



**Freedom of Information Act
Sections 15 & 16 Reference Book**

**A guide to the functions, records, rules
and practices of the Crisis Pregnancy
Agency**

FIRST PUBLISHED MAY 2006
UPDATED JANUARY 2009

Contents

	Page No.
1. Preface	3
1.1 Background	3
1.2 Purpose of Reference Book	3
1.3 How to use this Reference Book	4
1.4 Appendices	5
1.5 Availability of this Book	5
2. Part 1 – Access to Information	6
2.1 Routinely Available Information	6
2.2 Applications under the FOI Act	6
2.3 Compiling your Application	7
2.4 Assistance to persons with a disability	9
2.5 FOI Decision Making within the Crisis Pregnancy Agency	9
2.6 Rights of Review and Appeal	9
2.6.1 Internal Review	10
2.6.2 Review by the Information Commissioner	10
2.7 Fees	11
3. Part 2 – Our Role and Structure	15
3.1 Vision, Mission and Working Principles	15
3.2 Our Policy on Confidentiality	17
3.3 Detailed Information on our Structure and Organisation	18
3.3.1 Role	18
3.3.2 Structure	20
3.3.3 Work we do	21
3.3.4 Classes of Records Held	22
3.3.5 Contact Points	23
4. Rules and Practices	24
4.1 Corporate Governance	25
4.2 Recruitment and Employment of Staff	25
4.2.1 Staff Handbook	25
4.3 Procurement of Goods and Services	25
4.4 Code of Ethics	25
4.5 Crisis Pregnancy Agency Funding Policy	26
4.5.1 Funding Application Process	27

4.5.2 Eligibility for Funding	27
4.5.3 Review of Applications for Funding	28
4.5.4 Communication with Applicant	28
4.5.5 Legal Agreement	28
4.5.6 Monitoring progress and Administering Funds	28
4.5.7 External Evaluation	29
4.5.8 End of Project Procedures	29
Appendix 1 Freedom of Information Application Form	30
Appendix 2 Board of the Crisis Pregnancy Agency	32
Appendix 3 Consultative Committee of the Crisis Pregnancy Agency	33
Appendix 4 Executive of the Crisis Pregnancy Agency	34

1. Preface

(Detailing - Background, Purpose of this Reference Book, How to use this Reference Book, Availability of this Book)

1.1 Background

This Crisis Pregnancy Agency FOI Sections 15 and 16 Reference Book – A Guide to the functions, records, rules and practices of the Crisis Pregnancy Agency, May 2006 is compiled in accordance with the Freedom of Information Acts 1997, as amended by the Freedom of Information Act 2003. All references in this manual to the Freedom of Information Act or Acts refer to the 1997 Act as amended by the 2003 Act.

The Freedom of Information (FOI) Acts, effective from 21st April 1998, establish three new statutory rights:

- a legal right for each person to access information held by public bodies;
- a legal right for each person to have official information relating to him/herself amended where it is incomplete, incorrect or misleading; and
- a legal right to obtain reasons for decisions affecting oneself.

The Acts assert the right of members of the public to obtain access to official information to the greatest extent possible consistent with the public interest and the right to privacy of individuals.

1.2 Purpose of Reference Book

This reference book has been prepared and published in accordance with the requirements of Sections 15 and 16 of the FOI Acts.

In accordance with **Section 15** of the Act, the purpose of this reference book is to facilitate access to official information held by the Crisis Pregnancy Agency, by outlining the structure and functions of this organisation, details of the services we provide and how they may be availed of, information on the classes of records we hold, and information on how to make a request to the Agency under the Freedom of Information Acts, 1997 and 2003.

Section 16 of the FOI Act requires us to publish a book containing:

- the rules, procedures, practices, guidelines and interpretations used by the body, and an index of any precedents kept, for the purposes of decisions under any enactment or scheme administered by us 'with respect to rights, privileges, benefits, obligations, penalties or other sanctions to which members of the public are or may be entitled or subject under the enactment or scheme' together with
- 'appropriate information in relation to the manner or intended manner of administration of any such enactment or scheme.'

1.3 How to use this Reference Book

This book is divided into a number of parts.

Part 1 of the Book - **Access to Information** - explains how to access information from us under FOI and any fees that may arise.

Part 2 of the Book - the "**Our Role and Structure**" - outlines the role of the Crisis Pregnancy Agency and its organisational structure. This part gives a breakdown of our internal structure and organisation. Information is provided under the following headings:

- **Role** – outlines the main work we do.
- **Structure** – gives details of our personnel structure.
- **Work we do** – provides a synopsis of our main activities.
- **Classes of records held** – details the areas under which we hold records.
- **Contact points**– how to contact us for assistance.

- **Rules and Practices** – this information is provided in accordance with Section 16 of the FOI Act as amended. Where we provide any scheme impacting on the public within the meaning of Section 16 of the Act, as outlined under the heading Purpose of Reference Book earlier, then the rules and practices that we use in delivery of this scheme are outlined or referenced under the Rules and Practices heading.

