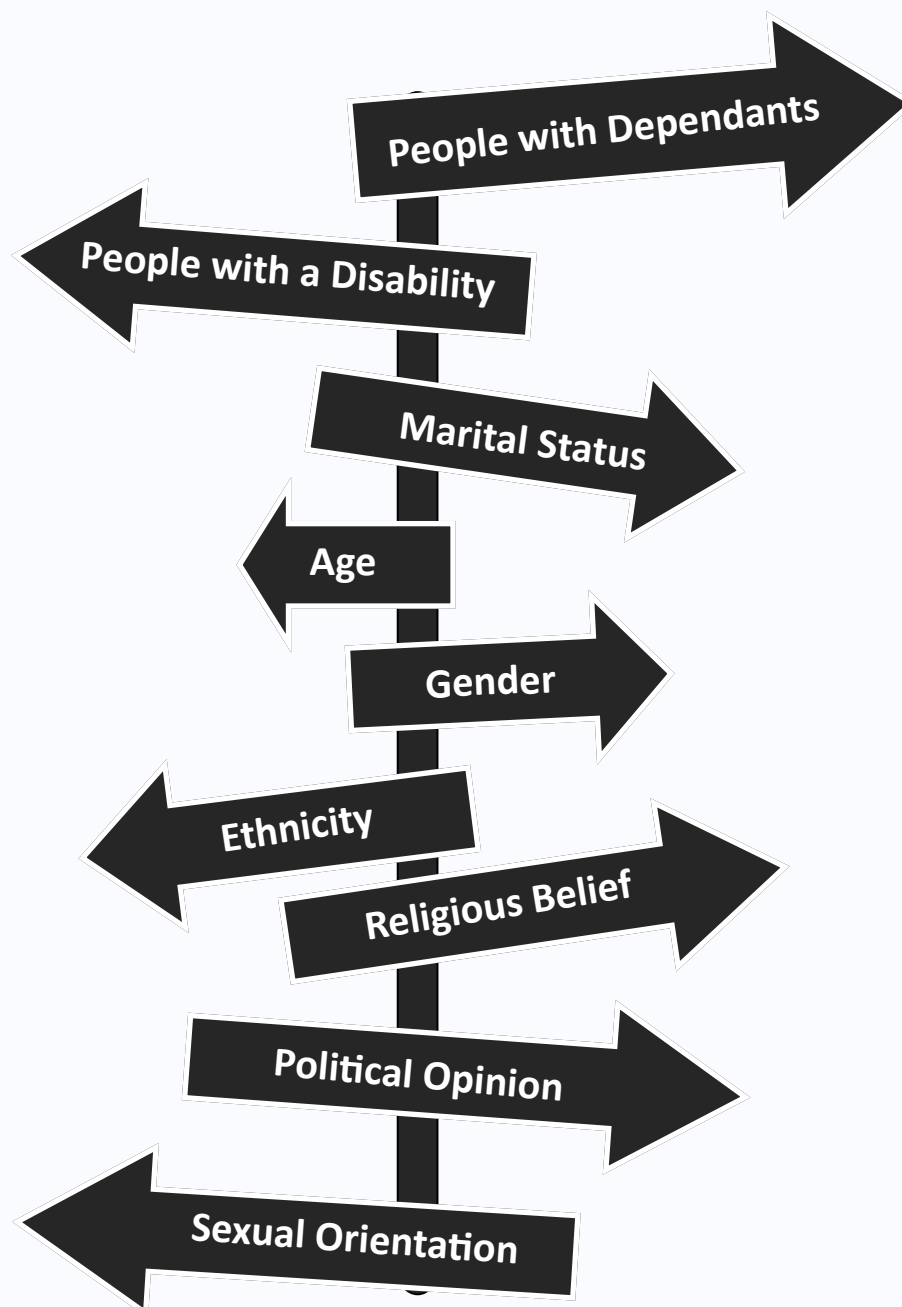


Signpost to Support Networks in the Community



The purpose of this resource

We recognise that some of our staff have particular needs which are related to the equality categories outlined under section 75 of the Northern Ireland Act 1998. There are a wide range of networks in the community and voluntary sector in Northern Ireland who provide dedicated support.

The purpose of this resource is to assist you in accessing support that meets your needs. This is not intended to be a comprehensive list. Rather it is hoped to assist you as a first stepping stone.

Our commitment to equality

The Public Health Agency (PHA) is committed to promoting equality, diversity and good relations and wants all staff to feel comfortable and supported in the workplace.

The PHA is fully supportive of the Human Rights Act (1998), Section 75 of the Northern Ireland Act 1998 and anti-discrimination legislation.

In line with our statutory obligations, it is our policy to provide employment equality to all, irrespective of:

- religious belief;
- political opinion;
- racial group;
- age;
- marital or civil partnership status;
- sexual orientation;
- Gender (including gender reassignment);
- whether a person has a disability or not;
- whether a person has dependants or not.



How we promote equality, diversity and good relations for our staff



Our policies

We have a range of policies in place that outline how we promote equality, diversity and good relations for our staff. In addition to our Equality of Opportunity Policy, the PHA has put in place a suite of work-life balance policies, including for example part-time working and carers' leave to support staff.

Importantly, a Zero Tolerance Policy, a Working Well Together Policy and a Bullying and Harassment Policy have been developed to assure staff of their protection.

For further information on any of our policies and schemes, contact the Human Resources Directorate at 028 9536 3007 or 028 9536 3865

When things go wrong

The Working Well Together Policy and the Bullying and Harassment Policy provide you with further information on what to do if you find yourself in the rare situation that you are concerned about the way you are being treated in the workplace.

Supporting You

- **Your Line Manager**

In most cases, your line manager is likely to be your first contact point. Her/his role includes identifying and discussing with you any particular support you may need.

- **Occupational Health**

You can contact Human Resources through 028 9536 3866 extension 3866 or email Julie.Redmond@hscni.net. Julie arranges the Occupational Health appointments or can arrange for the occupational nurse to contact you.

- **Carecall**

For **free**, confidential and immediate support call **0800 389 5362**.

Carecall's parent organisation is the Northern Ireland Association for Mental Health. They help promote positive personal wellbeing in over 200,000 people in and beyond Northern Ireland.

Carecall operates independently of the PHA offering a completely confidential service. The PHA will not know if you choose to seek counselling.

- **Support networks in the community**

We recognise that some of our staff have particular needs which are related to the equality categories we have outlined above. There are a wide range of networks in the community and voluntary sector in Northern Ireland who provide dedicated support.

In the following we have brought together information on some of these networks and groups, in order to assist you in accessing support relevant to your needs.

We have grouped the information into the nine equality categories. For each group listed, you will find contact details and a brief description of who they are and what they do. The information is largely taken directly from their websites.

This is not intended to be a comprehensive list. Rather it is hoped to assist you as a first stepping stone. The criteria we used for deciding on which groups to list included:

- umbrella organisations or networks
- organisations that provide services (rather than campaign groups)
- groups with regional remits
- size of organisations.

Many of the groups will be able to signpost you further.

We will aim to review the content of this resource annually and welcome your comments and suggestions. You can share these with us by contacting:

Equality Unit
Business Services Organisation
2 Franklin Street
Belfast
BT2 8DQ

Email: equality.unit@hscni.net
Tel: 028 9536 3961

Disclaimer

While every effort has been made to provide accurate and complete information the PHA accepts no responsibility for errors or omissions resulting from information gathered from outside sources. Readers of this booklet who have a query regarding content are advised to contact the original source of information for clarification before contacting the PHA.

Where any specific organisation or service is mentioned by name, trademark, manufacturer or otherwise in this manual or supporting information, this does not constitute or imply any endorsement or recommendation by the PHA of that organisation or service.

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1

People with Dependents

Carers Northern Ireland

Carers Northern Ireland is a charity set up to support people who care for an elderly relative, a sick friend or a disabled family member. Carers Northern Ireland:

- supports carers and provides information and advice about caring
- influences policy through our research based on carers' real life experiences
- campaigns to make life better for carers.

When caring affects you and your family Carers Northern Ireland is here to provide the support and advice you need. We help carers:

- Get the best for the person they care for
- Make the most of their income
- Stay in paid work
- Juggle their busy lives
- Keep healthy
- Find a listening ear

Carers Northern Ireland

58 Howard Street

Belfast

BT1 6JP

Tel: 02890 439 843

Adviceline: 0808 808 7777 (Monday–Friday, 10am–4pm)

Email: adviceline@carersuk.org

www.carersuk.org/northern-ireland

Belfast Carers' Centre



The Centre is funded primarily to work with and for Carers in the Health & Social Care Trust area for the Greater Belfast population, formerly administered by North & West and South & East HSS Trusts. Regrettably due to the current financial constraints experienced throughout all Trust areas we do not receive funding to support Carers directly in areas beyond Belfast at the moment.

Although we cannot provide some of the services such as home visits or hosting a local coffee morning group we will seek to provide information to any Carers throughout Northern Ireland by trying to put you in touch with the appropriate services in your local area so please do talk to us.

