

Strategic Plan

2010 2015

Contents

Statement of Purpose

Outcomes 2010 - 2015

Strategic Directions 2010-2011

Implementation Plan Oct.2010-Dec.2011

- Outcomes*
- Goals*
- Strategic Actions*
- Actions*
- Evidence*

Mission Statement

Speaking Up For You protects and defends vulnerable people with disability through individual advocacy to address injustices and make a positive and sustainable difference to their lives.

SUFY's core business is Individual Advocacy on behalf of vulnerable people with disability.

Our Functions

- Providing individual advocacy.
- Supporting others in their advocacy on behalf of a person with disability.
- Informing allies in order to advance our individual advocacy efforts
- Promoting the understanding and development of social advocacy
- Running an accountable advocacy organisation.

The principles that guide our practice.

1. Human rights: SUFY will promote, protect and defend the lives and the human rights 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 in the life of their diverse communities.

Outcomes 2010 - 2015

- 1. Vulnerable people with disability receive advocacy so their fundamental needs are met and their lives are enhanced.**
- 2. Family members and individuals have strategies and information to advocate on behalf of the person with disability.**
- 3. Restrictive practices are repealed and the Convention on Rights of Persons with Disability is implemented.**
- 4. Independent social advocacy is embedded in the local community and responsive to people with disability in their community.**
- 5. SUFY is a principled, effective, accountable and sustainable social advocacy organisation.**

Strategic Directions July 2010 - 2015

<p>Promote SUFY's advocacy as underpinned by CRPD and Social Advocacy</p>	<p>Influence individuals, other systemic groups, organisations and government bodies regarding the implementation of CRPD</p>	<p>Challenge the policy and practice of Restrictive Practices</p>	<p>Towards no restrictive practices that contravene the Convention on Rights of People with Disability</p>
<p>Broader community recognition and valuing of the experience of people with disability.</p>	<p>Promote community based individual advocacy</p>		<p>Towards independent social advocacy embedded in the local community and responsive to people with disability in their community</p>

Implementation Plan for July 2010 - 2012

Outcome	Goal	Actions	Evidence
1. Vulnerable people with disability receive advocacy so their fundamental needs are met and their lives are enhanced.	To provide individual advocacy on behalf of vulnerable people with disability whose fundamental needs are met	Core Business Actions:	
		1.1 Identify vulnerable people with disability who SUFY will advocate for	<ul style="list-style-type: none"> • # of advocacy referrals that meet the SUFY criteria • List of situations showing the breakdown of circumstances, e.g. hostels, prisons, nursing homes, group homes, institutions • List of vulnerable people who are ATSI and CALD • Annual report to members • Annual report to funding bodies • # of talks and information sessions and the names of groups where talks given • Record of referrals kept - blue forms filed • Record of referrals that are not taken up for advocacy – pink forms. Also includes name of external resources and contacts advised during conversations • # of SUFY Information Booklets distributed • Information about advocacy and the SUFY Information Booklet is on the SUFY web site • Staff meeting minutes show discussion about meeting the SUFY criteria, capacity, and resources and appropriate strategies
		1.2 Build relationship with the person and an understanding of their situation	<ul style="list-style-type: none"> • File notes on individual files record meetings and discussion • # of files contain record of contact, allies meetings, file notes and advocacy plans, • File notes are legible and available. • Language in file notes and other communications

