



An Roinn Leanaí, Comhionannais,
Míchumais, Lánpháirtíochta agus Óige
Department of Children, Equality,
Disability, Integration and Youth

Support Services Information Booklet for International Protection Applicants

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Prepared by the Department of
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gov.ie

Table of Contents

1. Introduction	3
2. Dublin Based Services	4
3. Services Based Outside of Dublin.....	6
4. Legal Supports and Migrants Rights Groups.....	10
5. Education and Childcare Supports	12
6. Services for Women	14
7. Family Berevement Services	15
8. Supports for Children, Young People and Families.....	17
9. Mental Health Supports.....	20
10. Counselling Services.....	22
11. Services and supports for older people	24
12. Online videos and courses	25
13. Apps	26
14. Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBT+) Supports.....	26
15. Sexual Health and Trauma	29

1. Introduction

The International Protection Accommodation Service (IPAS) is a division of the Department of Children, Equality, Disability, Integration and Youth (DCEDIY).

It is responsible for the provision of accommodation and related services to people in the International Protection process.

The IPAS Resident Welfare Team has developed this information booklet to help International Protection applicants to identify and access services that may be helpful for them.

This booklet is not exhaustive, and services may be added or removed periodically as new information becomes available.

For information on supports in your local area, please speak to your Centre Manager and check the notice board in your centre where details of local supports and other relevant information is provided.

If you wish to contact IPAS directly, you can do so by writing to ipasinbox@equality.gov.ie.

Please note, the International Protection Accommodation Service (IPAS) is solely responsible for the overall administration of State provided accommodation and ancillary services to International Protection Applicants in the State.

Other services are provided by a range of Government Departments and agencies who work together to provide services for people living in IPAS accommodation centres. These include:

- Accommodation and related reception services within a range of contracted accommodation centres through IPAS.
- PPSNs, a weekly personal allowance and access to exceptional needs payments for IPAS residents through the Department of Social Protection (DSP).
- Labour market access for IP applicants after six months of arrival in Ireland through the Department of Justice.
- School places in primary and post-primary schools for children resident in the centres through the Department of Education.
- Access to the free Early Childhood Care and Education (ECCE) programme for eligible children aged between 2 years 8 months and 5 years 6 months through participating Early Learning and Care services.
- Access to Post Leaving Cert (PLC) courses without having to pay international fees of €3,600 for international protection applicants who have permission to work through the Department of Further and Higher Education, Research, Innovation and Science.
- Access to the Department of Further and Higher Education, Research, Innovation and Science Student Support Scheme for international protection applicants resident in Ireland for 3 years, which provides a similar level of financial support for international protection applicants in third-level education as is provided for Irish students who are eligible for support under the SUSI grant scheme.
- Mainstreamed health services are provided by the HSE for all IPAS residents.

2. Dublin Based Services



The Jesuit Refugee Service (JRS) is an international non-governmental organisation, founded in 1980 with the mission to accompany, to serve and to advocate the cause of refugees and forcibly displaced persons worldwide.

Website: www.jrs.ie **Email:** info@jrs.ie **Helpline:** 1800 929 008

The Jesuit Refugee Service (JRS) also have an app that offers a step-by-step guide to the Irish Protection Process and how to access mainstream services and supports: www.welcomejrs.ie



Peter McVerry Trust (PMVT) are a Non-Governmental Organisation (NGO) that work with people living in IPAS accommodation centres to provide help, advice and support to residents with any issues or concerns they may have.

Website: www.pmvtrust.ie **Email:** info@pmvtrust.ie **Phone:** 01 823 0776



Society of St. Vincent de Paul, or De Paul are a Non-Governmental Organisation (NGO) that work with people living in IPAS accommodation centres to provide help, advice and support to residents with any issues or concerns they may have.

Website: www.svp.ie **Email:** info@svp.ie **Phone:** +353 1 884 8200



Cross Care are a Non-Governmental Organisation (NGO) that work with people living in IPAS accommodation centres to provide help, advice and support to residents with any issues or concerns they may have.

Website: www.crosscare.ie **Email:** info@crosscare.ie **Phone:** 01 836 0011



Spirasi is the national rehabilitation centre for victims of torture. They provide therapeutic interventions, psychosocial support, Medical Legal Reports and English language classes.

Website: www.spirasi.ie **Email:** info@spirasi.ie **Phone:** 01-8389664



The Irish Red Cross work on various issues of concern to public health. The work of the Irish Red Cross most relevant to asylum seekers and refugees is their work in restoring family links by tracing separated relatives with the hope of restoring contact.

Website: www.redcross.ie **Email:** info@redcross.ie **Phone:** +353 (0)1 642 4600



New Communities Partnership (NCP) is an independent national network of 175 immigrant led groups comprising of 65 nationalities with offices in Dublin and Cork and outreach to other cities. A comprehensive list of members can be found on their **website:** www.newcommunities.ie



South Dublin County Volunteer Centre offers a recruitment and placement service for volunteers in South Dublin County.

