

## How can I get an advocate or find out more information?

You can speak to your family, school, youth worker or social worker about getting an independent advocate.

You can also contact SNAP Cymru directly and speak to a Family and Young Persons Officer - they really understand Special Educational Needs and how the system works! They can help you understand information and ensure your wishes and views are heard.



## When might you want to use an advocate?

- ✓ If you want support, information or advice
- ✓ If you feel your views are not being listened to and want someone on your side
- ✓ If you are unhappy with the way you are being cared for
- ✓ If you are angry or upset about something that is happening to you
- ✓ If you feel you haven't been treated fairly
- ✓ If no one is telling you what is happening about your situation
- ✓ If decisions are being made about you that you haven't been involved in
- ✓ To help you take part in meetings and reviews
- ✓ To help you make decisions at times of transition when you move on from one school to another
- ✓ If you want to make a complaint, a claim of discrimination or an appeal to the tribunal and need a **Case Friend** to support you with this process



## Helping you find your voice!!!



# Independent Advocacy

Information for Children & Young People



*You have a right to be listened to and have your views taken seriously, but sometimes it can be difficult to say how you are feeling. We can help you by providing an advocate – an adult who can give you the help you need to make sure you are heard.*

If you have additional learning needs or a disability, a lot of things are 'done to you' or 'for you' which you may want to have a say about. An advocate will make sure everyone knows how you feel. SNAP Cymru are pretty knowledgeable about this sort of stuff and our staff are honest and easy to talk to.

Illustrations by volunteer Estelle Jones age 15, Gwynedd

## *So what will an advocate do?*

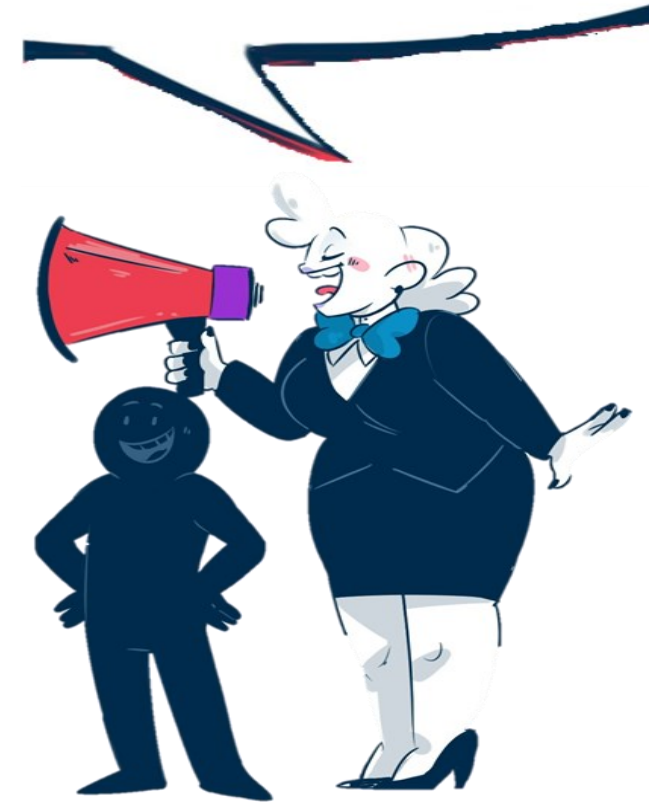
- ✓ Help you speak up for yourself or speak on your behalf if that's what you want
- ✓ Listen to your concerns or worries and help you to act on them
- ✓ Be open and honest with you
- ✓ Help you challenge decisions
- ✓ Help you prepare for meetings
- ✓ Explain to adults how you are feeling
- ✓ Explain to you what is happening or what is planned to happen
- ✓ Help you to sort out a problem if you are thinking of making a complaint, a **claim of discrimination** or an **appeal**

*An advocate does not necessarily make things better.*

*There may be some things that can't be changed, but they will make sure everyone knows how you feel and help you to understand why the decision has been made.*

## *Why not contact us...*

*it's free, independent & safe!*



**Helpline 0808 801 0608**  
**helpline@snapcymru.org**  
**www.snapcymru.org**



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