

Chairperson's Report

Welcome to AIAC's sixth Annual Report and sadly my last as chairperson.

I hope that you will enjoy the report. As before, it highlights the significant and valuable work that AIAC has been involved in. I am particularly pleased to see the centre profiling exercise concluded, as this will provide a benchmark for the work of the sector and enable others to see the valuable contribution that independent advice centres make in our society.

We have worked on number of issues, key to our membership and the independent advice sector in general, including initiatives involving Quality Standards and Capacity Building, ICT and NVQ Training. Furthermore, we have recognised a need to increase support for members in a number of new areas, for example the development of a new money advice service, to be launched soon, which will provide second tier support for this growing area of work.

Our organisation will continue to work on other areas for the benefit of all of our members and I am extremely confident that the next 12 months will see a number of projects becoming firmly established.

Being the largest advice network within Northern Ireland with 73 members, has led to our organisation being actively sought to comment, give ideas and feedback for a large number of Government initiatives. This illustrates the valuable and essential work that advice centres do on a daily basis.

It is heartening to know that despite one of the most difficult years in terms of funding, that membership has continued to increase. The end of Peace and Reconciliation funding has had a substantial effect on services and it is to their credit that most members have been able to survive. Hopefully, the recent call for applications for Peace II will provide new opportunities for local advice groups. As before, we will continue to lobby both central and local government to provide core costs for local advice services.

As a membership organisation, our work is centred on your views and needs. I am therefore delighted that the comments within our annual report clearly show support for what we do and for me it also demonstrates our continuing relevance members

I would like to say how much I have enjoyed my time as chair of AIAC - it doesn't seem like three years! Thank to all my colleagues on the Management Committee for their commitment, expertise and humour that they have displayed in the last year. Thanks also to all AIAC staff for their enthusiasm and dedication and the assistance they provide to all members. Finally to our Director, Bob Stronge, who ensures that members needs are inherent in all of the work that we do, and who vigorously promotes the importance and value of the independent advice sector to local and national decision makers.

Conor McGale
Chairperson



Conor McGale
Chairperson of AIAC

The logo for AIAC, with the letters 'aiac' in a lowercase, sans-serif font. The 'a' is purple and the 'iac' is green.

Director's Report

During the past year we have worked to meet the aims and objectives in our strategic plan 2000 - 2003. We have continued to engage in a range of development activities in support of the work of our members and these are reflected in this year's report.

We have also been conscious of the need to plan for the future to meet the needs and expectations of a growing membership. A number of planning sessions were held during the year and we also established three subgroups to undertake scoping and planning activities in the areas of ICT and Innovation, Training and Quality Standards and Organisational Development. The findings and recommendations of these will form the basis for funding applications during the next year and will also require some internal organisational restructuring.

I mentioned in last year's report our need to profile the work of the sector and am pleased to report that this substantial exercise was undertaken during the year and a separate report produced. The results of this exercise clearly highlight the value of the independent advice sector in targeting social need.

On the social policy front, responding to government consultations is an increasing aspect of our work. As a small organisation we simply do not have the resources to respond to all of these, rather we are forced to concentrate on those that are most relevant to our work. As a sector we need to find more effective methods of responding to consultation exercises and we will give more detailed thought to this over the coming year.

A number of external developments will impact considerably on our work over the next year these include:

- Legal Aid Reform - opportunities arising for the advice sector
- Consumer Issues - the outcome of the recent DETI Consumer Strategy Consultation
- Social Security Reform and Modernisation - impact of electronic delivery of benefits
- Inland Revenue - tax credits
- EU Funding - access for advice agencies
- DSD Community Support Programme - planning for local advice provision

As always we will continue to keep members engaged and informed in relation to these developments and all other aspects of our work.

I want to thank the management committee for all their help, support and guidance over the last year. In particular Conor McGale our chair for his commitment and dedication to AIAC and support to me. Also thanks to all AIAC members for your support and contributions to everyone else who has supported us throughout the year.

