

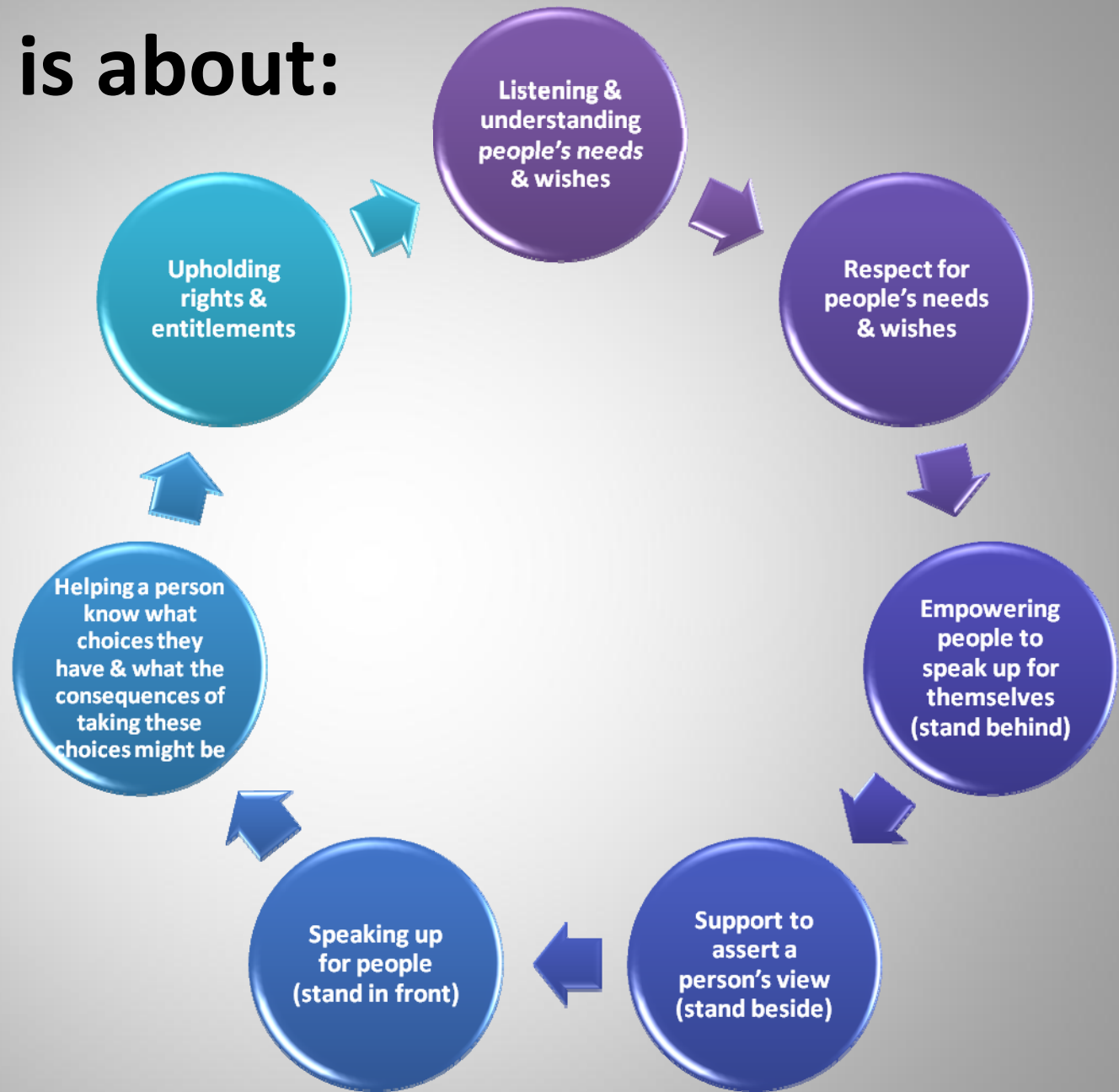
*The decision is yours but
Advocates can support you*