We would continue to welcome your enquiries so please do not hesitate to contact us by telephone, by calling in to the Centre or by email.

Amongst other things we offer:

- Information and advice
- Someone to talk to
- Help with claiming benefits
- Financial support
- Help to access social services and health services
- Support groups
- Therapeutic services
- Information and advice on Direct Payments
- Advocacy work on behalf of Carers
- Social activities and fun!

Belfast Carers' Centre

The Mount
2 Woodstock Road
Belfast
BT6 8DD

Tel: 028 9073 0173

Fax: 028 9073 0199

Email: info@carers-centre.org

www.carers-centre.org

Parenting NI

Parenting NI is an organisation that provides support to parents.

It has four main areas of work:

- Parents' Helpline which offers support and guidance to parents with any family problem.
- Parenting Education which offers tailor-made and specialist parenting courses to groups and individuals.
- The Parenting Forum Northern Ireland which provides a platform for the needs and aspirations of parents to be heard.
- Focus on Fathers which works to influence policy and practice to improve service provision to ensure inclusivity of fathers.

Parenting NI Head Office

Floor 1
42 Dublin Road
Belfast
BT2 7HN

Tel: 0808 8010 722/028 9031 0891

Fax: 028 9024 3438

www.parentingni.org

As the lead agency working with and for lone parents and their children, we work with lone parents and other organisations to promote the integrity and life choices of one-parent families, challenge injustices, advocate for rights and positively respond to social change.

Gingerbread works in developing and delivering services, which benefit one-parent families, including:

- Advice and information
- Childcare
- Membership
- Personal development and
- Vocational training initiatives

We campaign to promote positive policies for lone parents and their children and are involved in the development of community projects and social economy initiatives.

Gingerbread Central Office

169 University Street
Belfast
BT7 1HR

Helpline: 0808 808 8090

Tel: 02890231417

Email: advice@gingerbreadni.org

www.gingerbreadni.org

Contact a Family Northern Ireland

contact a family
for families with disabled children

Contact a Family provides support, advice and information for families with disabled children, no matter what their condition or disability,

Contact A Family NI

Bridge Community Centre
50 Railway Street
Lisburn
BT28 1XP

Tel: 028 9262 7552

Email: nireland.office@cafamily.org.uk

www.cafamily.org.uk

Crossroads



Crossroads Caring for Carers is a Northern Ireland-based charity. Since 1984 Crossroads has provided respite care for carers who provide care for an elderly, frail, ill or disabled friend or relative. Crossroads aim to meet the needs of carers by providing them with a much-needed break whilst providing peace of mind that their loved one is well taken care of by a Crossroads care attendant. Crossroads is a local charity, helping local families, supporting carers who are the backbone of care in our community and the focus of Crossroads.

Crossroads

7 Regent Street
Newtownards
Northern Ireland
BT23 4AB

Tel: 028 9181 4455

Fax: 028 9181 2112

Email: mail@crossroadscare.co.uk

www.crossroadscare.co.uk

2

People with a disability

Disability Action



Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

We offer a range of services including:

- Information
- Policy
- Employment and Training Support
- Capacity Building
- Training on Disability & Diversity Issues
- Transport and Mobility Assessment

These are all aimed at improving the quality of life of people with disabilities in Northern Ireland.

Disability Action Head Office

Portside Business Park
189 Airport Road West
Belfast
BT3 9ED

Tel : 028 9029 7880

Fax: 028 9029 7881

Email: hq@disabilityaction.org

www.disabilityaction.org

Autism NI



Autism NI Family Support offers support to parents/carers of newly diagnosed children as well as support to families who have been living with Autistic Spectrum Disorder (ASD) for longer periods. Autism NI has Autism Resource Officers and Parent Liaison Officer.

Autism NI

Donard, Knockbracken Healthcare Park
Saintfield Road
Belfast
BT8 8BH
Tel: 028 9040 1729

Helpline: 028 9040 1729 (Monday, Wednesday, Friday 9.30am-1pm)
Email: info@autismni.org

www.autismni.org

Action Mental Health



Action Mental Health aims to enhance the quality of life and employability of people with mental health needs or a learning disability. Our service model includes:

- Individual assessment; Personal Action Plan; Review; Support
- Training for Employment; Employment Programmes; Day Support Services
- Promoting Health & Well-being; Building Social and Community Networks

Action Mental Health Central Office

27 Jubilee Road
Newtownards
Co. Down
BT23 4YH

Tel: 028 9182 8494
Fax: 028 9182 8808

www.amh.org.uk

Northern Ireland Association for Mental Health



Supporting people who have had experience of mental illness through the provision of community based day support has been at the core of Niamh's services since its inception.

However, over the years Niamh has continued to develop innovative additional services in response to the emerging needs of service users.

Through listening attentively to what Beacon Members need, Niamh has been able to develop three Beacon Support schemes with over 100 tenants, two Home Support schemes supporting over 80 people per year, eight 24-hour Beacon Supported Housing schemes and twenty-six non 24-hour Beacon Supported Housing schemes with places for over 200 tenants.

NIAMH

80 University Street
Belfast
BT17 1HE

Tel: 028 9032 8474

www.niamh.co.uk

Mindwise



MindWise currently offers services operating from locations throughout Northern Ireland

(see website for details of specific service locations).

Services include:

- Housing Services;
- Community Resource Centres
- Community/Floating Support Services
- Advocacy Services
- Community Bridge Building Services
- Employment and Training Services
- Carer Support Services
- Self-Management Programme
- Northern Ireland Appropriate Adult Scheme.

Mindwise Head Office

Wyndhurst
Knockbracken Healthcare Park
Saintfield Road
Belfast BT8 8BH

Tel: 028 9040 2323

Email: info@mindwisenv.org

www.mindwisenv.org

Praxis Care



Praxis Care is a major provider of services for adults and children with a learning disability, mental ill health, acquired brain injury and for older people, including people with dementia.

- **Mental Health** – Praxis Care provides a range of supported living services to people experiencing mental ill health. Praxis Care also provides home response domiciliary care, and a day activity / drop-in and “out of hours” service that offers individuals with mental ill health and related complex needs help in the planning and management of their own social routines. A volunteer befriending scheme helps to reduce isolation and improves the well being of people with mental health difficulties.
- **Dementia** – Praxis Care provides supported living services for older people, including people with dementia. The model of support enables people to maintain their independence within the living environment of their choice as well as supporting family and primary care givers.
- **Learning Disability** – Praxis Care assists adults and children with a learning disability or acquired brain injury to live in appropriate community settings, through offering a holistic range of care and diversional activity. Praxis specialises in services for adults and children who have complex needs, including challenging behaviours, which could not normally be met outside a hospital or institutional setting. These services include a range of residential and supported living schemes and the provision of work and training opportunities.

Praxis Care

25-31 Lisburn Road
Belfast
BT9 7AA

Tel: 028 9023 4555

Fax: 028 9024 5535

Email: info@praxiscare.org.uk

www.praxisprovides.com

- We work with people with a learning disability to change laws and services, challenge prejudice and directly support thousands of people to live their lives as they choose.
- We support people with a learning disability to get a job or take a college course, or we can help them find a place of their own to live in.
- We **offer advice** about things like respite care, individual budgets or transport services.
- We run **residential/day care** services and leisure groups that are so important to so many people with a learning disability, and their families and supporters.
- We **support** people with a learning disability to be part of their local communities. We **lobby the government to change laws** so that more and more people with a learning disability can have control over their own lives.

Mencap

Segal House
4 Annadale Avenue
Belfast
BT7 3JH
Tel: 028 9069 1351

NI Disability Helpline: 0808 808 1111

Email: helpline.ni@mencap.org.uk

www.mencap.org.uk/northern-ireland

Royal National Institute of Blind People (RNIB) is the UK's leading charity offering information, support and advice to almost two million people with sight loss.

Our pioneering work helps anyone with a sight problem – not just with braille and Talking Books, but with imaginative and practical solutions to everyday challenges.

We also provide information on eye conditions and provide support and advice for people living with sight loss.

People are still losing their sight unnecessarily. We campaign to eliminate avoidable sight loss and support research into sight loss and eye health issues.

RNIB

Victoria House
15-17 Gloucester Street
Belfast
BT1 4LS

Tel: 028 9032 9373

Helpline: 0303 123 9999

Email: rnibni@rnib.org.uk

www.rnib.org.uk

The British Deaf Association is the largest Deaf-led organisation in the UK. We represent the British Sign Language community, which is united by shared experiences, history and, most importantly, by language.

We celebrate Deaf Culture, Deaf Identity and British Sign Language. As a member-led organisation our work is focused on achieving equality for Deaf people through campaigning and community engagement.

Working with local Deaf Communities is crucial to the success of BDA campaigns and creates opportunities for Deaf people to develop and engage with each other and the wider community.