Bob Stronge
Director



Bob Stronge
Director of AIAC

Coordination and Promotion

"AIAC will enable its membership to achieve effective coordination in areas of mutual interest and will promote the value and role of independent advice giving."

This year has seen an expansion in our co-ordination and promotional activities both within the membership and externally with other agencies. We have at all times tried to maintain a strategic focus and to utilise existing resources through partnership working.

Greater Belfast Advice Strategy

AIAC has pursued the recommendations outlined in the Greater Belfast Advice Service Strategy Report of March 2000. After lengthy discussions and negotiations with the Belfast Regeneration Office we received an agreement in principle to the extension of funding for the groups involved in the strategy. We co-ordinated a strategic bid on behalf of the groups and were successful in securing interim funding of £72,961.41 for a 6 month period. Although the amount and period of funding awarded was less than had been requested, it did assist some groups to continue their service.

AIAC has also been involved in facilitating development days and planning days, for example with the North Belfast Advice Services Consortium.

We continue to lobby funding bodies and work closely with members to consolidate the work achieved by the strategy. We are also involved in consultations with Belfast City Council with regards to reviewing advice services funding and have taken steps to establish an Advice Forum for members in the Belfast City Council area.

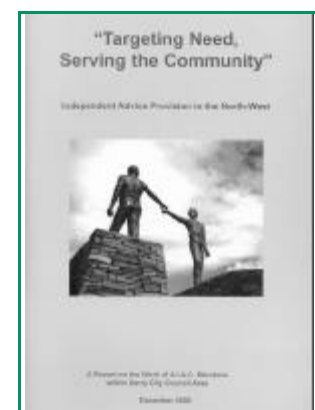
Targeting Need, Serving the Community

"Targeting Need, Serving the Community", examines the key role played by generalist and specialist independent advice agencies in providing essential advice and information services to people in need in the Derry City Council area. The report was researched and written by Kevin Higgins, AIAC's Regional Membership Support Worker. It was launched at the December 2000 AIAC Annual General meeting.

The report highlights the wealth of knowledge and expertise in these independent advice agencies. It also addresses present and future difficulties the sector faced in terms of funding cuts.

Securing resources for local community based advice centres is a continuous piece of work in itself. The funding environment can be very complex and resources themselves very difficult to secure. Having a network organisation like AIAC is essential to support local centres in securing vital resources both to sustain current work and develop new areas of work.

Gerry Tubritt BCDA



Coordination and Promotion

Promotional activities

Creating an understanding of the role and impact of independent advice centres is a key activity to which we have been paying particular attention this year. We produce and distribute AIACnews to all members and over 250 external agencies. This year we have been able to expand the content due largely to the contributions from members.

We have also contributed to other journals such as Frontline and Scope. For the first time this year AIAC displayed a promotion stand at the Queens University Law Fair. The law graduates were able to learn more about the independent advice sector and various job and volunteering opportunities within the sector.

AIAC contributed to the production of a debt handbook for advisers in Northern Ireland, alongside NIACAB and The Law Centre NI.

Raising Our Profile

We continue to promote the role of AIAC and our members in a wide range of publications and web sites including:

- UK Advice Finder
- Bryson House Directory
- Yellow Pages
- Telephone Helplines Directory
- Charity Choice Guide
- Frontline Magazine
- Scope Magazine
- Belfast City Hospital Trust Booklet
- General Consumer Council Press
- Government Literature
- Local and Regional Press
- ALIVE Booklet
- BT Phone Book

Consultations

Responding to the myriad of consultation documents has added considerably to our work. As a small organisation we simply did not have the resources to respond to all of these and so were selective in our approach.

We responded to the Voluntary Activity Unit - Beyond the Centre exercise; Northern Ireland Housing Executive - A joint Best Value Fundamental Performance Review of the Adaptations Service for People with Disabilities); Social Security Agency - Targeting Social Need; Disability Audit, Customer Services Audit and a paper on Potentially Violent Persons.

