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## ABOUT USING THE DIRECTORY

The inclusion of organisations in this directory should not necessarily be seen as an endorsement by the Programme of the quality of the services they provide.

All information contained in this directory has been supplied by the organisations themselves and was correct at time of publication.

The directory may be updated at a future date as additional services become known or existing services develop or change.

The suppliers of information, the editors and publishers have taken every care in the preparation of the contents of this directory but cannot accept liability for any errors or omissions therein. Neither can responsibility be accepted for either the information or services provided by each individual organisation listed.

Copies of the directory can be obtained in Braille, or audio tape and on CD-ROM format from

Fermanagh Victims Programme  
15 Elliott Place  
Enniskillen  
Co. Fermanagh  
BT74 7HQ

The directory can also be accessed on the website of the Sperrin Lakeland Health & Social Care Trust at [www.sperrin-lakeland.org](http://www.sperrin-lakeland.org)



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## INTRODUCTION

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This directory has been compiled by the Victims Programme of the former Fermanagh District Partnership, in association with Sperrin Lakeland Health & Social Care Trust. It contains information on services provided by a range of statutory, community and voluntary organisations in the county and beyond.

It is primarily designed to help those who have suffered, either directly or indirectly as a result of the conflict in Northern Ireland, to source organisations which might be able to assist them on the journey towards healing.

However, it also serves as a general directory of services in Fermanagh and in Northern Ireland, and can be used by anyone who seeks help and support in particular circumstances, complementing similar directories in circulation.

It is by no means an exhaustive compilation of all that is available in the wider community, although every effort has been made to be as inclusive as possible.

Appreciation is expressed to all the organisations who accepted the invitation to supply information for the directory and to all those who were involved in its compilation and design.

Hopefully, it will prove to be a valuable resource for people in the area, especially those seeking help to regain control of their lives.

**Seán Coll**  
**Community Support Fieldworker**  
**Victims Programme**

## For Our Healing

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### Preface, John Paul Lederach

#### Healing

*A journey to a far off land,  
on a pathway  
not familiar to our eyes and feet,  
where we discover  
that when we arrive  
we have come home  
to a place  
we have never seen.*

Over the years I have had the great privilege of meeting and working alongside people from all over Fermanagh as you have engaged yourselves in the task of facing the Troubles and rebuilding lives and relationships. Only a few weeks ago, September 11, 2001, in my home land, we have faced for the first time at a level unknown to our people, the challenge of inexplicable violence, the loss of innocence and of precious lives, and the long, long journey of healing. These past weeks I had been reflecting on your courageous efforts, and what lessons they hold for us, when the invitation to write this preface arrived. There must have been a weaving of common Spirit, for our paths cross again.

The letter of invitation from Fermanagh District Partnership's Victims Programme asked me to write a short preface on a "theme of my choice." I sat and stared at a blank computer screen for a long while. My mind drifted back to my last visit to Northern Ireland. We were in Omagh, not long after the devastating bomb that seemed as if it might undo the fragile peace, and certainly destroyed the incarnated hopes of the families who suffered losses. People from Enniskillen who had suffered great losses in prior years traveled for a short dinner with members of families from Omagh still reeling with events of 1998. I wrote a short poem titled 'The Dinner' from those moments around the table at the hotel.

I write the occasional poem, a welcome antidote in the life of a professor and a conciliator. In my work I find that healing rarely follows a path that passes from your head to your heart. You cannot talk people into healing. You cannot theorize or prescribe the medicine. Healing always makes its own pathway new. The only



thing certain is this pathway comes and goes to the heart more directly, in and out, up and down, back and forth, but always close to the heart. I never published the poem, waiting for a time when it might feel right. Staring at the blank screen, it seemed right. Here it is as it has sat on my paper for three years, almost to the date.

### **The Dinner**

Round the table,  
    voices drop  
        like the wee ones  
            and the old grandads  
                disappeared from the  
                    streets just.

    "It's early days,"  
        Enniskillen mother says  
            to Omagh father.

    Heads nod.

        "Aye, early days,"  
            he says.

*November 5, 1998*

Early days. Early days of a long journey. Last summer I caught up with Omagh and Enniskillen again. Mr. David Bolton sent me a booklet titled 'Petals of Hope'. The book is filled with art pieces created on paper made from the flowers left at the Omagh bomb site, crafted by the hands of community parents and children from both sides of the historic pain. It was beautiful. A picture book of a journey toward healing, intertwined with the words of Seamus Heaney inviting us to "believe in miracles, and cures, and healing wells." I shared it in a university class. For a morning we stopped reading books and discussing theories. We listened to music, read poetry, and looked at art from the mouths, hands, and hearts of people walking toward that place called healing in the aftermath of violence. Herm Weaver, a psychology professor and songwriter shared songs about healing from his CD titled, 'Travellin' Home and Back'. One of the participants was a radio producer, who a month later decided to visit Ireland in pursuit of the story about how



'Petals of Hope' was created. That is the thing about the courageous journey of healing that reaches beyond revenge: It is compelling drama and it is contagious.

So I sat thinking about these things and staring at a blank screen. Then I wrote the words that start this preface. Like Herm's songs, they may well be about healing as a process of traveling to some far off foreign place that is as close as home. I am not sure what they might mean for you, the reader. I leave that to you. I do know they invoked what few things I found true about my own journey toward healing. Three short ideas I leave you at the front of a book about this journey and the resources you may find shed light on your path and hope on your horizon.

The pathway towards healing is never familiar because it is created anew by each journey. It is yours. Trust your journey and go at your own pace.

Believe in "we". Though each journey is unique, have the courage to extend the hand of accompaniment. And have the courage to accept the hand of accompaniment.

The journey to the far off land is indeed long; in fact, like a horizon it is ever visible but seemingly just out of reach. Know that you will come home. All will be changed. Nothing will be the same, like a place you have never seen before. But know you will come home.

**John Paul Lederach**  
**Professor of International Peacebuilding**  
**Joan B. Kroc Institute for International Peace Studies**  
**Notre Dame University**  
**Indiana, USA**

**Distinguished Scholar**  
**Conflict Transformation Program**  
**Eastern Mennonite University**  
**Harrisonburg**  
**Virginia, USA**

*October 2001*



## Trauma, Grief & 'The Troubles'

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### Michael Duffy

The recent conflict in Northern Ireland has created much suffering throughout these islands. The physical injuries have been evident and treated by the highly skilled staff in our hospital and community health care teams.

The psychological and emotional injuries have not always been as adequately recognised and many have suffered in silence without receiving proper care and attention.

### Traumatic Grief

Over 3,600 have been killed in the "Troubles" leaving behind thousands of bereaved relatives and friends. When we lose a loved one in a sudden, human inflicted violent incident, the grief process is complicated by the traumatic nature of the event. Those bereaved by such events often feel numbed and shocked. Disbelief, fear, confusion and denial are common characteristics of the immediate aftermath. These responses can give way to extreme anger and intense grief. Grief is experienced as waves of sadness, often taking those who mourn by surprise, at unexpected moments. Such feelings may be so intense that they cannot be dealt with in the normal way, leading to worry about how one is coping, and a sense of loss of control and helplessness. These and other factors distinguish more "normal" grief from "traumatic" grief.

As time passes the bereaved search for meaning and try to make sense of a senseless deed. Often, prior firmly-held beliefs are shattered as the search for answers unfolds. "How could this have happened?" "What did we do to deserve this loss?"... are examples of questions asked by those who have been traumatically bereaved.