Tel: (01) 462 8558

Email: info@volunteersouthdublin.ie

Website: <https://volunteersouthdublin.ie/>

3. Services Based Outside of Dublin

3.1. CLARE



Clare Immigrant Support Centre (CISC) provides a range of free services and programmes to immigrants including refugees and asylum seekers in County Clare, including a drop-in service, individual case support, English language programmes and community and outreach work.

Website: www.clareimmigrantsupportcentre.com **Email:** ciscennis@gmail.com **Phone:** 065 682 2026

Address: Unit 6, Clonroad Business Park, Clonroad, Ennis, Clare, V95CV06

3.2. CORK



Nasc link migrants and refugees to their rights and provide information about employment and education.

Website: <http://www.nascireland.org> **Email:** info@nascireland.org **Phone:** (021) 427 3594

Address: 34 Paul Street, 1st Floor, Cork City T12 W14H



Bridge to Resources, Integration & Justice (BRIJ) Supporting Asylum Seekers in Cork is a community-based group supporting people living in Direct Provision centers in the Cork City area. They promote Social justice, respect & understanding between different cultures, encourage friendships and provide social support for migrants living in or recently left Direct Provision Centres in Cork.

Website: www.brij.ie

3.3. DONEGAL



The Donegal Refugee Resettlement Project provides resettlement support services for refugees who are being resettled in County Donegal.

Website: www.dldc.org

3.4. GALWAY



Galway Migrant Service (GMS) was established by the Galway City Partnership in May 2007 to provide dedicated specialised information, advocacy and support services for migrants and their families in Galway City and County.

To make an appointment **Call:** 091-773466 or **Text:** 086-6020580. For further inquiries **Email:** katya@gcp.ie

3.5. LIMERICK



Doras is an independent, non-profit, non-governmental organisation working to promote and protect the rights of people from a migrant background in Ireland.

Website: www.doras.org **Phone:** 061 310328 or 083 0802378 **Email:** info@doras.org

Address: Central Buildings, 51a O'Connell Street, Limerick. V94 W275

3.6. MEATH



Cultúr Migrants Centre is a community work organization working across Co. Meath with ethnic minorities including immigrants, migrant workers, asylum seekers and refugees.

Email: info@cultur.ie **Phone:** 046 909 3120

Address: Cultur Migrants Centre Ltd., 1st Floor, St. Anne's Resource Centre, Railway St, Navan, Co. Meath.

3.7. WESTMEATH



New Horizon is a community group which has been working with international protection applicants in Athlone since 2000. Focusing on almost 350 residents in Direct Provision sites in Lissywoolen, Athlone and Horseleap, Moate.

A voluntary group that provides useful information about living in Athlone and Ireland; how to maintain physical and mental health; how to navigate the asylum process and help leaving the asylum process. Total and absolute confidentiality in all dealings with clients.

Phone: +353 86 3301216 **Email:** info@newhorizonathlone.org **Address:** Kilkenny West, The Pigeons, Athlone. Co. Westmeath.

3.8. LAOIS



Dignity Partnership is a work integration social enterprise that promotes personal and enterprise development for people from a refugee and asylum seeking background.

Phone: +353 89 254 6155 **Email:** info@dignitypartners.company

Address: 36 Castleway, Kilminchy, Portlaoise, Co. Laois R32 A4P1

3.9. KILKENNY



Immigrant Support Clinic, Kilkenny offers free information, advice, advocacy and one to one support for immigrant communities in Kilkenny. Open on Mondays from 10 – 1pm, upstairs in the Fr. McGrath Family Resource Centre during term time only.

Website: www.frmcgrathcentre.ie **Contact:** Theresa Delahunty on 086 1927033.

3.10. KERRY



Tralee International Resource Centre (TIRC) support integration between local and international communities in Tralee, Co. Kerry by providing support services to asylum seekers, refugees and broader immigrant communities in Tralee. They operate a drop-in facility and moderate inter-agency cooperation towards greater integration.

Website: www.tirc.ie



The Killarney Asylum Seekers Initiative (KASI) operates a drop-in service and provides local community support including homework clubs and English language support.

Website: www.crni.ie

3.11. MAYO



Comhairle Contae Mhaigh Eo
Mayo County Council

Mayo Intercultural Action (MIA) is a project of South West Mayo Development Company that provides support, information and advocacy to migrants, asylum seekers, refugees and their families living in County Mayo.

MIA aim to promote the meaningful participation of migrants and their families in all aspects of the community in the county and work creatively to promote integration and cross cultural exchange, delivering a range of projects and initiatives directly and in partnership with other organisations.

Website: Mayo Intercultural Action **Phone:** 949 044511 **Email:** miamayo@eircom.net

Address: Venue, Hill House, Mountain View, Mayo

4. Legal Supports and Migrants Rights Groups



The Legal Aid Board provides confidential and independent legal services to people applying for asylum in Ireland. It is an independent statutory body with responsibility for the provision of civil legal aid and advice. The Board's civil legal aid and advice scheme can assist with applications for International Protection (covering both refugee status and subsidiary protection) to the International Protection Office and appeals to the International Protection Appeals Tribunal.

