

# HARG 2008 ADVOCACY STANDARDS

**What you tell us is private.**  
*You will know this because:*

- if we need to keep records we keep them in a safe place
  - we believe information about you belongs to you
  - we do not tell anyone what you say to us, unless you want us to
- but* if you tell us someone might be hurt, we may not be able to keep that private

**We work in ways that keep you safe.**  
*You will know this because:*

- we choose our advocates carefully
- we check that all our advocates are safe to work with you
- advocates receive full training and support
- advocates follow policies to protect people from abuse
- the advocacy scheme is fully insured

**You decide if you want an advocate and what you want them to do.**  
*You will know this because:*

- we support you to speak up
- we speak for you if that is what you want
- we work with you as long as you want us to
- we spend time finding out what you want
- you can change your advocate

**We protect your rights. We make sure that you are involved in the decisions that affect your life.**  
*You will know this because:*

- we tell you about your rights
- we help you to get your rights
- we support you to make your choices known
- we help you make links into your local community if you want to

**We explain what we do and how we work.**  
*You will know this because:*

- we have policies that explain how we work
- all advocates agree to work to these standards and rules
- you can complain if you are not happy about our work
- if we do something wrong we say we are sorry

**We only work for you. We are independent of others in your life.**  
*You will know this because:*

- we are on your side
- ..... regardless of what others say and do

**We value and respect you without judging you.**  
*You will know this because:*

- we listen to you
- we work at your pace
- we agree to meet with you where you feel comfortable
- we make sure you know what is happening
- we communicate with you in ways you prefer

**We report on our work and how we spend the money we get for advocacy.**  
*You will know this because:*

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

