

Advocacy



Do you find getting the right support confusing and frustrating?

You may need advocacy because you feel:

- No-one's listening to you
- You have important decisions to make
- You can't get the help you need
- You don't agree with decisions that are being made about you

What is Advocacy?

Advocacy can support you to have a strong voice when you need to make an important decision or are facing issues you need help with.

Our advocacy service is **free, confidential and independent**. Advocates work in partnership with you, which means we listen to what you want and act on your behalf at all times.

Advocacy is:

- making sure your voice is heard
- helping you have more choice
- speaking out on your behalf

Advocacy is not:

- crisis support
- counselling
- emotional support
- befriending
- giving advice



"My advocate took time to understand the issues."

How an advocate can help

- Helping you decide what to do
- Finding out information and who to contact
- Telling you about your rights
- Helping you to access health and social care services
- Going to meetings and appointments with you
- Helping you write letters and fill in forms
- Challenge decisions that you do not agree with
- Making sure your rights are being respected
- Helping you make a complaint
- Support you to feedback your experiences of using services

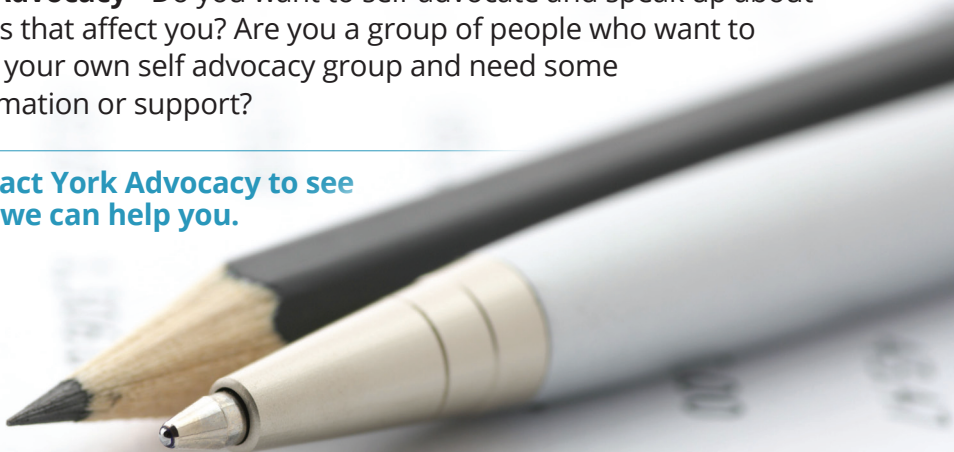
York Advocacy delivers a range of specialist advocacy services

NHS Advocacy - Do you have a complaint or concern about the care and treatment you have received from an NHS organisation or service? Our NHS advocacy service can support you to feedback your experiences or make a complaint.

General Advocacy - Are you aged between 18-65, have a disability, mental ill-health or are a vulnerable person with an issue you need support with?

Self Advocacy - Do you want to self-advocate and speak up about issues that affect you? Are you a group of people who want to form your own self advocacy group and need some information or support?

Contact York Advocacy to see how we can help you.



About us



York Advocacy provides advocacy support to people resident in the City of York.

York Mind has delivered a successful advocacy service since 1997. From April 1st 2013 we launched our new service called York Advocacy, which will provide a range of specialist advocacy services including, General Advocacy, NHS Advocacy and Self-Advocacy.

We aim to provide a positive experience for people who use our services. We welcome your feedback and comments.

Get in touch...

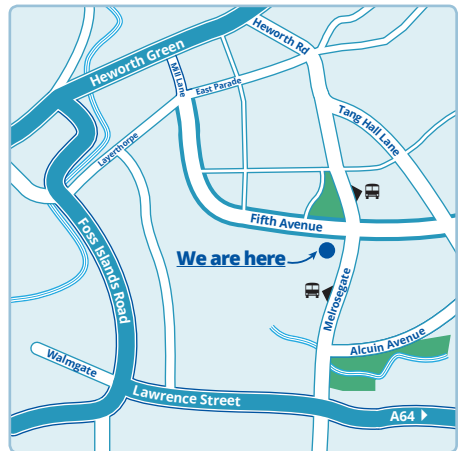
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Please contact us for more information or if you would like to make a referral



If you need this information in a different format please contact us

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