Bob Stronge, the Director of AIAC, has also been working on the DETI draft Consumer Strategy. This is part of AIAC's focus on debt and money advice issues.



**E- group activity -
over 150 pieces of
information sent**

**46 Liaison meetings with
external agencies**

During the last 18 months I have had regular contact with Bob Stronge in relation to the development of the DETI draft Consumer Strategy and I have been delighted with his positive and innovative contribution. Bob is to be commended on his efforts in tackling the issues around debt and money advice and I look forward to working closely with him, as one of our key partners, in these and other areas of advice in the months ahead.

**David Livingstone, Head of
Trading Standards Service**

Services and Support

"AIAC will continue to provide a range of high quality, effective and efficient services and support mechanisms in response to the needs of its membership."

Membership Support

The membership support workers continue to provide a range of support to members. This year they have dealt with over 1000 telephone calls regarding information and support to members. Guidance has been provided on good practice issues such as data protection, salary scales, family-friendly policies, constitutions and equality issues. On a more technical level members have been assisted with funding applications, recruitment and selection procedures and with operational and strategic planning.

Around 50 meetings have been organised between members and other agencies including the Benefit Review Office, Social Fund Office, Money Advice Trust, funding agencies, General Consumer Council, and the Office of the Social Security and Child Support Commissioners.

AIAC and member organisations have also played a key role in the Social Security Agency's Operational and Consultative Forums.

Social Policy

In the area of social policy work we have had a sharp increase in issues being reported by members. These have been highlighted in AIAC News and relate to a broad spectrum of issues involving the Child Support Agency, Medical Support Services, the Social Security Agency, the Department of Higher & Further Education & Training & Employment, the Inland Revenue and the Northern Ireland Housing Executive.

Issues raised by members are taken up directly with the government department or agency concerned. For example Suzie Tracey of Claudy Rural Development raised an issue about Educational Maintenance Allowances which was replied to by the Minister Dr Sean Farren MLA.

We have also introduced this year, Social Policy Briefing Papers that are widely distributed throughout the sector and government via email, the AIAC web site and by post.

The support Fiona has provided through her participation on the External Advisory Group has been very valuable in developing the Tenant Support Service project within SHAC. One of the outcomes of this assistance has been the development of an outreach service with independent advice agencies for SHAC tenants.

Cora Smith - Tenant Support Services



Springfield Charitable Association

I was asked to run a workshop for advisers in Belfast and was encouraged by the response. Members are keen to work in partnership with the Trading Standards Service and the follow up contact I have had from a number of the offices I visited is testimony to this.

Geraldine Molloy TSS

The support AIAC provides, both with Social Policy Briefings, hands on help and email information is invaluable for the beleaguered advice worker, giving an over view of the complex and difficult areas of policy development

**Caryl Williamson
Age Concern**

Services and Support

Newsheet

AIACnews provides a vital link between the members, the voluntary sector and the public sector. It highlights issues which effect the sector, provides updates on legislative and procedural changes in social security matters, promotes the work and achievements of independent advice agencies and explains the current work of AIAC, around such issues as funding, money advice developments and welfare reform and modernisation.

A useful information tool and resource for members and external agencies. It is produced on a quarterly basis and distributed to over 300 organisations. It reflects the diverse work carried out by the independent advice sector. Regular features include sections relating to AIAC's news, news about member organisations, news of social security issues, social policy issues, news from the advice sector, news on information technology developments and health and safety news.



AIACnews June 2000

Insurance Services

The Professional Indemnity Insurance, which is offered in conjunction with AIAC membership and John Kyle Insurance Brokers, remains an important service for members. This year we have also introduced Trustee Insurance. We now provide a tailored package policy combining Professional Indemnity Insurance and Trustee Insurance under a single policy.