1.4 Appendices

- **Appendix 1** - FOI application form to request access to records under the Act from the Crisis Pregnancy Agency.
- **Appendix 2** - Board of the Crisis Pregnancy Agency
- **Appendix 3** - Consultative Committee of the Crisis Pregnancy Agency
- **Appendix 4** - Staff of the Crisis Pregnancy Agency

1.5 Availability of this Book

Copies of the Manual are available free of charge from the Freedom of Information section of the Agency's website at www.crisispregnancy.ie.

Copies of this publication are also available free of charge from the

Freedom of Information Officer

Crisis Pregnancy Agency

89-94 Capel Street

Dublin 1

Tel: 353 1 814 6292

Fax: 353 1 814 6282

2. Part 1 - Access to Information

How to get information

2.1 Routinely Available Information

The Crisis Pregnancy Agency (henceforth “the Agency”) currently makes information routinely available to the public in relation to its functions, activities and schemes. Such information will continue to be available informally without the need to use the FOI Act, without infringing on the rights of any other organisation or individual. Copies of the Agency’s annual reports, Strategy document, research reports and other general publications such as resource materials are available free of charge from the Crisis Pregnancy Agency. This information can be found by visiting the website of the Agency at www.crisispregnancy.ie or by calling or writing to the Crisis Pregnancy Agency.

Such information in relation to each of the activities of the Crisis Pregnancy Agency will continue to be made available without the need to use the FOI Act. The FOI Act is designed to allow public access to information held by public bodies which is NOT routinely available through other sources. Access to information under the Act is subject to certain exemptions and involves specific procedures and time limits. This manual is intended to be a guide to the structure of the Crisis Pregnancy Agency so as to help members of the public to access information NOT routinely available through other sources. The manual will be subject to review on an ongoing basis.

2.2 Applications under the FOI Act

Under the FOI Act, anyone is entitled to apply for access to information not otherwise publicly available. Each person has a right to:

- Access to records held by us not covered by one of the exemptions in the Act.
- Correction of personal information relating to oneself held by us where it is inaccurate, incomplete or misleading.
- Access to reasons for decisions made by us directly affecting oneself.

The following records come within the scope of the Act:

- All records relating to personal information held by us irrespective of when created.
- All other records created from commencement date of the Act i.e. 21st April 1998.
- Any other records necessary to the understanding of a current record.
- Personnel records of serving staff created from 21st April 1995 and those created prior to that date where they are being used or proposed to be used in a way which adversely affects or may affect the person involved.

We will normally be obliged to respond to a request within 4 weeks. A week is defined in the Act to mean 5 consecutive weekdays, excluding Saturdays and public holidays (Sundays are also excluded, as they are not week days).

Applications under the FOI Act should be addressed to:

Freedom of Information Officer

Crisis Pregnancy Agency

89-94 Capel Street

Dublin 1

Tel: (01) 814 6292

Fax: (01) 814 6282

Email: info@crisispregnancy.ie

2.3 Compiling your application

- (i) Your application should be in writing and, if applicable, accompanied by the appropriate fee (see "fees" below). The

relevant fee should be paid by Bank Draft, Money Order, Postal Order or cheque drawn on a bank in the Republic of Ireland, and be made payable to the Crisis Pregnancy Agency.

You may use the form entitled 'Request for Information under the Freedom of Information Acts' which is widely available or OUR version of this form (see Appendix 1). This form is also available from the Freedom of Information section of the Agency's website at www.crisispregnancy.ie.

If you are not using the form outlined above, then your application should indicate that the information is sought under the Freedom of Information Act.

- (ii) If you require a reply in a particular format i.e. photocopy, computer disk, etc. please mention this in your application.
- (iii) Please be as detailed and as specific as possible when compiling your application as this will assist us in dealing with it. It can also result in lesser charges being incurred on search and retrieval in cases where these fall to be paid. Where possible please try to indicate the time period for which you wish to access records e.g. records created between May 2003 and December 2003. If you have any difficulty in preparing your application our staff will be happy to assist you in this regard.
- (iv) You may be required to prove your identity, especially when seeking personal information, so you may, therefore, be asked to produce your Birth Certificate, Driving Licence, Passport or other form of identity.
- (v) Please include a daytime telephone number, if possible, so that you may be contacted quickly if it is necessary to clarify details of your request.

We are happy to provide assistance to members of the public who seek advice on making a request.

2.4 Assistance to persons with a disability

We are available to provide assistance to persons with a disability to exercise their rights under the FOI Act (e.g. accepting oral requests from requesters, who are unable to read, print and/or write due to their disability, enabling the requester to inspect or have records explained to him or her).

2.5 FOI Decision Making in the Crisis Pregnancy Agency

The Crisis Pregnancy Agency has a Freedom of Information Officer who administers all work relating to FOI. Senior members of the Executive will act as decision makers (those at Higher Executive Officer and Assistant Principal grades) and the Director of the Agency will carry out all internal reviews.

