 AGM.

2. ATTENDING:

Karin Swift, David Swift, Mary Kenny, Flannery Pedley, Ana-Maria Holas, Ludmila Doneman, Sarah Houbolt, Elvia Ramirez, Patricia Wilson, Valerie Miorandi, Bobbie Bright, Meshesha Katama, Irene Hashish, Jim Hashish, Jennifer Barrkman, Fiona Connolly, Gustav Gebels, Ignacio Correa-Velez, Riana King, Maureen Fordyce, Abebe Fekadu, Dianne Toohey, Shahram Jazam, Don Dias-Jayasinha, Anne Fraser, Stewart Connolly, Alison Connolly, Sandy.

3. APOLOGIES:

Murka Smiechowski, Greg Wagner, Loretta Piazzetti, Jan Dyke, Carolyn Perry, Robin Hamilton, Margaret Gebels.

4. 2005 MINUTES

The minutes of the 2005 AGM were read by Abebe Fekadu and accepted.

PROPOSE: DON

SECONDED: SHAHRAM

5. REPORTS 2006 (AS ATTACHED)

The Presidents Report was read by Don and accepted.

MOVED: DON

SECONDED: SHAHRAM

CARRIED

The Treasurers Report was read by Karin and accepted.

MOVED: KARIN

SECONDED: SHAHRAM

CARRIED

The Coordinators Report was read by Maureen.

The Advocates Report was read by Anne Fraser.

6. ELECTION OF OFFICE BEARERS & COMMITTEE

The meeting was handed over to the Returning Officer, Fiona Connolly. She thanked the outgoing committee for their commitment during the year. All positions were declared vacant.

Fiona also explained that although there should be 6 Management Committee Members, the outgoing management committee comprised of 5 members, as unfortunately Sam Takada had to resign earlier in the year due to personal reasons.

It was proposed that the number of management committee members be increased to 7.

PROPOSED: DON SECONDED: KARIN CARRIED

Fiona read out the list of nominations received.

As there were was only one nomination for President Don Dias-Jayasinha was declared President of AMPARO Advocacy for 2006/2007;

As there were was only one nomination for Vice-President Shahram Jazam was declared Vice-President of AMPARO Advocacy for 2006/2007;

As there were was only one nomination for Secretary Gustav Gebels was declared Secretary of AMPARO Advocacy for 2006/2007;

As there were was only one nomination for Treasurer Karin Swift was declared Treasurer of AMPARO Advocacy for 2006/2007;

There were three nominations for the 3 general committee member positions. Abebe Fekadu, Patricia Wilson, and Ludmilla Doneman were elected as general members of the management committee for 2006/ 2007.

7. APPOINTMENT OF THE AUDITOR FOR 06/07

It was proposed that Malcolm V Leeke and Co at 8 Mcllwrith Street, Everton Park, be appointed as auditors for 2006/2007.

PROPOSED: DON SECONDED: KARIN CARRIED

8. OTHER BUSINESS

• CONSTITUTIONAL CHANGES

As a result of a review of the Associations Incorporation Act Regulation 1999, Schedule 4 Model Rules, it was proposed that AMPARO Advocacy adopt the Model Rules in full with the following additions to be adopted to assist the organisation with endorsement by the Australian Taxation Department for Public Benevolent Institution status and to more accurately reflect the current activities of the organisation.

Rule 2: The name of the association is “AMPARO Advocacy Inc.”

Rule 3: The objects of the association are-

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

Rule 5: Classes of members

(1) The membership of the association has no limits on size and consists of the following classes of members -

- a) Ordinary membership shall be open to people from a non-English speaking background who have a disability. Ordinary members have voting rights and are eligible for management committee membership.
- b) Associate members shall be open to all people who support the mission and objects of the Association and who apply for and are accepted for membership of the Association. Associate members have voting rights and are eligible for management committee membership.
- c) Organisational membership is open to organisations who are allies of the Association and do not have voting privileges.
- d) Honorary Life membership is offered, via nomination and election, to individuals from either the ordinary or associate membership category.

Rule 6: Membership:

(4) Or (d) in the case of applications for membership by persons who are unable to sign the Association's application for membership, in the form and manner decided by the Management Committee.

Rule 10: Appeal against rejection or termination of membership

(8) Should an ordinary member require the assistance of a third party to present their appeal AMPARO Advocacy Inc. shall endeavour to assist them to identify appropriate support.

Rule 13: Membership of management committee

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

(5) The majority of the management committee will be people from a non-English speaking background who have a disability.

Rule 32: Funds and Accounts

(12) The association shall administrate a separate Gift Fund Account so that all gifts of money or property donated to the Association will be credited to the Gift Fund.

- (a) All dealings in relation to the Gift Fund must be approved and ratified by the Management Committee of the Association.
- (b) All gifts of money or property donated to the Association for the above purpose will be credited to the Gift Fund.
- (c) The Gift fund is used only to provide funds for the furtherance of the objects of the Association as stated in the constituent documents.
- (d) No other money or property will be credited to the Gift Fund.
- (e) If the Gift Fund is wound up or if the endorsement of the Association as a deductible gift recipient is revoked, any surplus assets of the gift fund remaining after the payment of liabilities attributable to it, shall be transferred to a fund, authority or institution which upholds similar aims to those of AMPARO Advocacy and to which income tax deductible gifts can be made.

Rule 35 Financial year

The financial year of the association closes on June 30th in each year.

Rule 36 Distribution of surplus assets to another entity

- (3) (c) In the event of the organisation being wound up, any surplus assets remaining after the payment of the organisation's liabilities shall be transferred to another organisation in Australia which is a public benevolent institution for the purposes of any Commonwealth taxation Act.

PROPOSED: ABEBE SECONDED: SHAHRAM CARRIED

• A BIG THANK YOU

Shahram thanked everyone, particularly the staff of AMPARO and those who organised the AGM.

9. MEETING CLOSED @ 6pm.