- The BDA's Community Advocacy Team works with Deaf Communities and Individuals when they are seeking resolutions to any issues that are of concern to them, by ensuring that their views are understood and that they are aware of their civil and human rights.
- The Children, Youth and Family Team works with young Deaf people and their families to create exciting and rewarding opportunities for them to share experiences with other young Deaf people and have access to positive role models. The Team achieves this by working in partnership to support Youth Clubs, Youth Groups and Youth Camps for young Deaf people throughout the UK.

- The Community Development Team supports local Deaf groups with their events, campaigns and other social activities. The Team develops relationships within the local Deaf communities and researches how the BDA can improve local opportunities for Deaf people. They work with local authorities and service providers to enable them to sign up to the British Sign Language/Irish Sign Language Charter.

British Deaf Association NI

Unit 5c
Weavers Court
Linfield Road
Belfast
BT12 5GH

Tel: 028 9043 7480

Textphone: 028 9043 7486

www.bda.org.uk

Action on Hearing Loss



Our services are here to help people who are deaf or have a hearing loss make the right decision about the level of care and support that they require.

Communication services

With our help you can book an expert communication support worker. We can help you find experienced:

- British Sign Language / Irish Sign Language translators
- Electronic notetakers
- Speech to text reporters
- Lipspeakers
- Deafblind interpreters

Care and community services

Our resources can be tailored to meet your needs. Whether you are looking for support in the community, or residential services – we're here to help. Why not contact us about one of our Care and Support Services?

- Residential Care at Harkness Gardens in Derry/Londonderry
- Community Support

Training, Access and Consultancy

We provide deaf and disability awareness training, advice on how to improve access to your services and help to achieve our Louder than Words charter mark. This quality mark demonstrates an organisation's commitment to providing the best levels of service to customers and employees who are deaf or have a hearing loss.

Employment Health And Wellbeing Service

We have a team of experts who can offer advice and support to people who are deaf or have a hearing loss when searching for a job or a training course. We can also help deaf people access important services and skills to give them the best possible chance of finding a job. We are currently working on the following projects:

- Sustainable Work and Well Being for People who are deaf
- Healthier Lives for People who are deaf or have hearing loss
- Connecting Adults with Learning
- Sensory Engagement Programme.

Information and equipment

We provide factsheets and leaflets on hearing aids, tinnitus, benefits and equipment, as well as materials to help learn sign language and cassettes or CDs to help you relax if you have tinnitus.

Hearing Aid Volunteer service

We offer aftercare support to new hearing aid users and those who are having trouble with their hearing aid. We could help them with hearing aid care, basic maintenance, and how to improve communication.

Action on Hearing Loss NI

Harvester House
4-8 Adelaide Street
Belfast,
BT2 8GA

Tel: 0808 808 0123

Textphone: 0808 808 9000

Fax: 028 9031 2032

SMS: 0780 0000 360

Email: informationline@hearingloss.org.uk

www.actiononhearingloss.org.uk

Alzheimer's Society is the leading support and research charity for people with dementia, their families and carers.

Alzheimer's Society is a membership organisation which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. Many of our 25,000 members have personal experience of dementia, as carers, health professionals or people with dementia themselves, and their experiences help to inform our work.

The Society's fight for a better world for people with all types of dementia takes a wide range of forms. Through our network of local services, we touch the lives of over 30,000 people every week, providing practical services and support for people with dementia and their carers. Every year, more than a million people make use of the information we provide.

Alzheimer's Society NI

Unit 4 Balmoral Business Park
Boucher Crescent
Belfast
BT12 6HU

Tel: 028 9066 4100

Email: nir@alzheimers.org.uk

www.alzheimers.org.uk

Parkinson's UK



We're the UK's Parkinson's support and research charity. Because we're here, no one has to face Parkinson's alone. We provide information and support through:

- our UK-wide team of information and support workers
- our free confidential helpline 0808 800 0303
- our publications.

Parkinson's UK

Wellington Business Centre
3 Wellington Park, Malone Road
Belfast
BT9 6DJ
Tel: 028 9092 3370

Parkinson's Helpline: 0808 800 0303
Email: northernireland@parkinsons.org.uk

www.parkinsons.org.uk

MS Society NI



The MS Society is the leading person-centred charity providing support to people affected by multiple sclerosis in Northern Ireland.

We are an organisation that cares and is committed to making a real difference to people living with MS and does this by providing a range of services, a network of local support throughout Northern Ireland via our Branch network.

MS Society NI

The Resource Centre
34 Annadale Avenue
Belfast
BT7 3JJ
Tel: 028 9080 2802

Helpline: 0808 800 8000
Email: helpline@mssociety.org.uk
www.mssocietyni.co.uk

If you are living with a life-limiting illness and have been told that you may not get better - Marie Curie Cancer Care can help you.

Whether you want to find out about our services or take a look at our short film guides designed to help you achieve the best quality of life, our website can help you find the information you need.

Your family may need support and we can help them too. We can offer practical, emotional and spiritual support to the family members of patients being cared for at the hospice.

Visitors' facilities

We have several comfortable areas where families can relax. Our visitors' area has facilities for families to make drinks and snacks. We can accommodate your family if they would like to stay overnight.

Carers' support group

We offer carers the opportunity to explore their feelings around living with someone with a long-term illness. Supported by a member of staff, carers can take part in creative group activities and learn relaxation techniques.

Emotional support

Our experienced and trained social workers and counselors can help people adjust to changes in circumstances. They will get to know your family, including children or grandchildren and focus on how best to support them and help them manage any emotional difficulties. You can arrange appointments for one-to-one counseling or monthly drop-in sessions.

Bereavement support for families

We also provide bereavement support for families dealing with the loss of someone close.

How to get support for families

Services are open to the family members of patients who have received care from the hospice or the Marie Curie Nursing Service. Ask a nurse for information about support for families. We welcome comments about our service from patients and families. Ask a nurse about our patient and family user group.

Marie Curie Cancer Care

Supporter Services Team
Marie Curie Cancer Care
89 Albert Embankment
London
SE1 7TP

Freephone: 0800 716 146

Macmillan Cancer Care



When you're living with cancer, the good days really matter. The day you get some answers about your treatment, or about benefits, or just have a chat with someone who understands. We're here to help you have more good days.

Macmillan has a presence in most hospitals in Northern Ireland and operate a close partnership with Health and Social Care Trusts. Its regional Information Centre is operated in partnership with Belfast Health and Social Care Trust and is located near City Hospital, Lisburn Road, Belfast.

For press enquiries, fundraising etc, contact Macmillan's NI administrative centre:

Macmillan Cancer Support

5A Stirling House
Castlereagh Business Park
478 Castlereagh Road
Belfast
BT5 6BQ
Tel: 028 9070 8610
Fax: 028 9070 8629
Email: belfast@macmillan.org.uk

For advice, help and support in the case of a cancer diagnosis:

Macmillan Support and Information Centre

77-81 Lisburn Road
Belfast
BT9 7AH
Tel: 028 9063 0022
Email: cancer.info@belfasttrust.hscni.net

www.macmillan.org.uk

Aware Defeat Depression has been working since 1996 to support all those in Northern Ireland affected by depression or bipolar disorder (manic depression). We also welcome and support carers. We opened our first office in Derry/Londonderry and now have a second office in Belfast where our helpline is based. We also have an established network of over twenty support groups in rural and urban areas across the country, which are run by our trained volunteers.

Our self-help support groups are one of Aware Defeat Depression's key services, providing regular in-person support in communities across Northern Ireland.

The groups are for people who are affected by depression or bipolar disorder (manic depression). This includes sufferers, relatives and friends. Our support group meetings are attended by men and women of a variety of ages.

Aware Defeat Depression Belfast

40-44 Duncairn Gardens

Belfast

BT15 2GG

Tel: 028 90 35 7820

Aware Defeat Depression Derry

56 Strand Road

Derry

BT48 7AJ

Tel: 028 7126 0602

Fax: 028 7130 9229

Helpline: 0845 120 2961

Email: help@aware-ni.org

www.aware-ni.org.uk

Lighthouse (previously as PIPS: Public Initiative for the Prevention of Suicide and Self harm) is an organisation committed and providing support services to families who have lost loved ones and people in crisis. Initially established in 2003 as a community response to a community problem – the exceptionally high incidence of suicide in North Belfast – the organisation has undergone various stages of growth and change, during this time, however the organisation remains unchanged.

- **Counselling**

Lighthouse offers a range of counselling: Trauma Counselling; Bereaved family counselling; Young person's counselling; Crisis counselling; Workshops, Art, Photography, Computers and Self-esteem.

- **Crisis Intervention**

Lighthouse provide responsive care to those in need, including accompanying distressed individuals to hospital for psychiatric assessment and attending crisis home visits.

- **Signposting**

We provide a valuable link to statutory services and other relevant agencies, signposting families and carers appropriately. Together with the Protect Life Strategy, Lighthouse will continue to raise the awareness of suicide and wider mental health matters.

Lighthouse

187 Duncairn Gardens
Belfast
BT15 2GF

Tel: 028 9075 5070

www.lighthousecharity.com

Our volunteers provide **confidential non-judgmental emotional support** to people in distress on the phone, face to face, by email and by letter.

