

annual report *1998*

PROMOTING
QUALITY
ADVICE

MEMBERSHIP
SERVICES

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TRAINING
NVQ

NETWORKING
& SOCIAL
POLICY

aiac

aiac

association of independent advice centres

Mission Statement



*AIAC's new headquarters at
303 Ormeau Road, Belfast*

AIAC is a voluntary organisation for the independent advice sector in Northern Ireland, representing and giving voice to its members' aspirations to deliver effective and holistic, community or issue based advice through the provision of services, support and development opportunities.

VALUES:

As a membership organisation, our values are embedded in promoting the application of creative community development approaches to advice giving, which place people and communities at the centre of the process and involves them in finding solutions and making informed choices.

AIAC believes in:

- quality advice which is delivered free;
- advice services which are impartial and non-judgmental and respect the individuals' dignity;
- advice which is wholly confidential and accountable to the public;
- independent advice which is free from statutory or private control and is both nonparty political and non-sectarian in nature;
- advice services which are aimed specifically towards overcoming social exclusion;
- offering people choice through the provision of flexible, accessible advice services.

Chairperson's Report

Welcome to AIAC's third Annual Report.

AIAC exists to support, co-ordinate and promote the work of our membership and our Development Plan¹ is based on specific needs and issues which they have identified. During the past year a number of major objectives have been achieved. Consequently, as you read through the Report, I think you'll agree that 1997-1998 was not only a busy year for the Association, but an important one.

Firstly, I am pleased to report that membership continues to grow. AIAC now has 76 members (see page 15). All of these are on the front-line of community development, confronting poverty and social deprivation in our society, either as generalist centres based in local neighbourhoods or specialist organisations providing back-up knowledge and expertise. For me personally, this diversity is one of AIAC's key strengths. I also believe that the opinion of our members is a critical indicator of the Association's effectiveness so I have been very encouraged by the messages of support and goodwill received from individual members throughout the year, some of which are included in the report.

In recent months we negotiated a joint membership Scheme with the Federation of Independent Advice Centres (FIAC) our sister organisation in the UK. This has already resulted in practical benefits for members with the release of funding from FIAC to AIAC in order to develop Money Advice training for the independent advice sector in Northern Ireland. The Association also worked with the General Consumer Council and other partners to produce a Self-Help Consumer Guide.

Another major achievement has been the establishment of AIAC as an assessment centre for NVQs in Advice and Guidance. AIAC's Professional Indemnity Insurance Scheme and revised membership criteria have also been introduced and the Membership Handbook is now ready to be circulated.

During the year AIAC received funding from the National Lottery Charities Board (NI) to employ a communications co-ordinator and to initiate a ground-breaking Internet Strategy which, thanks to corporate sponsorship from NIE Supply, now includes the provision of computers for members in the generalist sector. Our relationship with NIE Supply is a particularly exciting development because there is the potential to extend this sponsorship beyond the initial 3 years. This is detailed on page 9.

AIAC has been an active participant on the Advice Services Alliance working with the Law Centre and NIACAB, to prepare a Business Plan for the strategic development of advice in Northern Ireland and our seat on FIAC's Board links us directly into sectoral developments within the UK.

In conclusion, I reached my full time term as Chair this year. However, I have really enjoyed my time at the helm. It has been thrilling to be a part of AIAC's emergence as it developed from a set of ideas into reality. I never fail to be amazed at what has been achieved in just three short years. What we wanted to create was an organisation which would be responsive to members' needs yet be lean and flexible enough to be sustainable over the long-term. I am confident that this has been achieved.

Of course I'm not leaving AIAC altogether. I'll still be involved in some way.

It remains for me to warmly thank my partners on the management committee and all the staff of AIAC for their hard-work. They are a good humoured, capable bunch with plenty of ideas and energy. However, I must give a special mention to AIAC's Director, Bob Stronge for his comradeship, keen judgement and gritty determination to drive AIAC forward into the millennium.