### The Wider Impact Of Violence

In addition to the bereaved, many thousands have been the victims of violent attacks or witnesses to horrific incidents. Others have been rescuers (either as civilians or emergency personnel) and exposed to the carnage of destructive acts such as car bombs and mass shootings. Many who have had such experiences can suffer from post trauma stress reactions, including post traumatic stress disorder (PTSD). Of those who have such reactions, many get better again quite quickly; others experience the reactions for much longer periods; sometimes for years.



### **What is PTSD?**

PTSD involves re-experiencing the trauma in the form of nightmares and flashbacks, being constantly on alert for signs of danger, avoiding anything which might remind them of the traumatic incident, and the level of distress affects their relationships and ability to work. PTSD can also impact very deeply on the things one believes in. A person who has been traumatised can develop an exaggerated sense of danger and form a belief that "the world is no longer a safe place." He/She can develop a sense of "loss of control" over his/her life. Self-esteem can be shattered.

Often such reactions may only emerge some time after the traumatic incident and may be triggered by a subsequent loss or highly stressful incident. It is important to remember that therapeutic help can be effective no matter how long after the incident help is sought.

### **What type of help should a person seek?**

There are a range of services available and this booklet should be useful in helping people to make an informed choice. The type of help required depends on the nature and severity of the problems being experienced. The more complicated the problem, the more highly trained and skilled the help required. For example if a person is suffering from all the elements of PTSD Cognitive Behavioural Therapy is a very effective treatment. In contrast, certain forms of non-directive counseling can be unhelpful for treating trauma if the sufferer is encouraged to ruminate and simply talk over and over about the traumatic incident, rather than work through the important parts of the traumatic experience.

If a person has problems with socialising and talking to people after a trauma, befriending can be very helpful. Also, befriending services can play a part in helping a person to regain their self-esteem and to pick up life again.

Individuals should seek advice from family doctors, voluntary groups listed in this directory or trauma specialists if in doubt about the type of help required.

Healing the wounds of the past is an important part of building a peaceful future. Whilst we must never forget the suffering of the past, we need to work through and move beyond the personal and

collective experiences of grief and trauma. To enable this to happen we need to continue to care for those who have endured and survived, thinking in particular of the children of the conflict.

Likewise, if we continue to view the future through the traumatic lenses of the past, as a community, it will be difficult to make progress. Our judgements will be clouded by images of suffering from the past: our emotional history will continue to influence our decision-making. As a community we must free ourselves from our past traumas in order to make more balanced judgements about the future. This work is as important than economic regeneration and creating acceptable political institutions, if not more so. Only by addressing the emotional suffering of the past can we bring our communities together to create a shared future free from all violence.

Part of the process involves helping those who need it to seek help. This directory is to be warmly welcomed because it will provide for the people of Fermanagh an important and lasting source of information about where help can be sought. The directory contains information about a very wide range of organisations that offer advice, help and services, including those related directly to the Troubles, and others, who can provide assistance in relation to health and social needs.

I welcome the production of this directory as an important contribution to the healing process.

**Michael Duffy**  
**Assistant Principal Social Worker/Team Leader**  
**Cognitive Psychotherapist**  
**Omagh Trauma Centre**



*Sperrin Lakeland  
Health & Social Care Trust Services*



## Addiction Treatment Unit

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Tyrone & Fermanagh Hospital  
1 Donaghanie Road  
OMAGH  
BT79 0NS

Telephone: 028 8283 5443

Fax: 028 8225 1707

**Geographical Area Covered:** Derry, Tyrone & Fermanagh

### Description of Services

Provide inpatient and outpatient treatment for individuals with addiction problems. Programmes include one-to-one counselling, group work, relapse prevention. Our community team comprises of Community Addiction Therapist, Social Worker and Community Drug Therapist.

### Location - Where Service Can Be Accessed

As above and Aisling Centre, Darling Street, Enniskillen

### Hours of Availability

Alcohol Treatment Unit - Mon - Fri (8 am - 10 pm)

Aisling Centre - Mon - Fri (9 am - 5 pm)

### Service(s) can be accessed through

GP Referral

Referral from another Agency

**Service Available to:** Both males and females / Young People

**Waiting List:** Yes - 3 weeks

### Counsellors/Befrienders From Both Genders

Yes - Addiction Counsellors

### Minimum Qualifications for Counsellors/Befrienders

Nursing or Social Work qualifications. At least 2 years experience in the psychiatric field.

### Accreditation Details

None



## Child & Adolescent Team

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Rivendell  
17 Campsie Road  
OMAGH  
BT79 0AE

Telephone 028 82 240898  
Fax 028 82 251128  
E-Mail [sgormley@slt.n-i.nhs.uk](mailto:sgormley@slt.n-i.nhs.uk)

**Geographical Area Covered:** Omagh and Fermanagh

### Description of Services

The Child & Adolescent Team offers a range of services including:- clinical/therapeutic assessment, individual therapy/psychotherapy, family therapy, cognitive behaviour, psychotherapy, group therapy, mediation and consultation. The team provides a consultation service with other professionals working with children/adolescents; education/training. The team acts as a training resource for professionals concerned with the mental health of children and adolescents.

### Location - Where Service Can Be Accessed

Rivendell, 17 Campsie Road, Omagh, Co Tyrone  
Community Services Dept, 2 Coleshill Road, Enniskillen

### Hours of Availability

9.00 am - 5.00 pm

### Service(s) can be accessed through

GP Referral  
Referral from another Agency

**Service Available to:** Both males and females/Children/Young People

### Waiting List

Yes - Varies from 3-6 months, sometimes longer.

## Community Addiction Team (Fermanagh)

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Aisling Centre  
37 Darling Street  
ENNISKILLEN  
BT74 7DP

Telephone 028 66 325811  
Fax 028 66 325184  
Web-Site [www.aislingcentre.com](http://www.aislingcentre.com)

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

We provide a service for people with, or affected by someone's alcohol, drug, or gambling problems. The Fermanagh Community Addiction service provides consultation, assessment, advice, education and information. We provide a counselling service for abstinence support, controlled drinking, relapse management and prevention. We provide advice and support for relatives and concerned others. We liaise with voluntary groups, especially AA and Al-Anon.

**Location - Where Service Can Be Accessed:** As Above.

**Hours of Availability:** 9.00 am - 5.00 pm Monday to Friday

**Service(s) can be accessed through:** GP Referral/Referral from another agency

**Service Available to:** Both males and females/Young People

**Waiting List:** Yes - 3 weeks.

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**  
Diploma in Addiction Studies

## Continence Service

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Community Services Department  
Tyrone & Fermanagh Hospital Site  
OMAGH  
Co Tyrone BT79 0NS

Telephone (028) 82 255067 or (028) 66 324711  
Web-Site [www.sperrinlakeland.org](http://www.sperrinlakeland.org)

**Geographical Area Covered:** Trust Area

### Description of Services

The Continence Advisor is a Registered Nurse who has specialist knowledge and expertise in the management of continence problems. She provides professional advice, support and information to other professionals, and to patients as well as clinical management for patients in both hospital and community settings. The adviser also provides education and training to nursing staff, and works closely with GP's, Consultants and Physiotherapists, whose work relates to continence issues.