Website: www.legalaidboard.ie **Email:** info@legalaidboard.ie **Phone:** 0818 615 200



Free Legal Advice Centres (FLAC) is an Independent Law Centre offering free and confidential legal information and advice to the public. FLAC operate a phone information and referral line, legal advice centres and online legal information.

Website: www.flac.ie **Phone:** 01 906 10 10



Migrant Rights Centre Ireland is a national organisation working to promote justice, empowerment and equality for migrants and their families. MRCI operates an information and advice service and works in particular on issues of rights for undocumented migrants; identification and protection of victims of trafficking for forced labour; employment rights and protections for vulnerable workers in hidden or precarious sectors, including migrants in diplomatic households, au pairs, carers, domestic workers, and restaurant workers; ethnic profiling and access to education.

Website: www.mrci.ie **Contact Page:** <https://www.mrci.ie/contact-us/>



The Immigrant Council of Ireland is a human rights organisation and Independent Law Centre supporting and advocating for the rights of immigrants and their families.

Website: www.immigrantcouncil.ie **Phone:** 01 674-0200



The Irish Refugee Council provide services and support for people seeking protection and people recognised as refugees in Ireland.

Website: www.irishrefugeecouncil.ie Email: info@irishrefugeecouncil.ie Phone: 01 7645854



International Organization for Migrants (IOM) works to help ensure the orderly and humane management of migration and to promote international cooperation on migration issues. They assist in the search for practical solutions to migration problems, and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people.

Website: <http://iomireland.ie/>

5. Education and Childcare Supports

School placements for children in IPAS accommodation centres - Centre Managers and NGO staff working in IPAS centres can help provide information on local schools and placements.

They can also refer your request for a school placement to the Educational Welfare Officer in IPAS, who will then contact you about available school places for your child.

The Educational Welfare Officer provides assistance with access to school placements for children between the ages of 4-16 years.

If you do not have access to the Centre Management or NGO staff in your centre, you can contact the IPAS Inbox and your request will be forwarded to the Education Welfare Officer.

Email: ipasinbox@equality.gov.ie

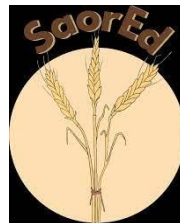


Education and Training Boards Ireland provide English classes for International Protection applicants as well as education and training, youth work, Community National Schools, Post-Primary Schools, Further Education (FE) colleges, and a range of adult and further education centres delivering education and training programmes.

Website: www.etbi.ie Email: info@etbi.ie Phone: (353)45901070



City and County Childcare Committees support and assist families with childcare matters at local county level. There are 30 CCCs located nationwide and they help parents to find childcare services in their local areas and provide information on Government funded programmes. Website: www.myccc.ie



SaorEd is a free online education platform for people from migrant and refugee backgrounds in Ireland. Courses include English, healthcare, information technology (IT) and career preparation. Courses are available in English, Arabic, Spanish, and German.

Website: www.saored.com



Fáilte Isteach is a community project involving predominantly older volunteers welcoming migrants through conversational English classes but to the 120+ communities it impacts across Ireland, Fáilte Isteach classes are so much more.

Groups provide a space for those who are isolated to connect; for perspectives to evolve; for attitudes to change. The informal, relaxed approach to learning allows the most marginalised in our society to engage with others and truly integrate into life in Ireland.

Website: www.thirdageireland.ie/failte-isteach **Email:** failteisteach@thirdageireland.ie

Phone: (046) 9557766



The Education in Ireland website has lots of useful information on colleges in Ireland and how to apply to them. **Website:** www.educationinireland.com



AHEAD is an independent non-profit organisation working to create inclusive environments in education and employment for people with disabilities.

AHEAD provides information to students and graduates with disabilities, teachers, guidance counsellors and parents on disability issues in education.

Website: www.ahead.ie **Email:** ahead@ahead.ie **Phone:** + (353) 159 21467



School Days provides information of Preschools, Primary Schools and Secondary schools in your area. You can search your location and find the nearest school for your child. You can make an application online for your child.

Website: [www.schooldays.ie](http://www schooldays.ie)



Information on local Crèches, Preschools, Montessori Schools and Afterschool services. Available on the website in multiple languages

Website: www.childcare.ie **Phone:** 01-2016000

6. Services for Women



AkiDWA is a national network of migrant women living in Ireland

Their work focuses on three key areas:

- Integration through access to employment and gaining economic independence.
- Supporting victims of Sexual and Gender Based Violence, FGM and Domestic Violence.
- Training in reproductive health for women living in Direct Provision.

Website: www.akidwa.ie **Phone:** (01) 8349851 or **Email:** info@akidwa.ie



IFPA: The FGM Treatment Service is free and can be used as many times as needed. The service is based in Dublin City Centre. Appointments are available every Monday afternoon.

Website: www.ifpa.ie **Phone:** 01 872 7088.



Women's Aid is an organisation that works to stop domestic violence against women and children in Ireland. They have a 24-hour helpline and provide one-to-one information and support.

Website: www.womensaid.ie **National Freephone Helpline:** 1800 341 900

7. Family Berevment Services



The Miscarriage Association of Ireland is a registered charity set up by and run with the support of women and men who themselves have experienced the loss of a baby through miscarriage offering Phone and email support to bereaved parents.

