



Advocacy Matters (Wales) Voices Group

NEWSLETTER

Spring 2019

All Change!

Written by the whole group

We thought it would be great to have a new name for our group. We talked about it at our meetings and talked with Advocacy Matters Wales staff. We decided to call ourselves The Voices Of Advocacy Matters. People call us The Voices Group for short. We also made our own logo. It is at the top of this page. We are a very happy group so we decided to put lots of smiley faces on it!



Voices group with AMW staff

Voices Group visit to Ely Fire Station

Written by Sandy

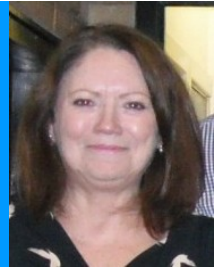


On Thursday 25th October, some of us went to Ely Fire Station. Some of us went on the bus and some went in a car right to the Fire Station. Andy, the fire man showed us what is inside a fire engine. When we were there, there was a fire call and we saw the engine leave in a hurry. They gave us a really nice free lunch. Best part was when he asked if anyone wanted to try on a fire fighters outfit. I said yes and I put the clothes on in 2 minutes!

Left, Sandy with Andy Luff, Fire Station Manager

What does an Administrator do?

An interview by the Voices Group
with Angela Ciriello, AMW Office Administrator



What do you do?

- I support the staff.
- I answer the telephone
- I take all the referrals and pass them on to relevant staff.
- I monitor things such as mileage, annual leave and training.
- I manage petty cash.
- I take notes at Management Committee and Team meetings
- I deal with computer problems and liaise with our IT providers
- I buy things such as tea, coffee and office cleaning products.
- I print out and distribute leaflets and posters.

How do you deal with telephone calls to the office?

I am very polite and friendly and ask how I can help

If it's regarding a referral I ask a lot of questions to find out how we can help people.

If a call is for a member of staff I put the call through to the right person or take a message if they're out.

How can advocacy help people?

People get referred because they need support with a problem they are struggling to sort out themselves.

An advocate can help people :

- To have a voice and speak up for what they want.
- Find information
- Make their own choices
- Understand their rights

How do you handle difficult telephone calls?

I understand that people can get a little difficult sometimes, especially if I am telling them something that they don't want to hear. So I reassure the caller that I will pass on their concerns to the right person who will ring them back as soon as possible.

What do you enjoy about your job?

No two days are the same!

There are always, different things to do, new people telephoning the office and lots of visitors each with a different need or purpose!

Real Lives Real People Event

Written by Pete



On 25th March, The Voices of Advocacy Matters Wales Group was represented by me at the Health and Well Being event at the Vale of Glamorgan Council Civic Offices. My task for this event was to man the stall and tell people about AMW. It was a nice event to be part of and I learned a lot about Health and well being which we shared with the Advocates

Voices Group Achievements

Since the last newsletter the Voices Group :

- Helped design and provide stories for this newsletter.
- Helped with sending out invites for the Christmas party.
- Visited Chapter's Gardens
- Pete and Janice gave a presentation at the AGM
- Took part in the quality review of Advocacy Matters Wales
- Attended Gofod 3 exhibition as Advocacy Matters Wales Ambassadors.
- Took part in Diverse Cymru consultations
- Interviewed Angela
- Planned the group's future work



Mike and Sandy
packing
invitations



Voices Group visit
to Chapter Arts
Centre

Great News!

The Masonic Charitable Foundation have awarded Advocacy Matters Wales a 12 month £4688 grant to pay the direct costs of



Masonic
Charitable Foundation

an Independent Advocate to work six hours a week to support up to ten people with welfare benefit support, budgeting skills and signposting to local groups and organisations who provide activities and services to assist adults with a Learning Disability or Autism to maintain their independence and lead fulfilled lives.

Thank you!

Thanks too, to everyone who donated prizes for the raffle, including Tesco in Canton, Peter Broughton's Wholesale Fruit Centre and Wesley's Church. The Christmas raffle raised £117 this year! Thanks to everyone who bought tickets



Veronica at
Christmas party



Veronica, Janice &
Jo at Bute Park.



Christmas Dinner at
the Sandmartin

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