Selina Doyle (Advocacy Manager Region 3) comes from England and moved across the waters 5 years ago for a new stress free life. She has worked in the field of disability for 23 years in various roles including child development, care, day and residential services and is a qualified Social Worker. Selina’s other areas of study include mediation and various disability courses.

Selina hopes that the NAS will make a tangible difference to the lives of the people she supports, enabling them to achieve a good quality of life rooted in rights, choice and keeping a person-enabling them to achieve a good quality of life.

Patricia O’Dwyer (Advocacy Manager Region 4) came originally from Tipperary but has worked for 25 years in Australia in human service organisations. Her recent work has been in the development and implementation of individualised supports for people with disabilities living within their community.

She hopes that NAS will provide a high quality, outcomes-driven service which will engage and enable the most vulnerable people with disabilities in our community to achieve their rights and entitlements and improve their quality of life.

Josephine Keaveney (Advocacy Manager Region 5) lives in County Clare and has managed DPOC, the Centre for Independent Living in County Clare, for the last six years. Previously she worked as a mediator with the Local Employment Service in Ennis and earlier as a manager at Ailwee Cave near Ballyvaughan. She sees the National Advocacy Service (NAS) as the culmination of the innovative work undertaken on three decades of awareness raising, campaigning and eventually legislation. This, the fourth decade, supported by NAS, will be about implementation of all that recent legislation and policy promises.

Good management is the art of making problems so interesting and their solutions so constructive that everyone wants to get to work and deal with them.

- Paul Hawken

Below we set out the five Advocacy regions & phone contact details.

**Region 1**
Dublin mainly within the M50 but excluding parts of Blanchardstown and parts of North Dublin

**Region 2**
North East: Westmeath, Cavan, Fergal, Louth, Longford, Meath, Monaghan

**Region 3**
South East: Offaly, Carlow, Kildare, Kilkenny, Laois, Westport, Wicklow

**Region 4**
South West: Waterford, Cork, Kerry, Limerick, Tipperary

**Region 5**
West/North West: Leitrim, Donegal, Sligo, Mayo, Galway, Clare, Roscommon

**Region 6**
South West: Waterford, Cork, Kerry, Limerick, Tipperary

---

Good news has been scarce on the ground but CIB garnered its own sunshine story in October when the then Minister for Social Protection, Eamon Ó Cuilí announced the go-ahead for the restructured National Advocacy Service for people with disabilities on 5th October.

This followed the evaluation report on the pilot Community and Voluntary (C&V) Programme of advocacy which was presented to the Department of Social Protection earlier in the year.

The report praised the achievements of the pilot programme for the innovative work undertaken and the numbers of cases dealt with. However, in order to create greater coordination and a more consistent service for people with disabilities across the country, the report recommended a move to a national structure.

The former C&V Programme was organised through projects which were hosted by a range of organisations around the country. The new service is based on five regions. Each region has an advocacy regional manager, 1-2 senior advocates, 5-7 advocates and an administrator. CIB is one region, the others are the North East, South East, South West and West. These regional services are hosted by five Citizens Information services. Advocates are now organised in teams to cover the region in which they are based. This structure will enable the service to develop under a national plan with consistency of standards, better case review, mutual support and substitution when advocates are absent.

**Ben North**
086 0218787

**Selina Doyle**
086 0409978

**Patricia O’Dwyer**
086 0223984

**Josephine Keaveney**
086 0201095

**Patricia O’Dwyer** (Advocacy Manager Region 4) 086 0223984

**Josephine Keaveney** (Advocacy Manager Region 5) 086 0201095

**Patricia O’Dwyer** (Advocacy Manager Region 4) 086 0223984

**Josephine Keaveney** (Advocacy Manager Region 5) 086 0201095

---

Ireland is divided into five parts... for advocacy at least!
New for old? Transition Arrangements

Are we there yet? Are we there yet? Well we’re nearly there but moving from one service to another means a change of gear! The move from the pilot programme to the National Advocacy Service was done under Transfer of Undertakings legislation. The Regional Advocacy Managers posts which are new positions were advertised. An internal competition from within the former C&V programme was held for the senior advocate posts. On 20th December 2010 existing advocates transferred to the new service through the designated CIS in each region. For the initial period most remained working from their old locations while reporting to the new regional managers. Advocate posts were allocated on a regional basis. In regions with a surplus of posts, advocates were selected by a three person interview panel. The new service has been granted the same level of funding as the pilot programme. By April most advocates will be in their new locations. They will deal with any transferred cases as well as taking steps to reach new and more vulnerable clients, particularly those in residential services.

The new National Advocacy Service for People with Disabilities will be formally launched on March 30th 2011 at an event in Dublin Castle which will also celebrate the work done by the Community and Voluntary Sector Advocacy Pilot Programme.

This is what they said about the C&V Advocacy

Advocacy has to be a one-to-one service as everybody has different problems/issues and may need individual attention.

