

ICANN Benefit Assessment Advocacy Project Story

The benefits project aids clients in ensuring that they are sufficiently supported through the benefits assessment process. Due to the nature of the assessment clients can often become extremely anxious and worried. As a result important medical information can be missed which may potentially affect their claim. An example of this occurred when I had a client whom suffered from agoraphobia alongside with other conditions. My client had endured long term mental illness which had an impact on many areas of her life. Consequently she had very low self-confidence and self-esteem. This also filtered down to when she communicated with others, particularly with people she was unfamiliar with. As her advocate I met with her prior to the assessment and went through all her medical conditions. This enabled my client to thoroughly not only explain her physical and emotional issues but explain how this had an impact on her daily living. Likewise this meant that on the day of the assessment we had already established a trusting relationship which eased her anxiety. Although my client still found the assessment distressing, I was able to prompt and remind her of some of the discussions we previously had. Ultimately this resulted in my client being able to give a genuine account of how her health impacted her day to day life.