Katie Hanlon
Chairperson

Director's Report

This has been a very productive year for the Association. Projects and services we planned in previous years have now come to fruition and I think these will ensure the organisation remains relevant and focused to the needs of the independent advice sector in the years ahead. We will continue to be responsive and adaptive in meeting the needs of our members and in providing opportunities for growth and development. Our Development Plan 1997-2000 will be revised in consultation with members during 1999.



AIAC continues to grow with membership now standing at seventy-six. I believe this is testament to the quality and range of services and opportunities that we are providing. A new joint membership scheme with our sister organisation FIAC has been introduced this year and a new associate membership scheme is currently being looked into.

Since our last AGM we have recruited two new members of staff. Fiona Magee (Greater Belfast Membership Support) and Walter Steele our new Communications Co-ordinator with responsibility for IT and Internet development. Staff work-planning sessions have been introduced this year which match closely the strategic objectives and key activities contained in our Development Plan. This ensures staff have a focused approach to their work and allows the opportunity for feedback and evaluation of work carried out.

Staff training has centred on NVQ Assessor and Internal Verifier awards. Kevin Higgins has achieved NVQ D32/33 and 36 and is currently undertaking D34 (internal verifier). Fiona Magee has submitted D32/33 and will shortly begin work on D34. Congratulations to both of them on their achievements. Gillian Cunningham has also began her degree through the Open University.

Our other main organisational achievement this year was securing new premises that will give us further scope to enhance services to members. We have also networked the computers within the new offices and linked these to the internet.

The rest of this report will I hope give you an insight into our activities and main achievements this year but before going into detail I would like to pay tribute and acknowledge the valuable contribution of the following:

The management committee who ensure AIAC is keeping faith with its membership and who continue to provided me with valuable guidance and advice. In particular I would like to extend my thanks to our Chair, Katie Hanlon for her wisdom and unshakeable committment to AIAC's development. Katie unfortunately will be standing down as chair this year.

I would also like to thank Ken McGaffin from Active Multi-media who has been a source of inspiration to me regarding the development of AIAC's Internet Strategy.

My thanks also to Steve Johnson and the board of FIAC for their support in putting together the new membership scheme.

I hope you enjoy the rest of this report.

Bob Stronge
Director

Promoting Quality Advice

Membership Support

AIAC's staff provided a range of services to members this year and as ever were on hand to provide practical assistance when needed. Services included: case recording systems, recruitment and selection, insurance, information, funding, information technology and policy advice.

Membership Support Workers:

Made 84 visits to member centres
 Assisted 13 members with recruitment Attended 151 meetings with members

AIAC referred 130 members of the public to member centres
 Dealt with 1140 calls from members Dealt with 400 calls from external agencies

Professional Indemnity Insurance

Our new scheme is now in full operation with over thirty members so far taking it up. We have made an arrangement with our brokers John Kyle & Co that costs will be held for the next three two years. Insurance renewals will take place in November.

Newsheet

We have produced a new look newsheet to keep members up to date about current issues. The Newsheet will be issued four times each year and will also be available through our website.

Membership Handbook

A new membership handbook has been developed this year. We hope it will be a useful guide to policies and procedures for advice centres. The handbook will be added to and updated and we will consult with members about what further content they would like to see included.

Initial content includes:

- Forms - Constitution - Members - FIAC Policies - Case Recording - Information System
- NVQ - Health & Safety

Further planned content in forthcoming year:

- Employment and Recruitment guidelines - Anti-sectarian and harassment policies
- Volunteer strategy - AIAC Complaints procedure

New FIAC/AIAC Membership Scheme

The respective Boards of AIAC and FIAC agreed a new joint membership scheme this year. It is a requirement under the new scheme that advice centres have:

- | | |
|-------------------------------------|------------------------------|
| Professional indemnity insurance | Equal opportunities policies |
| Complaints procedure | Confidentiality policy |
| Standardised case-recording systems | |

As explained by FIAC's Chief Executive below we believe this scheme will bring added benefits to members in Northern Ireland.

