



Speaking Up For You Inc. (SUFY)

Strategic Plan

2023-25

Mission Statement

Speaking Up For You Inc. (SUFY) defends the human rights of the most marginalised and vulnerable people with disability through advocacy to address injustices and make a positive difference to their lives.

Plain English version

SUFY speaks up for people with disability who are being hurt and treated badly and who can't speak for themselves. We listen to them and help them to be treated fairly and have good lives.

Principles

1. Human rights: SUFY will promote and defend the human rights, lives, autonomy and relationships of each person with disability whom we support in an advocacy relationship.
2. Social Justice: SUFY will operate in ways that support the achievement of rights, equity, access, participation, and equality in our advocacy work with each person.
3. Inclusion in Community Life: SUFY will operate in ways that value and support the inclusion of people with disability to live a good life with choice in their diverse communities.
4. Priority of the most vulnerable and marginalised: In all its work SUFY will prioritise those who are most at risk and least able to speak up for themselves.

In advocating for people with disability SUFY takes as its benchmark the rights contained in the UN Convention on the Rights of Persons with Disabilities (<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>) and other relevant UN human rights conventions to which Australia is a signatory. Within Queensland these rights are protected under the Queensland Human Rights Act – see <https://www.qhrc.qld.gov.au/your-rights/human-rights-law>, while nationally they are protected under the Disability Discrimination Act (<https://humanrights.gov.au/our-work/disability-rights/brief-guide-disability-discrimination-act>) and various other pieces of anti-discrimination legislation.

Functions

- Individual advocacy including advocacy on the rights, fundamental needs and other issues affecting the lives of people with disability.
- Supporting others to advocate – self-advocacy, family and friends.
- Building and investing in accessible networks, coalitions and shared campaigns on issues affecting people with disability.
- Community education, promoting the understanding of advocacy.
- Contributing to and supporting systems advocacy. Running an accessible, accountable, sustainable organisation.

What is Advocacy?

Advocacy is speaking, acting and writing with minimal conflict of interest on behalf of the sincerely perceived interests of a disadvantaged person or group.

- To promote, protect and defend their welfare and justice
- Being on their side and no-one else's
- Being primarily concerned with their fundamental needs
- Remaining loyal and accountable to them in a way which is emphatic and vigorous and which is, or is likely to be costly to the advocate or advocacy group

More details on advocacy can be found at <https://sufy.org.au/what-is-independent-social-advocacy/>.

Goals, Strategies, Measures

The following are SUFY's key goals and strategies for the three year period 2023-25. These will form the basis for more detailed annual operational plans to be developed at the beginning of each year.

Goal	Strategies	Measures
Goal 1 To provide individual advocacy for the most vulnerable and marginalised people with disability whose human rights are not being met or are being breached.	<ul style="list-style-type: none"> • Develop a clearer system and set of criteria to fairly determine level of vulnerability, to inform the decision-making process for individual's prioritisation. • Continue to develop and improve our accessibility to ensure that the most marginalised and vulnerable people are able to access SUFY's services. • Continue to improve and develop intake processes to determine early in the process what human rights are being breached and what fundamental needs are not being met, and whether this is an appropriate issue for advocacy. • Continue to improve and develop clear reporting and safeguarding processes. • Ensure advocates have access to training, mentoring and resources to provide positive outcomes and continue to advance skills. 	<ul style="list-style-type: none"> • Meet funding bodies' client quotas. • Successful outcomes from advocacy plans. • Documented improvements to the system for determining level of vulnerability. • Safeguarding reports.
Goal 2 To resource self-advocacy and/or advocacy by family or other support people by providing timely, accessible information, support and referrals.	<ul style="list-style-type: none"> • Deal with initial enquiries through current SUFY intake process and continue to provide information and resources to enquirers. • Effectively use the SUFY website to obtain referrals and share information that promotes self-advocacy and advocacy by others, keeping it up to date. • Develop accessible and easy to read advocacy resources informed by people with disability to assist people with disability and their families/supports to self-advocate. 	<ul style="list-style-type: none"> • Number of resources produced. • Number of resources posted on website • Number of enquiries and phone advocacy hours on IVO. • Satisfaction outcomes on IVO 8 feedback forms. • Regular audits of the website