Website: www.miscarriage.ie **Phone:** 01 873 5702



Stillbirth and Neonatal Association of Ireland provide each Maternity Unit and Children's Hospital in the country with 'Gifts of Remembrance' Services. These services are provided free of charge to the hospitals and their delivery is supported by a nationwide team of Feileacain volunteers.

Website: www.feileacain.ie **Email:** admin@feileacain.ie **Support Line** (085) 249 6464



A Little Lifetime Foundation is a voluntary organisation that provides information and support to bereaved parents and families whose baby has died, or who have had a diagnosis of 'fatal foetal abnormality' in pregnancy. They offer both parent-led support groups and professional bereavement therapy, as well as information about remembrance services.

Website: www.alittlelifetime.ie **Email:** info@alittlelifetime.ie **Tel:** +353 (0)1 882 9030



Supporting Suddenly Bereaved Parents & Families

First Light offers free support and information to families in Ireland that have experienced the sudden, unexpected death of their child from 0 to 18 years old.

It offers home visit services with a psychotherapist, bereavement therapy for individuals, couples and children and a national 24-hour support helpline.

Website: www.firstlight.ie **Email:** info@firstlight.ie **Helpline:** 1800 391 391

8. Supports for Children, Young People and Families



CARI is a leading voluntary organisation which provides child centered specialised therapy and support to children, families and groups affected by child sexual abuse, regardless of means.

Website: www.cari.ie **Email:** helpline@cari.ie



Autism: AsIAM is Ireland's National Autism Charity. They work to create a society in which every autistic person is empowered to reach their own personal potential and fully participate in society.

Website: www.AsIAM.ie **Email:** support@asiam.ie **Phone:** (0818) 234 234



The Irish Society for Autism provide a wide range of services such as information, education programmes, training and much more for persons on the autism spectrum.

Website: www.autism.ie **Email:** admin@autism.ie **Phone:** (01) 874 4684



ADHD Ireland provide support and information for young people and adults with ADHD, as well as their carers and families.

Website: www.adhdireland.ie **Email** info@adhdireland.ie



Jigsaw provide mental health advice and support both online and in person for young people aged 12 to 25 years old, and for parents or concerned adults.

Website: www.jigsaw.ie **Email:** www.jigsaw.ie/contact

You can also use [Jigsaw Online Live Chat](#) to chat online with a clinician.



Childline is Ireland's 24-hour listening service for children and young people up to the age of 18. Childline is a service from the ISPCC and is available 24 hours a day, 7 days per week, 365 days per year.

Freephone: 1800 666 666 **Text:** 50101 or **Chat online** at www.childline.ie



BeLonG To Youth Services provide information, support and peer groups for lesbian, gay, bisexual, transgender, and intersex (LGBTI+) young people in Ireland, as well as their parents and carers.

Website: www.belongto.org **Email:** info@belongto.org **Telephone:** (01) 670 6223



Spunout is Ireland's youth information website created by young people, for young people. Find information, advice and support for young people on many topics, including mental health.

Free-text SPUNOUT to 50808 to chat with a trained volunteer anytime, or use Spunout's [online chat service](#) to speak to a Youth Information Officer from 4pm to 8pm Monday to Friday.

Website: www.spunout.ie **Email:** question@spunout.ie



Barnardos provides services for children, families and communities, to transform the lives of vulnerable children affected by adverse childhood experiences. Barnardos also provide a Children's Bereavement Service. [A full list of services is available here.](#)

Website: www.barnardos.ie **Email:** info@barnardos.ie **Freephone:** 1800 910 123 Monday to Friday 10am to 2pm.



Clear Fear is an app developed for teenage mental health charity stem4 by Dr Nihara Krause, Consultant Clinical Psychologist, and uses the evidence-based treatment CBT to focus on learning to reduce the physical responses to threat by learning to breathe, relax and be mindful as well as changing thoughts and behaviours and releasing emotions.

[Get Clear Fear from the App Store](#) / [Get Clear Fear from Google Play](#)



HSE Eating Disorder Self Help App is a self-care app for people with an eating disorder, caring for someone with an eating disorder, worried about developing an eating disorder or diagnosed or are recovering from an eating disorder. From the HSE National Clinical Programme for Eating Disorders and Bodywhys.

[Find out about the HSE Eating Disorder Self Help App here.](#)

9. Mental Health Supports

The first step to seeking help for your mental health is **always to talk to your GP**, who will be able to guide you on a range of helpful options available.

If you are in distress or outside of office hours for your GP, you can contact your [local Accident and Emergency Department](#).

If you or someone you know is at risk of suicide or self-harm, you should make contact immediately with one of the following:

- Phone or go to your local doctor
- Go to the Accident & Emergency department of the nearest hospital
- Call 999 or 112

HSE Mental Health Services & HSE Primary Care Psychology Services

Your GP can refer you to the local HSE mental health service for more severe mental health difficulties. This is a team led by a psychiatrist and composed of social work, psychology, occupational therapy and nursing. For milder difficulties, your GP can refer you to or to the local HSE primary care psychology service – though in many areas they do not have adult primary care psychology, only child psychology services. These are free services, and they will provide interpreters; however, **they usually have long waiting times**.

