

## Our support may benefit you if:

- You are finding it hard to get your voice heard
- You don't know your rights or options
- You need help dealing with professionals
- You are facing disabling barriers
- You need help with making a complaint
- You need information about other organisations who can help you

## Contact Us

If you have any questions, would like to become a member or to find out about our services, get in touch:

**Website:** [www.equallives.org.uk](http://www.equallives.org.uk)

**E-mail:** [info@equallives.org.uk](mailto:info@equallives.org.uk)

**Telephone:** 01508 491210

**Minicom:** 01508 491215

### Address:

15 Manor Farm Barns  
Fox Road  
Framingham Pigot  
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Norfolk  
NR14 7PZ



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## Information Advice and Advocacy

Supporting your  
independence



## Our Process

At the start of our advocacy relationship with you, we will listen to what you have to say and what outcomes you are looking for. We will explain what the options are so that you can make the best possible decision.

We want you to feel that your views and wishes have been genuinely considered when decisions are made about your life. Although we provide as much information as we can, the choices are always yours, and we will always accept your decisions.

Where possible, we will help you to take action and speak up for yourself. We will do this by empowering you with the skills and information you need. This is called 'self-advocacy'. This means that next time any issues arise, hopefully you will feel confident enough to handle it yourself.

We want you to feel in control of your life.

## Examples of situations where you may need advocacy support are:

- Mental health appointments or accessing mental health services
- GP appointments or medication reviews
- Managing your personal finances
- Benefits advice and support with appeals, including representation at tribunals
- Meetings with Children's Services, including support during Child Protection Proceedings
- Employment issues
- NHS complaints

You have had a huge impact on my life and my family life, you are always there when I need advice.

Michael, Service User