Although I don’t agree with everything you (the advocate) say, I know you are there to stand up for my daughter and I am so glad she has someone who is completely on her side and I know she really trusts you. (Mother of female client)

Just someone willing to listen without judging…

My appeal against the decision on my claim for D. A. was upheld because of your persistence, support, and the time you devoted to my case.

The advocate gave me a lot of time and I’m so grateful for that. I would like to thank the advocate for believing in me, listening to me, helping me.

In my years of working with people with disabilities, Advocacy has had the most positive impact on my role as a professional.

I found it to be a flexible and understanding service…

It opened doors to new supports and opportunities.

Thanks for trying to make me visible

I feel more in control of my life now (Woman living in a group home)

Advocacy is a problem solver but also a problem in itself since it can sometimes create a new one for the client.

The advocate can reach where we can’t: Our employment contracts can be a problem whereas this doesn’t arise for her. She has more freedom.

We are parents of a child with various disabilities and through the years we have felt isolated and alone. We had the support and help of our Advocate which has given us the energy to pursue the outstanding issues… for our son.

First they ignore you, then they laugh at you, then they fight you and then you’ve won.

You are like a terrier, you just keep going at it.

I feel more in control of my life now (Woman living in a group home)

Client to advocate

Thank you to the C&V projects

We would like to thank the C&V Advocacy Projects for their great work. Below are some of their photos and quotes which remind us of the achievements of the pilot programme and its seminal influence on how advocacy is understood in Ireland.

Jennifer Kiely at a Data Advocacy event

Josephine Flaherty, Marie Wolfe and Chris Clamon at the CIB Advocacy Conference 2006

Hint from Advocacycase.ie

Data Protection Legislation.

A secure electronic case management system

which is safely backed up ensures compliance with Data Protection Legislation.

Hints from Advocacycase.ie

Case management emphasises actions and improves services for vulnerable clients.

- Greater focus on client outcomes - easier for advocates and line managers to analyse

- Where & how time is spent on cases

- Areas of advocate expertise

- Identify where new skills are required.

- Clients deserve a consistent quality service

- CIB and advocates seek to improve practice through setting standards and analysing how cases are managed.

- Electronic records and review with managers and peers are key tools.

A secure electronic case management system which is safely backed up ensures compliance with Data Protection Legislation.
New for old? Transition Arrangements

Are we there yet? Are we there yet? Well we’re nearly there but moving from one service to another means a change of gear! The move from the pilot programme to the National Advocacy Service was done under Transfer of Undertakings legislation. The Regional Advocacy Managers posts which are new positions were advertised. An internal competition from within the former C&V programme was held for the senior advocate posts. On 20th December 2010 existing advocates transferred to the new service through the designated CIS in each region. For the initial period most remained working from their old locations while reporting to the new regional managers. Advocate posts were allocated on a regional basis. In regions with a surplus of posts, advocates were designated CIS in each region. For the initial period most remained working from their old locations while reporting to the new regional managers. Advocate posts were allocated on a regional basis. In regions with a surplus of posts, advocates were selected by a three person interview panel. The new service has been granted the same level of funding as the pilot programme. By April most advocates will be in their new locations. They will deal with any transferred cases as well as taking steps to reach new and more vulnerable clients, particularly those in residential services.

The new National Advocacy Service for People with Disabilities will be formally launched on March 30th 2011 at an event in Dublin Castle which will also celebrate the work done by the Community and Voluntary Sector Advocacy Pilot Programme.

Thank you to the C&V projects

We would like to thank the C&V Advocacy Projects for their great work. Below are some of their photos and quotes which remind us of the achievements of the pilot programme and its seminal influence on how advocacy is understood in Ireland.

This is what they said about the C&V Advocacy

Advocacy has to be a one-to-one service as everybody has different problems/issues and may need individual attention.

Although I don’t agree with everything you (the advocate) say, I know you are there to stand up for my daughter and I am so glad she has someone who is completely on her side and I know she really trusts you. [Mother of female client]

Just someone willing to listen without judging...

My appeal against the decision on my claim for a D.A. was upheld because of your persistence, support, and time you devoted to my case.

The advocate gave me a lot of time and I’m so grateful for that. I would like to thank the advocate for believing in me, listening to me, helping me.

In my years of working with people with disabilities, Advocacy has had the most positive impact on my role as a professional.

I found it to be a flexible and understanding service... It opened doors to new supports and opportunities.

Thanks for trying to make me visible

I feel more in control of my life now [Woman living in a group home]

The advocate can reach where we can’t: our employment contracts can be a problem when this doesn’t arise for her: she has more freedom.

We are parents of a child with various disabilities and through the years we have felt isolated and alone. We had the support and help of our Advocate which has given us the energy to pursue the outstanding issues... for our son.

First they ignore you, then they laugh at you, then they fight you and then you’ve won.

Advocacy has had the most positive impact on my role as a professional.

You are like a terrier, you just keep going at it.

In my years of working with people with disabilities, Advocacy has had the most positive impact on my role as a professional.

A problem when this doesn’t arise for her: she has more freedom.

