



Unit F2, The Precinct, 12 Browning St,
West End, Queensland 4101, Australia
SUFY IS AN INDEPENDENT
INDIVIDUAL SOCIAL ADVOCACY ORGANISATION
FOR PEOPLE WITH DISABILITY IN BRISBANE and
THE MORETON BAY REGION

Postal address: PO Box 5649
West End Qld 4101
Phone No.: 07 3255 1244
Facsimile: 07 3255 1266
Email: sufy@sufy.org.au
Web: www.sufy.org.au
ABN: 58 812 329 872

SPEAKING UP FOR YOU INC. *protects and defends vulnerable people with disability through individual advocacy to address injustices and to make a positive and sustainable difference to their lives.*

SUFY is an Independent Individual Social Advocacy Organisation. Individual advocacy is when the advocacy worker speaks, acts and writes on behalf of another person who is being treated unfairly and unjustly. The advocacy focuses on the fundamental needs of the person such as human rights, safety, health, shelter, food and appropriate support to live in the community.

SUFY is a community based, non-profit incorporated association funded by the Federal Government and Department of Communities, Queensland.

Who does SUFY advocate for?

- ◆ SUFY advocates for people with disability who are in unsafe or unjust positions.
- ◆ People who are over 16 years of age whose fundamental needs are not being met
- ◆ People who are in danger of becoming more vulnerable or isolated.
- ◆ People who live in the Brisbane and Moreton Bay regions.

When SUFY is approached to do advocacy for a person, SUFY looks at each situation against the following criteria:

The Issue

- Whether the issue is about the person's fundamental needs

Previous Contact

- Whether the person being advocated for has been assisted by SUFY previously

Age

- Whether the person with disability is over the age of sixteen

Resources

- What resources are available within SUFY. Currently SUFY has one part-time advocate for the Moreton Region, one full time advocate/coordinator and two full time advocates in the Brisbane area.

Geographic area

- Whether the person lives in the Brisbane Metropolitan area or Moreton Regional Council area. Within reason, SUFY will continue advocating for someone where they move outside these areas. If the new location is not within a reasonable distance of the SUFY office, SUFY, where possible, will find an advocate for the person in their new area.

Hours: Monday to Friday 9 a.m. to 5.00 p.m. **Phone:** 3255 1244 Fax 3255 1266

Email sufy@sufy.org.au



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Privacy and Confidentiality:

SUFY recognises respects and protects the individual's right to dignity, privacy and confidentiality. SUFY keeps records about the advocacy work that we undertake on behalf of individuals. SUFY is bound by the National Principles of the Privacy Act 1988 which regulate how agencies may collect, use, disclose and store personal information and how individuals may access and correct personal information held about them. Information about the collection, storage and disposal of personal information is included in an information kit given to new people who receive advocacy.

Information kept, storage, and destruction:

SUFY has an obligation to keep the information safe and secure.

The file is kept in a locked filing cabinet. The SUFY computer has a password installed so that only authorised personnel have access to any private information kept on the computer.

When personal information about individuals is sent by fax a clause highlighting the confidentiality of this information is included on the fax.

SUFY has an obligation to prevent unauthorised use of information. The only people who have access to the information are the advocacy workers and the individual concerned.

After advocacy ceases, the file is kept by SUFY for a period of seven years in a secure place. It is then shredded.

Complaints about SUFY

A complaint is an action that is taken when a person believes that SUFY is not doing what is set out in its principles, policies and procedures. Anyone can make a complaint about SUFY.

SUFY workers will talk to any person about how to make a complaint about SUFY. They can send any person a written copy of the procedure or the information on a tape or CD. People can ask someone to support them when they want to make a complaint about SUFY. That person can be a parent, family member, friend or advocate.

If you want to make a complaint about Speaking Up For You Inc: Phone SUFY and ask to speak to a SUFY worker. Tell the worker you have a complaint about SUFY. If the complaint is about things at SUFY, the worker will write down your name, address and telephone number, the date of the complaint and who will handle the complaint, in the complaints file. The worker will tell you about the complaints system and you can obtain a copy of the procedure from the SUFY office if you want.

Everything you say to the SUFY worker is confidential.