Accessing the mental health service does not guarantee talking therapy, so you may want to consider other options if that is the service that you wish to access.

The mental health service is **GP referral only**. The HSE primary care psychology service may take self-referrals as well as GP referrals. Your GP will know how to access the local HSE primary care psychology service and information on where your local health centre is can be found on www.hse.ie.

Further information on mental health services can be found on www.mentalhealthireland.ie or call **1800 111 888** for assistance in finding your local service.

Counselling in Primary Care

Once you have found a GP and applied for a medical card, you can ask your GP to refer you to the Counselling in Primary Care (CIPC) service. Nearly all areas will have a CIPC service. **You must have a medical card to access this service.** This is a free service. This service will provide interpreters if required. The waiting time depends on the area, but is normally a few months.

Self-referral services



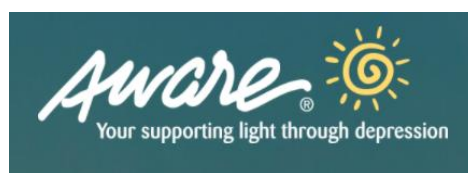
Samaritans provides free support to anyone who is struggling, having a difficult time, or is worried about someone else.

Website: www.samaritans.org **Email:** jo@samaritans.ie **Freephone:** 116 123



Mental Health Ireland promote and enhance mental health, wellbeing and recovery for all individuals and communities and support people with lived experience of mental health challenges in their recovery. Development Officers across the country help people to link with the network of Mental Health Associations, volunteers and community groups, promoting mental health and supporting recovery in their communities.

Website: www.mentalhealthireland.ie **Email:** info@mentalhealthireland.ie **Phone:** [01 284 1166](tel:012841166)



Aware provides free support, education and information services for people impacted by depression and bipolar disorder, as well as their loved ones.

Website : www.aware.ie **Email:** supportmail@aware.ie **Freephone:** 1800 80 48 48

text about it

50808

Text50808 is a free, 24/7 service, providing everything from a calming chat to immediate support for people going through mental health or emotional crisis.

Freetext HELLO to 50808 to chat with a trained volunteer, anytime.

Website: www.text50808.ie



Pieta offer free individual counselling, therapy and support for people who self-harm or are thinking about suicide and people who have been bereaved by suicide.

Text HELP to 51444 - standard message rates apply

Website: www.pieta.ie **Freephone:** [1800 247 247](tel:1800247247)



Bodywhys provide services for adults and young people with eating disorders, and their families. Services include email and helpline support, support groups, online groups, and family programmes.

Website: www.bodywhys.ie **Email:** alex@bodywhys.ie **Phone:** [01 2107906](tel:012107906) Monday, Wednesday and Sunday from 7.30pm to 9.30pm and Saturday from 10.30am to 12.30pm

10. Counselling Services



MyMind provides online and in-person counselling services, including options for free appointments and sessions.

Website: www.mymind.org **Email:** hq@mymind.org **Phone:** (+353) 818 500 800



Turn2Me offers free online counselling and online support groups for young people aged 12 to 17 and adults.

Website: www.turn2me.ie



Connect Counselling offers phone counselling services for survivors of physical, emotional and sexual abuse. You can talk in confidence with a trained counsellor over the phone.

Website: www.connectcounselling.ie **Freephone:** [1800 477 477](tel:1800477477) Wednesday – Sunday, 6pm to 10pm



ACCORD is a Catholic relationship counselling service that works with couples and individuals supporting them in their marriages and relationships.

Website: www.accord.ie **Phone:** 01 490 8023



SilverCloud Health Online CBT is available to help manage mental health and wellbeing.

The HSE and SilverCloud Health provide internet-based CBT for people over the age of 18 in programmes that run for up to 8 weeks.

You need a referral from one of the following to access the service:

- Your GP
- Primary Care Psychology

- The National Counselling Service
- Jigsaw

11. Services and supports for older people



YOU'RE NOT ALONE

ALONE works with all older people, including those who are lonely, isolated, frail or ill, homeless, living in poverty, or are facing other difficulties. Opening hours are 8am to 8pm every day.

Website: [Visit alone.ie](http://alone.ie) **Phone:** 0818 222 024



The Alzheimer Society of Ireland provide emotional support and information on supports and services for persons affected by alzhiemers. Their Dementia Resource Hub lists information and online resources for people with dementia, families and carers.

Website: alzheimer.ie or understandtogether.ie **Email:** helpline@alzheimer.ie

Freephone: [1800 341 341](tel:1800341341) Monday to Friday 10am to 5pm and Saturday 10am to 4pm.



Seniorline is a confidential listening service for older people provided by trained older volunteers. **Freephone** [1800 804 591](tel:1800804591) **10am to 10pm every day.**

Website: www.thirdageireland.ie



Age Friendly Ireland have a number of programmes and networks to support older people.

Website: agefriendlyireland.ie



The Irish Hospice Foundation Bereavement Support Line is there to provide comfort, connection and support to people who have experienced the death of someone, either due to COVID-19 or other causes.

