



HOPE Independent Volunteer Advocacy

Supporting you to be informed, heard and involved

- **Someone there for you** and only you
- **Someone to listen to you** and support you so you can make your own decisions
- **Someone to help you** access and understand information and make informed choices
- **Someone to represent you** if you need them to
- **Someone to help you be heard**

HOPE Independent Volunteer Advocacy

HOPE's (Helping others participate and engage) trained Independent Volunteer Advocates will listen and support you to say what matters to you.

Our advocacy service is independent of other services and agencies. It's free of charge for anyone who is aged 50+, or a carer of an older person.

What can my advocate do?

Your advocate will help you to:

- Ensure people listen to your views, wishes and feelings so you lead the decision making
- Find the right support you need when you need it
- Be supported to say what matters to you and why
- Understand information about services or your rights
- Understand your options and choices
- Empower you to help yourself in the future and to ultimately self-advocate.

"My advocate made me feel confident to speak up for myself. They were by my side, taking my side and making sure I was able to get my opinion not just listened to, but really heard."

What can't your advocate do?

HOPE's Independent Volunteer Advocates provide early intervention, pre-crisis support. They can't help with:

- Complex health care and social care situations, such as hospital discharge, care and support planning and assessments
- Supporting people who lack capacity. Our Dementia Advocacy Project can help with this
- Giving advice of any kind. Advocates support you to make your own decisions
- Processing benefits claims, giving benefits advice, or attending tribunals
- Financial planning, giving financial advice, handling money or shopping
- Befriending, counselling or mediation
- Legal advocacy or acting as an executor of a will.



About the service

The work we do with you is confidential. That means we'll always talk to you before discussing your information with anyone else.

We'll keep your information safe and you have the right to see your own records. We'll support you to have access to them if you wish.

If you feel you're at risk of harm, abuse or neglect, we can look at ways to help you feel safe.

We welcome all feedback about our service. If you have any comments, compliments, or complaints about the service you have received please email

advocacy@agecymru.org.uk

"My advocate was the only person who listened to me and only me, who understood everything I said and helped me to find my way forward."



More information can be found at **www.agecymru.wales/advocacy**

If you think that HOPE can support you, please e-mail **advocacy@agecymru.org.uk** or call **029 2043 1555**

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Eiriolaeth Wirfoddol Annibynnol HOPE

Yn eich cefnogi chi i fod yn wybodus, i rannu eich barn a chael eich cynnwys

- **Yno i chi** a chi yn unig
- **Yn gwrandao arnoch chi** a'ch cefnogi chi fel eich bod yn gallu gwneud eich penderfyniadau eich hun
- **Rhywun i'ch helpu chi** gael gwybodaeth, a'i deall, a gwneud penderfyniadau gwybodus
- **Rhywun i'ch cynrychioli chi** os ydych eu hangen nhw
- **Rhywun i'ch helpu chi rannu eich llais**

Eiriolaeth Wirfoddol Annibynnol HOPE

Bydd Eiriolwyr Gwirfoddol Annibynnol hyfforddedig HOPE (Helpu eraill i gymryd rhan ac ymgysylltu) yn gwrandao a chefnogi chi i ddweud yr hyn sy'n bwysig i chi.

Mae ein gwasanaeth eiriolaeth yn annibynnol i'n gwasanaethau ac asiantaethau eraill. Mae am ddim i unrhyw un sy'n 50+ oed, neu sy'n gofalu am berson hŷn.

Beth all fy eiriolwr ei wneud?

Gall eich eiriolwr eich helpu chi i:

- Sicrhau bod pobl yn gwrandao ar eich safbwyntiau, dymuniadau a theimladau er mwyn i chi arwain y penderfyniad
- Cael y cymorth iawn pan rydych ei angen
- Cael cefnogaeth i ddweud beth sy'n bwysig i chi a pham
- Deall gwybodaeth am wasanaethau neu eich hawliau
- Deall eich opsiynau a'ch dewisiadau
- Eich grymuso i'ch helpu eich hun yn y dyfodol ac i hunan-eirioli yn y pen draw.

“Fy eiriolwr oedd yr unig un a oedd yn gwrandao arnaf i, a dim ond fi, a oedd yn deall popeth a ddywedais ac fy helpu i ddod o hyd i'm ffordd ymlaen”.

Beth na all eich eiriolwr ei wneud?

Mae Eiriolwyr Gwirfoddol Annibynnol HOPE yn darparu ymyrraeth gynnar, cymorth cyn argyfwng. Gallant helpu gyda:

- Sefyllfaoedd gofal iechyd a chymdeithasol cymhleth, fel rhyddhau cleifion o ysbytai, cynllunio gofal a chymorth ac asesiadau
- Cefnogi pobl sydd heb allu. Gall ein Prosiect Eiriolaeth Dementia helpu gyda hyn.
- Rhoi cyngor o unrhyw fath. Mae eiriolwyr yn eich cefnogi i wneud eich penderfyniadau eich hun
- Prosesu hawliadau budd-daliadau, rhoi cyngor ar fudd-daliadau, neu fynychu tribiwnlysoedd
- Cynllunio ariannol, rhoi cyngor ariannol, trin arian neu siopa
- Cyfeillio, cwnsela neu gyfryngu
- Eiriolaeth gyfreithiol neu weithredu fel gweithredydd ewyllys.



Ynghylch y gwasanaeth

Mae'r gwaith rydym yn ei wneud yn gyfrinachol. Mae hynny'n golygu y byddwn bob amser yn siarad â chi cyn trafod eich gwybodaeth gydag unrhyw un arall.

Byddwn yn cadw eich gwybodaeth yn ddiogel ac mae gennych yr hawl i weld eich cofnodion eich hun. Byddwn yn eich cefnogi i gael mynediad atynt os ydych yn dymuno hynny.

Os ydych chi'n teimlo eich bod mewn perygl o niwed, gamdriniaeth neu esgeuluso, gallwn edrych ar ffyrdd o'ch helpu i deimlo'n ddiogel.

Rydym yn croesawu pob adborth am ein gwasanaeth. Os oes gennych unrhyw sylwadau, canmoliaeth neu gwynion am y gwasanaeth rydych wedi ei dderbyn, e-bostiwrch advocacy@agecymru.org.uk

“Gwnaeth fy eiriolwr i mi deimlo'n hyderus i siarad dros fy hun. Roeddent wrth fy ochr, yn cymryd fy ochr ac yn sicrhau bod fy marn, nid yn unig yn cael ei glywed, ond yn cael ei ddeall go iawn”.



Gallwch ddod o hyd i ragor o wybodaeth yn www.agecymru.cymru/eiriolaeth

Os ydych yn creu y gallai HOPE eich cefnogi chi, e-bostiwrch advocacy@agecymru.org.uk neu ffoniwrch **029 2043 1555**

Age Cymru, Llawr Isaf, Tŷ Mariners, Llys Trident, Heol East Moors, Caerdydd CF24 5TD

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