



Advocacy Services

**Do you need help to
make sure your voice is
heard?**



Get help to make decisions or speak
to us about your housing, housing
support or care issues



At Viewpoint we would encourage you to discuss any housing, housing support or care issues with a member of staff, however we recognise that sometimes you may need a little bit of help to resolve your issues.

This may be needed because you are not in a position to do this yourself due to mental or physical health problems, a learning disability or just through a lack of confidence. It may be possible for a family member or friend to help you but, if not, there is help available for you, in the form of advocacy.

An advocate does not just deal with housing or housing support issues, but with other issues you may have such as with your doctor, the NHS, your dentist, your bank, etc.



What is Advocacy?

An advocate is a person who can help you make your needs and wishes known. They work to ensure that



- The service is confidential, impartial and independent of Viewpoint
- You can access and understand information that you need or want
- You understand your rights
- You have a voice and that you are being listened to
- You are supported to make decisions
- You get help to make a complaint if you are unhappy with services



The advocate will not

- Make decisions for you
- Judge you
- Be a social worker, lawyer or a friend

How do I find an Advocate to work with me?

You can find an advocate by:

- Using the internet and searching for advocacy service in your area
- See the list in this leaflet or on our website. Please note this is not an exhaustive list.



The services listed are all free of charge and independent of Viewpoint.

Contact us:

Viewpoint Housing Association
4 South Oswald Road
Edinburgh
EH9 2HG

Tel: 0131 668 4247

Email: admin@viewpoint.org.uk

Website: www.viewpoint.org.uk