**Location - Where Service Can Be Accessed:** Community Services Department, Tyrone & Fermanagh Hospital Site, Omagh/Erne Health Centre, Erne Hospital, Enniskillen

### Hours of Availability

Office hours by appointment only. Service(s) can be accessed through

- GP Referral
- Hospital Referral
- District Nursing/Health Visitor Referral
- Self Referral

**Service Available to:** Men and women of all ages

### Waiting List

Depends on case-load.

## District Nursing Services

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Erne Health Centre	Cedar Villa
Enniskillen	Tyrone & Fermanagh Hospital Site
Co Fermanagh	OMAGH
BT74 6AY	Co Tyrone BT79 0NS

Tel: 028 66324711      Tel: 028 82255117

Web-Site      [www.sperrinlakeland.org](http://www.sperrinlakeland.org)

### Geographical Area Covered

Trust Catchment Area.

### Description of Services

Qualified District Nurses are registered nurses who have successfully completed post basic training in order to enable them to assess and reassess patients and carers needs in their homes, and deliver nursing care. They may have specialist training in terminal care, diabetes care, elderly care and the promotion of continence. The aim of this service is to assist people of all ages to attain and maintain their full health potential. The District Nurses work alongside other professionals, e.g GP's, Occupational Therapists, Physiotherapists and Social Workers.

### Location - Where Service Can Be Accessed

Community based programmes with sector offices in Enniskillen and Omagh.

### Hours of Availability

Office hours (Monday - Friday)

### Service(s) can be accessed through

- GP Referral
- Referrals from other health & social care professionals
- Hospital referrals

**Service Available to:** Men and women of all ages.

### Waiting List

Every effort is made to ensure patients are seen as quickly as possible, and as often as their condition requires.

## **Drumcoo Brain Injury Service**

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1 Derrygore Road  
Enniskillen  
Co. Fermanagh  
BT47 6AY

Tel: 028 6632 4400

Fax: 028 6632 7197

**Geographical Area Covered:** Sperrin Lakeland Trust

### **Description of Services:**

Provides a needs-led service to people with a brain injury, their families and carers. The service aims to provide help in achieving independence, comparable to the quality of life experienced before their injury.

A Consultant Clinical Neuro-Psychologist has been appointed to the Brain Injury Service, and will provide a service three days per months.

### **Location - Where Service Can be Accessed:**

Drumcoo Centre, Enniskillen

**Hours of Availability:** 9am -4.30pm, Mon - Fri. (Not Bank Holidays)

### **Services can be accessed through:**

Walk-In/Self Referral/Referral from other Agency.

**Service Available to:** Both Males & Females

**Waiting List:** No

**Accreditation Details:** NSP IT Skills

## **Elderly & Mental Health Service**

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2 Coleshill Road  
Enniskillen  
Co Fermanagh  
BT74 7HG

Telephone 028 66 344000  
Fax 028 66 344001

**Geographical Area Covered:** Co Fermanagh

### **Description of Services**

Social Work  
Counselling  
Domiciliary Care  
Day Care  
Residential & Nursing Home Care  
Respite Care  
Community Meals Provision

### **Location - Where Service Can Be Accessed**

Where possible, in local area.

### **Hours of Availability**

9.00 am - 5.00 pm Monday to Friday

### **Service(s) can be accessed through**

GP Referral/Self Referral/Referral from another agency

**Service Available to:** Both males and females - Older people 65+

### **Waiting List**

Yes - May exist for some services

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders**

Qualified Social Workers

### **Accreditation Details**

All staff qualified and employed by Trust.

## Erne Family Centre

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15 Elliott Place  
Enniskillen  
Co Fermanagh  
BT74 7HQ

Telephone 028 6634 4082  
Fax 028 6634 4001

**Geographical Area Covered:** Co Fermanagh

### **Description of Services:**

The Erne Family Centre is a Day Centre Facility of Sperrin Lakeland Trust. It provides both therapeutic social work and family support services to families and children in need. Services include a High-Scope Playgroup, Afternoon Clubs, individual and group-work with children and also with parents.

### **Location - Where Service Can Be Accessed:**

Erne Family Centre, 15 Elliott Place, Coleshill, Enniskillen  
*Outreach work using local health centres/leisure centres (Irvinestown, Trillick, Lisnaskea, etc) or in the homes of service users.*

### **Hours of Availability:**

9.00 am - 5.00 pm - Monday to Thursday. 9.00 am - 4.30 pm - Friday

**Service(s) can be accessed through:** GP Referral/Self Referral/Referral from another agency/Other - Field Social Work Teams, Health Visitors, Psychologists, Teachers, Speech Therapist, etc.

**Service Available to:** Males and females/Children/Young People

### **Waiting List**

Yes - 3-6 months on average

### **Counsellors/Befrienders From Both Genders**

Occasionally

### **Minimum Qualifications for Counsellors/Befrienders**

Diploma in Social Work (or CQSW - Certificate of Qualification in Social Work)



## Health Visiting Service

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Erne Health Centre	Cedar Villa
Enniskillen	T&F Hospital Site
Co Fermanagh	OMAGH
BT74 6AY	Co Tyrone BT79 0NS

Telephone	028 6638 2168	Tel: 028 8225 5117
Web-Site	www.sperrinlakeland.org	

**Geographical Area Covered:** Trust Catchment Area

### Description of Services

Health Visiting Services are provided by staff who are registered nurses and health visitors. Their role is that of promoting, enhancing and maintaining the health of individuals, families and communities. The practice of health visiting consists of planned activities aimed at promoting health and preventing ill-health. The Health Visitor works as a member of the Primary Health Care Team, and through partnership with clients makes most effective use of resources to improve the health of the population.

### Location - Where Service Can Be Accessed

Health Visitors based at:-

Health Centre, Drumhaw, Lisnaskea Tel: 028 677 21566  
 Irvinestown Health Centre Tel: 028 686 22912  
 Rathmore Clinic, Belleek Tel: (028) 6865 8382  
 Omagh Health Centre Tel: (028) 8283 5590

### Hours of Availability

Office hours - Monday to Friday.

### Service(s) can be accessed through

- Self-Referral
- GP Referrals
- Hospital referrals
- Referrals from other Health & Social Care Professionals
- Universal - Offered to all families with children under 5 years.

**Service Available to:** Primarily offered to all families with children 0 -5 years/Available to men and women of all ages.

### Waiting List

No Waiting List - Every effort is made to ensure clients are seen as quickly as possible with appropriate follow-up.



## Fermanagh Community Mental Health Team

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**Belmore House  
19 Darling Street  
Enniskillen  
Co Fermanagh  
BT74 6DP**

Telephone: 028 66 326604

Tel: (028) 82 245211 from 5 pm to 9am for Information Support Line.

Fax: 028 66 327222

E-Mail

Web-Site

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

The team offers assessment, treatment and advice for people suffering mental ill-health and their carers.

**Location - Where Service Can Be Accessed:**

Belmore House or through your G.P.

**Hours of Availability:** 9am - 5pm - Seven days per week.

**Service(s) can be accessed through:** Walk-In/GP Referral

**Service Available to:** Both males and females (16 to 65 years)

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:** N/A

**Accreditation Details:**

All staff are professionally qualified, i.e. Nursing, Social Work, Psychology, Medicine, etc.

## **Mental Health Respite Services**

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Community Services Department  
Tyrone & Fermanagh Hospital  
OMAGH  
Co Tyrone  
BT79 0NS  
Telephone 028 82 255070 (24 hour answer-phone service in confidence).

