

**Dundee Independent Advocacy  
Support**

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# **A Volunteer's Voice**

**Discover why**

**I**

**Am**

**Supporting**



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Thank you for your interest in Dundee Independent Advocacy Support (DIAS) and Dundee Information and Advocacy Line for Older People (DIAL-OP).

In this booklet you will find different ways our volunteers have expressed why they volunteer with us. We hope that it will inspire you to do the same.

If it does, you will find our contact details on the back of this booklet. We look forward to hearing from you soon!



In Dundee.

I also feel that I can make a valuable contribution to service delivery and design.

Anon, DIAL-OP volunteer

I have enjoyed being a volunteer with Dial-Op because it is a very good idea.

There is not much in the way of information for the (slightly) elderly, in the Dundee Area.

And, as I know, getting older and less able to climb ladders and reach things that were once easy, comes to us all.

Also it just takes one phone call to get lots of detailed information from us and the data base.

We also print out the information and post it out if required.

Sometimes, being a local, I know about facilities or clubs available, and can give more details.

I don't mind sitting for 3 hours, it's good to get calls and help some one, but I like to read about previous calls and they were dealt with.

I have also learned how to do more on the computer, so Dial-Op is helping me too.

Gladys, DIAL-OP volunteer

Volunteering has been a blessing for me. After a long illness I felt socially isolated and had lost all my confidence. I was full of trepidation when I initially went to the first meeting of prospective volunteers for DIAL-OP, but I was soon made to feel welcome and valued. I am now part of a team manning a helpline and feel my confidence growing and my capabilities appreciated. I enjoy chatting to and helping the people who contact us and feel that I'm getting more from this experience than I ever expected.

Alison, DIAL-OP volunteer

### Why I volunteer?

Because I have a personal interest in the nature of the volunteering activity, and because there is a gap in providing a linked means of communication to older people



## Why Do People Volunteer ?

Why do people volunteer,  
Give their time for free,  
Some shake their heads in disbelief,  
Comment. Would not be me,  
Volunteer for nothing,  
Donate hours without pay,  
They must be mad,  
They must be sad,  
To contribute this way.

Why do people volunteer  
What thoughts come to mind,  
If there's no price for being nice,  
Then what do people find,  
I find this so intriguing,  
A few hours to a day,  
I'd like to ask a volunteer,  
And hear what they have to say.

Why do people volunteer,  
Someone asked of me.  
I simply smiled and then replied.  
Volunteering's free,  
It gives some a direction,  
Helps others to achieve,  
Why do people volunteer,  
Because they still believe.

NB Believing you can make a difference is what matters.

SJB (Feb 7<sup>th</sup> 2013)

I have been a volunteer with DIAS since 2003 and been supporting my 2 current partners since 2007. Both ladies live in supported tenancies with different organisations and I visit them fairly regularly at their homes. They both have very different needs and personalities and I know they both look forward to my visits – one more so than the other at times – and although they both have great support from staff in their respective environments, I think it helps them to talk through any issues which may be causing them concern or worry, with someone who is not associated with home/work. I feel a sense of achievement when things have gone well for my partners and I have been able to be involved in the process. I am also very much aware that I am the only person in their lives who isn't connected to home/work/professional organisations and I think it is important for them to have someone visit who is not connected to what is happening on a day to day basis.

Lorraine, Citizen Advocate

### A.D.V.O.C.A.C.Y.

In my role as a citizen advocate, I show **ALLEGIANCE** to my advocacy partner. My **DETERMINATION** to make sure he has a **VOICE** and **OPPORTUNITIES** in life are always my main considerations. **CITIZEN ADVOCACY** is a means whereby a person is shown they have **CHOICES**. Is citizen advocacy necessary, worthwhile, enjoyable, satisfying and fulfilling - undoubtedly **YES!**

Anon, Citizen Advocate

I have only been involved with DIAS for a couple of months, however I have already seen the importance advocacy plays in empowering vulnerable individuals. Every person should be given the opportunity to have their voices heard.

Stuart, Citizen Advocate

It's enjoyable – I get satisfaction to be able to do good for my partner. I've done good since I've been here. I never thought that G would move on but he has. It was a lot of hard work but we got there. It was worthwhile doing it for him.

When I met my partner he was living in a home. I helped to get him moved into the community. Since he moved he has been really happy and well settled. I do not need to support him any more because he is so happy.

I now support someone else who is very excited that I am helping him as he knows me from school.

Kenny, Peer Advocate

I like going to meet people. It is good going to visit my partner because it makes me happy. I try to get my partner to go out for coffee because he doesn't go out much.

I am trying to get my partner moved into the community as he has said he would like to do this. I have been in contact with his Care Manager to get this sorted out.

Fred, Peer Advocate