We believe that being listened to in confidence, without fear of being judged, can be a huge relief and is often the first step in finding a way to cope. Our volunteers don't offer advice, because what works for one person might not work for you. But we do believe that given the time and space to work through problems or difficulties in confidence, that everyone can find an inner strength that lets them find their own way forward.

If you think you might benefit from confidential non-judgmental emotional support then we are here for you. You do not have to be suicidal to contact us. We will not judge you if you call. We understand that sometimes it feels difficult to pick up the telephone, so try an email or write a letter to us instead. Sometimes writing down your thoughts can help to understand them better.

Everything you tell Samaritans remains in complete confidence.

Tel: 08457 90 90 90 (many branches also offer local branch numbers).

Textphone: 08457 90 91 92

Email: jo@samaritans.org

www.samaritans.org

3

Marital Status

Gingerbread Northern Ireland



We provide advice and practical support for single parents. Expert advisers answer our helpline, this website is packed full of useful information and we offer training too. We also campaign to improve the lives of all single parent families. And because we're a national charity, it's all free.

Our vision is **"a society in which single parent families are valued and where they (and their children) are treated equally and fairly."**

Gingerbread Central Office

169 University Street

Belfast

BT7 1HR

Tel: 028 9023 1417

Fax: 028 9024 0740

Helpline: 0808 808 8090

Email: advice@gingerbreadni.org

www.gingerbreadni.org

Relate Northern Ireland



- To enhance the quality of couple, parental, family and peer relationships.
- To help relationships and marriages withstand the pressures leading to breakdown.
- To limit the damage which commonly accompanies failing relationships, separation and divorce and increase the prospect of subsequent relationships succeeding.

Relate

3 Glengall Street
Belfast
BT12 5AB

Tel: 028 9032 3454

Fax: 028 9031 5298

Email: office@relateni.org

www.relateni.org

CRUSE

Cruse Bereavement Care promotes the well-being of bereaved people and enables anyone bereaved by death to understand their grief and cope with their loss.

As well as providing free care to all bereaved people, the charity also offers information, support and training services to those who are looking after them.

Cruse is a member of the British Association of Counsellors and Psychotherapists and follows the rigorous code of ethics set out by that organisation.

The welfare services that Cruse provides, particularly via its telephone helpline, have also been awarded a Quality Mark by Community Legal Advice.

Cruse Bereavement Care

Northern Ireland Regional Office
Prince Regent Commercial Centre
8 Prince Regent Road
Belfast
BT5 6QR

Tel: 028 9079 2419

Helpline: 0844 477 9400

Fax: 028 9079 2472

Email: northern.ireland@cruse.org.uk

4

Age

Include Youth



Include Youth is an independent organisation that actively promotes the rights, best interests of and best practice with young people in need or at risk.

The organisation advocates for the introduction of policies and services for children and young people which would reduce the need for care and custody.

The young people that Include Youth works with and for include those from:

- Socially disadvantaged area
- Those with special needs
- Those who have had poor educational experiences
- Those from a care background
- Young people who have committed or are at risk of committing crime, misusing drugs or alcohol, undertaking
- Unsafe sexual behavior or other harmful activities or of being harmed themselves.

Include Youth achieves its objectives through policy advocacy that both informs and is informed by our direct practitioner and young people support services.

Include Youth

Alpha House
3 Rosemary Street
Belfast
BT1 1QA

Tel: 028 9031 1007

www.includeyouth.org

Support Line



- We offer confidential emotional support to children, young adults and adults by telephone, email and post.
- We work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self esteem to encourage healing, recovery and moving forward with life.
- We also keep details of counsellors, agencies and support groups throughout the UK.

SupportLine

PO Box 2860
Romford
Essex
RM7 1JA

Helpline number: 0170 8765 200

E-mail: info@supportline.org.uk

www.supportline.org.uk

Brook is the only national voluntary sector provider of free and confidential sexual health advice and services specifically for young people under 25.

Brook is a registered charity, and has over 45 years' experience of providing professional advice through specially trained doctors, nurses, counsellors, and outreach and information workers to over 260,000 young people each year.

At Brook we offer a **confidential service**. This means that we do not talk about your enquiry to anyone outside Brook without your permission unless you are in serious danger. If you have any worries or questions about confidentiality, don't hesitate to ask us.

Ask Brook offers a confidential telephone, online enquiry service and interactive text message service:

- **Telephone** 0808 802 1234 - free from all telephones including mobile phones
- **Text Ask Brook** on 07717 989 023 (standard SMS rates apply)
- Or send a secure **online message** through the website.

Ask Brook cannot provide individual medical advice but we do provide a personal reply with information to help you.

Brook Belfast

9-13 Waring Street
Belfast
BT1 2DY
Tel: 028 9032 8866

Brook Coleraine

20B Abbey Street
Coleraine
BT52 1DU
Tel: 028 7034 2178

Contact Ask Brook:

Tel: 0808 802 1234 (Monday–Friday, 11am–3pm)

SMS: 07717 989 023 (Monday–Friday, 9am–3pm)

www.askbrook.org.uk

www.brook.org.uk/brook-northern-ireland

Voice Of Young People In Care



VOYPIC is an independent regional voice that seeks to empower and enable children and young people with an experience of Care to participate fully in decisions affecting their lives.

Our aim is to improve their life chances through working in partnership with children, young people, staff, managers, agencies and government. We do this through listening and learning and facilitating change which impacts and influences legislation, policy and practice.

VOYPIC

9-11 Botanic Avenue
Belfast
BT7 1JG

Tel: 028 9024 4888

www.voypic.org

Age NI



- We deliver care services, provide advice and advocacy, fundraise and influence our decision-makers to improve later life for us all.
- We tackle ageism where we face it, fight for enough money for older people to live in dignity and demand the quality of care that people in later life deserve.
- We provide advice and care.
- We support local groups.
- We campaign and influence policy.
- **[We offer products and services.](#)**

Age NI

3 Lower Crescent

Belfast

BT7 1NR

Tel: 028 9024 5729

Freephone helpline: 0808 808 7575

www.ageni.org.uk

Youth Action Northern Ireland



- Youth Action Northern Ireland works with young people to support them as active and equal citizens whose voices are heard, respected and valued.
- We recruit and involve young people in non formal educational programmes to maximize skills, qualifications and potential. We particularly target those from disadvantaged communities, vulnerable young people and the older age range of 14-25 years olds, not engaged in mainstream youth provision.
- We support a membership base of over 200 youth groups by providing insurance, Access NI vetting, youth work training, information on governance issues, Youth Achievement and Millennium Volunteer Awards.
- We contribute to youth work development by drawing on our experiences and relationships with young people. We host conferences and seminars on topical issues; publish reports and resource packs to assist youth work performance; we work in partnership with statutory, voluntary and community organisations to maximize resources; and we carry out research into the topics most pertinent to young people.

Youth Action NI

14 College Square
North Belfast
BT1 6AS

Tel: 028 9024 0551

www.youthaction.org

NI Commissioner for Children and Young people



The Commissioner's job is to safeguard and promote the rights and best interests of children and young people. She does this in a number of different ways:

- The Commissioner wants the Office to base all its work on thorough research when helping children and young people, and has been working with universities and other agencies to do this.
- The Commissioner has the power to undertake general inquiries into issues where they believe children are being adversely affected. This may be an informal inquiry or a more formal investigation with the same powers of the High Court (as detailed in our legislation) that can include requesting documents or the attendance or examination of witnesses.
- The Commissioner is also required to review the ways that those providing services for children listen to complaints and take account of children's views.
- The Commissioner can deal with individual complaints from children and young people, or their parents/guardians about government services like education, health, adoption and fostering, youth justice, road safety – indeed any service that impacts on those under 18 (The Commissioner can help those with a disability, and those leaving care, up to the age of 21).

- The Commissioner has to take account of any existing complaints mechanism first.
- Where appropriate the Commissioner can start or take over legal proceedings on behalf of a child or young person if a general principle is at stake.
- The Commissioner is guided by the UN Convention on the Rights of the Child, an international agreement setting out how children should be treated and the rights that they have.
- The Commissioner is developing fun ways of communicating with young people and encouraging their participation in decisions.

NICCY

Equality House
7-9 Shaftesbury Square
Belfast
BT2 7DP

Tel: 028 9031 1616

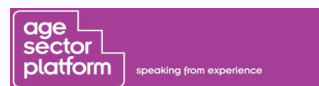
Textphone: 028 9031 6393

Fax: 028 9031 4545

Email: info@niccy.org

www.niccy.org

Age Sector Platform



Age Sector Platform was established in December 2007 to campaign and lobby for older people in Northern Ireland. Managed by an Executive Committee of twelve representatives, Age Sector Platform currently has a membership base of 30 older people's organisations and networks which represent approximately 200,000 older people across Northern Ireland.