### **Geographical Area Covered**

Sperrin Lakeland Catchment Area

### **Description of Services**

The main aim of respite is to act as a support for those in the community who are experiencing mental health problems, and for those who care for them. The service also provides respite accommodation, one-to-one support, social activities and carer support.

### **Location - Where Service Can Be Accessed**

Respite accommodation is available at Clare House, Enniskillen and Ferone Drive, Omagh

### **Carer support meetings take place:**

- Beacon Centre, 35 Mill Street, Enniskillen on the second Monday of each month at 7.30 pm.
- Erne House, Arvalee Road, Omagh on the first Tuesday of each month at 8.00 pm.
- Prospects, Prospects Court, Castlederg on the third Wednesday of each month at 8.00 pm.

### **Hours of Availability**

9.00 am - 5.00 pm - Monday to Friday  
24 hour confidential answer-phone service as above.

**Service(s) can be accessed through:** Carer self-referral/GP Referral

### **Service Available to**

Both males and females (16 to 65 years)

## **Omagh Community Mental Health Team**

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Lissan House  
41 Dublin Road  
OMAGH  
Co Tyrone  
BT78 1HE

Telephone 028 82 252202  
Fax 028 82 252169

**Geographical Area Covered:** Omagh Sector of Sperrin  
Lakeland Trust.

### **Description of Services**

The aim of the Community Mental Health Team is to provide a service to those in the Community who experience mental health problems. It also focuses on promoting mental well-being and thus part of its role is education and support. There are a range of professionals employed within the Team.

### **Location - Where Service Can Be Accessed**

As Above

### **Hours of Availability**

9.00 am - 5.00 pm - Monday to Friday

Emergency Social Work cover is available after 5.00 pm, at weekends and public holidays. Please contact your own GP in the first instance.

Emergency cover is provided by Community Psychiatric Nurses over weekends and public holidays from 9 am to 5 pm by ringing (028) 82 252201

An out-of-hours (5 pm - 9 am) information and support line is also available 365 days per year by ringing (028) 8224 2511.

**Service(s) can be accessed through:** GP Referral only

**Service Available to**

Both males and females (16 to 65 years)

**Waiting List**

A Waiting List is operated and varies in length depending upon which aspect of the service is required.

**Counsellors/Befrienders From Both Genders**

Yes

**Minimum Qualifications for Counsellors/Befrienders**

Staff are professionally qualified, i.e Nursing, Social Work, Psychology, Medicine, etc, and unqualified support workers also work within the Team.

**SUICIDE AWARENESS CO-ORDINATOR**

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Mr James Duffy  
Tyrone and Fermanagh Hospital  
Omagh  
Co Tyrone  
BT79 0NS

Tel: (028) 8283 5479/(Direct Lines) or (028) 8224 5211

Fax: (028) 8225 2676

E-Mail: [jduffy@westcare.n-i.nhs.uk](mailto:jduffy@westcare.n-i.nhs.uk)

Implementing the Western Health and Social Services Board's  
Strategy for the Prevention of Suicide and addressing the key areas  
identified for action:

- Education
- Environment
- Media
- Research

*(see also PATHS)*



*statutory, Voluntary &  
Community services*



## ACCORD - Catholic Marriage Care Service

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c/o St Michael's Parish Centre  
28 Church Street  
Enniskillen  
BT74 7EJ

Telephone 028 66 325696  
Web-Site [www.accordni.co.uk](http://www.accordni.co.uk)

**Geographical Area Covered:** Fermanagh & Clogher Diocese

**Description of Services:**

- Marriage and Relationship Counselling.
- Fertility Counselling and Natural Family Planning.
- Marital Sexual Therapy
- Marriage Preparation Courses

Accord can help you clarify your situation, express your thoughts and feelings and find new ways to overcome your difficulties.

Accord Counsellors are professionally trained to listen in a non-judgemental, accepting way.

**Location - Where Service Can Be Accessed:**

At our office in Parish Centre - 10.30 am - 3.00 pm  
Accord Centre, 8 Darling Street, Enniskillen for Counselling and Pre-marriage courses.

**Hours of Availability:**

Administration Secretary - 10.30 am - 3.00 pm in Office  
Answering Machine at all other times.

**Service(s) can be accessed through:**

Walk-In  
Telephone

**Service Available to:**

Both males and females.

**Waiting List:** Yes

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Accord trained



## **ACCORD - Catholic Marriage Care Service**

---

Mount Saint Columba Pastoral Centre  
48 Brook Street  
OMAGH  
BT78 5HD

Telephone 028 8224 7540  
Web-Site [www.accordni.co.uk](http://www.accordni.co.uk)

**Geographical Area Covered:** Tyrone/Fermanagh and parts of Derry

### **Description of Services:**

ACCORD is a voluntary organisation whose aim is to provide a better understanding of Christian marriage. To help people initiate, sustain and enrich their relationship. To support people who are experiencing difficulties in their relationship. We offer marriage and relationship counselling, marriage preparation courses, fertility counselling and family planning, marital sexual therapy, relationship programmes for schools and enrichment courses for men and women.

**Location - Where Service Can Be Accessed:** As Above

### **Hours of Availability:**

Monday to Friday 9.00 am - 5.30 pm, after which an answering machine operates. Counselling is Monday to Friday, daytime and evening appointments.

**Service(s) can be accessed through:** Self Referral/Walk-In/  
Telephone

**Service Available to:** Both males and females/Young People

**Waiting List:** Yes

Our Waiting List changes depending on level of need.

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders**

All ACCORD Personnel are fully trained by ACCORD, Dublin and Belfast

**Accreditation Details:** Accreditation will be offered shortly.



## Action Cancer

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1 Marlborough Park  
Belfast  
BT9 6XS

Telephone 028 90 803344  
Fax 028 90 803356  
E-Mail [info@actioncancer.org](mailto:info@actioncancer.org)  
Web-Site [www.actioncancer.org](http://www.actioncancer.org)

**Geographical Area Covered:** Northern Ireland

### Description of Services:

Action Cancer is a local cancer charity offering:

- Awareness and health promotion
- Free detection clinics for men and women concerned about cancer.
- A full support service for cancer patients and their families.
- Funding of research at the two local Universities.

### Location - Where Service Can Be Accessed:

Action Cancer House, Belfast. At locations throughout Northern Ireland with our mobile unit.

### Hours of Availability:

Action Cancer House - Please telephone to make an appointment on (028) 9080 3344. To find out when the mobile unit is visiting your area, and organise an appointment, please telephone 07767 392911 or 028 9080 3344

### Service(s) can be accessed through:

Self Referral  
Referral from Another Agency  
GP Referral

**Service Available to:** Both males and females. Females only on the mobile unit.

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**  
Masters Degree



## The Aisling Centre

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37 Darling Street  
Enniskillen  
Co Fermanagh  
BT74 7DP

Telephone 028 66 325811  
Fax 028 66 325184  
E-Mail [therapydept@btinternet.com](mailto:therapydept@btinternet.com)  
Web-Site [www.aislingcentre.com](http://www.aislingcentre.com)

**Geographical Area Covered:** All of Fermanagh and surrounding areas.

### Description of Services:

- A professional psychotherapy service.
- Personal Development Programmes
- Crèche Facilities
- Drugs/alcohol education programmes
- A range of alternative therapies, such as massage and reflexology.
- A network of support through other agencies, both voluntary and statutory.
- A club for the active elderly.