Clare O'Neill Senior Advocate, Western Region
Citizens Information Service, Cavendish House, Hopkins Road,
Castlebar, Co Mayo Tel: 086-0200713 / 076 1076049

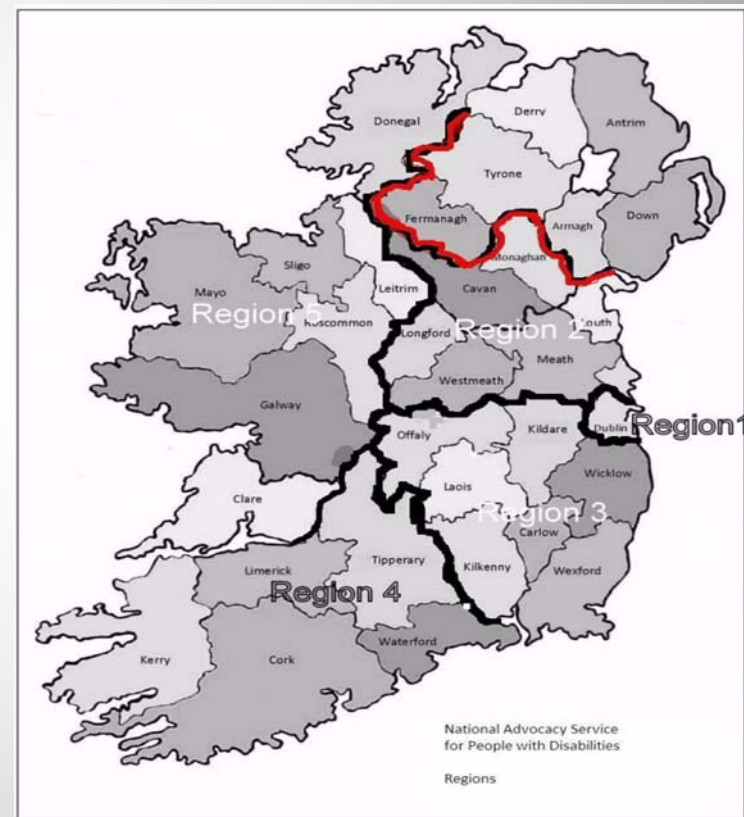
- What is advocacy about
- What is the National Advocacy Service
- What advocates do
- Approaches to advocacy when communication is tough
- Case study

Advocacy is about:



What is the National Advocacy Service

- Launched in March 2011
 - Citizens Information Act 2007
 - 5 regional teams
1. We seek to work with the most vulnerable people with disabilities
 2. We co-operate with others to identify who might need the service
 3. We provide a free, confidential independent advocacy service



Why is NAS valuable?

Everyone should be able to:



Make choices



Exercise their rights



Be independent



Be part of their community

People with disabilities often experience difficulties in asserting their views and/or securing rights/entitlements.