"The new joint membership arrangement between AIAC and FIAC is something of which I'm especially proud. By working together I think we've been able to come up with an excellent "two for the price of one" deal, giving independent centres in Northern Ireland the best combination of regional services and a UK-wide voice. Most importantly, the new arrangement recognises an important principle - that most services and decision-making should be as near to members as possible. It's a principle championed by AIAC from the outset and one to which I have always been personally committed. It's therefore good to see it put into practice as official FIAC policy. Over the next few years FIAC will be striving to provide regional services throughout the UK. If each region can emulate AIAC's success in developing improved support for independent centres then enquirers everywhere will be well served."

Steve Johnson
 Chief Executive, FIAC



Membership Information

Delivering quality advice services

Independent Advice Centres continue to respond magnificently to the many demands made upon them by the public for advice, advocacy and representation services. Their commitment to ensuring that the rights and entitlements of individuals are upheld is a key ingredient in promoting social inclusion and targeting social need.

Independent Advice Centres come in all shapes and sizes but all apply a community development approach to their work. Centres fall into two broad categories: Specialist centres which work with particular social groups and generalist advice centres who provide an open accessible service to the general public.

Total AIAC membership: 28 Specialist 48 Generalist			
Centres in Greater Belfast: 18 Specialist 27 Generalist	Regional Centres:	10 Specialist	21 Generalist

Outreach Services

Outreach advice services are delivered by a total of 19 members

Outreach in Greater Belfast:	4 Specialist with a total of 11 outreach satellites 7 Generalist with a total of 17 outreach satellites
Regional Outreach:	3 Specialist with a total of 6 outreach satellites 5 Generalist with a total of 18 outreach satellites

Tribunal Representation

Independent advice centres provide a high level of tribunal representation of behalf of the public. Figures supplied by the **Independent Tribunal Service show that between June 1997 and May 1998, 18 centres represented 1201 cases at tribunal.** We believe these figures may be an under estimation of the true level of representation carried out by the independent sector since ITS does not always record the organisation undertaking representation.

Success Rates for cases represented:		
DATS: 29%	SSATS 60%	MATS 67%

"The monthly statistical return provides an accurate record which is useful for monitoring the work of the centre. It provides a readily available source of information for the Annual Report and for prospective funding bodies – it is a worthwhile exercise"

Sally Boyle
Dungiven Community Resource Centre.

"I have found AIAC's assistance invaluable in the setting up of our advice centre"

Suzie Tracey - Claudy Rural Development Centre

"AIAC is an important voice for the independent advice sector"

Sean O'Farrel - Churches Advice Centre, Derry



Training

The main focus for training this year has been around establishing the NVQ in advice and guidance. We are currently undergoing and evaluation by Open University Validation Services and our External Verifier has recommended that AIAC becomes the OU Assessment Centre for the qualification in Northern Ireland. Confirmation of this is due within the next few weeks. Systems have been developed for delivery of the qualification and Assessors are in place across Northern Ireland to ensure access for all appropriate advice staff.

Other training initiatives include provision of a basic money advice course which we hope to pilot soon. The delivery of this course has been made possible through the allocation of grant-aid from FIAC through the Money Advice Trust. Information technology training is also being planned and will be piloted by members who are participating in the Internet Pilot Project. This training will be extended to include other members in due course. Plans are also being finalised to hold two drugs training seminars in the near future.

Quote

"The Association of Independent Advice Centres must be congratulated on their achievements to date in relation to the NVQ in Advice and Guidance. In conjunction with Open University, AIAC are now in a position to offer a nationally recognised qualification to advice workers, managers and administrative staff; based on actual skills, knowledge and experience. The enthusiasm and professionalism shown by candidate assessors augurs well for the establishment of a qualification which will be the benchmark of a quality advice service".

Pat Shearer Open University.