We acknowledge receipt of FOI applications not later than 2 weeks following their receipt and forward them to the FOI Decision Maker for decision. The Decision Maker proceeds to deal with the request, liaise with the requester as appropriate and make a decision on the matter.

2.6 Rights of Review and Appeal

The Act sets out a series of exemptions to protect sensitive information where its disclosure may damage key interests of the State or of third parties. Where a Public Body invokes these provisions to withhold information, the decision may be appealed. Decisions in relation to deferral of access, charges, forms of access, etc. may also be the subject of appeal. Details of the appeals mechanisms are as follows:

2.6.1 Internal Review

You may seek internal review of the initial decision which will be carried out by an official at a higher level if:

- (a) you are dissatisfied with the initial response received i.e. refusal of information, form of access, charges, etc., or
- (b) you have not received a reply within 4 weeks of your initial application. This is deemed to be a refusal of your request and allows you to proceed to internal review.

Requests for internal review should be submitted in writing and, if applicable, accompanied by the appropriate fee, (see under Fees) to:

**The Director
FOI Internal Reviewer
Crisis Pregnancy Agency
89-94 Capel Street
Dublin 1
Tel: 01 814 6292
Fax: 01 814 6282
Email: info@crisispregnancy.ie**

The relevant fee should be paid by Bank Draft, Money Order, Postal Order or cheque drawn on a bank in the Republic of Ireland, and should be made payable to the Crisis Pregnancy Agency.

Such a request for internal review must be submitted within 4 weeks of the initial decision. We must complete the review within 3 weeks. Internal review must normally be completed before an appeal may be made to the Office of the Information Commissioner.

2.6.2 Review by the Information Commissioner

Following completion of internal review, you may seek independent review of the decision from the Information Commissioner. Also if you have not

received a reply to your application for internal review within 3 weeks, this is deemed to be a refusal and you may appeal the matter to the Information Commissioner.

Appeals in writing, and, if applicable, accompanied by the appropriate fee, (see under Fees below) may be made directly to the Information Commissioner at the following address:

Office of the Information Commissioner

18 Lower Leeson Street

Dublin 2

Lo Call: 1890 22 30 30

Tel: 01 639 5689

Fax: 01 639 5674

E-mail: info@oic.ie

Website: www.oic.gov.ie

2.7 Fees

Application fees

A standard application fee of **€15** must accompany an FOI request made under section 7 of the Act for a record or records **containing non-personal information**.

A reduced fee of **€10** applies if the person making such a request is covered by a medical card.

The following requests/applications are exempt from application fees:

- (a) A request under section 7 for a record or records containing only personal information related to the requester.
- (b) An application under section 17 (right of amendment of records relating to personal information).
- (c) An application under section 18 (right of person to information regarding acts of public bodies affecting the person).

Internal review fees

A standard application fee of **€75** must accompany an application for internal review under section 14 of the Act.

A reduced fee of **€25** applies if the person bringing the application is a medical card holder or a dependant of a medical card holder.

The following internal review applications are exempt from application fees:

- (a) An application in relation to a decision concerning records containing only personal information related to the applicant.
- (b) An application in relation a decision under section 17 (right of amendment of records relating to personal information).
- (c) An application in relation to a decision under section 18 (right of person to information regarding acts of public bodies affecting the person).
- (d) An application in relation to a decision to charge a fee or deposit, or a fee or deposit of a particular amount.
- (e) An appeal of a decision which is deemed to be refused because the original request was not replied to within the required time limits.

Review by Information Commissioner

A standard application fee of **€150** must accompany applications to the Information Commissioner for review of decisions made by public bodies under section 34 of the Act.

A reduced fee of **€50** applies if

- (a) the person bringing the application is a medical card holder or a dependant of a medical card holder or
- (b) the person is specified in section 29(2) i.e. a third party with the right to apply directly to the Information Commissioner where a public body decides to release their information on public interest grounds.

The following applications to the Information Commissioner do not require an application fee:

- (a) An application concerning records containing only personal information related to the applicant.
- (b) An application in relation a decision under section 17 (right of amendment of records relating to personal information).
- (c) An application in relation to a decision under section 18 (right of person to information regarding acts of public bodies affecting the person).
- (d) An application in relation to a decision to charge a fee or deposit exceeding €25.00 under section 47 in respect of search and retrieval and photocopying of records (decisions in relation to the charging of fees or deposits for search and retrieval and/or photocopying of less than €25 are not subject to review by the Information Commissioner).
- (d) An application in relation to a decision to charge a fee under section 47(6A), or a fee of a particular amount under section 47(6A), on the grounds that the records concerned do not contain only personal information related to the requester or the requester is not a medical card holder or a dependant of a medical card holder.
- (e) An appeal of an internal review decision which is deemed to be refused because that decision was not made within the required time limits.

Search and Retrieval and photocopying fees

Fees may also be charged for search and retrieval of records as follows:

- In respect of personal records, fees in respect of the cost of copying the records requested will apply.
- In respect of other (non-personal) information, fees may be charged in respect of the time spent in efficiently locating and copying records, based on a standard hourly rate of €20.95. No charges shall apply in respect of the time spent by public bodies in considering requests.