**Location - Where Service Can Be Accessed:** As Above

### Hours of Availability:

Secretarial availability Monday to Friday 9.00 am - 5.00 pm

### Service(s) can be accessed through:

Walk-In (for Information)  
GP Referral  
Self Referral  
Referral from Another Agency  
Other - Open Referral

**Service Available to:** Males and Females/Children/Young People

### Waiting List

Yes - this fluctuates depending on level of demand.

**Counsellors/Befrienders From Both Genders**

Two female therapists/Psychotherapist

**Minimum Qualifications for Counsellors/Befrienders:**

A third level or professional qualification. A recognised postgraduate qualification in psychotherapy, clinical/counselling psychology or equivalent.

**Accreditation Details:**

Each therapist adheres to codes and ethics from their accreditation body. The organisation is a member of BAC (British Association of Counselling)

## Al-Anon Information Centre

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Cathedral Buildings  
64 Donegall Street  
Belfast  
BT1 2FJ

Telephone 028 90 243489  
E-Mail [alanonuk@aol.com](mailto:alanonuk@aol.com)  
Web-Site [www.nexnet.co.uk/alanon/](http://www.nexnet.co.uk/alanon/)

### **Geographical Area Covered:**

Northern Ireland plus Co Donegal and Co Monaghan - part of a world-wide fellowship

### **Description of Services:**

Al-Anon Family Groups is a non-professional organisation (no fees or charge for membership) which has always been freely available to anyone affected by someone drinking. It is strictly confidential and offers on-going open-ended, non-judgemental support to adults, children of alcoholics, parents, partners, spouses and other relatives and friends, whether or not the drinker recognises that a problem exists.

### **Location - Where Service Can Be Accessed:**

Meetings take place throughout Northern Ireland. For information on location and time contact the Belfast Information Office on Tel (028) 90 243489

### **Hours of Availability:**

Information Centre Monday to Friday from 10.00 am - 1.00 pm  
Out of Hours telephone answering service is available at all other times.  
Meetings take place in the evenings, usually at 8.30 pm. Contact Information Centre for details.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another Agency such as Alcoholics Anonymous, Samaritans, GP, Clergyman, School and Youth Clubs, etc

**Service Available to:** Both males and females/Children/Young People

**Waiting List:** No

### **Counsellors/Befrienders From Both Genders:**

We offer one-to-one sponsorship



**Alcoholics Anonymous (A.A)**

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7 Donegall Street Place  
Belfast  
BT1 2FN

Telephone 028 90 43 48 48  
Fax 028 90 43 48 48  
E-Mail ala@indigo.ie

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

Help and support service. Males or Females with an addiction problem can contact the Centre at any time during office hours. We take their telephone number and get someone in their area to contact them. They can then call out and see them or bring them along to an AA meeting in their area (either Omagh, Enniskillen or surrounding towns). Contact the head office for details of AA Group meetings in your area (varies from Monday to Sunday evenings).

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:**

9.00 am - 5.00 pm (Monday to Friday)  
Answerphone at weekends.

**Service(s) can be accessed through:**

Walk-In  
Self-Referral  
Other - Anybody who needs help can join.

**Service Available to:** Both males and females/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

## Alzheimers Society - Fermanagh Branch

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Enniskillen Community Services Department  
2 Colshill Road  
ENNISKILLEN  
BT74 7HG

Telephone 028 6634 4073

Fax 028 6634 6997

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

- We provide information and advice (through publications and videos).
- Counselling - to help carers come to terms with the effects of caring.
- Carers Group - For carers to meet together for support and social contact.
- Practical Support - We offer a home carers service to give carers a break.
- Awareness Raising - By holding Information evening and training.
- Research - The branch supports research into the nature of dementia.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** 24 hour service.

**Service(s) can be accessed through:**

GP Referral  
Self Referral  
Social Services

**Service Available to:** Both males and females

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

A recognised counselling course held in Aisling Centre, Enniskillen

**Accreditation Details:**

The Quality Care Service Standards which are based on three principles: Individualised Care, Dignity & Respect, Understanding and Supporting Carers.



**Association of Christian Counsellors (NI Region)**

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c/o Mrs Susan Giffen  
City of Belfast YMCA  
12 Wellington Place  
Belfast  
BT1 6GE

Telephone 028 9032 7231 Head Office: 011 8966 2207  
Fax 028 9023 5826  
E-Mail susan.giffen@dnet.co.uk  
Web-Site www.acc-uk.org

**Geographical Area Covered:** Northern Ireland  
(ACC also has Counsellors throughout the British Isles and contacts in Europe and Worldwide)

**Description of Services:**

The Association was founded in 1992 as an umbrella professional organisation for all those engaged in Christian counselling and pastoral care. It offers accreditation for counsellors; recognition of counselling, supervision and also offers as referral system throughout the UK.

Individual members and affiliated organisations offer a wide range of services, including one-to-one counselling sessions, supervision and training.

**Location - Where Service Can Be Accessed:**

Mainly Greater Belfast area, but some in north and west of the province.

**Hours of Availability:**

Daytime hours with some evening work. Little at the week-ends. Some members have telephone contact for urgent situations.

**Service(s) can be accessed through:**

Our Counsellors can offer all of the above but will vary from organisation to organisation, and individual to individual. Initial enquiries can be addressed to the local committee chairperson at the above address. An ACC Counselling and Pastoral Care Directory for the Northern Ireland Region is also available at a cost of £5.

**Service Available to:** Males and females/Young People  
Children are only usually dealt with within a family group.



## Association of Christian Counsellors (NI Region)

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### **Waiting List:**

Some Counsellors have a waiting list, but we can usually find someone available within the Association.

### **Counsellors/Befrienders From Both Genders: Yes**

### **Minimum Qualifications for Counsellors/Befrienders:**

Counsellors would be required to have counselling training preferably to Certificate level. Befrienders need some training in pastoral care.

### **Accreditation Details:**

ACC has a trainee membership for those who are just beginning as counsellors, and then three levels of accreditation, dependant on amount of training undertaken and hours of supervised counselling recorded.

They also offer accreditation for supervisors and recognition for training courses which achieve acceptable standards. They also have a code of ethics to which all members and affiliated organisations adhere.

## Aware Defeat Depression

22 Great James Street  
DERRY/LONDONDERRY  
BT48 7DA

Telephone 028 7126 0602  
Fax 028 7130 9229  
E-Mail [awaredepression@btinternet.com](mailto:awaredepression@btinternet.com)  
Web-Site [www.aware-ni.org](http://www.aware-ni.org)

**Geographical Area Covered:** Northern Ireland

### Description of Services:

Aware Defeat Depression is a charity which assists that section of the Northern Ireland community affected by depression.

Services: Self support groups for sufferers and carers  
Information/publications on depression and bi-polar disorder.  
Lecture series on depression related topics.  
'Mood Matters' schools awareness programme.

### Location - Where Service Can Be Accessed:

**Enniskillen** - Meet in the Aisling Centre, Darling Street, Enniskillen at 7.30 pm every first and third Tuesday of each month. Tel Pat at (028) 7126 0602.

**Omagh** - Meet in Gortmore Day Centre, Derry Road, Omagh at 7.30 pm on second and last Monday of each month. Tel Pat at (028) 7126 0602.

- Support Groups - various locations - contact our office.
- Information/publications from our offices.
- Lecture series - at support group locations - 2 lectures per year.
- 'Mood Matters Programme' - by appointment with Education Officer

### Hours of Availability:

Support Groups - Evenings (contact our office). Information/Publications - during office hours. Lecture Series - Evenings at 8.00 pm. 'Mood Matters' programme - during school hours.

