

Rethink

Advocacy



Community Advocacy Service

This is a free service



This leaflet tells you what help you can get from us

What is advocacy?



We have been told that you need some help from an **advocate**.



An advocate will try to help you to sort out the problems that you need support with.



They will support you to speak up for yourself or speak up to other people for you.

What an advocate can do for you

An advocate is someone who can:



- listen to you to understand your problems

This can help you to work out what to do about them.



- speak up for you when you feel you can't do it yourself



- help you feel more in control



An advocate is someone who can:

- support you to speak up for yourself



- help you to understand your **rights** and choices



Your **rights** are things you are allowed to do and how you should be treated by other people.



Your advocate will treat you fairly and with respect.



They will make sure other people do as well.

Working with your advocate

Your advocate can help if you have a problem with:



- your house or where you live



- looking after your money



- your health or your medication



- your care and support



Your advocate can help you if you want to **complain** about a service.



Complain means telling a service you are unhappy. You could be unhappy about:



- the way staff talk to you or treat you



- staff not supporting you to understand what is happening



- not getting the support you need



Things an advocate can't help you with:

- give you advice or make decisions for you



- solve all your problems



It is important to remember that an advocate is not your friend or your support worker.

Being a self advocate



We can also give you more information on being a **self advocate**.

Being a **self advocate** means speaking up for yourself and making sure your views are heard.

How to contact us

Write to us



Phone



Email

