



# NATIONAL ADVOCACY SERVICE

FOR PEOPLE WITH  
DISABILITIES

An Independent,  
Confidential and Free  
Advocacy Service for  
people with disabilities



**The National Advocacy Service  
is called NAS for short**

## **What is Advocacy?**

Advocacy is about you  
and your rights.



Advocacy makes sure  
you are listened to.



Advocacy is about saying  
what you want.



Advocacy is getting  
help to speak up.



Advocacy helps you look  
at different options.



# What does a NAS Advocate do?

Listens to you and what you have to say.



Always stands beside you and takes your side.



Keeps your information private.



Finds out information so you can make choices.



# What does an advocate do?

Helps you in making your own decisions.



Helps you tell people like your family, staff, social workers what you want.



Helps you prepare for meetings.



Helps you make a complaint if you are unhappy with a service or the way you are treated.



# How do I get help?

You can call, text ...



or email.



You can ask a friend, family member or staff to call for you. (An advocate will always ask you if you want help).



You can come and meet an advocate to talk about the help you need.

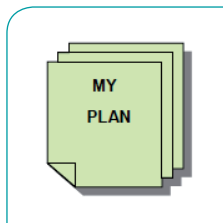


## What happens next?

An advocate will tell you what NAS can do.



Together you and the advocate will make a plan of action.



An advocate will ask if it is ok to work with you and keep a record of what is done.



## And then what?

You and your advocate will:

Start working on the plan.



Get ready for meetings.



Update each other on what's happening.



Decide when the plan is finished.



Stop working together.



## Some other information you need to know

We need to keep records, for example a file, of the work we do.



This means that NAS will need to keep information about you in a safely locked place.



We may keep your information safe on a computer.



You have a right to see the information we keep about you.



# Confidentiality

Confidential means that the information is kept private. We will also ask you if it is ok to share and get information from others.



Your meetings with the advocate are confidential. This is NAS policy.



NAS will also ask you if it is ok to share and get information from others.

# Confidentiality

However there may be times when we need to tell someone else or get someone else involved without your agreement.



This will be if:

1. You are in danger
2. You are a danger to someone else
3. A court asks for information
4. A child is in danger

Your advocate will tell you if this needs to happen.

# Complaints

If you are unhappy with the service you have received from NAS, you can make a complaint.

You can contact the NAS manager to make a complaint.





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If you or someone you know would like the support of an  
independent advocate

[Contact us...](#)

and an advocate will speak with you.

Region	Advocate
Greater Dublin	Dublin, Fingal and Wicklow.
Midlands & North East Region	Cavan, Laois, longford, Louth, Kildare, Meath, Monaghan, Offaly and Westmeath.
Western Region	Clare, Donegal, Galway, Leitrim, Limerick, Mayo, Roscommon and Sligo.
Southern Region	Carlow, Cork, Kerry, Kilkenny, Tipperary, Waterford and Wexford.



Enquiry Phone line:  
**0761 07 3000**