This package provides protection for advice organisations as they discharge their function of providing advice and information services to clients. The package is complemented by other insurance services which are available to members from John Kyle Insurance Brokers, such as office insurance and holiday insurance.



Health and Safety

AIAC continue to address health and safety issues for the independent advice sector and liaise with organisations working in this field to highlight initiatives such as European Safety and Health Week. Health and safety articles are featured in most editions of AIACnews; these highlight issues such as new legislation and information relevant to people working within the sector. Regular DSE checks are carried out on AIAC staffs' computer terminals and fire fighting equipment is annually maintained by Northway Fire Protection. There have been no major or minor accidents within AIAC's workplace this year.



Training and Quality Standards

"AIAC will develop and implement a range of training including NVO Advice and Guidance aimed at facilitating the improvement of quality standards in advice services delivery."

NVQs

AIAC has been operating as an Open University Assessment Centre for NVQs in Advice, Guidance, Service Support and the D32/33 Assessor Awards since 1998. During this year major advancements have been made in improving and restructuring the delivery of NVQs. The Internal Verifiers have dedicated much time and energy into promoting the qualifications on offer and in creating a flexible, accessible and supportive learning environment for NVQ candidates.

Internal Developments

We have updated and revamped internal NVQ systems to keep track of registration, payments, assessment progress and certification. Paper-based and computerised databases have been developed and a room designated for NVQ activities. Costs have been reviewed to take account of administrative fees and a three-tiered system has been developed which enables us to subsidise the qualifications for members. As part of our commitment to ensuring accessibility to the qualifications we have become established as an Individual Learning Provider and so can accept applications from Individual Learning Account Holders.

Supporting Candidates and Assessors

During the summer months we undertook recruitment drive to generate candidates. In response to the high level of interest from members and the wider voluntary sector we facilitated two induction sessions. The result was a 140% increase in the uptake of qualifications with 18 new candidates registering (7 have since completed their qualification). Two NVQ workshops have been facilitated to encourage peer support, group work, brainstorming and sharing of information and experiences amongst candidates. Guides have been produced to complement the workshops and over 30 one to one support sessions have been carried out with candidates.

In order to ensure quality of assessments we have developed a range of support mechanisms for assessors. Assessors meetings are held throughout the year and are backed up with on-line support and informal practical support. Assessors are provided with comprehensive assessor packs and yearly audits are carried out to review the activity of each satellite centre.



AIAC NVQ Room

I found the NVO really helped me think more about the way that I deal with clients. It provided me with loads of new information on issues like security and health and safety.

Rita Turley
Springfield Charitable
Association



Kevin Higgins attends OUNI conference



Kevin Higgins attends OUNI conference

Training and Quality Standards

NVQs - External Links

AIAC has remained involved in the wider development of the NVQs in Advice and guidance. We have contributed to CAMPAG consultations on changes to the standards, facilitated a CAMPAG workshop in Belfast and participated in OUVS workshops in London.

We have successfully undergone an external verification visit.

We have encouraged other agencies to embrace NVQs, such as the Law Centre NI and the Disability Unit of the Equality Commission who have accepted invitations to share their expertise and knowledge in the workshops to ensure best practice. Our joint work continues with the main independent advice sector training providers - Housing Rights Service and Law Centre NI to ensure that their courses provide the underpinning knowledge for the NVQ in Advice.

In line with Chartermarks and the move towards Best Value there is an increased recognition amongst both the statutory and private sector of the value of the NVQ as a benchmark of quality. Organisations such as the SSA, the T&EA and NIE have expressed a keen interest in the qualifications on offer at AIAC. We hope to consolidate our work with training providers in the coming year and to assist others in ensuring Best Practice by making the qualifications accessible to all sectors.

Training for members

Following an audit of members training needs in relation to the Disability Discrimination Act, AIAC, in conjunction with the Disability Unit of the Equality Commission NI, facilitated 2 seminars on the Act. 24 members participated in the training. We plan to maintain and develop the positive links which have been established with the Equality Commission.

