

**MindOut Advocacy Referral form**

MindOut’s LGBTQ (lesbian, gay, bisexual, transgender and queer) mental health advocacy service is run by and for LGBTQ people and is free, confidential, non-judgemental and independent from other services and professionals.

A MindOut advocate can:

* listen to any concerns you have about your mental health or wellbeing
* talk with you about any issues related to your LGBTQ identity
* help you to have your voice heard on issues that are important to you
* help you to defend and safeguard your rights
* help you to have your views and wishes considered when decisions are being made about your life

To refer someone to MindOut Advocacy, please complete this form, and email or post it to us:

Client’s name …………………………………………………………………………………………………

Client’s preferred pronoun (e.g., he, she, they)……………………………………………………………

Client’s contact details ……………………………………………………………………………………….

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Has the client consented to this referral? Yes/No

Has the client used the MindOut Advocacy service before? Yes/No

Name of Referrer……………………………………………………………………………………………...

Referrer’s contact details…………………………………………………………………………………….

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Referrer role / relationship to client …………………………………………………………………………

What help is needed? ………………………………………………………………………………………..

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Other information (e.g. health issues, risks)? ……………………………………………………………

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Does the person you are referring have any information or communication needs (for example, relating to disability or sensory loss)? If so, what are they?

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How did you hear about MindOut? ...............................................................................................

Please send this form by email to: [info@mindout.org.uk](mailto:info@mindout.org.uk)

If you prefer, you can print and post this form to MindOut, Community Base, 113 Queens Road, Brighton. BN1 3XG

You can also get in touch with an advocate: by telephone 01273 234 839 or via our out of ours online support service through our website [www.mindout.org.uk](http://www.mindout.org.uk)

**MindOut Advocacy: information for professionals**

This is a summary of guidelines for the MindOut Advocacy Service and explains the role of an advocate.

Our advocates are bound by the MindOut Advocacy Service Code of Practice, which is based on the Advocacy Charter and Standards, available on request.

This leaflet tells you about:

* Confidentiality
* Complaints
* Equality & Diversity
* Recording
* Independence

We are independent from other services and professionals. Advocacy is client-led, we promote empowerment through self-advocacy and will only represent the client if instructed. We share all information with the client that is received from other services and professionals.

**CONFIDENTIALITY**

* The client’s right to confidentiality is essential to the advocacy relationship. MindOut takes client confidentiality very seriously.
* We share all information received about a client with the client.
* We do not share information with anyone else without the client’s consent, unless they or someone else is at risk. Where possible we will always try to seek clients’ permission first before breaking confidentiality.

##### COMPLAINTS

Please let us know if you have any complaints, concerns or comments about the MindOut Advocacy service.

* All complaints whether verbal or written are taken seriously and responded to promptly.
* A written complaints procedure is available on request.
* Complaints which cannot be easily resolved, or which relate to professional misconduct or bad practice, are dealt with by the Director or the Chair of our Trustee Board.

##### EQUALITY & DIVERSITY

* MindOut is a specific LGBTQ mental health organisation, run by and for LGBTQ people. We recognise the diversity within LGBTQ communities. Everyone is welcome to make contact with our advocacy service regardless of race, cultural background, disabilities, sexual orientation, age, gender and religious belief.
* We want to make sure that everyone has equal and easy access to our advocacy service.
* MindOut’s Equality and Diversity policy is available on request.

##### RECORDING

* We need to keep written records of our work with individuals, we do this in line with the Data Protection Act 1988.
* We operate an open-file policy, where clients can have access to any written records kept about them on request.

##### INDEPENDENCE

* Our services are independent from statutory mental health services. This means that we are free to advocate on our clients’ behalf, and help them raise complaints.
* Our funding comes from the Big Lottery, small grants such as the Rainbow Fund and from the NHS. We also raise money from donations, gifts, bequests and fundraising events.