Webiste: www.hospicefoundation.ie **Phone:** 1800 80 70 77 10am to 1pm Monday to Friday.

12. Online videos and courses

12.1. Minding Your Wellbeing

Free series of video resources to learn and practice key elements of mental wellbeing such as mindfulness, gratitude, self-care and resilience from HSE Health and Wellbeing.

[Learn about the Minding your Wellbeing Programme](#)

12.2. Minding Your Mental Health

Multilingual video messages presented by doctors and other health professionals living and working in Ireland. The videos are available in Romanian, Polish, Arabic, English, French, Lithuanian, Russian, Irish and Portuguese.

[Visit www.translateireland.ie](http://www.translateireland.ie)

12.3. Stress Control

Stress Control classes to learn stress management skills and tips for minding your mental health, from the HSE. The programmes are for 3 weeks on Mondays and Thursdays and recommences at varying intervals.

[Visit stresscontrol.ie](http://stresscontrol.ie)

12.4. **Suicide or Survive**

Free workshops and programmes on mental health, wellness and recovery.

[Visit suicideorsurvive.ie](http://suicideorsurvive.ie)

13. **Apps**

The mobile apps listed below have been approved by the HSE Mental Health Group, and can be used to help you managing your anxiety.

The app developers are solely responsible for their compliance and fitness for purpose. These apps are not supplied by the HSE and the HSE is not liable for their use.

13.1. **Mindshift by Anxiety Canada**

MindShift CBT uses strategies based on Cognitive Behavioural Therapy (CBT) to help users engage in healthy thinking and take action. Users check in each day to track their anxiety and work with tools in the app.

[Get Mindshift from the App Store](#)

[Get Mindshift from Google Play](#)

14. **Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBT+) Supports**

Many people seeking international protection have come to Ireland from countries where life is extremely dangerous for people who are LGBT+.

Ireland is a safe country for LGBT+ people. Any international protection applicants who are LGBT+ (or think they might be) are entitled to equal rights, safety and security here.

If you are experiencing harassment or bullying because of your sexual orientation or gender identity you should speak to your centre manager immediately.

You can also speak to a friend or someone responsible you trust, report it to IPAS or someone in authority, contact an LGBTI+ support organisation, or talk to a local Garda LGBTI+ Liaison Officer. You can find out who this is by asking at your local Garda station.

You may also wish to connect with the LGBTI+ community. For example, consider joining an LGBTI+ group or getting involved with LGBTI+ organisations. Spending time with people, who have similar experiences to your own, will help you decide your next steps: lgbt.ie/find-support-in-your-area

LGBT+ Services



LGBT Ireland provide a range of supports for the LGBT+ community in confidence and without judgement.

They have a monthly peer support group for LGBT+ people seeking international protection in Ireland and an [LGBT Helpline](#) for support and information. They also provide support for those questioning if they might be LGBTI+, as well as family and friends of people who are LGBT+.

Website: www.lgbt.ie **Email:** info@lgbt.ie **Phone:** 1890 929 539

Peer Support Group for LGBT+ People Seeking International Protection: lgbt.ie/is-rainbow-muid-we-are-rainbow-support-group



Outhouse provide in-person support groups for LGBT+ IPs facilitated by a counsellor on the first Saturday of the month in Dublin.

They will even provide transport and lunch. Participants must register in advance, so that they know how many people to expect.

Website: www.outhouse.ie/Safe-Space-LGBT-Asylum-Seeker-Refugee-Migrant-Peer-Support-Group



Transgender Equality Network Ireland offer support and information for transgender people in Ireland. They have a Peer Support group at Outhouse every first and third Wednesday of the month, 7:30-9:30pm.

Website: www.teni.ie **Phone:** 01 873 3575

Address: Unit 2, 4 Ellis Quay, Dublin 7

LGBT+ Contact Supports

Online Chat Support

Monday-Thursday –Opening Hours

Friday-Opening Hours-4pm-10pm

Saturday-Sunday-4pm-6pm

6:30pm-10pm

National LGBT

Helpline-(1800929539)

Mon-Thurs-Opening Hours-6:30pm-10pm

Friday -Opening Hours-4pm-10pm

Sat and Sun Opening Hours-4pm-6pm

Transgender Family

Support Line (01-9073707)

Tuesday –Opening Hours-10am- 12pm

Sunday –Opening Hours 6pm-9pm

Out of Hours

Freephone 116-123 Open 24/7

Supports and services for Young LGBTI+ people

<https://www.belongto.org/>

15. Sexual Health and Trauma

HIV Ireland

Newly Diagnosed

For most people, a HIV diagnosis can be a life-changing experience. Being diagnosed HIV positive is likely to have a wide variety of both emotional and practical implications.

Finding out whether you are HIV positive as early as possible allows you to be in the best position to look after your health, and access the appropriate HIV treatment as soon as possible. HIV treatment works to help you live a longer and healthier life.

