

We work in ways that keep you safe

- We recruit skilled and experienced mental health advocates
- We check that all our advocates are safe to work with you
- We train and support our advocates and supervise the work that they do
- We have policies to protect people from abuse
- Our advocacy scheme is fully insured

You decide if you want an advocate and what you want them to do

- We spend time with you to find out what you need and want
- We can help you tell other services what you need and want from them
- We can speak for you if you would like us to
- We help you prioritise goals and work with you to reach them

We help you to protect your rights. We make sure that you are involved in the decisions that affect your life

- We tell you about your rights
- We will help you to protect your rights
- We help you to find information so that you can make informed choices
- We can support you to make your choices known
- We can signpost you to other specialist services that may be able to help you with specific issues

We explain what we do and how we do it

- We will talk to you about our service and about the role of an advocate
- We will talk to you about the limits and boundaries of advocacy and help you decide if it will be helpful
- We have policies that explain how we work
- Our advocates are committed to working to these standards and rules
- We can talk to you about self-advocacy and how to complain if you are unhappy with our work.



**MindOut
Advocacy
Standards**

What you tell us is confidential

- We will talk to you and give you information about our confidentiality policy
- We will keep information about you, including any written records in a safe place
- We believe information about you belongs to you
- You can access any written records that we keep about you
- We do not tell anyone else in your life what you say to us, unless you want us to (or if you tell us that you or someone that you know is at risk)
- We do share some relevant confidential information within the MindOut team

We report on our work and how we spend the money we get for advocacy

- Every year we write a report which talks about our work and explains how we have spent the money

We value and respect you without judging you

- We listen to you and work at your pace
- We will meet with you in a safe and comfortable environment
- We make sure that you know what is happening
- We communicate with you in ways that you prefer

We only work for you. We are independent of other people or professionals in your life

- We are on your side and are instructed by you and you alone
- We only communicate with others at your request and with your consent
- We inform you of all contact that we have with anyone, if it's about you
- We can sign post you to other agencies providing independent advocacy if you have an issue with any other service MindOut provides.