The partnership with NIE continues to promote the development of the information technology infrastructure within the membership and also to ensure good practice in the delivery of utility information and advice particularly in relation to electricity issues. Members availed of 2 training days delivered by NIE which provided up to date information on NIE codes of practice, services an options and equipped members with the knowledge to assist clients with controlling and managing electricity debts.



Fiona and Kevin with Roger Crowther, External Verifier

NVQs are central to a quality service. We have benefited greatly from the support AIAC has provided in assisting us develop as a satellite centre for the delivery of NVQs and in supporting 6 of our staff to achieve vocational qualifications.

Patricia Morgan
Law Centre NI



AIAC building links with Disability Unit, Equality Commission NI

Disability Discrimination Training

The course was well organised and presented. The literature supplied was very useful.

Martin Hunter
Ballysally Community Association

The training alerted me to possible discrimination as a service provider - gave me a good basic introduction to the legislation.

Sharon Geary
Housing Rights Service

Innovation and ICT

"AIAC will seek to encourage and assist its membership to develop innovative methods in the delivery of advice services particularly where this involves information and communications technology"

E-mail List

The use of information communications technology has greatly enhanced our co-ordination and promotion activities. Regular updates are forwarded to members both for information and comments via the e-group on issues such as social policy, DSD press releases, job advertisements, legislative changes, assembly matters, training and consultation documents. E-group activity has increased with members now using the system frequently to exchange information. An inclusive support network has been created that enables an almost real-time sharing of information amongst and between members and membership support workers.



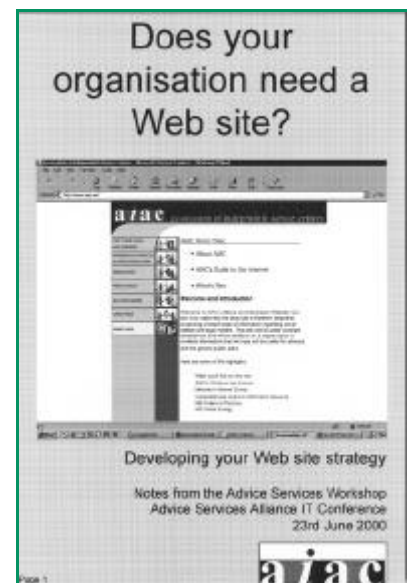
AIAC Email list homepage

ASA ICT Seminar

AIAC, in conjunction with The Law Centre NI and NIACAB, held an information communication technology seminar to look at how the advice sector was developing new technology to aid the delivery of advice. Monica McWilliams, MLA opened the seminar. Speakers included Dan McQuillan from London Advice Services Alliance, who spoke about ICT projects in England and Wales. AIAC focused on web site building strategies for members (see below) and AIMS case-recording software.

Web site Strategy Pack

Barbary Cook, AIAC Communications Coordinator and Mark McGuinness, Ballynafeigh Community Development Association's ICT worker put together a web site strategy pack based on the workshop given at the ICT seminar. The pack took independent advice centres through a series of simple exercises to help them decide what kind of web site would suit their organisation.



E-Consultation Group

AIAC is a member of the e-consultation study group which brings together people from the public, community and voluntary sector, university researchers and private companies interested in applying electronic communications technologies to improve consultation processes. We discuss general issues around consultation and how technology is employed currently and how it might be developed in the future to assist consultation. Our emphasis is on maximising participation and ensuring all sectors, whether voluntary, public, or private, are fully engaged in consultation processes.



Accountability and Involvement

"AIAC will ensure that it remains accountable to its membership, funders and other stakeholders and will seek to encourage maximum involvement by its membership in all its activities."

Accountability and Involvement in Action

AIAC staff value their close and productive relationship with the Management Committee. The Management Committee acts as an invaluable source of advice and support for the organisation. The Management Committee continues to reflect the geographical spread of member organisations and this year we have succeeded in improving the gender balance in terms of Management Committee membership.

