

What helps us Help You:

- Commitment to working with a Volunteer Advocate.
- Honesty and cooperation from those involved
- (an) agreed instruction
- A willingness to listen
- Working in partnership within agreed boundaries
- Adhering to AdvoCard's policies of:
 - Equal opportunities**
 - Safe working**
 - Mutual respect**
- Providing relevant information as requested
- Having at least a day's notice to set up advocacy

Advocacy is about:

Helping you get your point across. Standing up for you, sticking with you and taking your side. Helping to add weight to your views, concerns and rights. Helping you be heard.

Our view of successful advocacy is getting your views noted and taken account of by others.

Some Examples:

If you are facing an appointment with your doctor or psychiatrist and you do not wish to go alone we can send a volunteer advocate with you.

If you need help with filling in a form we can supply you with a volunteer advocate to help you fill it in.

If you would like support around issues relating to your benefits.

If you would simply like some moral support we can make sure someone is there with you.

a city-wide advocacy project

AdvoCard

for users of mental health services

W We are
H We are not
A We can do
T We can't do

This leaflet sets out to explain what we can offer you and what is needed from you in order for us to help. It also highlights the limitations of what we can offer.

Office hours:

Monday	10.00 - 4.00
Tuesday	10.00 - 4.00
Wednesday	10.00 - 4.00
Thursday	10.00 - 4.00
Friday	10.00 - 4.00

For more information about our service please contact a member of staff

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Address:

**332 Leith Walk
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SCOTTISH EXECUTIVE

• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL

Scottish Charity Number SCO 23181

What we are:

- Independent
- A mental health charity
- Community based
- Volunteer based
- An individual advocacy provider
- Confidential
- Non-judgemental
- Service user led
- Committed to equality of opportunity

We regret that we are not:

- a miracle worker
- a complaints bureau
- a lobbying service
- an agency dedicated to:
 - * befriending
 - * advice
 - * counselling
 - * mediation
 - * support work

though we will endeavour to refer you on to agencies who are

- **able to keep information confidential which leads us to have concerns for the safety of the service user or others**

What Hinders us Helping You:

- Being Misleading
- Not acknowledging the limitations of advocacy
- Not sticking to appointments or letting us know
- Withholding relevant information

AdvoCard reserves the right to withdraw its advocacy services when it determines that one or more listed below is seriously jeopardising the advocacy process:

- Threatening safe environment
- Inappropriate behaviour
- Threatening behaviour physically, verbally, sexually, emotionally, psychologically
- Illegal activity