

## Join us

Rethink works tirelessly to improve the lives of those affected by severe mental illness. If we are going to continue to succeed we'll need your help. You can support us in any number of ways for example becoming a member, making a donation or becoming a campaigner.

Please support us today to help transform the lives of generations to come. To find out how you can help visit [www.rethink.org](http://www.rethink.org), phone 0845 456 0455 or email [info@rethink.org](mailto:info@rethink.org)

## Information on mental health

For more information about Rethink publications and other products on mental health, please visit [www.mentalhealthshop.org](http://www.mentalhealthshop.org) or call 0845 456 0455.

## Make a donation

We cannot achieve our goals without the vital funds donated by supporters. Donate today by calling 0845 456 0455 or donate online [www.rethink.org](http://www.rethink.org)

## Confidentiality

We believe in respecting and maintaining your confidentiality. We will not share personal information unless we have your permission or we have to because of our duty of care to protect your health, safety and wellbeing and that of others.

# rethink

**Working together to help everyone  
affected by severe mental illness  
recover a better quality of life**

Wolverhampton Independent Advocacy Service  
Rethink  
West Midlands Regional Office  
Merridale Lodge  
Jeffcock Road  
Wolverhampton WV3 7AA

**Phone 01902 779613  
Email [wias@rethink.org](mailto:wias@rethink.org)**

**For further information on Rethink  
Phone 0845 456 0455  
Email [info@rethink.org](mailto:info@rethink.org)  
[www.rethink.org](http://www.rethink.org)**



Registered in England Number 1227970  
Registered Charity Number 271028  
Registered Office 89 Albert Embankment, London SE1 7TP  
Rethink is the operating name of National Schizophrenia Fellowship, a company limited by guarantee  
© Rethink 2009

# rethink

advocacy

act reflect  
resolve reve  
ce represen  
**recognition**  
recovery  
design redu  
act recupera  
relate restore r  
reshape revitalise  
relationships reinforce r  
recharge reach  
reconstruct reconcil  
regain redefine redisc  
lect refine reform rehabi  
arge resolve reverse rekinki  
ice relationships reir force rejoin  
nate recharge rea  
reconstruct recon  
again redefine r  
habilitate relate  
**recognition** resh  
re report refer r  
oncile **respec**  
eact reconne  
large reshape r  
orce rejoin rea  
reform **respor**  
lop redesign  
reconnect re  
harge **resolve**  
y rejoice relat  
ate recharge r  
**recove**y reco  
edefine redisc  
**refo**r recha  
relationships r  
ier reth k recre  
m rev  
rejoin  
recharge reach  
redefine re  
reflect refine reform  
ne resolve reverse  
relationships rein  
arge reawake  
at reconcile re  
fine rediscov  
elate restore r  
n reshape revita  
er recharge re  
**respect** rede  
econnect refine  
reshape revitali  
**force** rejoin rea  
n reform **respor**  
velop re design r  
te recon ect refi  
exchange solve  
ry rejoic relatio  
ate reclarge rel  
**reco**ver recons  
define i  
**reform** charge  
relationsl os rein  
r **rethin** recrea  
m revive **reco**ver  
velop redesi n redu  
reco  
echa

**Wolverhampton Independent  
Advocacy Service  
Phone 01902 779613  
West Midlands**

# About Rethink

Rethink, the leading national mental health membership charity, works to help everyone affected by severe mental illness recover a better quality of life. We provide hope and empowerment through effective services and support to all those who need us, and campaign for change through greater awareness and understanding.

We place the people who use our services at the centre of our service delivery. We provide high quality services that are carefully planned, managed and monitored and we support the people who use our services towards achieving their potential.

## What is advocacy?

Sometimes you may find it difficult to voice your concerns or express your point of view. It could be that you are in a stressful situation without anyone to offer support.

Advocacy is about supporting you to represent your thoughts and feelings and have them heard and addressed with respect by service users and others.

Advocates respect your right to control your own life and make your own choices. The emphasis is on empowering you, not solving your problems for you.

## Who are advocates?

Advocates are people from all walks of life who choose to volunteer to help people with the things that they may be unable to do on their own. They are not required to have any formal qualifications, just be prepared and determined to understand, support and help represent the person they are partnered with.

Each advocate undergoes an initial training course that introduces them to the principles of advocacy and an awareness of mental health issues. The basis is human not medical. Ongoing training and support are provided.

## How might an advocate help?

By providing one to one support for you during assessments, review meetings or ward rounds. They will also support you when making complaints or challenging decisions, or when you are trying to access other services.

### Advocacy is:

- Speaking on the persons behalf as the person wishes
- Listening to the views of people
- Supporting people when they speak for themselves
- Speaking with, rather than for, people
- Discussing options and providing full and balanced information
- Responsibility to people using the service, not to statutory services or family
- Empowering the client to speak for themselves, by presence and/or word.

### Advocacy is not:

- Giving advice
- Counselling
- Prioritising options
- Giving personal opinion
- Withholding information.

## Is this service right for you?

Wolverhampton Independent Advocacy is a service specifically for people who have mental health problems aged between 18 and 65 and reside in the Wolverhampton area.

When you first contact us we will need to make an initial assessment of your advocacy needs and eligibility to access the service.

If we are unable to work with you we will endeavour to find an alternative service to refer you to.

### Confidentiality

WIAS provides a confidential service. Any information, written or spoken, will not be passed on in any form to other individuals or agencies without your permission unless one or more of the following applies:

- You express intent to harm yourself
- You express intent to harm someone else
- You express intent to commit an illegal or criminal act
- You disclose that you are being harmed or abused.