A deposit may be payable where the total fee is likely to exceed €50.79. In these circumstances, we will, if requested, assist the member of the public to amend the request so as to reduce or eliminate the amount of the deposit.

Charges may be waived in the following circumstances:

- where the cost of collecting and accounting for the fee would exceed the amount of the fee; or
- where the information would be of particular assistance to the understanding of an issue of national importance; or
- in the case of personal information, where such charges would not be reasonable having regard to the means of the requester.

Section 47 of the FOI Act sets out the rules for applying search and retrieval fees. Fees are currently set as follows in accordance with Statutory Instruments Nos. 264 of 2003, 139 of 1998 and 13 of 1997:

- €20.95 per hour - search and retrieval
- €0.04 per sheet for a photocopy
- €0.51 for a 3½ inch computer diskette
- €10.16 for a CD-ROM
- €6.35 for a Radiograph (X-Ray)

3. Part 2 – Our Role and Structure

3.1 Vision, Mission Statement and Working Principles

Our vision

Through its Strategy the Agency will work to achieve its **Vision** for a future where:

Pregnancy and parenting are a welcomed and positive experience for women, their partners and families.

Crisis pregnancies are experienced less often, but when they do occur, women can face and manage the crisis without fear for the future because appropriate support is available no matter what choice they make.

Our mission

The Crisis Pregnancy Agency was established by the Minister for Health and Children to:

- Develop and support the implementation of a national Strategy to address the issue of crisis pregnancy, in consultation and partnership with Departments of State and relevant agencies
- Work in partnership with the appropriate agencies to promote and co-ordinate the attainment of the objectives contained in the strategy
- Promote the development by the Departments of State and appropriate agencies of an operational plan to implement the strategy in its own sphere of responsibility. Monitor and review the attainment of the objectives of such operational plans
- Produce periodic reports on progress and propose remedial action where required
- Take such measures and engage in such activities as it considers necessary to address the issue of crisis pregnancy
- Draw up codes of good practice for consideration by agencies and individuals involved in providing services to woman with crisis

pregnancies

- Promote and commission research into aspects of crisis pregnancy as considered necessary
- Furnish whenever it is so required by the Minister or on its own initiative, advice to the Minister or other Ministers of the Government on issues relating to crisis pregnancy
- Perform any other functions in relation to crisis pregnancy that the Minister may from time to time assign to it.

Our working principles

In implementing our Strategy we will be guided by the following set of working principles.

People centred: While the woman experiencing crisis pregnancy is at the heart of all our decision-making, we also keep the woman's partner and her family in our focus. This is shown in the effectiveness of our communications campaigns – particularly those promoting crisis pregnancy services - and the non-judgmental stance taken by the Agency regarding the choices women make in crisis pregnancy.

Evidence based: All our actions and activities are underpinned by research, which allows us to have an authoritative voice in the field of sexual health, reproductive decision-making and crisis pregnancy. This is shown in the quality of the outputs from our research and policy function and how these have been used, applied and adopted by the Agency itself and by other organisations.

Solution focused, innovative and courageous: We believe we need to be bold, insightful and imaginative in order to challenge and inform and that our messages need also to be solution focused. This is shown in the mix of channels and methods used to communicate contraception and crisis pregnancy messages to particular target groups.

Objective: We work in an area where people have deeply-held, passionate convictions; we meet that challenge as a State agency by adhering to our mandate, utilising evidence and promoting good practice.

This is shown in the spread and scope of our funding programme, the rigour applied in developing our education and information resources and the way we communicate.

Value partnership and consultation: We believe we can't do it on our own and we value the expertise and experience of others. This is shown in the range and scale of consultation we engage in and the variety of partnerships formed.

Accountable: As a publicly funded body, we are very conscious of the need to combine effectiveness with transparent decision making, providing value for money and ultimate accountability to the public through the Minister and Department of Health and Children. We seek to learn from our experience; therefore we invest in evaluation and continuously improve what we do. This is shown in the systematic approach the Agency has taken to governance and evaluation.

3.2 Our Policy on Confidentiality

We undertake to treat as confidential any information provided to us in confidence by individuals or others, subject to our obligations under law, including the Freedom of Information Act. If, for any reason, you wish that information provided to us should not be disclosed because of its sensitive nature, then you must, when supplying the information, make clear this wish and specify the reasons for the information's sensitivity. We will consult with you before making a decision on any Freedom of Information request received involving sensitive information which you may have supplied.

3.3 Detailed Information on our Structure and Organisation

3.3.1 Role

In late 2000 the Fifth Progress Report of the All-Party Oireachtas Committee on the Constitution, in dealing with the subject of abortion, concluded that *"a major problem facing Ireland is the large number of crisis pregnancies....There is an urgent need to take measures to reduce the number of crisis pregnancies"*. The report also discussed the needs of women faced with crisis pregnancy. The Committee recommended the establishment of an agency specifically charged with the responsibility to develop a strategy to reduce the number of crisis pregnancies and to ensure that women faced with a crisis pregnancy are offered *"real and positive alternatives"*.