Kevin Higgins and Fiona Magee of AIAC with Roger Crawford from Open University Validation Services

Those who achieved D32/33 Assessors Award:

Kevin Higgins (AIAC)
 Fiona Magee (AIAC)
 Eugene Burns (LCDI)
 Conor McGale (Omagh Independent Advice Centre)
 Gerry Tubritt (Ballynafeigh Community Development Ass)
 Brian Fox (Craigavon Independent Advice Centre)

Others who are currently doing D32/34

Kate Rogan (HRS)
 Cathal McIlhatton (Disability Action)

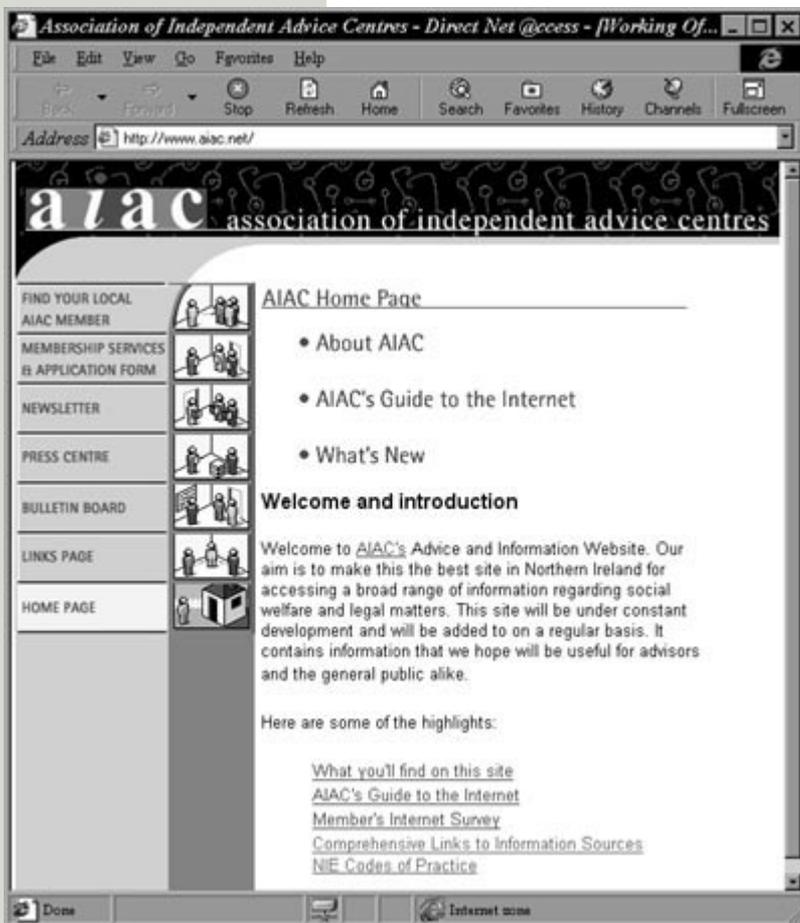
"From planning right through to the delivery stages, AIAC has demonstrated a strong commitment to the lower north Belfast advice project. Assistance with recruitment, statistical recording, insurance and operating procedures are to name but a few aspects of the input from AIAC relevant to the project"

**Harry Smith,
 Lower North Belfast Community Council – Advice Centre.**

Promoting Information Technology

Advice and Information Internet Website

Work to develop the AIAC website continued apace this year. We are delighted to be able to officially launch the new website at this year's AGM. Our aim is to make this a leading-edge source of advice and information available on-line in Northern Ireland. The site contains a wealth of information we believe will be of use to both the public and advisors alike. The site will be under constant upgrading and revision in line with the feedback we receive from members.



Features of the Site:

- Information on each member, their work and how to contact them.
- Active links to hundreds of advice and information sources.
- Our regular news letter online.
- Information about A.I.A.C.'s services.
- A section for members press releases, job advertisements etc.
- A bulletin board which can be used for posting specific queries which other members may be able to help out with.
- AIAC's guide to the internet.
- NIE Codes of Practice

Internet Strategy

Along with our consultants Active Multimedia we have put together a comprehensive strategy to enable us to develop and market the aiac.net website. Our objectives include:

- Registration with major search engines;
- Online campaign to ensure all members (and others) are linked to the AIAC site;
- Development of email news release service;
- Email newsletter for user feedback and updating;
- Development of bulletin board resource;
- PR/Announcement campaign;
- Development of press centre.