AIAC Management Committee and staff attended a development day at Malone House, Belfast in April 2000. The development day gave the management committee members and staff alike time to reconsider the AIAC strategic plan and how AIAC was moving forward to achieve its goals.

It was agreed that several sub-committees should be set up to further investigate issues around quality standards, information communications technology and organisational development. Both members of the AIAC management committee and outside experts sat on the sub-committees. The sub-committees met subsequently throughout the year and their conclusions will be used to plan the future development of AIAC.

Internal to AIAC, members of staff met on a regular basis to discuss the ongoing work of the organisation. The AIAC Membership Support Workers have met throughout the year to discuss member organisations' growing needs and how their own work might be developed to meet those needs. They also use this time to discuss the provision of NVQs in Advice and Guidance in detail, especially as demand for NVQs is increasing rapidly.

AIAC holds staff meetings regularly. Staff use the opportunity to talk about organisational tasks inside AIAC, meetings with external agencies and the administration of membership services such as insurance, AIACnews distribution, social policy briefings and the web site and email list.

AIAC Funding

We have sought to ensure that we have remained accountable to our funders with regard to the efficient and effective use of our resources. Expenditure is closely monitored and quarterly financial reports are presented to the Management Committee. Office systems are in place to monitor internal resources and all accounting practices are computerised.

AIAC Advice Call Referrals April 2000 - March 2001

Type of Query:

| | |
|--------------------|-----|
| Benefits | 206 |
| Housing | 49 |
| Consumer | 150 |
| Counselling/Health | 107 |
| Employment | 94 |
| Legal | 59 |
| Debt/Money | 101 |
| Elderly | 32 |
| Other | 68 |

Total 866



Audited Accounts

The statement of financial activities and balance sheet set out in this report are extracts from the association's audited financial statements. The association's auditors, Finnegan Gibson, have reported on the financial statements as required by charities law and their report is unqualified.

Full audited financial statements available on request from AIAC.

Association of Independent Advice Centres
Statement of Financial Activities for Year Ended 31 March 2001

| | Note | Unrestricted | Restricted | Total 2001 | Total 2000 |
|------------------------------------|------|--------------|------------|---------------|---------------|
| | | £ | £ | £ | £ |
| Income | | | | | |
| Grants received | 2 | 93,582 | 83,416 | 176,998 | 167,299 |
| Membership and insurance | | 19,370 | - | 19,370 | 16,264 |
| Other income | | 12,704 | - | 12,704 | 8,482 |
| Bank interest received | | 2,189 | - | 2,189 | - |
| | | ----- | ----- | ----- | ----- |
| | | 127,845 | 83,416 | 211,261 | 192,045 |
| | | ----- | ----- | ----- | ----- |
| Expenditure | | | | | |
| Salary costs | | 59,569 | 66,657 | 126,226 | 109,843 |
| Travelling expenses | | 4,945 | 1,392 | 6,337 | 4,009 |
| Computers for members | | - | 16,454 | 16,454 | 4,626 |
| Computer equipment | | 546 | 5,777 | 6,323 | - |
| Premises costs | | 12,909 | 1,470 | 14,379 | 12,315 |
| Telephone, postage, stationery | | 7,318 | 5,019 | 12,337 | 11,809 |
| Professional indemnity insurance | | 11,276 | - | 11,276 | 9,584 |
| Debt advice | | - | - | - | 2,215 |
| Membership | | 3,460 | - | 3,460 | 3,397 |
| Management charges | | - | - | - | 3,676 |
| Staff recruitment and training | | 3,549 | 290 | 3,839 | 2,627 |
| Subscriptions and affiliations | | 220 | 162 | 382 | 709 |
| Conferences and seminars | | 5,302 | - | 5,302 | 1,260 |
| Meetings expenses | | 815 | - | 815 | 2,997 |
| Publicity, literature | | 4,055 | 987 | 5,042 | 3,718 |
| Bank charges | | 36 | - | 36 | 50 |
| Audit and accountancy | | 1,024 | - | 1,024 | 963 |
| Consultancy | | - | - | - | 2,059 |
| Sundry expenses | | 1,182 | 348 | 1,530 | 1,857 |
| | | ----- | ----- | ----- | ----- |
| | | 116,206 | 98,556 | 214,762 | 177,714 |
| | | ----- | ----- | ----- | ----- |
| (Deficit)/Surplus before transfers | | 11,639 | (15,140) | (3,501) | 14,331 |
| Transfers between funds | | 11,161 | (11,161) | - | - |
| | | ----- | ----- | ----- | ----- |
| Surplus for year | | 22,800 | (26,301) | (3,501) | 14,331 |
| Balance at start of year | | 8,803 | 33,373 | 42,176 | 27,845 |
| | | ----- | ----- | ----- | ----- |
| Balance at end of year | | 31,603 | 7,072 | 38,675 | 42,176 |
| | | ===== | ===== | ===== | ===== |