The Crisis Pregnancy Agency was established in October 2001 under the Health (Corporate Bodies) Act, 1961, and is governed by the Crisis Pregnancy Agency (Establishment) Order 2001 (S.I. No. 446 of 2001) as amended by the Crisis Pregnancy Agency (Establishment) Order 2001 (Amendment) Order 2007 (S.I. No. 175 of 2007).

The purpose of the Crisis Pregnancy Agency is to bring strategic focus to the issue of crisis pregnancy and so to add further value to the work of existing service providers.

The primary function of the Agency is to prepare and implement a strategy to address the issue of crisis pregnancy, in consultation with relevant Departments of State and with such other persons as are considered appropriate.

The Agency has three mandates, which are set out in the Statutory Instrument:

Mandate A: a reduction in the number of crisis pregnancies by the provision of education, advice and contraceptive services;

Mandate B: a reduction in the number of women with crisis pregnancies who opt for abortion by offering services and supports which make other options more attractive;

Mandate C: the provision of counselling services, medical services and such other health services for the purpose of providing support, after crisis pregnancy, as may be deemed appropriate by the Agency.

Strategic Dimensions

The Strategy for the Crisis Pregnancy Agency from 2007 – 2011 focuses on three central objectives, derived from its mandates:

- Reduce the number of crisis pregnancies
- Reduce the number of women choosing abortion as an outcome of crisis pregnancy
- Safeguard women's physical and mental health following termination of pregnancy

Seven strategic priorities will help the Agency deliver these objectives.

Knowledge about Relationships and Sexuality for Adolescents

Achieve measurable improvements in knowledge about relationships and sexuality among

Contraception

Improve access to and information on contraception and contraceptive services – particularly for groups at risk of crisis pregnancy

Communications

Promote positive behavioural and cultural changes

Crisis Pregnancy Services

Improve access to and delivery of crisis pregnancy counselling services and post-abortion medical and counselling services

Continuation of Pregnancy

Improve the range and nature of supports central to making continuation of pregnancy more attractive. Ensure that women, their partners and families are fully informed about these supports

Research

Strengthen understanding of the contributory factors and solutions to crisis pregnancy, using research to promote evidence-based practice and policy development

Policy Influence

Influence policy makers and key players on prevention of crisis pregnancy, reproductive decision-making and crisis pregnancy outcomes

3.3.2 Structure

The Minister of Health and Children appointed Ms. Katharine Bulbulia as the new Chairperson to the Board of the Crisis Pregnancy Agency in December 2006. Eight Board members (see Appendix 2) were subsequently appointed and the Board meets on a monthly basis. The Board works through a number of subcommittees. These subcommittees comprise of the

- Funding Subcommittee
- Finance and Audit Subcommittee
- Research and Policy Subcommittee
- Communications Subcommittee
- Staff Subcommittee
- Counselling (Manual and Training) Subcommittee
- Strategy Subcommittee (when required)

In addition to the Board and Executive, the Minister for Health and Children established a 25 member Consultative Committee, drawn from a wide range of related professions and agencies (membership listed in Appendix 3). The function of the Consultative Committee is "to advise the Agency in relation to (a) any matters pertaining to crisis pregnancy as are referred to it by the Agency and (b) any other matters coming within the remit of the Agency".

The Executive of the Agency

The Executive of the Agency is comprised of a Director and a senior management team supported by administration, communications, research and policy and health promotion staff. The work programme is divided into four main areas:

- funding programme;
- communication, information and health promotion programme;
- research and policy programme;
- administration.

The Agency has developed the organisational structure to ensure that it is aligned with the Strategy and annual business plans. The Agency has fifteen members of staff (listed in appendix 4).

3.3.3 Work we do

The Agency carries out work in six main areas:

- **Board and Consultative Committee**
- **Finance and Administration**
 - Finance and Accounting
 - Personnel
 - Recruitment
 - Secretarial support to the Board, Subcommittees and the Consultative Committee
 - Housekeeping and Buildings
 - Publication of Documents
 - Freedom of Information
 - Information Technology
- **Programmes and Communications**
 - Development and Delivery of Public Information Campaigns
 - Website Development and Maintenance
 - Publication of Reports
- **Service Provider Funding**
 - Crisis Pregnancy Prevention

- Services and supports for Women Experiencing Crisis Pregnancy
- Crisis Pregnancy Counselling Funding
- Post Crisis Pregnancy Services and Supports
- **Strategic Development**
 - Strategy Development
 - Strategy Implementation
- **Research and Policy**
 - Research Inventory
 - Analysis of Research on Aspects of Crisis Pregnancy
 - Analysis of Policy Initiatives
 - Various research projects/programmes
 - Dissemination of research

3.3.4 Classes of records held

Board and Consultative Committee

These records include details of all members of the Board, Consultative Committee and Subcommittees and minutes of meetings held.