SUFY Strategic Plan 2015

Outcome	Goal	Actions	Evidence
			<ul style="list-style-type: none"> reflect a positive image of the individual • SUFY office is clean, welcoming, hospitable • SUFY provided support to attend # of meetings
		1.3 Take action to meet the person’s most urgent needs	<ul style="list-style-type: none"> • Staff meeting minutes note urgency and response • File notes note the issues • Notes may be included in the staff meeting minute to note discussion and development and review of strategies
		1.4 Develop a plan which details an appropriate advocacy response	<ul style="list-style-type: none"> • Advocacy plans for every individual, on every file, • Advocacy strategies are discussed at Staff Meetings. • Advocacy plan identifies fundamental needs, risks and vulnerabilities, advocacy issues, vision, goals, strategies and outcomes • Advocacy plans are developed with the individual and/ or family, where possible and a copy of the completed plan is offered to the individual and/or family. A signature verifying that a copy of the advocacy plan has been offered is placed on the file copy and where the plan is not offered to the individual, reasons are made in the file notes. • Where the advocacy plan is not offered to the individual and/or family, a file note on about the reasons is placed on the file
		1.5 Take action to promote, protect and defend the person’s interests and well being	<ul style="list-style-type: none"> • SUFY policy states advocacy for promotion and protection of person’s legal and human rights • All verbal and written communications reflect a positive image of people with disability and promote a vision of community inclusion • The advocacy plan records the individuals

SUFY Strategic Plan 2015

Outcome	Goal	Actions	Evidence
			<p>vulnerability and shows strategies that safeguard the individual</p> <ul style="list-style-type: none"> • Minutes of all meetings and discussions are included on the individual's file. This evidence provides the number of meetings attended, correspondence written, emails and file notes show advocate has been speaking, acting and writing on behalf of the individual. • File notes show clarity of purpose, long term commitment and focusing on fundamental needs • SUFY has access to web resources that will identify appropriate legislation, community resources. SUFY taps into the expertise of others to help their advocacy effort
		1.6 Reflect upon the process and outcomes of the advocacy effort	<ul style="list-style-type: none"> • A Formal Review Schedule is monitored at each staff meeting • Advocacy plans for each individual is reviewed formerly at least once annually. • Staff meeting minutes contain evidence of review of strategies and plans • Ensure the advocacy effort is coherent with the principles and elements of advocacy through discussions with Management Committee at Reflection meetings
Outcome	Goal	Actions	Evidence
2. Family members and individuals have strategies and	To assist some people to advocate on behalf of a vulnerable person with disability	Core Business Actions:	
		2.1 Provide limited information, referral and strategies for people in dire situations who SUFY does not have the capacity to support	<ul style="list-style-type: none"> • Pink referral form is being trialed, it contains details of other contacts, referral points and strategies

SUFY Strategic Plan 2015

<i>Outcome</i>	<i>Goal</i>	<i>Actions</i>	<i>Evidence</i>
information to advocate on behalf of the person with disability.		2.2 Identify people who SUFY will support in their advocacy effort on behalf of a vulnerable person.	<ul style="list-style-type: none"> Advocacy files contain list of contacts, and file notes reporting conversations and discussions
		2.3 Build a relationship and understanding of the person's situation with the concerned person	<ul style="list-style-type: none"> Advocacy plan includes vision, list of vulnerabilities and safeguards needed Relationship is developed based on trust, respect and dignity and integrity.
		2.4 Identify whether the situation will be Short Term advocacy or Long Term advocacy; if Short Term then notes are made on the referral form; if Long Term, develop an advocacy plan on behalf of the person with disability with the concerned person	<ul style="list-style-type: none"> Advocacy plan includes vision, list of vulnerabilities and safeguards needed Advocacy plan is developed after the advocate establishes a good understanding of the issues, conversations with the individual and/family, allies and others who know the person.
		2.5 Support the concerned person's advocacy effort and reflect on its process and outcomes	<ul style="list-style-type: none"> The concerned person will have access to up to date information regarding current legislative practices and useful strategies and the responsibilities of various government departments. Records of all discussions and support are listed in the file notes Advocate lists the number of meetings attended when necessary, letters drafted, discussion strategies and promoting the rights of the individual when needed.