Audited Accounts

Association of Independent Advice Centres

Balance Sheet as at 31 March 2001

| | Note | 2001 | | 2000 | |
|--|------|---------|--------|----------|----------|
| | | £ | £ | £ | £ |
| Fixed Assets | | | | | |
| Tangible assets | 3 | | 1 | | 1 |
| Current Assets | | | | | |
| Cash at bank | | 38,011 | | 74,581 | |
| Cash on hand | | 2 | | 2 | |
| Prepayments | | 7,944 | | 2,058 | |
| | | ----- | | ----- | |
| | | 45,957 | | 76,641 | |
| Current Liabilities | | | | | |
| Accrued expenses | | (7,283) | | (12,499) | |
| | | ----- | | ----- | |
| Net Current Assets | | | 38,674 | | 64,142 |
| | | | ----- | | ----- |
| Total Assets less Current Liabilities | | | 38,675 | | 64,143 |
| Accruals and Deferred Income | | | | | |
| | | | - | | (21,967) |
| | | | ----- | | ----- |
| Net Assets | | | 38,675 | | 42,176 |
| | | | ===== | | ===== |
| Represented by | | | | | |
| Unrestricted Funds | | | 31,603 | | 8,803 |
| Restricted Funds | | | 7,072 | | 33,373 |
| | | | ----- | | ----- |
| | | | 38,675 | | 42,176 |
| | | | ===== | | ===== |

Conor McGale - Chairperson
 Harry Smith - Treasurer
 30 October 2001

Treasurer's Report

This has been a particularly difficult financial year for AIAC. Our European funding ended in June 2000. We did not seek gap-funding, taking a calculated decision that we could survive on our surpluses until the next full EU funding programme. We have managed this but to the detriment of considerably reducing our surplus. Nevertheless I am pleased to report that we remain in a fairly healthy financial position and have well advanced plans to remedy our financial situation in the next financial year.

I want to thank all our funders for their continuing support, particularly the Department for Social Development for its funding of our core activities. My thanks also to Kathleen Mulligan for her careful management of the association's accounts and also Des Gibson our auditor for his help and advice during the year.

Harry Smith, Treasurer



Mission Statement

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-judgemental and respect the individual's dignity;
- Advice which is wholly confidential and accountable to the public;
- Independent advice, which is free from statutory or private control and is both non-party 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.