Finance and Administration

These records include all accounts, audit, bank and payroll details. Also included are all personnel files, recruitment files, freedom of information files, procurement guidelines, safety statement of the Agency, staff guidelines along with relevant circulars relating to pay and conditions and corporate governance.

Programmes and Communications

Records held in this area include files pertaining to the design, printing/publishing of leaflets, posters and booklets and information regarding TV and Radio advertising. There are also records of linkages with various organisations with whom the Agency works in order to ensure the accuracy of materials produced.

Service Provider Funding

The records held in this area include all records relating to core funding, crisis pregnancy prevention, services and supports for women experiencing crisis pregnancy, crisis pregnancy counselling funding and funding for post crisis pregnancy services and supports.

Strategic Development

The records held in this area include details of consultations held by the Agency in the development of the strategy. This area uses records from all other areas in the agency in the development of the strategy.

Research and Policy

The records held in this area include the library of information, journal articles and books relating to crisis pregnancy, details of all projects that the Agency is involved in, statistics relating to crisis pregnancy and campaigns being run by the Agency.

3.3.5 Contact points

The Agency can be contacted at the address below or by any of the other means identified below.

The Crisis Pregnancy Agency
89-94 Capel Street, Dublin 1.
Tel: (01) 814 6292. Fax: (01) 814 6282
Email: info@crisispregnancy.ie
Website: www.crisispregnancy.ie

4. Rules and practices

This section of the manual is prepared in accordance with the publication requirements set out in section 16 of the Freedom of Information Act and is known as the "Section 16 Manual". Section 16 of the Freedom of Information Act requires the Crisis Pregnancy Agency to prepare and publish a manual containing:

“(a) the rules, procedures, practices and guidelines and interpretations used by the body, and an index of any precedents kept by the body, for the purposes of decisions, determinations or recommendations, under or for the purposes of any enactment or scheme administered by the body with respect to rights, privileges, benefits, obligations, penalties or other sanctions to which members of the public are or may be entitled or subject under the enactment scheme, and

(b) appropriate information in relation to the manner or intended manner of administration of any such enactment or scheme”.

The purpose of this section of the manual is to facilitate access to information regarding rules, procedures and practices in relation to decisions made by the Crisis Pregnancy Agency.

This section of the manual details the procedures of the Crisis Pregnancy Agency in relation to enactments or schemes to which Section 16 of the Freedom of Information Act applies.

Information is provided in relation to the following categories:

Corporate Governance

Recruitment and Employment of Staff

The Issuing of Contracts for the Supply of Goods and Services

Code of Ethics

The Administration of the Agency’s Funding Programme

4.1 Corporate Governance

The Crisis Pregnancy Agency is committed to the highest standards of corporate governance. The Crisis Pregnancy Agency complies with the “Code of Practice for the Governance of State Bodies” as issued in October 2001 by the Department of Finance.

4.2 Recruitment and Employment of Staff

The Administration department of the Agency operates the Agency's Human Resources Management administration system. This system is operated in compliance with civil service guidelines issued by the Department of Finance.

4.2.1 Staff Handbook and Information Guide

All staff are issued with a handbook on commencement of employment. The purpose of this document is to inform all employees of the Crisis Pregnancy Agency of the procedures and policies that relate to the Human Resource function within the Agency.

4.3 Procurement of Goods and Services

The Crisis Pregnancy Agency adheres to the general procedures which are prescribed for public bodies in relation to public tendering and the procurement of goods and services.

The Agency complies fully with the requirements set down in the Department of Finance publication, 'National Public Policy Procurement Framework', which is available to download from the Departments website www.gov.ie/finance.

4.4 Code of Ethics

The purpose of this Code of Ethics is to articulate the principles that guide the Crisis Pregnancy Agency's decision-making in light of its responsibilities towards its diverse constituencies. These principles will guide the decisions that are made regarding the development, funding and support of projects and the Crisis Pregnancy Agency's research (including the research it funds). The principles will form part of the frame of reference when proposals for funding are being assessed.

In its approach to its work, and in supporting the work of others, the Agency will:

- 1 be respectful of and non-judgmental regarding the choices made

- by women who face crisis pregnancy
- 2 be respectful of a woman's autonomy and her right to privacy (within the constraints of the law)
 - 3 be guided by reliable research and good practice in all areas of our work
 - 4 endeavour to work collaboratively with agencies working in the field
 - 5 strive to promote policies that are respectful of the diverse experiences and viewpoints that exist on this issue
 - 6 be supportive of agencies which
 - o use professional approaches to counsel, educate and provide information to the public
 - o fully inform clients of their organisation's ethos
 - o promote informed decision-making in resolving issues regarding crisis pregnancy and related sexual health matters
 - o use reliable research and responsible monitoring and evaluation methods to ensure accountability and good practice
 - o work to promote equity of access and quality for clients
 - o provide appropriate referrals when the information or service requested by the client is not available.