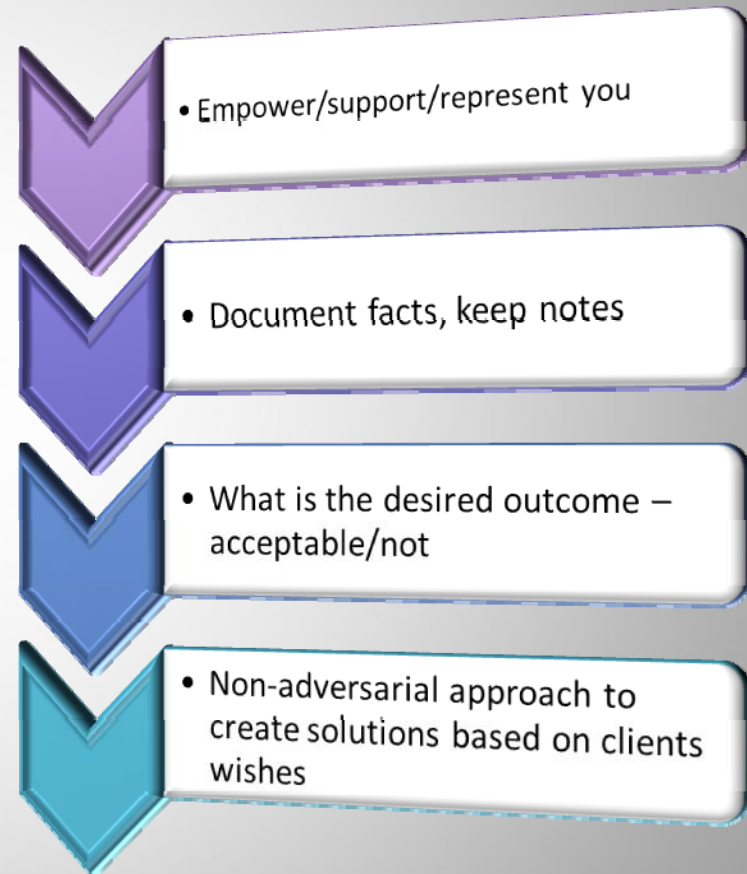
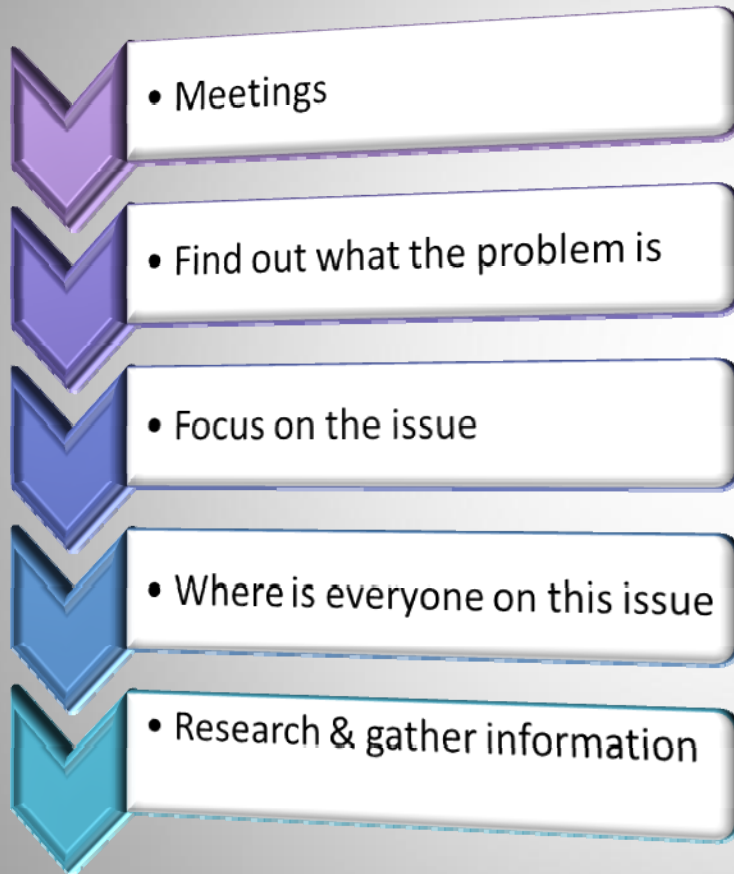
**Can lead to limited choices and control over their lives.
Independent Advocacy can help address this**

HSE Service level agreements acknowledge the NAS

Policy and Protocol Section 2012 SLAs:

“The Service provider will make independent advocacy available to persons using its services”

Steps Advocates take....



