

# Be a self-advocate to help solve everyday situations!

Self-advocacy is about:

- taking control of your life
- being involved in decisions about you
- understanding what you need, whether that is support, information or advice
- knowing your rights
- speaking up about what is important to you

Self-advocacy is an important skill to use in everyday situations.

Solving everyday issues through self-advocacy means taking control of problems that affect you, having the confidence to use your your skills and knowledge to ensure that you are treated fairly, that your rights are upheld and that you feel you have been listened to.

## Warrington Speak Up's Self Advocacy I statements:

### <u>Knowledge</u>

- I understand my own needs and wishes
- I know where to go for information and who to speak to
- I know what I would like to happen to make a change

### **Skills**

- I will be honest and open about my needs, views and wishes
- I will speak clearly and calmly even if I am frustrated
- I will respect other people's opinions but still say what I would like to see happen because I know best what works for me

#### Confidence

- I know my own strengths and will ask for help if I need to
- I may use self help resources to support me to speak up
- I will ask people to treat me fairly and with respect

## Take these steps to be a confident self-advocate:

#### Know what the problem is

- Do my research to understand what the issue is
- Think about what needs to change, what will help and make things better

#### **Know my rights**

- Understand what my rights are for example if it is within a health service, social care, or housing
- Know what I should expect from a service
- Understand my responsibilities
- Have access to information that explains things in a way that I can understand

#### Make contact

- Contact the person or the service who can help solve my problem
- Think about what I would like to say before I contact them
- Be clear and explain the problem
- Listen carefully, stay calm and remain respectful
- Take notes or ask someone to help you write down what they have said

### Arrange a meeting

- Have a meeting to talk things through
- Use the Warrington Speak Up self help resources to plan what I would like to say before I go
- Ask someone to support me in the meeting if this would help

### Follow up

- If something had been agreed but has not yet happened, I can follow up with the person or service involved
- I can make a formal complaint if I am still not happy

### Ask for help if needed

• If I am unsure what to do, I can ask someone I trust for advice or support. This could be a family member, friend, support worker or social worker