Internet Pilot

An initial pilot to test the feasibility and potential of delivering services on-line will begin very shortly. The pilot will seek to examine AIAC website usage, email networking and general use of the Internet as an advice and information tool.

"face to face advice work will always be needed but as AIAC has realised, the internet as a tool for delivering advice and information will continue to grow in importance, particularly as more government agencies and departments deliver information online."
AIAC Internet Marketing Strategy 1998.

Northern Ireland Electricity – Codes of Practice.

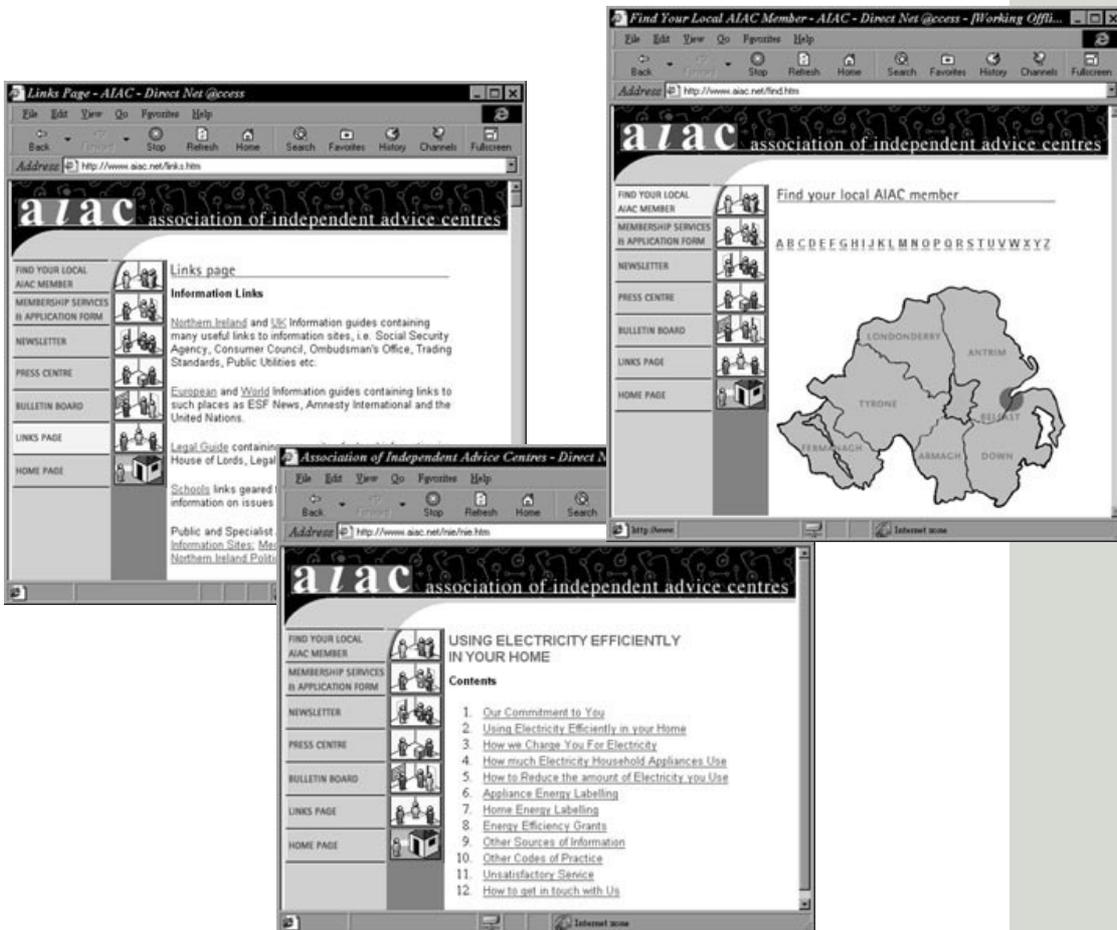
One of the highlights of the year has been the outcome of the negotiations we held with NIE regarding the display and promotion of their Codes of Practice through AIAC member outlets and on our Advice and Information Website.