When communication gets tough

-

4 approaches to advocacy

1. Person - centred

From the person's viewpoint

You could take time to get to know me, learning about the way I communicate, gaining a deep understanding over time of what is important to me. You could spend time with me in places I spend my time and you could talk to people who say they know me well. Then you may feel you can relay my perspective with confidence so other people listen and you can represent what is important to me well.

2. Ordinary life principals

From the person's viewpoint

You could think about the quality of my life and think about how changes or decisions about my life will affect me. You can ask questions of powerful people who are making decisions about me to make them really think about the decision from my point of view – this keeps me at the centre of the decision so decisions are made which are my 'best interests' from my point of view

3. Witness/observer

From the person's viewpoint

You could just watch me in my world and see what you can find out about my life, the way I am treated, the environments I spend my time in. You can see how people relate to me. You won't make any judgements on what you see. What you see and report to people in my life could make them think differently about me and my life – it could lead to things getting better in my life.

You could come back after a while to see if things have got better.

4. Rights based

From the person's viewpoint

You could think about my rights (which are the same as yours!) and make sure I get what I am entitled to, that I'm safe and that my rights as a person and user of health and community services are upheld. If you think something is happening in my life which breaks law or infringes my rights you may need to get legal advice or ensure there is effective representation.

Case Study 1

- January 2009
- Ann, 50 year old lady with severe brain injury
- Hospital patient
- Referred by the Occupational Therapist
- Family
- Nursing Home

Basic human rights and ordinary life principals

*Competence – community presence – continuity – choice
and influence – individuality – status and respect –
partnership and relationships –
well-being*

March 2010

- Jenny
- A Mother, Grandmother, a sister,
a cousin, a friend, a widow
- A multi-lingual qualified professional
- A lover of plants
- Completed programme at the National
Rehabilitation Hospital
- An individual plan
- Family contact

Case study 2

- Joe, aged 26
- Lives in institution for people with ID
- Mild/Moderate degree of ID and has autism
- Average age of the residents is 45-50years
- Previously lived in the community
- Referral to NAS: Inappropriate housing and decreased meaningful activity.

Case study 2

- Advocate observation and interaction
- Met with Joe and staff to get to know Joe, build a picture.
- Advocate noted inconsistencies with Joe's PCP and the plan's implementation.
- Lack of structured activity, lack of staff engagement with Joe, limited choice of activity.
- Review of PCP
- Alternative sampling of activities
- Explore mainstream activities
- Specialist services specific to Joe
- Person –Centred approach to service delivery, decision making and planning for Joe.

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Castlebar, Co Mayo Tel: 086-0200713 / 076 1076049

Region 1 Clondalkin CIS
Covering Dublin mainly within the M50

Office Location

Ben North	Manager	086 0218778	ben.north@advocacy.ie	Clondalkin
Catherine Curran	Administrator	01 4056482	catherine.curran@advocacy.ie	Clondalkin
Suzy Byrne	Senior Advocate	086 8378757	suzy.byrne@advocacy.ie	Dublin City Centre
Margaret Tumbleton	Senior Advocate	087 7505374	margaret.tumbleton@advocacy.ie	Clondalkin
Sarah Ann Campbell	Advocate	086 0204142	sarah.campbell@advocacy.ie	Tallaght
Sarah L. Campbell	Advocate	086 0203795	sarahl.campbell@advocacy.ie	Blackrock
Jim Comiskey	Advocate	086 3658885	jim.comiskey@advocacy.ie	Dublin City Centre
Jenny Cullen	Advocate	087 1360611	jenny.cullen@advocacy.ie	Lucan
John McCrudden	Advocate	086 0203834	john.mccrudden@advocacy.ie	Dublin City Centre
Ruth McCullagh	Advocate	087 9800161	ruth.mccullagh@advocacy.ie	Blackrock
Tessa Van Keeken	Advocate	086 0203698	tessa.vankeeken@advocacy.ie	City Centre