There are different health organisations which can help to provide support and advice during this time as you explore the implications of your diagnosis, whatever your current life circumstances. You can find further information on these supports at www.hivireland.ie

Community Support Programme

The Community Support Programme at HIV Ireland provides for the information and support needs of people living with HIV, their families and caregivers. Experienced and highly qualified staff, with whom both health care and other professionals seek consultation and advice relating to HIV and harm reduction, deliver this long-established programme.

Some of the services offered by the Community Support team include:

- one-to-one support
- referral services
- advocacy (examples include help with accessing medication, discrimination, homelessness, housing, mortgages)
- legal information and support
- support and advice on moving to Ireland
- access to peer support
- welfare information
- free counselling
- outreach services: hospital/home/prison visits
- HIV/sexual health/harm reduction information
- progression to further education/training/work
- support to non-sector agency professionals encountering people living with HIV or vulnerable clients

All services are free of charge.

For further information, or to access these services, please contact Dr Erin Nugent, Programme Co-ordinator.

Email: communitysupport@hivireland.ie **Phone:** 01-8733799

Moving to Ireland and HIV

If you are living with HIV and are moving to Ireland for the first time, or returning to live in Ireland, you will need to make contact with an HIV clinic to ensure your HIV medical care and treatment is not interrupted.

HIV medication and care is available free of charge in Ireland under the public health system. Your legal status does not affect this (e.g. refugees or asylum seekers), and you do not need to receive your diagnosis in Ireland to access treatment for free.

It is advisable to contact your chosen HIV clinic before you arrive in Ireland, or as soon as you arrive in Ireland. Public HIV clinics are located within hospitals in Ireland. Depending on where you will be HIV clinic staff will need official medical documents from your current HIV clinic, doctor, or consultant with the following information:

- details of your HIV positive diagnosis (including the date of the diagnosis).
- a list of your current (and any previous) HIV medications.
- the results of your last 3 blood tests (CD4 counts and Viral Load tests), if possible.
- records of any vaccines for influenza, pneumonia, or hepatitis A and/or B. If you have ever had a baseline chest x-ray or skin test for Tuberculosis (TB), that would also be helpful for the clinic staff to know.

It will be helpful to the HIV clinic if you can get the documents translated into English.

We advise you to bring at least **8 weeks supply** of your HIV medications with you, where possible, when moving to Ireland. This is to ensure you have enough medication while you wait for an appointment at the HIV clinic. You can travel with your HIV medication; there should be no problem bringing your medication into Ireland.

If you lose your HIV medication, or if you cannot bring your HIV medication with you for any reason, contact your chosen HIV clinic immediately on your arrival. A list of these clinics can be found here: <https://www.hivireland.ie/living-with-hiv/moving-to-ireland-and-hiv/>

HIV Ireland Contacts: You can contact HIV Ireland with any queries and concerns at:

Phone: +353 (0)1 873 3799 **Email:** info@hivireland.ie **Web:** <http://www.hivireland.ie>

Facebook: <https://www.facebook.com/hivireland.ie> **Twitter:** https://twitter.com/HIV_Ireland

Victims of Trafficking



Human trafficking is a crime in Ireland, under the Criminal Law (Human Trafficking) Act 2008. It is also a human rights violation and the subject of international treaties to prevent, suppress and punish it. Blue Blindfold provides information on human trafficking, as well as how to seek help.

Website: www.blueblindfold.ie **Phone:** 1800 666 111/112 **Email:** blueblindfold@garda.ie

Ruhama



Ruhama is an Irish NGO and registered charity that offers nationwide support to women impacted by prostitution, sex trafficking and other forms of commercial sexual exploitation.

Founded in 1989, our organisation has extensive expertise in providing a wide range of specialist, holistic support services. Our services are free, confidential and delivered by a committed and experienced team.

We are the only specialist, frontline NGO in Ireland working specifically to support women, including transgender women, who: are actively involved in prostitution; are seeking to exit (leave) prostitution; are victims of sex trafficking; have a past experience of prostitution/sex trafficking.

Phone: 01 836 0292 or text REACH to 50100

Email: admin@ruhama.ie **Address:** Ruhama, 4 Castle Street, Dublin 2, D02 EY44.

Opening Hours: 09:00-17:00 Monday - Friday)

Ruhama can offer support across many areas, including:

- Casework – a key worker will help you with accessing any supports you may need and achieving your goals.
- Counselling – you can meet with a trained counsellor to talk, improve your mental health and enhance your coping skills.
- Outreach – Ruhama can make an appointment with you outside of the office, should it be safe to do so.
- Education and development – Ruhama can support you with education and learning, personal, and professional development.
- Employment – Ruhama can support you with your employment journey including job searching, interview skills, internships and more.