Goal	Strategies	Measures
	<ul style="list-style-type: none"> • Provide information sessions to share the expert knowledge of SUFY advocates to people engaging in self or collective advocacy. • Create a resource bank/library of resources that are easily accessible for all staff – this includes looking at resources other people/orgs have already developed. • Ensure the website is maintained and contains current, effective and accurate information. 	
Goal 3 To work for systemic change to address the issues that impact the lives of people for whom we advocate.	<ul style="list-style-type: none"> • Identify priority areas where systemic change is required by gaining feedback from advocates. • Link with other organisations who share a concern about this issue and work in partnership with them. • Develop a consultation plan with systemic advocacy organisations to facilitate SUFY contributions to submissions. • Subject to operational requirements, give advocates the opportunity to lead and contribute to submissions. 	<ul style="list-style-type: none"> • SUFY has contributed to at least one submission per calendar year.
Goal 4 To contribute to the maintenance and development of a strong, diverse disability advocacy movement in Queensland and Australia.	<ul style="list-style-type: none"> • Engage with Queensland and National Advocacy Organisations • Participate in CAGQ. • Continue membership of DANA. • Engage/network with Qld DSDSATSIP and Commonwealth DSS and lobby for changes. • Seek relationships with other like-minded, independent organisations which may advance the wellbeing of people with disability. 	<ul style="list-style-type: none"> • The Manager (and staff, where appropriate) have attended meetings and conferences with DANA and QIDAN • Maintain membership with relevant organisations e.g. DANA, QCOSS • Attended AGMs of relevant organisations. • Advocacy networks are broader and deeper.
Goal 5 To continue to operate SUFY as a principled, effective, accessible, accountable and sustainable	<ul style="list-style-type: none"> • Source more disability friendly office space • Seek alternative sources of funding which fit SUFY's aims and ethos. 	<ul style="list-style-type: none"> • Audits passed. • No adverse workplace incidents

Goal	Strategies	Measures
<p>advocacy organisation, that is inclusive and whose membership is reflected in its staffing and governance.</p>	<ul style="list-style-type: none"> • Comply with key legislative and regulatory requirements. <ul style="list-style-type: none"> ○ Financial and corporate accountability ○ Quality Assurance and audit process ○ Workplace health and safety ○ Fair Work ○ Child Safe Organisations ○ Human Services Quality Framework ○ Others as required. • Develop and support a skilled, effective staff team, through: <ul style="list-style-type: none"> ○ Staff training and development. ○ Peer support and supervision (internal and external). ○ Shared responsibility to ensure no essential activity relies solely on a single person. • Implement a system of annual operational plans and link staff work plans to these. 	<ul style="list-style-type: none"> • Resolution of office access issues. • Appropriate sources of funding identified and applied for. • Completion of performance appraisals for all staff members. • Maintaining HSQF certification
<p>Goal 6 Ensure the organisation remains true to SUFY's core values and beliefs by giving people with disability a voice and to maintain a culture and way of operating that creates opportunities for meaningful ongoing relationships with marginalised people with disability.</p>	<ul style="list-style-type: none"> • Investigate forming a 'Governance Committee' to build SUFY's accountability to people with disability. • Engage people with disability actively in SUFY activities e.g. interview panels, at AGM, yearly gatherings. • Place emphasis on genuine engagement with and valuing of children and young people. • Ensure SUFY and its advocates can provide a positive welcome to people with disability and continue to have strong ongoing relationships with current, former and future individuals and to be present in their lives in a genuine way. • Ensure all staff and Management Committee members are inducted into the history and foundations of SUFY. 	<ul style="list-style-type: none"> • Governance Committee (or a similar entity) formed and operational. • New induction process implemented. • At least one event held per year to which members of SUFY's broader constituency are invited. • Feedback received by children, young people and adults who work with SUFY.