NIE have agreed to provide £30,000.00 over the next three years that will be used exclusively to supply each generalist advice centre with new computers, printers, software and Internet access. The initiative will provide the infrastructure to equip centres with the ability to participate in the Internet Pilot Project.

Quote from NIE Steven or Brian

We are grateful to both the National Lottery Charities Board and NIE for their financial assistance in support of all our IT based work.



"The support from the membership support worker has been very valuable. All requests for assistance have been actioned immediately in a professional manner"

Eugene Burns

Limavady Community Development Initiative

Networking and Social Policy

Networking is intrinsic to how AIAC works. We seek to encourage and facilitate members to avail of each other's knowledge and skills. In consultation with members, we are continuing to examine appropriate networking opportunities and initiatives.

Regional

Regionally, informal networking, social policy and strategic development work is ongoing and Kevin Higgins (Membership Support) is an essential conduit for information exchange. Regional members actively participate in the management of AIAC, on ASA forums and in the NVQ working group. However, two issues are pertinent in any initiative to establish more formal networking opportunities, one is obviously geography, but also the Law Centre provide a number of practitioner's forums in both Derry and Belfast that already have a valuable networking role. While not wishing to duplicate these, we are nevertheless, conscious of the need to address networking needs at other levels – particularly regarding social policy.

Greater Belfast

In greater Belfast the physical networking task is made somewhat easier due to proximity and the concentration of specialist services within the city. The implementation of a city-wide advice services strategy funded by MBW has resulted in a number of innovative networking initiatives which we feel could provide a model for developing a Northern Ireland wide advice services strategy.

Women's Advice Services Support Project

WASSP ensures advice is made accessible to women by utilising existing services and developing systematic procedures for referrals and information sharing.

North Belfast Advice Services Consortium

North Belfast Consortium consolidates locally based advice services through inclusive and focused sharing of skills and information.

Northern Ireland Council for Ethnic Minorities

NICEM provides ethnic communities in Belfast with access to comprehensive immigration advice.

South West Belfast Advice Partnership

Suffolk and Taughmonagh have developed a partnership to promote advice services in the south-west of the city.

Falls Community Council

Falls Community Council is developing a collaborative working group to identify and meet advisor training needs in West Belfast.

Ballynafeigh Community Development Association

BCDA's Five Areas Advice Project exemplifies a community development approach to advice work through collaborative work with neighbouring communities.

East Belfast Community Development Agency

EBCDA and the Bridge Advice Centres are taking a lead role in promoting and developing accessible advice services in East Belfast.

SOCIAL POLICY

The social policy environment continues to present great challenges for the advice sector. Reforms are occurring or proposed at every level in Northern Ireland including, most importantly - political. We are continually asked to comment on proposed changes in policy and have tried to respond imaginatively where possible. We are committed to ensuring that our members have an opportunity to pro-actively influence the future direction of social policy.

Social policy work is undertaken at a number of levels:

- Regular feedback from members – through social policy returns
- Regular meetings with statutory bodies and agencies

Advice Service Alliance

The ASA has been one of the main channels for social policy debate and action. The Alliance meets on a regular basis and during the last year has embarked on a business planning process designed to more actively promote advice giving and seek greater co-operation between participants.



Management Committee



Katie Hanlon *Chairperson*
Ballynafeigh Community Dev. Assoc.



Conor McGale *Vice Chair*
Omagh Independent Advice Service



Eugene Burns *Treasurer*
Limavady Community Dev. Initiative



Jan Wright
Housing Rights Service N.I.