The Rape Crisis Centre and Network



Dublin Rape Crisis Centre works with people who have experienced sexual assault, rape or childhood sexual abuse. They provide counselling and support by phone or in person, as well as other services such as accompaniment. For further information, please see their website: www.rapecrisishelp.ie/how-we-can-help/

24-Hour Helpline: 1800 77 8888 **Email:** counselling@rcc.ie or info@rcc.ie

General enquiries: 01 661 4911 **Website:** www.drcc.ie

Galway Rape Crisis Centre

5 Camden Place, Cork
Helpline: [1800 496 496](tel:1800496496)
Opening Hours:
Mon to Fri – 9.00am to 5.00pm
email: info@sexualviolence.ie
www.sexualviolence.ie

www.galwayrcc.org

Sexual Violence Centre Cork

5 Camden Place, Cork
Helpline: [1800 496 496](tel:1800496496)
Opening Hours:
Mon to Fri – 9.00am to 5.00pm
email: info@sexualviolence.ie
www.sexualviolence.ie

www.donegalrapecrisis.ie

Rape Crisis & Sexual Abuse Counselling Centre Sligo, Leitrim & West Cavan

Helpline: [1800 750 780](tel:1800750780)
Opening Hours: Mon to Fri – 10.00am to 12pm
email: info@srcc.ie
www.srcc.ie

Mayo Rape Crisis Centre

Newtown, Castlebar, Co Mayo
Helpline: [1800 234 900](tel:1800234900)
Opening Hours:
Mon to Thurs – 9.00am to 5.00pm

and Fri – 9.00am to 1.00pm

email: info@mrcc.ie

www.mrcc.ie

Athlone Midlands Rape Crisis Centre

Suites 5 & 6,
Townhouse Centre,
St Marys Place, Athlone,
Co Westmeath
Helpline: [1800 306 600](tel:1800306600)
Opening Hours:

Mon to Fri – 10am to 1pm

email: amrcc@eircom.net

www.amrcc.ie

Carlow & South Leinster**Rape Crisis & Counselling Centre**

72 Tullow Street, Carlow
Helpline: [1800 727 737](tel:1800727737)
Opening Hours:

Mon to Fri – 9.30am to 5.00pm

email: office@carlow-kildare-slrc.ie

www.carlowrapecrisis.ie

Kilkenny Rape Crisis & Counselling Centre

1 Golf View Terrace, Kilkenny
Helpline: [1800 478 478](tel:1800478478)
Opening Hours:
Mon to Fri – 9.00am to 5.00pm
email: info@kasa.ie
www.kasa.ie

Sexual Violence Centre Galway

The Lodge, Forster Court, Galway
Helpline: [1800 355 355](tel:1800355355)
Opening Hours:
Mon to Thurs – 9.30am to 9.30pm
Fri – 9.30am to 5.30pm.
email: admingrcc@gmail.com

Donegal Sexual Abuse & RCC

2A Grand Central Canal Rd
Letterkenny, Co. Donegal
Helpline: [1800 448 844](tel:1800448844)
Opening Hours:
Monday – Friday 9am-5pm
email: info@donegalrapecrisis.ie

Rape Crisis Northeast

Cherrywood Counselling Centre
Jocelyn House, Jocelyn Street
Dundalk,, Co Louth
Helpline open 10am-4pm Mon-Fri: [1800 212 122](tel:1800212122)
Opening Hours:

Mon to Fri – 9.00am to 5.00pm

email: info@rcne.ie

www.rcne.ie

Tullamore Rape Crisis Centre

4 Harbour View, Store Street,
Tullamore, Co Offaly
Helpline: [1800 323 232](tel:1800323232)
Opening Hours:
Mon to Fri – 10am to 5pm
rapecrisiscentretullamore@gmail.com

<https://www.tullamorerapecrisis.ie/>

Rape Crisis Midwest

Phoenix House, Punch's Cross
Rosbrien Road, Limerick
Helpline: [1800 311 511](tel:1800311511)
Opening Hours:
Mon to Sat – 9.00am to 5.00pm
email: info@rapecrisis.ie
www.rapecrisis.ie

Kerry Rape & Sexual Abuse Centre

5 Greenview Terrace
Princes Quay, Tralee, Kerry
Helpline: [1800 633 333](tel:1800633333)
Opening Hours:
Mon to Fri – 9.00am to 5.00pm
email: KerryRapeCrisis@krsac.com
www.krsac.com

Tipperary Rape Crisis Centre

20 Mary Street, Clonmel,

Co Tipperary

Helpline: [1800 340 340](tel:1800340340)

Opening Hours:

Mon, Wed, Fri – 9.00am to 5.00pm

Tues – 9.00am to 4.00pm

Thurs – 1.00pm to 9.00pm

email: info@trcc.ie

<https://trcc.ie/>

Waterford Rape & Sexual Abuse Centre

2A Waterside, Waterford

Helpline: [1800 296 296](tel:1800296296)

Opening Hours:

Mon to Fri – 9.30am to 5.30pm

email: info@waterfordrsac.ie

www.waterfordrsac.ie

Wexford Rape Crisis

The Rocks, Maudlintown,

Wexford. Y35 NF8A


Helpline: [1800 33 00 33](tel:1800330033)

Opening Hours:

Mon – Fri 9.30am to 5.00pm

email: support@wexfordrapecrisis.com

www.wexfordrapecrisis.co



**Plaza Miesach, 50-58 Sráid Bhagóid Íochtarach,
Baile Átha Cliath 2. D02 XW14**

Miesian Plaza, 50-58 Baggot Street Lower,
Dublin 2. D02 XW14

T +353 1 647 3000

www.gov.ie