Age Sector Platform

Merrion Business Centre
58 Howard Street
Belfast
BT1 6PJ

Tel: 028 9031 2089

Fax: 028 9033 2273

Email: info@agesectorplatform.org

www.agesectorplatform.org

Independent Advocacy Service - for adults with learning disabilities. The service operates in the greater Belfast area encompassing Muckamore Abbey Hospital and across the South Eastern Trust area.

Family Support Service - A well established service offering practical help and emotional support to families experiencing difficulties or under stress.

Home From Hospital - Provides a short-term service to people who have been in hospital and who require additional support / assistance to rehabilitate at home.

Domiciliary Care - Provides care and support to older people and people with a physical disability living in their own homes.

Neighbourly Care Scheme - Provides support to people who are vulnerable and living within the community.

Laundry Service - Provides a weekly service of fresh bed linen to people managing incontinence.

Bryson Charitable Group

28 Bedford Street
Belfast
BT2 7FE

Tel: 028 9032 5835

Fax: 028 9043 9156

Email: info@brysongroup.org

Commissioner for Older People in Northern Ireland (COPNI)



The Commissioner for Older People in Northern Ireland

- Provides a focus for individual older people and representative groups from the voluntary and community sector to highlight issues that are of concern for older people
- Brings these issues and concerns to the attention of the Junior Ministers in the Office of the First Minister and Deputy First Minister
- Provides Junior Ministers with an analysis based on the views of the voluntary and community sector on the impact and practical out workings of policies and strategies aimed at older people
- Continues to support and monitor the development of the roles, remit and responsibility of the Commissioner for Older People in Northern Ireland
- Co-chairs with OFMDFM officials, where appropriate, such meetings that are considered necessary with representatives from the older people's sector (the Advocate may chair other meetings as he/she deems necessary with the sector).

Commissioner for Older People in Northern Ireland

Equality House, 6th Floor
7-9 Shaftesbury Square
Belfast
BT2 7DP

Tel : 028 9089 0892

Email: info@copni.org

www.copni.org

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Gender

- Women's Aid is the lead voluntary organisation challenging domestic violence in Northern Ireland.
- We strive to create a safe and supportive society for women, children and young people affected by domestic violence.
- Women's Aid provides refuge and emotional support to women and their dependent children suffering from mental or physical harassment within the home.
- We encourage women to determine their own future, whether this involves returning home or beginning an independent life.
- We educate and inform the public, media, police, courts, social services and other authorities, always mindful that victims of domestic violence are a direct result of the general position of women in our society.

Women's Aid

129 University Street
Belfast
BT7 1HP

Tel: 028 9024 9041

Email: info@womensaid.org

www.womensaidni.org



The Women's Resource and Development Agency's mission as a Northern Ireland regional organisation is to advance women's equality and participation in society by working to bring about social, political and economic change for women.

Community Facilitation – Using a proven model combining peer education and experiential learning, the Community Facilitation service is an ideal way to inform, consult and empower individuals in disadvantaged communities

Health Awareness Programmes – WRDA offer a number of training resource packs which have all been developed in consideration of government strategies and programmes on health inequalities. All our resource packs have been designed with a focus on how these inequalities affect health. They include:

- Parents Promoting Sexual Health
- Towards Better Mental Health and Emotional Well-being
- Breast and Cervical Screening Awareness
- Counting the Cost of Alcohol - How do you measure up?
- Women's Health Pack.

WRDA

6 Mount Charles
Belfast
BT7 1NZ

Tel: 028 9023 0212

Fax: 028 9024 4363

Email: info@wrda.net

www.wrda.net

Training For Women's Network



Established in 1996, Training for Women Network (TWN) is Northern Ireland's leading network for the promotion of women's training and development, through policy, training, networking and education. TWN is ideally placed as a first stop shop for women in Northern Ireland seeking information on training, development and entrepreneurship.

Training for Women's Network

Unit 10B Weaver's Court
Linfield Road
Belfast
BT12 5GH

Tel: 028 9031 9888

www.twnonline.com



Male victims of domestic abuse - MAP exists to provide counselling services for men experiencing domestic abuse.

- We can provide support and facilitate you to understand your options and make your own choices and decisions.
- We can also put you in touch with organisations that can help you further.
- We also offer support and counselling services to men who have previously left a violent or abusive relationship and who are still experiencing the effects.

Breakdown of relationships Anger Management (men and women) - MAP offers a range of services to men and women who want assistance and support to deal with their anger.

- These services are available to those who wish to understand powerful emotions, cope more with stress in their lives and adopt more appropriate behaviours for healthy relationships.
- Anger management services can be delivered through 1 to 1 counselling or an anger management group programme.
- We recognise that, although much has been written on anger management, our experience has been that the client is the expert on their anger management problem.

- It is our aim to help the client develop insight into their current way of dealing with their anger, how effective and useful that might be for them, and how they can make changes that will improve their quality of life and their interpersonal relationships.

MAP

Cathedral Buildings
64 Donegall Street
Belfast
BT1 2GE

Tel: 028 9024 1929

Email: info@mapni.co.uk

Family Planning Association



Our vision is of a country where talking sense about sex is the norm not the expectation. We educate and inform thousands of people about sexual health each year and campaign to improve sexual health services.

FPA

3rd Floor, Ascot House
24-31 Shaftesbury Square
Belfast
BT2 7DB

Belfast Butterfly Club



The Belfast Butterfly Club is a support network for transgendered people and their families. By providing education and information, we seek to increase awareness, overcome discrimination and achieve equality.

Belfast Butterfly Club

PO Box 210
Belfast
BT1 1BG

Helpline: 028 9267 3720, Wednesdays 8pm-10pm

Email: trans@belfastbutterflyclub.co.uk

Trans* Belfast

Trans* Belfast is a peer support group for trans and gender variant people of all backgrounds and walks of life. For more information about this support group contact:

Email: admin@transbelfast.org.uk
Tel: 07476255468

Trans Derry

Trans Derry is a support group for trans people in Derry supported by The Rainbow Project. For more information about the group contact:
alexsia@rainbow-project.org

Email: alexsia@rainbow-project.org

Transgender NI



This website is intended to be a support for those seeking information and support around issues of Gender Dysphoria in Northern Ireland. It has been designed and created by the support organisations detailed in this website, including the Gender Identity Clinic for Northern Ireland.

www.transgenderni.com

Trans Forum

The Trans forum is a forum of statutory and voluntary sector organisations that comes together quarterly to discuss issues relevant to the Trans community. Currently the following organisations make up membership of the Trans forum: Youthnet, SAIL, Cara-Friend, Institute for Conflict Research, Department of Education, Department of Health, OFMDFM, Policing Board, The Rainbow Project, Public Health Agency, Belfast City Council, Belfast Butterfly Club, PSNI, Equality Commission NI, Housing Executive NI, Human Rights Commission, NICCY, Children's Law Centre, Southern HSC Trust, Belfast HSC Trust, Gender Identity Service NI, CAMHS, NIPSA, and NI Ambulance Service.

Email: transforum@transgenderni.com

Translate

Translate is a safe space for young people up to the age of 25 to come together to discuss issues of gender and identity. The youth group was developed through a partnership between Cara-Friend and Youthnet.

Email: translate@transgenderni.com

Focus: The Identity Trust

Focus exists to provide social, educational and recreational activities for Transgender people in Northern Ireland and the Border counties of the Republic of Ireland who have been referred to us by a gender identity clinic or Registered Medical Practitioner. The Trust will endeavor to provide a welcoming, safe and secure environment for all its members.

Get in touch via our website:

www.thefocustrust.com/info/contact/

Support Acceptance Information and Learning (SAIL)



What does SAIL stand for?

SAIL is a voluntary support group for family, friends, carers and individuals living with gender issues.

What does SAIL do?

If you are facing the journey of gender identity you may feel that you are alone. SAIL offers support to families through social meetings where people can meet and talk, share stories and experiences.

How do I contact SAIL?

If you would like to come to a meeting or if you would just like to talk to someone about gender issues please contact us. All calls or texts will be treated with complete confidentiality. Or you can email for more information.

Tel: 07510228411

Email: sail@transgenderni.com

Gender Essence Support Services



Gender Essence Support Services is a specialist counseling and support organisation, we are dedicated in offering emotional and therapeutic support to those from the Trans* and Gender Variant communities. We also provide training and awareness raising around these issues.

Email: info@genderessence.co.uk

www.genderessence.co.uk

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Ethnicity

Northern Ireland Muslim Family Association (NIMFA)



- NIMFA is one of the only two Muslim organisations serving the Muslim community in Belfast and has been around for a number of years.
- NIMFA is committed to integrating in the life of the local society of Northern Ireland, while at the same time helping to preserve the Islamic identity of its members.
- The members of NIMFA are multi-cultural and multi-ethnic in nature. It aims to promote the spiritual, social, educational, recreational, psychological and physical well-being of all members of a Muslim family. In addition, it provides help to these families in order to preserve their Islamic identities, and integrate in the community of Northern Ireland as Northern Irish Muslims.
- NIMFA activities include, but are not limited to, family communication, helping parents in childhood development and education, counselling, facilitating special group for young Muslims, organising Islamic awareness workshops, Arabic learning classes for Muslims and non-Muslims, helping families with special needs, to name a few.
- At NIMFA, regular five time prayers including Friday prayers are performed as well as organising activities such as Islamic celebrations (Ramadan prayers, Eid etc.), workshops and other religious and social events. In addition, a Hikmah School is established for the young Muslim generation whose population is growing steadily Alhamdulillah.