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from Another Agency

**Service Available to:** Both males and females/Young People

**Waiting List:** No



## The Barnabas Trust

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14 Darling Street  
Enniskillen  
Co Fermanagh  
BT74 7EW

Telephone 028 66 32 5318  
Fax 028 66 32 6366  
E-Mail barnabas.trust@talk21.com

**Geographical Area Covered:** Co Fermanagh

### **Description of Services:**

The Trust delivers a community care service to improve the well being of all the community in the Enniskillen district. This service is delivered through a range of programmes targeted at those in need: elderly clubs and home visiting; special needs playgroup; teenage drop-in; home maintenance; 'Lunch Box' Catering 5 days per week; transport; central venue for meetings and training.

**Location - Where Service Can Be Accessed:** As Above.

**Hours of Availability:** 9.00 am - 4.00 pm Monday to Friday

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from another agency

**Service Available to:** Both males and females/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Occasionally

### **Minimum Qualifications for Counsellors/Befrienders:**

Common sense and experience  
Pleasant personality  
Listening skills  
Willingness to Learn

**Accreditation Details:** NTA Merit Award

## Benefit Enquiry Line

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Disability Living Allowance Branch  
Castle Court  
Royal Avenue  
Belfast  
BT1 1TZ

Telephone    Freephone: 0800 220674  
Fax            028 90 336917 / 90336646

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Benefit Enquiry Line provides advice about disability benefits and helps in the completion of DLA, AA and ICA claim forms, either in the SSA Benefit shop in Castle Court, Belfast or over the telephone. To assist customers with hearing difficulties, a freephone minicom facility is available to those with access to a similar minicom machine.

Belfast staff also have access to the Integrated Benefit Information System (IBIS) and can advise customers on any other benefits they may be entitled to.

### **Location - Where Service Can Be Accessed:**

Located in Castle Court, SSA Benefit Shop, Belfast

Claim forms can be completed over the telephone.

### **Hours of Availability:**

Monday to Friday 9.00 am - 5.00 pm

Benefit Shop (9.00 am - 3.30 pm)

Answer machine is switched on 24 hours a day if you need to be contacted back.

**Service(s) can be accessed through:** Self Referral/Referral from Another Agency

**Service Available to:** Both males and females/Children over 16 years of age/Young People

**Waiting List:** Yes - Approximately 2 days.



## The Blind Centre for Northern Ireland

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70 North Road  
Belfast  
BT5 5NJ

Telephone 028 90 654366  
Fax 028 90 650001  
E-Mail [info@bcni.co.uk](mailto:info@bcni.co.uk)  
Web-Site [www.bcni.co.uk](http://www.bcni.co.uk)

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Our mission is to enhance the quality of life to the blind and visually impaired people of all ages, through direct service, communication, leisure and research.

### **Location - Where Service Can Be Accessed:**

- 3 Centres - Belfast, Coleraine and Omagh.
- 10 field staff working in partnership with local Health & Social Services Trusts.
- Holiday Chalets in Co Fermanagh
- Youth Programme and tape services province wide.
- Welfare Rights Service

### **Hours of Availability:**

Office Hours in three centres. (9.30 am - 5.00 pm)  
Field staff facilitate social clubs, evenings and weekends.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency

### **Service Available to:**

Both Males and Females - All ages/Children/Young People/  
Blind and visually impaired people.

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders:**

Training provided by Blind Centre (NI)



## The Blind Centre for Northern Ireland - Omagh

10 James Street  
Omagh  
Co Tyrone  
BT78 1DH

Telephone 028 82 250220  
Fax 028 82 250220  
E-Mail [omagh@bcni.co.uk](mailto:omagh@bcni.co.uk) Web-Site [www.bcni.co.uk](http://www.bcni.co.uk)

**Geographical Area Covered:** Omagh & District/Fermanagh

### Description of Services:

The Blind Centre (Omagh branch) is a day support centre offering social rehabilitation activities, information, respite for carers and drop-in facilities to visually impaired people of all ages in the Omagh and district area. There is an outreach social club for visually impaired people once per month in Enniskillen's Barbour Court. Evening social activities available once every three weeks to young visually impaired adults.

The Blind Centre has a purpose built holiday chalet in Fermanagh, based at the Share Centre, Smith's Strand in Lisnaskea. Blind Centre Leisure Services Officer, Olwen McCreery organises holidays for visually impaired people and their families at the Chalet. Her contact no. is 0777 579 0040.

The Chalet consists of 3 ensuite rooms with 4 beds in each, 2 high and 2 low. It is colour coded and fitted with braille markings to aid visually impaired persons. It has a kitchen and a dining area which allows for self-catering. Activities can be organised for the duration of stay. For more information contact Olwen at 0777 579 0040.

### Location - Where Service Can Be Accessed:

Centre - 10 James Street, Omagh/Barbour Court, Enniskillen (Outreach)

### Hours of Availability:

Omagh Centre - Monday to Friday 9.30 am - 5.00 pm  
Enniskillen - 1st Friday of every month 2.00 pm - 4.00 pm (Outreach)

**Service(s) can be accessed through:** Walk In/Self Referral/Referral from Another Agency/GP Referral

**Service Available to:** Both males and females of all ages

**Waiting List:** No



## British Epilepsy Association

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Graham House  
Knockbracken Healthcare Park  
Saintfield Road  
Belfast BT8 8BH

Telephone 028 90 799355/ 90 263398

Fax 028 90 799076

E-Mail [mclarke@bea.org.uk](mailto:mclarke@bea.org.uk)

Web-Site [www.epilepsy.org.uk](http://www.epilepsy.org.uk)

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Advice and information service for people with epilepsy, or anyone with an interest in the condition. Literature on many aspects available. Local self help branch network in Causeway, Newry, North Down and Armagh. Accredited volunteers working throughout Northern Ireland. Services of epilepsy specialist nurses available on open referral basis.

**Location - Where Service Can Be Accessed:** As Above or Room 110, Bostock House, Royal Victoria Hospital, Belfast, Tel: 028 90 263398

### **Hours of Availability:**

Office House 9.00 - 5.00 pm

Answering Machine service in use when office is not manned.

**Service(s) can be accessed through:** GP Referral/Self Referral/  
Referral from Another Agency

**Service Available to:** Both males and females/Children/Young People

**Waiting List:** No

**Accreditation Details:** Yes. Professional staffing service and volunteers working on behalf of association must successfully complete the accredited volunteer course administered by Head Office trainers.

## **BT Age & Disability**

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BT Riverside Tower  
5 Lanyon Place  
Belfast  
BT1 3BT

Telephone 0800 671504  
Fax 028 90 233805  
E-Mail mary.l.donnelly@bt.com Web-Site www.btni.bt.com

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

The Unit exists to assist people who are having difficulty in using the telephone because of hearing, sight, mobility, dexterity, or speech problems, etc. A copy of the BT Guide for Disabled People can be obtained by contacting us. It explains the products and services available, eg free directory enquiries, protected services, large print and Braille bills.

### **Location - Where Service Can Be Accessed:**

Riverside Tower, Belfast  
Home visits can be arranged through community engineers.

