



Dumfries & Galloway
ADVOCACY SERVICE

Delivering Advocacy in the Region since 1993

25th
Anniversary

ADVOCACY FOR...

**Individuals (one to one)
& also Collective/Groups**

HELP
is at hand!



Advocacy: *Defending Your Right to be Heard!*
Our Service is **FREE**, Independent and Confidential

9 Church Crescent, Dumfries, DG1 1DF • t: 01387 247 237

Scottish Charity No. SC036075 • Limited Company No. 275168

What is Independent Advocacy?

Independent Advocacy is about empowering people who are involved in using or receiving services and giving them a stronger voice to have as much control as possible over their own lives. We work within Dumfries & Galloway to express our client's views, wishes and feelings. An advocate works with the client to find solutions to their issues and help them to understand the options that are available to them, while protecting their rights. Your advocate will work towards ensuring that you are treated with dignity and respect and your choices, privacy and safety are respected at all times.

Your Advocate will help you talk to services by:

- Listening to you
- Help you to think through problems
- Find information for you to help you make an informed choice
- Help you find out what choices you have
- Protect your rights
- Help you to take control of your circumstances
- Help you to understand and make decisions about what might be happening in your life
- Speak on your behalf if you do not feel able to
- Make sure your thoughts, feelings and wishes are understood
- Make sure that you understand what may be said to you or about you.

"My advocate was able to voice my concerns and helped me to be heard in a positive way".

What Types of Issues Can Advocacy Help With?

- NHS and Local Authority
- Adults with Incapacity (Guardianship)
- Mental Health Issues including Tribunals
- Learning Disability
- Adult Support and Protection
- Acquired Brain Injury
- Older Persons Issues
- Autistic Spectrum / Asperger's Syndrome
- Child Protection, Hearings & Reviews
- Domestic Abuse
- And much more...

"Very professional and helpful service. I would highly recommend them to anyone who feels they are not being listened to".

Collective Advocacy

The aim is to promote empowerment of adult residents of Dumfries and Galloway, where a group of people who are all facing a common problem get together on a formal basis to support each other over specific issues. Individual members of the group may also support each other over specific issues. The group may campaign on an issue that affects them all. Being part of a collective advocacy group can help to reduce a person's sense of isolation when raising a difficult issue.

Confidentiality

Any information Dumfries and Galloway Advocacy Service holds about you is confidential and compliant with the General Data Protection Regulations (GDPR).

Information you give to your Advocate remains confidential within Dumfries and Galloway Advocacy Service. This means that your Advocate will only discuss your information with a colleague or a supervisor. We will not discuss or disclose any of the information you give us without your consent.

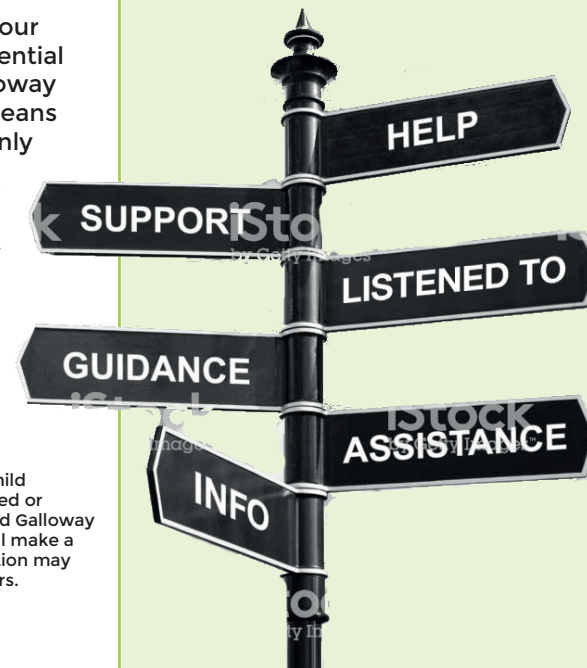
NB: Exceptions to this policy are allowed if we feel that you or another person is at serious risk of harm; if you give us information about a crime or planned crime it may be necessary to pass that information on; if it seems that a child or vulnerable person is being harmed or is at risk of harm, then Dumfries and Galloway Advocacy Service management will make a judgement as to how that information may be communicated to relevant others.

Further Information

We are not able to support clients with Employment Issues or give Benefits Advice and we do not attend Employment or Benefit Tribunals / Assessments. We are also not able to support a client, or speak on behalf of a client to the Media. Please go to our 'Resources' page on our website to find out more.

How to Refer

- You can either self-refer or any Agency can refer on your behalf.
- To make a referral you can telephone, email, drop-in to our offices; or through our website you can use the Contact or Referral Form.





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Not sure if we can help you? Contact us to find out.

HELP
is at hand!

- If we cannot help you, we may be able to tell you who can help.
- Our service is **FREE**, you will not be asked to pay any money.
- You can speak to an advocate in private.
- We respect confidentiality.



You can call our office and ask to speak to an advocate
01387 247 237



You can send an e-mail to ask for an advocate
info@dgadvocacy.co.uk



You can look at our website to find out more about us
www.dgadvocacy.co.uk



You can follow us on social media.
Facebook and Twitter



You can come to our Dumfries or Stranraer office and ask for an advocate. (Stranraer by appointment only t: **01387 247 237**)
9 Church Crescent, Dumfries, DG1 1DF
Cromarty House, Sun Street, Stranraer, DG9 7JL



Our Dumfries office is open for drop-ins
Tuesday and Thursday 9.30am - 3.30pm
(Closed for lunch: 12.30pm - 1pm)

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