NIMFA

7 Rugby Road
Belfast
BT7 1PS

Tel: 028 9031 5784

www.nimfa.org

Al-Nisa Association NI



The Al - Nisa group was set up in November 1998 by a group of Muslim women in Northern Ireland.

Why was it necessary to set it up?

The group was needed to address specific problems facing Muslim women in Northern Ireland. The organisation provides a support network for women who are living in isolation. A number of Muslim women expressed the desire to have the support of a women's group to share experiences, and help support each other.

The group seeks to:

- Improve education and understanding of Islam among Muslim women and young people
- Provide guidance for Muslim women & refer Muslim women to mainstream support services
- Monitor the implementation of key government strategies and represent the issues of Muslim women
- Through the provision of training and information sessions, tackle stereotypical images of the Muslim community and promote good relations between communities
- Network with the voluntary & statutory sector at the local, national and international level to improve services and quality of life for Muslim women.

Al-Nisa Association

C/O NICEM

1st Floor

24-31 Shaftesbury Square

Belfast

BT2 7DB

Tel: 028 9023 8645

An Munia Tober



An Munia Tober means 'The Good Road' in Cant, which is Traveller language.

An Munia Tober is the new Travellers support program for Belfast. An Munia Tober provides a variety of services to the Traveller community. It has been formed through the amalgamation of Belfast Travellers Support Group (BTEDG/ BTSG) and Belfast Travellers Education Development Group.

An Munia Tober is more than a collection of worthwhile projects. It is an environment where Travellers can feel comfortable and secure. It is a place where people are listened and can also tell their story. Projects include Youth Project; Heritage and Cultural Projects; Traveller Health Development; Gayla Arts and Play Projects; Educational Projects.

An Munia Tober

Unit 12/2 Blackstaff Complex
Belfast
BT12 7AE

Tel: 028 9043 8265

Fax: 028 9043 6465

Email: mail@anmuniatober.org

www.anmuniatober.org

Bangladeshi Welfare Association



Mr Abdul Rob
24 Greenwell Street
Newtownards
BT23 7LN

Tel: 028 9181 0566

Belfast Islamic Centre



Belfast Islamic Centre was established in 1978 by a group of Muslims from the local community to provide a focus for all Muslims living in Northern Ireland.

The centre operates for the benefit of all Muslims irrespective of their ethnic background, gender, country of origin or age. At present those who use the centre represent 42 nationalities. No-one is absolutely certain about the number of Muslims in Northern Ireland, however it is estimated that there are over 10,000 currently resident in the province.

Belfast Islamic Centre is the largest institution of the Muslim community in Northern Ireland and acts as both a place of worship and a community centre.

In trying to address a very wide range of needs the centre inevitably finds it extremely difficult to provide the necessary range of services to the Muslim community within a comparatively small facility and with modest staffing and financial resources.

The Belfast Islamic Centre provides a wide range of services including:

- Children's and Adult's Education
- Youth Development Work
- Social and Recreational Programmes for Women
- Social Welfare Services to the Muslim Community
- Information and Advice for non-Muslim groups

Belfast Islamic Centre

38 Wellington Park
Belfast
BT9 6DN

Tel: 028 9066 4465

Fax: 028 9087 8766

Email: info@belfastislamiccentre.org.uk

www.belfastislamiccentre.org.uk

- The support and advice we provide aim at promoting independent living and improving the quality of family life.
- We target migrant workers who experience crisis situations and have to overcome obstacles in accessing public services due to language and cultural barriers.
- We help deal with issues such as: housing, access to healthcare and education, welfare and employment rights, English language needs, racial harassment and immigration.

NICEM

Ascot House
24-31 Shaftsbury Square
Belfast
BT2 7BD

Tel: 028 9023 8645

www.nicem.org.uk

Bryson Intercultural (Formerly The Multicultural Resource Centre)



users

We offer innovative responses to the needs of our service through a variety of projects and activities, including:

- **Community Development** training and practical support for existing and emerging Black and Minority Ethnic individuals and groups. Liaison with local communities to provide responses to and prevention of racist attacks.
- An **Outreach Project** providing practical support to individuals (incl. home visiting to the most isolated and vulnerable families, supporting victims of racist attacks, linking individuals with a range of key statutory service providers, etc)
- Provision of a **drop-in advice** (sign posting) service on a daily basis
- **Language for Life project** including regular activities for parents and children (language; dance; massage; outings; etc
- Multi-lingual **children's library**
- A dedicated **volunteer project** where individuals receive practical training to increase employability, advocate on behalf of vulnerable groups and learn new skills
- Provision of tailored **English language classes** to suit those who cannot or are unable to access those provided by Further Education Colleges etc.
- Monthly **e-bulletins** to over 350 organisations and individuals on forthcoming events, new policies, racist attacks etc.

- Provision of **Internet and email services** in appropriate language formats to individuals of minority communities to catch-up on information from their home countries and also to communicate with family.
- We produce **research** in highly specialised areas such as Orientation Packs for newly arrived migrant workers from the 8 accession countries, conditions for Migrant Workers, the Bangladeshi Community in NI, the 70+ Minority Ethnic Languages spoken in NI etc.

Bryson Intercultural

9 Lower Crescent
Belfast
BT7 1NR

Tel: 028 9024 4639

Fax: 028 9032 9581

Email: info@mcrc-ni.org

www.mcrc-ni.org



The Indian Community Belfast

The Indian Community Centre is a voluntary organisation which was established in 1981 in the Carlisle Methodist Memorial Church Hall.

- The centre works towards the promotion and greater understanding of Indian culture and traditions in Northern Ireland.
- We also seek to create and build upon relationships with the wider Northern Ireland community, and reflect upon the changing diversity of our society.

The Indian Community Belfast

86 Clifton Street
Belfast
BT13 1AB

Tel: 028 9024 9746

Email: iccnibelfast@gmail.com

www.iccbelfast.com

Polish Association NI



The overall purpose of the Polish Association is to:

- eliminate racism, racial inequality and racial discrimination
- promote and develop good relations
- advance the education of the public in Polish culture and cultural diversity
- increase participation of people from Polish Community background in public, democratic process, economic, social and cultural life.

Polish Association NI

7 North Street
Belfast
BT1 1NH

Tel: 028 9032 1232

www.polishassociation.org

The Northern Ireland Pakistani Cultural Association



NI Pakistani Cultural Association

C/O 8 Braniel Park
Belfast
BT5 7JL

Tel: 028 9083 6704



Belfast Migrant Centre

The Belfast Migrant Centre is a consortium of UNISON, the Irish Congress of Trade Unions, the Polish Association (NI) and NICEM under the Welcome House Project.

The overall aim is to tackle racism and eliminate barriers against new and settled migrant communities in NI.

The Belfast Migrant Centre will provide a one-stop shop service with bilingual staff to eliminate language barriers.

We will help those in need by providing outreach services and responding to the needs of victims of racial harassment and those in crisis situations.

Belfast Migrant Centre

2nd Floor, Ascot House
24-31 Shaftesbury Square
Belfast
BT2 7DB

Tel: 028 9043 8962

Fax: 028 9067 7910

Email: info@belfastmigrantcentre.org

www.belfastmigrantcentre.org

STEP South Tyrone Empowerment Project



From our initial work in 1997, STEP has translated its aims and objectives into community action through community development principles.

STEP exists as an organic organisation, growing and evolving in order to meet the changing needs of our developing society.

Our organisational activities and projects range from small group development to large partnership projects and trans-national networks, but the core purpose and principles never change.

We aim to:

- Contribute to building a rights – based, participative, peaceful and prosperous society which provides equality of access and opportunity, embraces diversity and respects difference
- Enable those most vulnerable to marginalisation, disadvantage and exclusion, to develop the confidence and skills to be heard; to identify their own strengths and needs; to access the support and expertise to help them in finding solutions and advocating social change.

STEP

Unit T7, Dungannon Business Park
Coalisland Road
Dungannon
BT71 6JT

Tel: 028 8775 0211

Email: info@stepni.org

www.stepni.org



Omagh Community House

Omagh Community House provides training, support and advice to a large number of ethnic groups and families from throughout the Omagh District and beyond.

To date Omagh Community House has membership representing more than 23 different nationalities including; Filipino, Irish, Pakistan, Iranian, Indonesian, English, Central American, Indian, Honduran, Brazilian, Italian, Ghanaian, Chinese, Chilean, East Timorese, German, Russian, Latvian, Lithuanian, Greek, French and Moroccan.