### **Hours of Availability:**

Monday to Friday 8.30 am - 5.00 pm

### **Service(s) can be accessed through:**

Self Referral  
Referral from Another Agency, i.e Social Services  
Through our 150 Service

**Service Available to:** Both males and females/Elderly and Disabled People

**Waiting List:** Usually 1 - 2 weeks.

## **CALMS Community Action for Locally Managing Stress**

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3rd Floor  
44-46 Waterloo Street  
DERRY/LONDONDERRY  
BT48 6HF

Telephone 028 71 268698  
Fax 028 71 271717  
E-Mail [info@calms.totalserve.co.uk](mailto:info@calms.totalserve.co.uk)

**Geographical Area Covered:** North West

### **Description of Services:**

The central aim of CALMS is to empower individuals and groups within the local community through confidence building procedures and stress management techniques. Our centre has established a service for individuals and groups who suffer from general stress and stress related to political conflict. Services on offer include one-to-one support, aromatherapy, reflexology, tai-chi, yoga and various stress management programmes.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Monday to Friday 9.00 am - 5.00 pm

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another Agency

**Service Available to:** Both males and females/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Third level education

**Accreditation Details:** Yes - Derry District Partnership, Derry City Council Family Friendly.

**Cara Friend**

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Cathedral Buildings  
64 Donegall Street  
Belfast  
BT1 2GT

Telephone 028 9027 8636  
Fax 028 9027 8636  
E-Mail carafriend@btinternet.com

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

Lesbian Line and Gay Helpline provide support, information and befriending to people who are lesbian, gay or bisexual.

Gay Lesbian Youth Northern Ireland (GLYNI) is a youth group for 16-25 year olds throughout Northern Ireland who don't identify as being heterosexual. The group provides support, information and a confidential safe space for young people.

**Location - Where Service Can Be Accessed:** Belfast - As Above

**Hours of Availability:**

Gay Helpline - Mon, Tues, Wed 7.30 pm - 10.00 pm  
Tel: (028) 9032 2023

Lesbian Line - Thurs 7.30 pm - 10.00 pm Tel: (028) 9023 8668

Gay Lesbian Youth Northern Ireland - Mon - Fri 10.00 am - 6.00 pm  
Tel: (028) 9027 8636

**Service(s) can be accessed through:** Self Referral/Referral from another agency

**Service Available to:** Both males and females/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**  
Befrienders go through 6 month in-house training.



## The Cedar Foundation

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15 Elliott Place  
Enniskillen  
Co Fermanagh  
BT74 7HQ

Telephone 028 6634 4200  
Fax 028 6634 4200  
E-Mail [cssl@cedar-foundation.org](mailto:cssl@cedar-foundation.org)  
Web-Site [www.cedar-foundation.org](http://www.cedar-foundation.org)

**Geographical Area Covered:** Sperrin Lakeland Trust

### **Description of Services:**

The Cedar Foundation Children's Services provide a wide range of information and support to children and young people with motor disabilities, their families and those professionals working with them.

### **Location - Where Service Can Be Accessed:**

Enniskillen/Derry/Belfast

**Hours of Availability:** Mon - Thur (9.am - 2.15 pm)  
Fri (9.am - 12pm)

**Service(s) can be accessed through:** GP Referral only/Self Referral  
/Referral from Another Agency/Other  
Referrals may come from family/parents/carers, etc

**Service Available to:**Both males and females/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders:**

Must have relevant experience in working with children/young people with motor disabilities. They are trained in First Aid/child protection/back care and manual handling.

### **Accreditation Details:**

IIP (Investors In People)

## The Cedar Foundation Childrens Services

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21 Bishop Street  
Derry/Londonderry  
BT48 6PR

Telephone: 028 7127 9897  
Fax: 028 7127 9897  
E-mail: [cse@cedar-foundation.org](mailto:cse@cedar-foundation.org)  
Web-Site: [www.cedar-foundation.org](http://www.cedar-foundation.org)

**Geographical Area Covered:** Sperrin Lakeland Health & Social Services Trust Area

**Description of Services:**

A support and information service for children and young people with physical disabilities and their parents.

**Location - Where Service Can Be Accessed:**

- 15 Elliott Place, Coleshill, Enniskillen, Co Fermanagh
- Activities - Community Based

**Hours of Availability:** Monday - Friday (9am - 2pm) every week.

**Service(s) can be accessed through:** Walk-In/Referral from Another Agency

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

**Minimum Qualifications for Counsellors/Befrienders:**

Area Fieldworker - third level qualification in Health and Social Care/Education. Introduction to Counselling

## The Centre of Creative Energy

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Gate Lodge  
119 Culmore Road  
DERRY/LONDONDERRY  
BT48 8JF

Telephone 028 71 350407  
Fax 028 71 350419  
E-Mail [winnielynott@linecone.net](mailto:winnielynott@linecone.net)  
Web-Site

**Geographical Area Covered:** Derry & Hinterland

**Description of Services:**

- Counselling/Psychotherapy for any issue in a person's experience
- Aromatherapy, reflexology and Reiki therapies that enable people to deal with tension and stress.
- We offer a safe space to explore human experience.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** Monday & Friday (9 am - 5 pm)  
Tuesday, Wednesday, Thursday (9am - 9pm)

**Service(s) can be accessed through:** Walk In/Self Referral/Referral from Another Agency

**Service Available to:** Both males and females/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

At least 2 years counselling course, including clinical practice.

## The Cherish Sure Start Initiative

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ARC Health Living Centre  
116-122 Sallyswood  
Irvinestown  
Co Fermanagh  
BT94 1HQ

Telephone: 028 686 2190  
Fax: 028 686 28598  
E-Mail: [cherish@irvinestowndevelopment.com](mailto:cherish@irvinestowndevelopment.com)  
Web-Site: [www.irvinestowndevelopment.com](http://www.irvinestowndevelopment.com)

**Geographical Area Covered:** Three mile radius of Irvinestown

### **Description of Services:**

Cherish Sure Start Initiative, together with the community, statutory, voluntary and private sectors provides a project which is needs based and offers real and practical help to young children aged 0-4 and their families. Cherish aims to improve health by supporting parents in caring for children's health and development. The project provides a comprehensive range of medical, dental, psychological and nutritional services.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** 9.00 am - 5.00 pm

Some services are available at evening times such as: Antenatal Fitness Classes. Some services such as Tumble Tots, Toy and Safety Equipment Library on Saturdays.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency

**Service Available to:** Males and Females - Parents/Children - Under 4 years of Age/Also available to all carers of 0-4 year old children.

## The Cherish Sure Start Initiative

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**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Cherish provides funding to Citizen's Advice, Fermanagh Women's Aid, Home Start, Life Start and refers to Social Services, Sperrin Lakeland Trust.

Each service deals with their own training needs, however Cherish does run Child Protection training, special needs, first-aid, etc

**Accreditation Details:** N/A

## ChildLine Northern Ireland

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3rd Floor, War Memorial Building  
9/13 Waring Street  
Belfast  
BT1 2EU

Telephone 028 90 327773  
Fax 028 90 818131  
E-Mail [nireland@childline.org.uk](mailto:nireland@childline.org.uk)  
Web-Site [www.childline.org.uk](http://www.childline.org.uk)

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

ChildLine is a free, confidential telephone helpline service for children and young people in trouble or danger.

**Location - Where Service Can Be Accessed:**

- By telephone on freephone number 0800 1111
- By letter to Freepost BEL 1111, Belfast BT1 2BR
- Minicom Service for deaf or hearing impaired children on 0800 400 222

**Hours of Availability:**

ChildLine is a helpline service available 24 hours per day, seven days a week, every day of the year.