<i>Outcome</i>	<i>Goal</i>	<i>Actions</i>	<i>Evidence</i>
3. Restrictive	To inform and influence	Strategic Actions:	

SUFY Strategic Plan 2015

Outcome	Goal	Actions	Evidence
<p>practices are repealed and the Convention on Rights of Persons with Disability is implemented.</p>	<p>allies and others to bring about system change to advance our individual advocacy efforts</p>	<p>Strategic Actions:</p>	
		<p>3.1 Promote SUFY’s advocacy as underpinned by CRPD and Social advocacy</p>	<p>July – Dec 2010</p> <ul style="list-style-type: none"> ○ SUFY’s AGM focus on the impact of CRPD on SUFY and it’s work. ○ Revised policy on Human and Legal Rights ○ SUFY Policies conform with CRPD and Social Advocacy ○ Included a new eligibility criteria or Referral form that states whether any CRPD rights are not being observed ○ During Commonwealth and State audits SUFY reflected the CRPD and Social Advocacy when talking, describing our work ○ Attend Restrictive Practices Conference – Human Rights V Restrictive Practices <p>Jan – July 2011</p> <ul style="list-style-type: none"> ○ Training undertaken on CRPD to update knowledge of CRPD for staff and Management Committee ○ A network of groups that provides information and resources on the implementation and impact of the CRPD ○ Stories sent to the Shadow Report working party
		<p>3.2 Influence individuals, other systemic groups, organisations and government bodies regarding the implementation of CRPD</p>	<p>July – Dec 2010</p> <ul style="list-style-type: none"> ○ Case studies for Shadow Report written and provided <p>Ongoing</p> <ul style="list-style-type: none"> ○ At every meeting regarding individual advocacy insist that Government and services abide by CRPD convention

SUFY Strategic Plan 2015

Outcome	Goal	Actions	Evidence
			<ul style="list-style-type: none"> ○ Use of website to promote and explain CRPD ○ Participated with systemic groups to promote Human Rights Act
		<p>3.3 Challenge the policy of Restrictive Practices</p>	<p>July – Dec 2010</p> <ul style="list-style-type: none"> ○ Presented individual case studies on CRPD to QAI Conference (August) ○ Neil to be a Panel member on Restrictive Practices at QAI conference. (August) ○ Stories for AGM report around Restrictive Practices (August) <p>Ongoing</p> <ul style="list-style-type: none"> ○ Log and monitor what is happening to people under CRPD and the effects on them – file notes on individual’s files who are under Restrictive Practices ○ SUFY a member of a group that is developing information book regarding Restrictive Practices ○ Attendance at Government engagement stakeholder meetings around Restrictive Practices. (3 times yearly) ○ Reports to MC on outcomes ○ Meetings with RP lawyer at QAI to maintain network and provide information. (3 times yearly)
		<p>Core Business actions:</p>	
		<p>3.4 Identify priority areas where systemic change is needed to make our individual advocacy more effective</p>	<ul style="list-style-type: none"> • Forced Co-tenancy issues • Restrictive practices • Large institutionalised living – hospital, nursing homes etc
<p>3.5 Bring priority areas to the</p>	<ul style="list-style-type: none"> • Working with QAI, Safeguards Coalition and Amparo 		

SUFY Strategic Plan 2015

Outcome	Goal	Actions	Evidence
		attention of groups and individuals who can work to bring about systemic change	Advocacy
		3.6 Manage the tensions created by this role on our work with individuals	<ul style="list-style-type: none"> • Providing individual advocacy to people who are experiencing these issues as above.
<p>4. Independent social advocacy is embedded in the local community and responsive to people with disability in their community.</p>	<p>To promote the understanding and development of advocacy within SUFY and in the wider community</p>	<p>Strategic Actions</p>	
		<p>4.1 Foster broad community recognition and valuing of the experience of people with disability</p>	<p>July – Dec 2010</p> <ul style="list-style-type: none"> ○ Linked with organisations that promote themselves as socially responsible e.g. CAGQ, Advocacy groups in Queensland, Welfare Rights, Prisoners Legal Service, Qld Tenants Union, Qld Public Interest Legal Clearing House, Caxton St Legal Service, Disability Advocacy Network Australia ○ List of Membership opportunities through our educational activities ○ The most relevant forums attended at least 1 a quarter to raise the experience of disability attended. E.g. Restrictive Practices Conference, Productivity Commission Presentation, ASSID conference, Shared Vision conference <p>Jan – June 2011</p> <ul style="list-style-type: none"> ○ Up-dated website to includes a link for adding personal stories ○ Stories in media to raise awareness of the impact of government systems on the lives of people with disability ○ <p>July – Dec 2011</p> <ul style="list-style-type: none"> ○ An event held that celebrates the contribution of current allies to SUFY that are outside disability area