Omagh Community House

Drumragh Avenue
Omagh
Co. Tyrone
BT78 1DP

Tel: 028 8224 2040

Fax: 028 8225 0681

Email: info@omaghcommunityhouse.com

www.omaghcommunityhouse.com

The Chinese Welfare Association NI



Aims and Objectives:

- To secure the future of the Chinese community in Northern Ireland within a framework of racial equality and enable all sections of the community to fully participate in both the development of the community and the wider society.
- Enabling and supporting community development and developing the community infrastructure within the Chinese community
- Providing or securing services which meet the health and social needs arising out of the disadvantaged position of the Chinese community
- Enabling children and young people to realise their full potential as active citizens within both the Chinese and wider community
- Developing greater cultural awareness within both the Chinese and wider community and working towards elimination of racism and discrimination
- Securing the resources and facilities needed to achieve the core aims of the organisation.

Three main operational service areas which are supported by central management and administration:

- Community Development
- Children and Youth
- Direct Services including Welfare Rights, Race Relations and Training and Interpretation.

Chinese Welfare Association

1 Stranmillis Embankment
Belfast
BT7 1GB

Tel: 028 9028 8277
www.cwa-ni.org

Afro-Community Support Organisation



- The Afro-Community Support Organisation (ACSONI) was formed in 2003 as an independent community Organisation to address the needs and aspirations of people who are from the continent of Africa and African descendent nations. These include people who are of Afro-Caribbean, African American, and African European Heritage.
- ACSONI was borne out of a series of consultations and focus groups carried out by South Belfast Highway to Health Project.
- Although the Afro-Community is one of the larger Minority Ethnic Communities in Northern Ireland (1136 people, according to the 2001 Census, *which today is estimated to be in excess of 6,000*), information on the life and experiences of Black Africans, Afro-Caribbean and other Afro-descendants in Northern Ireland is virtually non-existent.

Afro-Community Support Organisation

First Floor
9 Lower Crescent
Belfast
BT7 1NR

Tel: 028 9043 4090

Fax: 028 9043 4106

Email: info@acsoni.org

www.acsoni.org

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Religious Belief

The Baha'i Council for Northern Ireland



- The Baha'i Council for Northern Ireland is an elected body of nine women and men which co-ordinates, stimulates and unifies the affairs of the Baha'i community within Northern Ireland.
- The Council meets regularly and organises regional events including summer and winter schools.
- It also facilitates the regular publication of its newsletter – CommuNIque.
- Regular consultations occur with other bodies including the National Assembly of the Baha'is of the Republic of Ireland. Many of the responsibilities of the Council are facilitated by bodies such as committees set up for each particular function.

Baha'i Council for Northern Ireland

Apt 4, 2 Lower Windsor Avenue
Belfast
BT9 7DW

Tel: 028 9016 0457

Email: bcni@bahai.org.uk

www.bahaicouncil-ni.org.uk

The Buddhist Communities

The Potala Buddhist Centre (New Kadampa Tradition)

265 Ormeau Road
Belfast
BT7 3GG

Tel: 028 9069 1820

Mob: 0759 777 3096

www.meditateni.org

Black Mountain Zen Centre

1st Floor 64 Donegall Street
Cathedral Quarter
Belfast
BT1 2GT

Tel: 028 9024 4010

Email: secretary@blackmountainzencentre.org

www.blackmountainzencentre.org

Jampa Ling NI

Responding to the requests of students in Northern Ireland, Jampa Ling Northern Ireland has been established by Ven. Pachen Otrul Rinpoche. He is the Spiritual Director of the centre. His Holiness the Dalai Lama is the Patron. The name Jampa Ling means “a place of infinite loving-kindness”. It currently offers a weekly programme of meditations.

Jampa Ling NI

39 Malone Road
Belfast
BT9 6RX

Tel: (+353) 049 9523448 (Co. Cavan office)

Email: jampalingnorthernireland@yahoo.com

www.jampaling.org

The Christian Communities



Northern Ireland Inter-Faith Forum

The essential aims of the Forum are to:

- promote mutual understanding between different faith traditions
- educate people in Northern Ireland in awareness that we are not a country of two traditions only, but a vibrant community of many faiths whose people come from varied religious and ethnic backgrounds.

The Forum's website provides further information on how to access information for most Christian denominations.

NI Inter-Faith Forum
41a Rosemary Street
Belfast BT1 1QB

Email: ni.interfaith@gmail.com

The Hindu Community



The Northern Ireland Indian Community Centre

- The Indian Community Centre is a voluntary organisation which was established in 1981 in the Carlisle Methodist Memorial Church Hall.
- The centre works towards the promotion and greater understanding of Indian Culture and Traditions in Northern Ireland.
- We also seek to create and build upon relationships with the wider Northern Ireland community, and reflect upon the changing diversity of our society.

NI Indian Community Centre

86 Clifton Street
Belfast
BT13 1AB

Tel: 028 9024 9746

Email: iccnibelfast@gmail.com

The Jewish Community

The Belfast Hebrew Congregation

- We promote good relations and address anti-racism by widening an understanding and greater tolerance of Judaism by providing access to the wider community about aspects of Jewish lives for their membership and the wider community within areas of health, education and cultural awareness.
- We engage in community capacity building to service and support the traditional, cultural , social and religious practices of membership to decrease a sense of social isolation and develop notions of cultural diversity within Northern Ireland society.
- We provide support and guidance to those from within and without the community ready to learn about the cultural practices associated with Judaism including the Hebrew language, Halacha (Jewish Law) and rituals.

The Belfast Hebrew Congregation

The Wolfson Centre
49 Somerton Road
Belfast
BT15 3LH

Tel: 028 9077 5013

www.belfastjewishcommunity.org.uk

The Muslim Community



Northern Ireland Muslim Family Association

- It is one of the only two Muslim organisations serving Muslim community in Belfast and around for a number of years.
- It was formed in 2002 to represent three generations of Muslims who have been living in Northern Ireland since the 1940s.
- NIMFA is committed to integrate in the life of the local society of Northern Ireland, while at the same time help preserve the Islamic identity of its members.
- The members of NIMFA are multi-cultural and multi-ethnic in nature.
- It aims to promote the spiritual, social, educational, recreational, psychological and physical well-being of all members of a Muslim family. In addition, it provides help to these families in order to preserve their Islamic identities, and integrate in the community of Northern Ireland as Northern Irish Muslims.
- NIMFA activities include, but not limited to, family communication, helping parents in childhood development and education, counselling, facilitating special group for young Muslims, organising Islamic awareness workshops, Arabic learning classes for Muslims and non-Muslims, helping families with special needs, to name a few.
- At NIMFA, regular five time prayers including Friday prayers are performed as well as organising activities such as Islamic celebrations (Ramadan prayers, Eid etc.), workshops and other religious and social events.

In addition, a Hikmah School is established for the young Muslim generation whose population is growing steadily Alhamduillah.

NIMFA

7 Rugby Road
Belfast

BT7 1PS

Tel: 028 9031 5784

Belfast Islamic Centre



Belfast Islamic Centre was established in 1978 by a group of Muslims from the local community **to provide a focus for all Muslims living in Northern Ireland.**

The centre operates for the benefit of all Muslims irrespective of their ethnic background, gender, country of origin or age. At present those who use the centre represent 42 nationalities. No-one is absolutely certain about the number of Muslims in Northern Ireland, however it is estimated that there are over 10,000 currently resident in the province.

Belfast Islamic Centre is the largest institution of the Muslim community in Northern Ireland and acts as both a place of worship and a community centre.

In trying to address a very wide range of needs the centre inevitably finds it extremely difficult to provide the necessary range of services to the Muslim community within a comparatively small facility and with modest staffing and financial resources.

Belfast Islamic Centre

38 Wellington Park
Belfast
BT9 6DN

Tel: 028 9066 4465

Fax: 028 9087 8766

Email: info@belfastislamiccentre.org.uk

www.belfastislamiccentre.org.uk

The Sikh Community

Northern Ireland Sikh Community

Northern Ireland Sikh Community

Centre & Gurdwara
1 Simpson's Brae
Waterside
Londonderry
BT47 1DL

Tel: 028 7134 3523

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Political Opinion

Political Parties in Northern Ireland

The Electoral Commission provides information on parties registered in Northern Ireland.

The Electoral Commission

Seatem House
28-32 Alfred Street
Belfast
BT2 8EN

Tel: 028 9089 4020

Fax: 028 9089 4026

Textphone: 18001 028 9089 4020

Email: inforthernireland@electoralcommission.org.uk

www.electoralcommission.co.uk

The Irish Congress of Trade Unions (NI)



Congress is the single umbrella organisation for trade unions. In 2006 there were 36 unions with 215,478 members in Northern Ireland affiliated to Congress.

The Irish Congress of Trade Unions

4-6 Donegall Street Place
Belfast
BT1 2FN

Tel: 028 9024 7940

Fax: 028 9024 6898

Email: info@ictuni.org

www.ictuni.org

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Sexual Orientation

LGBT Northern Ireland: A Portal for lesbian, gay and transgender people



This website has been developed, with the support of the Public Health Agency, to provide information to Lesbian, Gay, Bisexual and/or Transgender people and their families. The website provides information on different organisations and services dedicating to support LGBT people and their families across Northern Ireland.