Thanks From AIAC's energetic staff:

| | |
|-------------------|------------------------------------|
| Bob Stronge | Director |
| Kevin Higgins | Membership Support Worker |
| Fiona Magee | Membership Support Worker |
| Barbary Cook | Communications Co-ordinator |
| Kathleen Mulligan | Finance and Administration Officer |
| Gill Cunningham | Membership Administrator |

And thanks to everyone else:

Open University, Inland Revenue, Voluntary Activity Unit, Northern Ireland Electricity, FIAC, John Kyle Insurance, Shanway Printers, Dave Wall, Ballynafeigh Community Development Association, Social Security Agency, Social Fund Inspectors Officer, NIACAB, Law Centre NI, Equality Commission for NI, Disability Unit ECNI, NIVDA, Northern Ireland Housing Executive, UTV Internet, Training and Employment Agency, NICVA, Belfast City Council, LASA, General Consumer Council, Money Advice Trust, Finegan Gibson Accountants, Department for Social Development, NIVT, National Lotteries Charities Board, Belfast Regeneration Office, ERDF, Probation Board NI, Health and Safety Executive NI, Harlins Locksmiths, Glenmount Training Services.



Membership List

Age Concern Castleberg UK
 Age Concern Coleraine
 Age Concern NI
 Ardoyne Association
 Ballymena Family & Addicts Support Group
 Ballynafeigh Community Development Assoc
 Ballysally Community Association
 Ballysillan Advice Service
 Belfast Unemployed Resource Centre
 Bogside & Brandywell Intergated Advice Ctr
 Chinese Welfare Association
 Churches Advice Centre
 Claudy Rural Development Ltd
 Colin Community Groups Association
 Community Development Centre NB
 Corpus Christi Services
 Craigavon Independent Advice Centre
 Creggan Community Care
 Derry Community Social Services Centre
 Disability Action (Belfast)
 Disability Action Derry
 Dungiven Community Resource Centre Ltd
 Early Years
 East Belfast Independent Advice Centre
 Enniskillen Welfare Rights Advice Centre
 Falls Community Council
 Falls Women's Centre
 Fold Housing Trust
 Foyle Down's Syndrome Trust
 Foyle Homeless Action & Advice Service
 Galliagh Commuinity Development Group
 Galliagh Peoples Support Group
 Gingerbread Derry
 Gingerbread NI
 Glenluce Quality Caring Centre
 Greater Turf Lodge Residents Assocation
 Help the Aged
 Hillcrest House
 Housing Rights Service
 L..I.A.I.S.E.
 Ligoniel Improvement Association
 Limavady Community Development Initiative
 Lisburn Welfare Rights Group
 Low Pay Unit
 Low Pay Unit Belfast
 Lower North Belfast Community Council
 Mind Yourself
 National Schizophrenia Fellowship
 Neighbourhood Development Association
 Newry Welfare Rights Centre
 Northern Ireland Council for Ethnic Minorities
 Northlands
 Nucleus
 NUS-USI
 Omagh Independent Advice Services
 Poleglass Residents Association
 Prisonlink (NIACRO)
 Rosemount Resource Centre
 Shankill Women's Centre
 South West Belfast Advice Partnership
 Springfield Charitable Association
 STEER Mental Health Organisation
 Tar Anall
 Tar Isteach
 The Blind Centre for Northern Ireland
 The Resource Centre Derry Ltd
 The Women's Centre Coleraine
 Ulster Prisoners Aid
 Upper Andersonstown Welfare & Advice Grp
 Vine Advice Centre
 WAVE Trauma Centre
 WAVE Trauma Centre - Armagh
 Windsor Women's Centre

Thanks to the Management Committee:

Chair Conor McGale
Omagh Independent Advice Services
Vice-Chair Brian Fox
Craigavon Independent Advice Centre
Treasurer Harry Smith
Lower North Belfast Community Council
Secretary Karen McNamee
East Belfast Independent Advice Centre

Elaine Neill, *Community Development Centre, North Belfast*
 Fiona Green, *Gingerbread*
 Jim Doran, *LIAISE*
 Claire Killen, *Help The Aged*
 Barrie McLatchie *Belfast Unemployed Resource Centre*
 Barry McMullan *Prison Link*
 Gerry Tubritt *Ballynafeigh Community Development Association*
 Jim O'Callaghan, *Housing Rights Service*
 Mathilda Taulbutt, *Limavady Community Development Initiative*



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