SUFY Strategic Plan 2015

Outcome	Goal	Actions	Evidence
			(eg AGM) - helping to plan the Annual CAGQ conference with QAI and SCCA
		4.2 Promote community based individual advocacy	<p>July – Dec 2010</p> <ul style="list-style-type: none"> ○ Participation in the combined Advocacy group teleconference and forums and promote the Social Advocacy SUFY documents ○ CAGQ Conference and plan content of conference (August) ○ Issues at CAGQ of benefits of advocacy being imbedded in the community. 50% of committee with disability ○ Participation in review of DSA in 2011 to promote individual advocacy <p>Ongoing</p> <ul style="list-style-type: none"> ○ Information provided when requested eg Uni’s service Provision and individuals ○ Promotion of SUFY’s advocacy to our funding body to remain viable – meet all the obligations of the funding bodies see performance reports ○ Membership of DAVA and attendance at conference ○ Lobby for additional funding from sources to be identified
		Core Business actions:	
		4.3 Provide opportunities for people to learn about social advocacy and the work of SUFY	<ul style="list-style-type: none"> • In SUFY publications, community talks and in the Annual Report, SUFY promotes the principles of social advocacy
		4.4 Support the development of advocacy in Queensland	<ul style="list-style-type: none"> • CAGQ development and support of the group / Share resources
		4.5 Support the building of a strong	<ul style="list-style-type: none"> • SUFY continues to be a strong and supportive

SUFY Strategic Plan 2015

Outcome	Goal	Actions	Evidence
		social advocacy movement in Queensland	member of CAG(Q) <ul style="list-style-type: none"> • Record of events attended • Record of teleconferences attended • Record of training provided by CAG(Q) • Number of staff and management committee who attend CAG(Q) meetings • Budget allocation for attendance at CAG(Q) events • Staff reports show involvement in working groups to develop annual event, training sessions and position papers
5. SUFY is a principled, effective, accountable and sustainable social advocacy organisation.	To operate a principled, effective, accountable and sustainable social advocacy organisation	Core Business Actions:	
		5.1 Develop a dedicated, competent management committee to govern the organisation	<ul style="list-style-type: none"> • Number of people with disability ow who have family member with disability on the committee • Expertise on the committee • Induction done every year, induction check list signed off • Number of people who attended training • Record of meetings with staff and committee at reflection meetings • Management committee meetings include all financial report ratified • Management committee meetings include policy review and renewal • Minutes include WPHS, Policy, legislations review etc • Committee review of internal audits, surveys and assessments of organisation performance
		5.2 Develop a dedicated, competent staff to do the work of the	<ul style="list-style-type: none"> • All staff receive induction see signed induction sheet • All staff involved in strat plan, training and reflection

SUFY Strategic Plan 2015

Outcome	Goal	Actions	Evidence
		organisation	<p>meetings re practice</p> <ul style="list-style-type: none"> • Regular staff meetings, minutes recorded • Staff appraisals done and filed • External supervision is offered to all staff
		5.3 Foster good relationships between committee and staff, and with the wider membership and community	<ul style="list-style-type: none"> • Regular contact with members of the management committee, who have a wide range of networks • Support the committee in presenting to the community
		5.4 Encourage continuous improvement of the organisation's work	<ul style="list-style-type: none"> • Accredited DQAS maintained • Continuous improvement monitored at management committee meetings • Continuous improvement monitored at staff meetings • Internal audits are discussed at Management committee meetings
		5.5 Maintain organisational strength and coherency over time	Strategic Directions and Operational plan provide performance review. New members are welcomed, all new people who receive advocacy are offered membership
		5.6 Be a efficient and effective organisation, compliant with the requirements of being an incorporated, public funded body	Meet service agreement obligations.