4.5 Crisis Pregnancy Agency Funding Policy

The Crisis Pregnancy Agency provides state funding to crisis pregnancy counselling organisations. The Crisis Pregnancy Agency also provides additional funding to these and other agencies and organisations involved in the provision of crisis pregnancy counselling. The Agency also funds a wide range of projects with a focus on crisis pregnancy prevention and other projects aimed at providing services and supports to women who are experiencing or have experienced a crisis pregnancy which includes post termination medical check ups. The rules and procedures in relation to the Agency's funding programme are outlined below.

4.5.1 Funding Application Process

The current process involves the posting of advertisements for applications for funding, occasional one-off unsolicited applications and occasional invited one-off applications. The Funding Subcommittee, which advise the Board in relation to the development and management of the Agency's funding programme, the Administration Manager and the Funding Officer of the Crisis Pregnancy Agency are responsible for over seeing this process. Applications for funding are accepted on official Crisis Pregnancy Agency application forms. Funding is administered in accordance with the Agency's Funding Criteria, Terms and Conditions as approved by the Minister for Health and Children. A copy of this document is available to down load from the website of the Agency at www.crisispregnancy.ie.

4.5.2 Eligibility for Funding

Applications for funding may be considered if the proposals meet the following requirements;

- The requirements as outlined in the advertisement concerned
- The priorities as outlined in the Agency's Strategy 2007 - 2011 and the Agency's mandate as defined in its Establishment Order.

Copies of the Strategy of the Crisis Pregnancy Agency are available to order from the offices of the Crisis Pregnancy Agency or can be downloaded from the website of the Agency www.crisispregnancy.ie.

4.5.3 Review of Applications for Funding

Funding applications are considered by the Administration Manager and the Funding Subcommittee of the Agency. The Funding Subcommittee consists of six members, including three Board members and three members of the Executive of the Agency. The decision to provide funding to specific projects/areas is based on

judgements relating to the relevancy of projects to the criteria and mandates of the Agency and the Agency's strategic objectives.

4.5.4 Communication with Applicant

The duration of the review process can vary, but usually takes no more than eight weeks. Applicants are advised in writing as to the outcome of the review process and this is the responsibility of the Administration Manager and the Funding Officer.

4.5.5 Legal Agreement

The Service Level Agreement (SLA) is the responsibility of the Administration Manager and the Funding Officer. The SLA is drafted setting out the project deliverables, timescales, and payments to be made in each year. Two copies of the SLA are forwarded to the awardees for signature. The SLA is returned to the Agency for countersigning. One copy of the SLA is then returned to the awardees for their records.

4.5.6 Monitoring Progress and Administering Funds

The Agency requires those in receipt of funding to submit quarterly statistical and expenditure reports in addition to six-monthly and annual progress reports. These are reviewed by the Administration Manager and the Funding Officer. These quarterly and six-monthly reports are used by the Agency to ensure that the project is on-track and meeting objectives as outlined in the Service Level Agreement. If necessary revised objectives can be agreed with the grantees over time by the Administration Manager and the Funding Subcommittee. Minor revisions can be approved by the Administration Manager however, more significant requests must be considered by the Funding Subcommittee.

4.5.7 External Evaluation

Projects may be subject to external evaluation. This is dependent on the nature of the project and will be agreed between the Agency and the applicant.

4.5.8 End of Project Procedures

Projects funded by the Crisis Pregnancy Agency submit a final report at the end of the project (generally within three months of the end of the project). This is followed by the submission of audited accounts.

Disclaimer

While all reasonable care has been taken to ensure that the information contained in this reference book is true and accurate at the time of compilation, the Board of the Crisis Pregnancy Agency is not bound by errors in, or omissions from, this publication, and accepts no liability for any loss or damage howsoever arising as a result of use or reliance on this reference book or on the information therein or in respect of information accessed by way of the worldwide web version of this publication. The Board reserves the right to amend or delete any of the information included at anytime.

Appendix 1: 'Request for Information under the Freedom of Information Acts' Form

REQUEST FOR ACCESS TO RECORDS UNDER THE FOI ACT, 1997 AS AMENDED 2003

PLEASE USE BLOCK CAPITALS

APPLICANT DETAILS

SURNAME:	
----------	--

FIRST NAME(S):	
----------------	--

POSTAL ADDRESS:	

TELEPHONE NUMBERS:	MOBILE:
	HOME:
	BUSINESS:

E MAIL ADDRESS:	
-----------------	--

FEES

THE INFORMATION LEAFLET ACCOMPANYING THIS FORM INDICATES WHEN FEES ARE REQUIRED. PLEASE READ THIS LEAFLET BEFORE SUBMITTING YOUR REQUEST.

DETAILS OF REQUEST

IN ACCORDANCE WITH SECTION 7 OF THE FREEDOM OF INFORMATION ACT, 1997, I REQUEST ACCESS TO RECORDS WHICH ARE (PLEASE TICK AS APPROPRIATE): PERSONAL NON-PERSONAL

PERSONAL INFORMATION

BEFORE YOU ARE GIVEN ACCESS TO PERSONAL INFORMATION, PROOF OF IDENTITY SUCH AS A PASSPORT OR DRIVING LICENCE MAY BE REQUIRED. ACCESS TO PERSONAL INFORMATION RELATING TO ANOTHER PERSON WILL NOT NORMALLY BE GIVEN UNLESS THE WRITTEN CONSENT OF THAT PERSON HAS BEEN OBTAINED.