Barry McMullan
Prison Link



Brian Fox
Craigavon Independent Advice Centre



Martin Hunter
Ballysally Community Association



Jim Doran
Shankill (Lurgan) Help Service



Barrie McLatchie
Belfast Unemployed Resource Centre

Staff



Bob Stronge
Director



Kevin Higgins
Membership Support Worker



Fiona Magee
Membership Support Worker



Walter Steele
Communications Co-ordinator



Kathleen Mulligan
Administration Officer



Gillian Cunningham
Administration Assistant

Acknowledgements

Many people and organisations have made a valuable contribution to AIAC this year. We wish to thank them all including:

Joe Wright and the Staff at the Voluntary Activity Unit
European Regional Development Fund
National Lottery Charities Board
Making Belfast Work
Northern Ireland Voluntary Trust
John Moores Foundation
Northern Ireland Electricity
Steve Johnston and all the staff at FIAC
Belfast City Council
Les Allamby and Staff at the Law Centre NI
Derek Alcorn and Staff at NIACAB
Annie Campbell - Belfast Group of CAB
Joan McCrum

Dave Wall
Social Security Agency
Pat Shearer - Open University
Des Gibson - Accountant
Community Evaluation NI
Davy Kettlyes
Francis Murphy
Northern Ireland Court Service
BCDA
Maeve Bell and Staff at NI Consumer Council
Seamus McAlleavey and the staff at NICVA
Ken McGaffin - Active Multi-media
Andy Berndt - Photographer

Treasurers Report

The financial statement for the period to 31st March 1998 reveals that AIAC has further extended the sources of funding and expanded its operations. The joint funding by the DHSS and the ERDF has been extended until December 1999, whilst the Northern Ireland Voluntary Trust grant aid has ensured the continuance of the post of the Regional Membership Support Worker. Making Belfast Work have funded the post of Membership Support Worker for advice centres in the Belfast area. The National Lottery has supported the Information Technology Project.



Credit must go to the staff, particularly Bob Stronge and Kathleen Mulligan for ensuring that proper accounting procedures have been rigorously followed. As Treasurer, my position was made much easier by the regular production of accounts.

We are conscious as an organisation, of the need to sustain funding for projects and to consolidate funding for core posts. We are determined in our endeavours to achieve these goals and I am optimistic that these will be realised. I must thank all of our funders for their continued support and also our auditors Finnegan Gibson for their work.

Eugene Burns

Treasurer

Audited Accounts

Report of the Auditors

9 October 1998

We have audited the financial statements on pages 2 to 4 in accordance with auditing standards. In our opinion they give a true and fair view of the surplus of the Association for the year ended 31 March 1998 and of its state of affairs as at that date.

FINEGAN GIBSON - Chartered Accountants and Registered Auditors
Highbridge House, 23/25 High Street, Belfast BT1 2AA

Income and Expenditure Account for Year Ended 31 March 1998

	Unrestricted 1998 £	Restricted 1998 £	Total 1998 £	Total 1997 £
Income				
European Regional Development Fund	32,347	-	32,347	31,261
Department of Health & Social Services	9,546	-	9,546	9,500
Northern Ireland Voluntary Trust	-	27,495	27,495	27,941
National Lottery	-	11,404	11,404	-
Making Belfast Work	-	13,710	13,710	-
Management Charges Received	1,146	-	1,146	-
	<u>43,039</u>	<u>52,609</u>	<u>95,648</u>	<u>68,702</u>
Expenditure				
Salary Costs	27,718	33,227	60,945	30,055
Travelling Expenses	1,496	2,364	3,860	3,839
Equipment	255	1,210	1,465	3,936
Rent and Service Charge	4,253	-	4,253	4,000
Light and Heat	401	296	697	469
Insurance	259	-	259	192
Repairs and Maintenance	63	-	63	67
Postage and Stationery	1,121	2,013	3,134	2,385
Telephone	1,229	772	2,001	725
Staff Requitment and Training	115	3,396	3,511	1,963
Printing	225	-	225	1,549
Membership and Affiliations	470	30	500	393
Conferences and Seminars	143	-	143	358
Meetings Expenses	2,811	912	3,723	1,240
Literature	177	668	845	273
Bank Charges	83	-	83	60
Audit and Accountancy	400	-	400	353
Consultancy	-	4,024	4,024	-
Depreciation of Equipment	1,580	-	1,580	1,580
Sundry Expenses	298	112	410	385
	<u>43,097</u>	<u>49,024</u>	<u>92,121</u>	<u>53,822</u>
(Deficit) Surplus for the Year	(58)	3,585	3,527	14,880
Balance at Start of Year	2,866	15,119	17,985	3,105
Balance at End of Year	<u>2,808</u>	<u>18,704</u>	<u>21,512</u>	<u>17,985</u>

