

# ABOUT **ARX**

Advocacy Resource Exchange (ARX), is a not-for-profit organisation who work in partnership with advocacy schemes, projects and providers to support the provision of independent advocacy for disabled and disadvantaged people throughout England and Wales.

Many people are not in a good position to challenge discrimination, speak out about bad treatment or living conditions or seek out good opportunities by themselves. People with learning or other disabilities and

users of mental health services have greatly improved their life chances with the help of free one-to-one advocacy provided by other local people. Some advocacy schemes offer a range of support, enabling people to make themselves heard by joining forces, helping one another, or using either paid or unpaid advocates. ARX offers services to help people to understand advocacy, to develop better advocacy services, to become an advocate or to find an advocate if they need one.

Registered charity: 1108128



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**The National Lottery**<sup>®</sup>  
through the Big Lottery Fund



- A** is for acting on your behalf
- D** is for driving forward
- V** is for voice
- O** is for opportunities
- C** is for caring
- A** is for all listening
- C** is for choice
- Y** is for you

We will  
find  
you the  
**HELP** you  
need

**Advocacy Finder Helpline:**  
**08451 22 86 33**

helpline@advocacyresource.net  
www.advocacyresource.net

# Purpose of the HELPLINE



■ We aim to find anybody who needs support from an advocate, an appropriate service that can help them. If you contact the helpline and explain your circumstances (or the circumstances of somebody else on their behalf), the adviser will listen to your situation and help you to decide whether an advocate is required or whether they are able to assist you by providing alternative information. If an advocate is required, they will use methods including the online Advocacy Finder facility to find a service that is local and appropriate in order to help you.

■ Sometimes, it is the case that an appropriate advocacy service does not exist in your area. In such circumstances, we will endeavour to find an alternative service that could help you. We will also be mapping the area that you are calling from and the type of advocacy that is needed. Over time, a national picture will form that will show the gaps in advocacy provision and where it is needed. This information will be made publicly available on the ARX website to help services plan and develop, to help them demonstrate the need for their service in their fundraising and sustainability and in both local and policy work.

## Is my enquiry kept confidential?

YES. Your personal details will not be shared with anyone without your explicit consent. The content of your enquiry may be discussed with the Helpline Team only for the purposes of answering your query. Your details will be recorded on an enquiry logging database for means of quality checking and monitoring. We will also use the information to form reports about advocacy demands and gaps in provision. This will not contain any personal information. We comply with the Data Protection Act and have a Privacy Policy available.

## Who is the service for?

### Anyone who needs an advocate

- You could have any disability
- You could be of any age
- You could be calling on behalf of someone else
- You can be from any ethnic minority community
- You could be from any sexual orientation
- You could be a traveller
- You could be an asylum seeker
- Anyone who is made vulnerable or who is disadvantaged

*This service is available to people living in England and Wales*

## Is there a charge for the service?

NO. All you pay for is the cost of a local call. If you phone from a mobile the cost will depend on your mobile network, however, we can call you back.

## Who answers the call?

Your enquiry will be answered by someone who actually works within a local advocacy organisation. They therefore have experience of working within the sector and of people needs.

## How else can I contact you?

You can email [helpline@advocacyresource.net](mailto:helpline@advocacyresource.net) or you can look at **ADVOCACY FINDER** [www.advocacyresource.net](http://www.advocacyresource.net)

## We are open

Monday to Friday  
between 2.00 and 5.00pm