**Region 2 Westmeath CIS
North East**

Office Location

Louise Loughlin	Manager	086 4102083	Louise.loughlin@advocacy.ie	Athlone
Mandy Price	Administrator	086 7702020	Mandy.price@advocacy.ie	Athlone
Louise Dawson	Senior Advocate	086 4102094	Louise.dawson@advocacy.ie	Louth
Andrea Reynolds	Advocate	086 6077244	Andrea.reynolds@advocacy.ie	Cavan/Longford
Pauline McKenna	Advocate	086 0211396	Pauline.mckenna@advocacy.ie	Monaghan
Mary Chapman	Advocate	086 8358829	Mary.chapman@advocacy.ie	Westmeath/Longford
Catherine Marsh	Advocate	087 1276438	Catherine.marsh@advocacy.ie	Meath
Ann Saurin	Advocate	086 0211346	Ann.saurin@advocacy.ie	Fingal

**Region 3 Offaly CIS
Covering South East**

Office Location

Selina Doyle	Manager	086 0409978	Selina.doyle@advocacy.ie	Tullamore
Sharon Cornally	Administrator	0761 07 6298	Sharon.cornally@advocacy.ie	Offaly
Christina Conroy	Senior Advocate	086 6093508	Christina.conroy@advocacy.ie	Offaly/Laois
Rachel Bergin	Advocate	087 2666720	Rachel.bergin@advocacy.ie	Kildare
Jolene Kelly	Advocate	087 2350161	Jolene.kelly@advocacy.ie	Wexford
Mary Linehan	Advocate	086 0218745	Mary.linehan@advocacy.ie	Kilkenny
Gerald McCann	Advocate	086 8060768	Gerald.mccann@advocacy.ie	Carlow
Patt O'Malley	Advocate	086 8065641	patty.omalley@advocacy.ie	Wicklow

**Region 4 Waterford CIS
Covering South West**

Office Location

Patricia O'Dwyer	Manager	086 0223984	Patricia.odwyer@advocacy.ie	Waterford
Anne-Marie Collins	Administrator	0761 07 6590	Annemarie.collins@advocacy.ie	Waterford
Gerry Rattigan	Senior Advocate	086 0223998	Gerry.rattigan@advocacy.ie	Cork
Mary Carroll	Advocate	086 0224022	Mary.carroll@advocacy.ie	Kerry
Israel Finnerty	Advocate	086 0224051	Israel.finnerty@advocacy.ie	West Cork
Grace Moore	Advocate	086 0224054	Grace.moore@advocacy.ie	Limerick
Anna Newman	Advocate	086 0224023	Anna.newman@advocacy.ie	Tipperary
Ann Marie O'Sullivan	Advocate	086 0224073	Annmarie.osullivan@advocacy.ie	Cork

**Region 5 Leitrim CIS
Covering West**

Office Location

Josephine Keaveney	Manager	086 0201095	Josephine.keaveney@advocacy.ie	Leitrim
Lisa Mulvey	Administrator	0761 07 5677	Lisa.mulvey@advocacy.ie	Leitrim
Clare O'Neill	Senior Advocate	086 0200713	clare.oneill@advocacy.ie	Mayo
Helen Collins	Advocate	086 6010830	Helen.collins@advocacy.ie	Clare
Carmel Donovan	Advocate	086 0232477	Carmel.donovan@advocacy.ie	Roscommon
Greg Duff	Advocate	087 9697404	Greg.duff@advocacy.ie	Galway
Andrea Farrell	Advocate	086 0291948	Andrea.farrell@advocacy.ie	South Mayo
Marion Gallagher	Advocate	089 1736421	Marion.gallagher@advocacy.ie	Donegal
Martina Kilgallon	Advocate	087 9980152	Martina.kilgallon@advocacy.ie	Sligo
Rebecca Leavy	Advocate	087 0641163	Rebecca.leavy@advocacy.ie	Galway
Elaine Morris	Advocate	087 0529111	Elaine.morris@advocacy.ie	Leitrim