



The Limerick Advocacy Service

Advocacy Charter

"Advocacy is taking action to help people say what they want; secure their rights, represent their interests, and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality, and social justice" Irish Association of Advocates

CLARITY OF PURPOSE

The Limerick Advocacy Service will work with clearly stated aims and objectives and be able to demonstrate how it meets the principles contained in this Charter. The advocate will ensure that people they advocate for, service providers and funding agencies have information on the scope and limitations of the Limerick Advocacy Services' role.

INDEPENDENCE

The Limerick Advocacy Service will be structurally independent from statutory organisations and preferably from all service provider agencies. The advocate will be as free from conflict of interest as possible both in design and operation, and actively seek to reduce conflicting interests.

PUTTING PEOPLE FIRST

The Limerick Advocacy Service will ensure that the wishes and interests of the people they advocate for direct the advocates' work. Advocates should be non-judgmental and respectful of peoples' needs, views, and experiences. Advocates will ensure that information concerning the people they advocate for is shared with these individuals.

EMPOWERMENT

The Limerick Advocacy Service will support self-advocacy and empowerment through its work. People who use the Limerick Advocacy Service will have a say in the level of involvement and style of advocacy support they want. Advocates will ensure that people, who want to, can influence the service.

EQUAL OPPORTUNITY

The Limerick Advocacy Service will have a written equal opportunities policy that recognises the need to be proactive in tackling all forms of inequality, discrimination, and social exclusion. The Limerick Advocacy Service will have in place systems for the fair and equitable allocation of advocates' time.

ACCOUNTABILITY

The Limerick Advocacy Service will have in place systems for the effective monitoring and evaluation of its work. All those who use the service will have a name advocate and a means of contacting them.

ACCESSABILITY

The Limerick Advocacy Service will provided Advocacy will be provided free of charge to eligible people. The Limerick Advocacy Service will aim to ensure that its premises, policies, procedures, and publicity materials promote access.

CONFIDENTIALITY

The Limerick Advocacy Service will have a written policy on confidentiality, stating that information known about a person

using the service is confidential and any circumstances under which confidentiality might be breached.

SUPPORTING ADVOCATES

The Limerick Advocacy Service will ensure that advocates are prepared, trained and supported in their role and provided with opportunities to develop their skills and experience.

COMPLAINTS

The Limerick Advocacy Service will have a written policy describing how to make complaints or give feedback about the scheme or about individual advocates. Where necessary, the scheme will enable people who use its services to access external independent support to make or pursue a complaint.