PLEASE DESCRIBE IN AS MUCH DETAIL AS YOU CAN, THE RECORDS TO WHICH YOU ARE SEEKING ACCESS. IF YOU ARE LOOKING FOR PERSONAL RECORDS, PLEASE PROVIDE THE FULL NAME OF THE PERSON TO WHOM THE RECORD RELATES. YOU WILL NOT NORMALLY BE GIVEN ACCESS TO PERSONAL INFORMATION OF ANOTHER PERSON UNLESS YOU HAVE OBTAINED THE WRITTEN

CONSENT OF THAT PERSON.

I REQUEST THE FOLLOWING RECORDS:

PLEASE SIGN HERE: _____

DATE: _____

FORM OF ACCESS

MY PREFERRED FORM OF ACCESS IS: (PLEASE TICK AS APPROPRIATE)

TO RECEIVE COPIES OF THE RECORDS: BY POST OTHER (PLEASE SPECIFY)

COMPLETED FORM TO BE SENT TO:

**FREEDOM OF INFORMATION OFFICER,
CRISIS PREGNANCY AGENCY, 89-94 CAPEL STREET, DUBLIN 1.**

FOR OFFICE USE ONLY

DATE REQUEST RECEIVED:	
IDENTITY VERIFIED:	
FORM OF IDENTITY PRODUCED:	
CONSENT CONFIRMED:	
FEE RECEIVED (IF APPLICABLE)	

Appendix 2: Membership of the Board of the Crisis Pregnancy Agency

Katharine Bulbulia, Chairperson

Maureen Bohan, Senior Inspector, Department of Education and Science

Helen Faughnan, Department of Social and Family Affairs

Peter Finnegan, Businessman

Cllr. Sally-Ann Flanagan

Dr. Anne Flood, HSE

Fergal Goodman, Department of Health and Children

Rosemary Grant, Principal Medical Social Worker, Coombe Women's Hospital

Geraldine Luddy, Director, The Women's Health Council

Appendix 3: Membership of the Consultative Committee of the Crisis Pregnancy Agency as appointed by the Minister for Health and Children

Chairperson:	Geraldine Luddy, Director, The Women's Health Council, and Board Member, Crisis Pregnancy Agency.
Members:	Louise Graham, National Coordinator and representative of Cura
	Karen Dent, member and representative of National Parents Council Post Primary
	The Reverend Bruce Pierce, representative of the Church of Ireland Bishops
	Margot Doherty, Assistant Chief Executive and representative of Treoir
	Catherine Duffy, National Planning Specialist, PC, HSE West and representative of Health Service Executive
	Rhonda Donaghy, representative of Irish Congress of Trade Unions
	Rosie Toner, Director of Counselling and representative of IFPA
	Kay Garvey, Nurse and representative of Irish Nurses Organisation
	Julie Kerins, Senior Social Worker, Cúnamh, and representative of Council of Irish Adoption Agencies
	Sherie de Burgh, Director of Counselling and representative of One Family
	Ursula Byrne, Education Officer and representative of An Bord Altranais
	Alison Begas, Chief Executive and representative of Dublin Well Woman
	Rosaleen McDonagh, Project Officer, Pavee Point, and representative of the Travelling Community
	Salome Mbugua, National Director, Akidwa, and representative of non-Irish nationals
	Roisin Dermody, representative of people with disabilities
	Noelle Shannon, Taoiseach's nominee
	Sunniva McDonagh, Senior Council and representative of the Irish Episcopal Conference
	Frances Shearer, National Coordinator of RSE and representative of the education sector
	Anthony Muldoon, Welfare Officer, Union of Students in Ireland
	David Simpson, Training Consultant, Men's Health Expert
	Dr Helen McMillan, Cork University Maternity Hospital, Institute of Obstetricians and Gynaecologists

Jessica Dempsey, Press and Communications Officer,
Chambers of Commerce of Ireland

Appendix 4: Staff of the Crisis Pregnancy Agency

Caroline Spillane, Director
Dr. Stephanie O’Keeffe, Research & Policy Manager
Fiona Larthwell, Administration Manager
Enda Saul, Programmes & Communications Manager
Sarah Ryan, Funding Officer
Aoife Kelly, Administration Officer
Orla McGowan, Education & Information Officer
Lorna Farren, Programmes & Communications Officer
Mary Smith, Research Officer (Job Share)
Roisin Morris Coyle, Research Officer (Job Share)
Maeve O'Brien, Policy Officer
Sarah Murphy, Research Assistant
Lynn Dowling, Administration Assistant
Roisin Guiry, Programmes and Communications Assistant
Trish Wallace, Accounts/Office Clerk
Marsha Williams, Receptionist & Director’s PA