LGBT NI

Belfast LGBT Centre
9-13 Waring Street
Belfast
BT1 2DX

Tel: 028 90 319 030

Email: director@rainbowproject.org

Website: www.lgbtni.org

Cara-Friend



Cara-Friend is an organisation dedicated to supporting, empowering, educating, and offering friendship to everyone in the LGBT community. Cara-Friend is a volunteer-based community service providing free, anonymous and confidential telephone support, counselling, information, referral services and support groups for gay men, lesbians, bisexual and transgender people in Northern Ireland on sexuality and life issues.

Cara Friend

1st Floor
War Memorial Building
9-13 Waring Street
Belfast
BT1 2DX

Tel: 028 9089 0202

Fax: 028 9027 8654

Email: admin@cara-friend.org.uk

Website: www.cara-friend.org.uk

LGBT Switchboard NI



Have you ever had something you need to talk about, perhaps something you need to get off your chest? Maybe you need advice relating to your sexual orientation? Perhaps you feel isolated, or maybe just want to know that there are other lesbian, gay, bisexual or trans people in the world. Perhaps you are an LGBT parent or a parent with an LGBT child? LGBT Switchboard NI is staffed by trained volunteers who will provide a listening ear and can help you to explore your options. We can also provide information on a wide range of issues including health & well-being, legal concerns, information on the social scene and details of LGBT community groups.

Tel: 0808 8000 390

Open Tuesday, Wednesday and Thursday 6pm–9pm

Email: switchboard@cara-friend.org.uk

Or visit www.cara-friend.org.uk/projects/lgbt-switchboard-ni and click on the “Live Chat” button.

Gay and Lesbian Youth NI



GLYNI is Northern Ireland's largest LGBT youth organisation for 14-25 year olds. Our goal is to provide young people with a safe and positive environment in which to socialise and get to know other young people who are in the same situation in life. We run a number of workshops, personal development programmes, creative art projects, social events and activities. We have groups in Belfast, Lisburn, Craigavon and Foyle.

Tel: 028 9089 0202

Email: admin@cara-friend.org.uk

www.cara-friend.org.uk/projects/glyni

The Rainbow Project



The Rainbow Project is devoted to promoting the health and well-being of lesbian, gay, bisexual and/or transgendered people and their families in Northern Ireland, as well as those questioning their orientation or gender, through partnership, advocacy and the development and delivery of appropriate support services

The Rainbow Project

1st Floor, 9-13 Waring Street

Belfast

BT1 2DX

Tel: 028 9031 9030

Fax: 028 9031 9031

Orlan House

20 Strand Road

L'Derry

BT48 7AB

Tel: 028 7128 3030

Fax: 028 7128 3060

Email: info@rainbow-project.org

www.rainbow-project.org

HERE (formerly LASI Lesbian Advocacy Services Initiative)



HERE is an organisation which works to improve the quality of life and enhance the voices of lesbians and bisexual women and our families.

HERE

2nd Floor, 9-13 Waring Street

Belfast

BT1 2DX

Tel: 028 9024 9452

Email: hello@hereni.org

www.hereni.org

Queer Space



Queer Space is a volunteer-led organisation which serves the Lesbian, Gay, Bisexual and Trans Community of Belfast and Northern Ireland by raising its visibility, supporting its activities, providing it with resources and facilitating communication.

Queer Space

9-13 Waring Street
Belfast
BT1 2DX

Email: info@queerspace.org.uk

www.queerspace.org.uk

Strabane Lesbian Gay Bisexual and Transgender (LGBT) Group



The Strabane LGBT Group is a charity run by a voluntary management committee who also manage the Inclusion Project, which aims at promoting the physical, emotional, mental and sexual health of the LGBT community in Strabane.

LGBT Group

60 Railway Street
Strabane
BT82 8EH

Tel: 028 7188 5857

Email: info@strabanelgbt.net

www.strabanelgbt.net

Family Ties Project



The aim of the Family Ties Project is to provide practical advice, guidance and support to parents who are perhaps coming to terms with a child who has revealed themselves to be LGB, or for parents who perhaps suspect themselves that their child is LGB and do not know what to do.

Tel: 028 9031 9030

Email: malachai@rainbow-project.org

www.familytiesproject.org.uk

HSC Lesbian, Gay Bisexual and Transgender Forum



The HSC LGBT Forum provides a safe and welcoming space for lesbian, gay, bisexual and transgender people working within Health and Social Care, creates an inclusive environment, and improves wellbeing.

To join the LGBT's Forum's confidential mailing list, please email: **lgbtstaff@hscni.net**

www.lgbtstaff.hscni.net

Trade Unions with dedicated resources for LGB&T staff

UNISON

www.unison.org.uk/out

Royal College of Nursing

www.rcn.org.uk/

Northern Ireland Public Service Alliance (NIPSA)

www.nipsa.org.uk/NIPSA-in-Action/LGBT

British Medical Association

bma.org.uk/about-the-bma/equality-and-diversity/equality-diversity-publications

UNITE

www.unitetheunion.org/unite-at-work/equalities/equalitiessectors/lesbiangaybisexualandtrans/

Chartered Society of Physiotherapy

www.csp.org.uk/professional-union/union-support/equality-diversity/networks

Society of Radiographers

www.sor.org

GMB

www.gmb.org.uk

Other Contacts



Equality Commission for Northern Ireland

Our mission is ambitious. We want to:

Improve people's lives through the responsible and effective use of our powers.

In carrying out our work with and for others, we adhere to the following values:

- We actively challenge inequality with impartiality, independence and integrity.
- We act on a strong evidence base, ensuring an expert, relevant and responsive service to all.
- We are open, honest and accountable in our work with others.
- We are both leaders and partners in driving positive change.

Equality Commission NI

Equality House
7-9 Shaftsbury Square
Belfast
BT2 7DP

Tel: 028 90 500 600

Textphone: 028 90 500 589

Fax: 028 90 248 687

Email: information@equalityni.org

www.equalityni.org

Human Rights Commission Northern Ireland



The Northern Ireland Human Rights Commission works vigorously and independently to ensure that the human rights of everyone in Northern Ireland are fully and firmly protected in law, policy and practice.

To that end, the Commission measures law, policy and practice in Northern Ireland against internationally accepted rules and principles for the protection of human rights and ensures that they are promoted, adopted and applied throughout Northern Ireland.

Human Rights Commission NI

Temple Court
39 North Street
Belfast
BT1 1NA

Tel: 028 9024 3987

Textphone: 028 9024 9066

Fax: 028 9024 7844

Email: info@nihrc.org

www.nihrc.org

Citizens Advice Bureau



Citizens Advice is the largest advice charity in Northern Ireland, working against poverty and meeting the information and advice needs of over 84,400 people per year in bureaux and over 180,000 people online via 'Adviceguide'. Our bureaux deal with over 305,000 issues across a wide range of advice categories.

To find your closest Bureau:

www.citizensadvice.co.uk/pages/get_advice/

'Adviceguide' Self-help resource: **www.adviceguide.org.uk/nireland**

www.citizensadvice.co.uk

Law Centre



Law Centre (NI) is a not-for-profit agency working to advance social welfare rights in Northern Ireland. The Law Centre promotes social justice and provides specialist legal support to advice giving organisations and disadvantaged individuals.

The Law Centre (NI) is a referral organisation and does not offer advice directly to the public; they are only able to reply to advice queries from members of the Law Centre. Members of the public not affiliated with the Law Centre should contact the Citizens' Advice Bureau and independent advice centres for advice. Cases will be referred to the Law Centre where appropriate.

Belfast Office

124 Donegall Street
Belfast BT1 2GY
Tel: 028 9024 4401
Fax: 028 9023 6340

Western Area Office

9 Clarendon Street
Derry BT48 7EP
Tel: 028 7126 2433
Fax: 028 7126 2343

www.lawcentreni.org

Children's Law Centre

The children's law centre opened in September 1997 and is founded on the principles laid down in the United Nations Convention on the Rights of the Child, in particular:

- Article 2, Children shall not be discriminated against and shall have equal access to protection.
- Article 3, All decisions taken which affect children's lives should be taken in child's best interest.
- Article 12, Children have the right to have their voices heard in all matters concerning them.

"It is good to have rights so no one can hurt us"

Tel: 028 90 245704

Chalky Freephone: 0808 808 5678
(open 9am–5pm week days)

Email: info@childrenslawcentre.org

www.childrenslawcentre.org



**Equality Unit
Business Services Organisation (BSO)
2 Franklin Street
Belfast BT2 8DQ
Email: Equality.Unit@hscni.net
Tel: 028 95363961**

Produced by the BSO Equality Unit and Members of the Lesbian, Gay, Bisexual and Transgender HSC Staff Forum Project Group, convened by the Public Health Agency (PHA) Version 3.0 June 2014