



TOWARDS HEALING

A Catholic Church response to institutional/Clerical/Religious abuse

What is the Advocacy Service?

This service provides clients with practical support, advice and information on a wide range of services and on how best to access them. It assists clients to navigate their way through the administrative structures in both the statutory and voluntary sectors. It interfaces directly with these agencies and advocates on their behalf to ensure that their needs are addressed.

What Services do we help clients with?

To date the areas that clients have sought advice and assistance on include the following;

Homelessness, Emergency Accommodation, Housing applications, and Housing Transfers

Access to Health Services (Hospital and Community Care including Dental, Mental Health and Addiction Services)

Social Protection Benefits

Adult Education Courses and Information on 2nd and 3rd level courses

Information on Financial Matters and free Legal Aid.

Nursing Home Support (Fair Deal Scheme) and Home Care Packages

Caranua (information and guidance). Assisting in accessing services, interfacing with applicant advisors.

Letter Writing and C.V. Job Applications

Information on Overseas Pension Entitlements

General

The Advocacy Service is in regular contact with a number of the Survivor Support Groups and has developed a professional working relationship with their staff and volunteers to further advance the services and supports that are required. We have a Memorandum of Understanding/Agreement in place with some of these support groups and this arrangement mutually affords both organisations, the opportunity to work in the best interests of the clients whilst fully acknowledging and respecting the autonomy and independence of their respective organisations.

All matters referred to the Advocacy service are followed up as speedily as possible and while each case is unique the timeframe for dealing with cases referred is a maximum

of 10 days whilst the majority are managed within 5 days.

We are constantly striving to improve the quality and range of services we offer to our clients and would welcome any suggestions that you may feel that could assist us. Please email me at advocacy@towardshealing.ie

“Many thanks for taking the time to follow up on my query” - UK Client

“Your help and advice is really appreciated” - Limerick Client

“Even though you cannot help me any further, thanks for your effort and kindness” – Dublin Client

If you have any comments or concerns about the service please contact us on our **Freephone Helpline:**
1 800 303 416 (Rep of Ireland)
0800 0963315 (Northern Ireland & UK).

We are open during the following hours:

Monday to Thursday 11:00 am to 8pm
(Excluding Public Holidays)

Friday 11:00 am to 6pm

Please keep this sheet for your own information in case you need to refer to it again in the future.