Audited Accounts

Balance Sheet as at 31 March 1998

	Note	1998		1997	
		£	£	£	£
Fixed Assets					
Tangible assets	2		1,043		2,623
Current Assets					
Cash at bank		19,719		15,216	
Cash on Hand		5		45	
Prepayments		1,425		694	
		<u>21,149</u>		<u>15,955</u>	
Current Liabilities					
Accrued expenses		(680)		(593)	
Net Current Assets			20,469		15,362
Net Assets			<u>£21,512</u>		<u>£17,985</u>
Represented by					
Unrestricted Funds			2,808		2,866
Restricted Funds			18,704		15,119
			<u>21,512</u>		<u>17,985</u>

Katie Hanlon - Chairperson

Eugene Burns - Treasurer

9 October 1998

Current A.I.A.C. Members

Age Concern Castlederg	N.I. Council for Ethnic Minorities
Age Concern Coleraine	N.U.S./U.S.I - NI Student Centre
Age Concern Derry	National Schizophrenia Fellowship
Ardoyne Association	Neighbourhood Development Association
Ballynafeigh C D A	Newry Welfare Rights Centre
Ballysally Community Association	NIACRO
Ballysillan Community Forum (Advice Centre)	Northlands
Beechmount Community Project	Omagh Independent Advice Services
Belfast Centre For The Unemployed	Parents Advice Centre
Chinese Welfare Association	Princess Royal Trust Belfast Carer Centre
Churches Action For Care & Employment	Prisonlink
Churches Trust Limited	Resource Centre Derry Ltd.
Claudy Rural Development Association	Rosemount Resource Centre
Coleraine Womens Aid	Seacourt Community Development Project
Community Development Centre	Shankill (Lurgan) Help Service
Cookstown & Dungannon Womens Aid	Shankill Women's Centre
Corpus Christi Services	South West Belfast Advice Partnership
Craigavon Independent Advice Centre	Springfield Charitable Association
Creggan Community Care	St Agnes Community Concern Association
Derry Community Social Services	St Patricks Community Enterprise Ltd.
Disability Action Belfast	Suffolk Community Services (Advice Centre)
Disability Action Derry	Teach Tar Anall
Disability Action Headquarters	The Breakthru Project
Dove House Integrated Advice Centre	The Bridge Centre
Dungiven Community Resource Centre	The Family Centre
E. Belfast Community Development Agency	The Link Family & Community Centre
Early Years Project	Upper Andersonstown Community Forum
Educational Guidance Service for Adults	Vine Community & Advice Centre
Enniskillen Welfare Rights Advice Centre	Waterside Womens Centre
Falls Community Council	WAVE
Foreglen Community Association	Windsor Womens Centre
Foyle Down Syndrome Trust	Womens Support Network
Foyle Homeless Action & Advice Services	
Gingerbread N.I.	
Greater West Belfast Community Assoc.	
Holy Family Centre	
Housing Rights Service	
Ligoniel Improvement Association	
Limavady Community Initiative	
Lisburn Welfare Rights Group	
Lower North Belfast Community Council	
MARC	
MARC (Coleraine)	
Mind Yourself Mental Health Charity	

"I have found that working with AIAC and in particular Fiona Magee (Membership Support Worker), has been very worthwhile, both in terms of raising social policy issues and enabling a two way flow of information between the Women's Support Network and the Independent Advice Sector.

**Edel Quinn, Development Worker
Women's Advice Services Support Project**