Some principles would apply across the board – for example, accountability (which takes in governance) is pretty standard for all organisations, and all staff are expected to be diligent and competent. It behoves disability organisations to be especially careful about accessibility and to respect the client at all times. The ones that pertain specifically to advocacy are independence and empowerment which must be built into all structures.

The principles are fleshed out with standards and key indicators. Within CIB a general quality assurance group is developing a system of accredited standards for advocacy, information provision and money advice.

Hints from Advocacycase.ie

Data Protection Legislation.

A secure electronic case management system – improves services for vulnerable clients.

Case management emphasises actions and improves services for vulnerable clients.

- Greater focus on client outcomes – easier for advocates and line managers to analyse where & how time is spent on cases areas of advocate expertise identify where new skills are required.

- Clients deserve a consistent quality service

CIB and advocates seek to improve practice through setting standards and analysing how cases are managed. Electronic records and review with managers and peers are key tools.

A secure electronic case management system which is safely backed up ensures compliance with Data Protection Legislation.
New for old? Transition Arrangements

Are we there yet? Are we there yet? Well we’re nearly there but moving from one service to another means a change of gear! The move from the pilot programme to the National Advocacy Service was done under Transfer of Undertakings legislation. The Regional Advocacy Managers posts which are new positions were advertised. An internal competition from within the former C&V programme was held for the senior advocate posts. On 20th December 2010 existing advocates transferred to the new service through the designated CIS in each region. For the initial period most remained working from their old locations while reporting to the new regional managers. Advocate posts were allocated on a regional basis. In regions with a surplus of posts, advocates were selected by a three person interview panel. The new service has been granted the same level of funding as the pilot programme. By April most advocates will be in their new locations. They will deal with any transferred cases as well as taking steps to reach new and more vulnerable clients, particularly those in residential services.

The new National Advocacy Service for People with Disabilities will be formally launched on March 30th 2011 at an event in Dublin Castle which will also celebrate the work done by the Community and Voluntary Sector Advocacy Pilot Programme.

This is what they said about the C&V Advocacy

Advocacy has to be a one-to-one service as everybody has different problems/issues and may need individual attention.

Although I don’t agree with everything you [the advocate] say, I know you are there to stand up for my daughter and I am so glad she has someone who is completely on her side and I know she really trusts you. [Mother of female client]

My appeal against the decision on my claim for D. A. was upheld because of your persistence, support, and time you devoted to my case.

The advocate gave me a lot of time and I’m so grateful for that. I would like to thank the advocate for believing in me, listening to me, helping me.

Advocacy has had the most positive impact on my role as a professional.

In my years of working with people with disabilities, Advocacy has had the most positive impact on my role as a professional.

I found it to be a flexible and understanding service….. It opened doors to new supports and opportunities.

Thanks for trying to make me visible.

I feel more in control of my life now. [Woman living in a group home]

The advocate can reach where we can’t: our employment contracts can be a problem whereas this doesn’t arise for her: she has more freedom.

You are like a terrier, you just keep going at it.

Although I don’t agree with everything you (the advocate) say, I know you... [Local Service Provider]

Empowerment

Independence

Respect and Dignity

Diligence and Competence

Accountability

Accessibility

Some principles would apply across the board – for example, accountability (which takes in governance) is pretty standard for all organisations, and all staff are expected to be diligent and competent. It behoves disability organisations to be especially careful about accessibility and to respect the client at all times. The ones that pertain specifically to Advocacy are independence and empowerment which must be built into all structures.

The principles are fleshed out with standards and key indicators. Within CIB a general quality assurance group is developing a system of standards for advocacy, information provision and money advice.

Limerick Advocacy Service 2010

Thank you to the C&V projects

We would like to thank the C&V Advocacy Projects for their great work. Below are some of their photos and quotes which remind us of the achievements of the pilot programme and its seminal influence on how advocacy is understood in Ireland.

Jennifer Kiely at a DfT Advocacy event

Josephine Flaherty, Marie Wolfe and Chris Clannon at the CIB Advocacy Conference 2006

Standard Bearers!

Part of the work of the Advocacy department in CIB involves deciding on standards and for the last six months a working group has been discussing standards for advocacy in a first draft they have grouped standards around six principles:

Accessibility

Accountability

Diligence and Competence

Respect and Dignity

Independence

Empowerment

The advocates seek to improve practice through setting standards and analysing how cases are managed. Electronic records and review with managers and peers are key tools.

Hints from Advocacycase.ie

Case management emphasises actions and improves services for vulnerable clients.

- Greater focus on client outcomes - easier for advocates and line managers to analyse where & how time is spent on cases.
- Clients deserve a consistent quality service.
- CIB and advocates seek to improve practice through setting standards and analysing how cases are managed.

A secure electronic case management system which is safely backed up ensures compliance with Data Protection Legislation.

"I forgot my password, but surely you recognize me!"
Good management is the art of making problems so interesting and their solutions so constructive that everyone wants to get to work and deal with them.

- Paul Hawken
Good management is the art of making problems so interesting and their solutions so constructive that everyone wants to get to work and deal with them.

- Paul Hawken