**Service(s) can be accessed through:** Self Referral

**Service Available to:** Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Our volunteer counsellors are carefully selected for their understanding of the needs of young people and their potential for developing helping skills. They undertake an in-house 14 week training course followed by a period of supported practice as a telephone counsellor. Regular supervision and in service training is also provided.

**Accreditation Details:** Under consideration at present.



## Citizens Advice Bureau

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1 Belmore Mews  
2 New Street  
ENNISKILLEN  
BT74 6AH

Telephone 028 66 324334  
Fax 028 66 329633

**Geographical Area Covered:** Co Fermanagh and parts of Co Tyrone.

### **Description of Services:**

We provide free, confidential, independent and impartial information and advice on social security matters, housing, employment, consumer tax, utility, education, health, community care, nationality and immigration. Additionally we have specialist advice projects providing rural outreach clinics, tribunal representation, money advice and an outreach development project.

### **Location - Where Service Can Be Accessed:**

Enniskillen (Main bureau) 9.30 am - 12.30 pm Monday to Friday and 1.30 pm - 3.30 pm Monday, Tuesday and Thursday afternoons.

Rural Outreach Project offers advice in Irvinestown, Belleek, Roslea and Lisnaskea. Home visits to elderly and disabled in Co Fermanagh.

**Hours of Availability:** As Above

**Service(s) can be accessed through:** Appointments/Self Referral/  
Referral from Another Agency/By telephone

**Service Available to:** Both males and females

**Waiting List:** Yes - Generally 1 week.

### **Accreditation Details:**

NVQ Level III via Open College Network re: our advice work.

## **Clogher Care**

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16 Church Street  
Irvinestown  
Co Fermanagh  
BT94 2JP

Telephone 028 686 28110  
Fax 028 686 28110

**Geographical Area Covered:** Transport - Northern Ireland  
Homecare - Fermanagh and South Tyrone

### **Description of Services:**

Clogher Care Transport provides specially adapted transport, giving people who use wheelchairs, and the less mobile, private and independent travel. This service is available for hospital visits, day centre travel, shopping and recreational events.

Clogher Care Homecare Agency provides personal assistance with daily living activities, and domestic help with household tasks to enable the client to remain in their own home.

**Location - Where Service Can Be Accessed:** As Above

### **Hours of Availability:**

Transport and Home-care available 24 hours per day.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency, ie Sperrin Lakeland Trust

**Service Available to:** Both males and females/Children/Young People/Elderly and Disabled in particular

**Waiting List:** No

## Columba Community

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Columba House  
11 Queen Street  
DERRY/LONDONDERRY  
BT48 7EG

Telephone 028 71 262407 Fax 028 71 262407  
E-Mail columbacomunity@hotmail.com  
Web-Site www.columbacomunity.homestead.com

**Geographical Area Covered:** North West of Ireland i.e Derry/Donegal

### **Description of Services:**

Training volunteers/Counsellors in Listening Ear/Basic Counselling skills. Counselling for those affected by the troubles. Spiritual programmes of prayer, healing and reconciliation. Developing a treatment centre on the Derry/Donegal border for those affected by alcohol and drug abuse.

### **Location - Where Service Can Be Accessed:**

Columba House, Derry (As Above). St Anthony's Retreat Centre, Dundrain, Co Donegal. White Oaks Rehab Centre, Derryvane, Muff, Co Donegal

### **Hours of Availability:**

Columba House, Derry - 9.30 am - 5.00 pm - Monday to Friday  
St Anthony's Retreat Centre, Dundrain, Co Donegal 10.45 am - 4 pm (Mon to Fri). White Oaks Rehab Centre, Co Donegal (opening Sept 2001)

**Service(s) can be accessed through:** GP Referral/Self Referral/Referral from another agency

**Service Available to:**Both males and females/Young People

**Waiting List:** Yes - 2 weeks for counselling service.

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders:**

Listening Ear - Basic Counselling skills and listening ear course (Internal)  
Counselling provision - Dip in Counselling or equivalent. Accredited or working towards accreditation of BAC or IAC.

### **Accreditation Details:**

No. Currently developing accreditation programme, recognised by IAAAC.



## **‘The Compassionate Friends’ Bereaved Parents Support Group**

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c/o Briega Solon  
Health Centre  
Lisnaskea  
BT92 0JB

Telephone                    028 677 21566  
National Helpline:        (0117) 953 9639 up to 10.00 pm  
Fax                             028 677 22526

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

Group of bereaved parents who meet to comfort, help and support other bereaved parents.

**Location - Where Service Can Be Accessed:**

Health Education Room, Enniskillen Health Centre

**Hours of Availability:**

Meet on every 3rd Monday night of each month from 7.30 pm - 11.00 pm

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/  
Referral from Another Agency/Other

**Service Available to:** Both males and females/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

To have been a bereaved parent themselves.

**Compensation Agency (Northern Ireland Office)**

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Royston House  
34 Upper Queen Street  
Belfast  
BT1 6FD

Telephone 028 90 249944  
Fax 028 90 246956  
E-Mail [comp-agency@nics.gov.uk](mailto:comp-agency@nics.gov.uk)  
Web-Site [www.nics.gov.uk/ca](http://www.nics.gov.uk/ca)

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

Administration of statutory compensation schemes on behalf of the Secretary of State for Northern Ireland.

**Location - Where Service Can Be Accessed:** As Above.

**Hours of Availability:** 9.00 am - 5.00 pm Monday to Friday

**Service(s) can be accessed through:** Walk In/Self Referral

**Service Available to:** Both males and females/Children/Young People

**Contact A Family (Northern Ireland)**

---

Bridge Community Centre  
50 Railway Street  
Lisburn  
BT28 1XP

Telephone: 028 92 627552  
E-Mail: nireland@cafamily.org.uk  
Web-Site: www.cafamily.org.uk

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

Providing information about disabilities - specific conditions and rare disorders. Putting families in touch with relevant support groups. Providing a voice to campaign for families. Workshops on various topics. Listening Ear.

**Location - Where Service Can Be Accessed:** Province Wide

**Hours of Availability :** Monday to Friday - (9.00 am - 5.00 pm)

**Service(s) can be accessed through:** Walk-In/GP Referral only/Self Referral/Referral from Another Agency/E-Mail/Telephone/Health Visitors, etc.

**Service Available to:** Male and Females/Children/Young People  
Also Grandparents, Citizens Advice Bureau's, Health Professionals, Education, Social Services.

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** N/A

**Minimum Qualifications for Counsellors/Befrienders:** N/A

**Accreditation Details:** N/A

## Contact Youth

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139 Ravenhill Road  
Belfast  
BT6 8DR

Telephone 028 90457848  
Fax 028 90455656  
E-Mail [contact.youth@cinni.org](mailto:contact.youth@cinni.org)

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Contact Youth is a counselling organisation providing the following services to young people aged 12 to 26 years: One-to-One Counselling, Freephone Telephone Helpline and Counselling in Schools

### **Location - Where Service Can Be Accessed:**

- 139 Ravenhill Road, Belfast
- PANDA, University Street, Belfast
- YMCA, City Centre, Belfast
- Freephone Helpline 0808 8088000

### **Hours of Availability:**

One-to-One Counselling available from 9.00 am - 9.00 pm (Mon to Fri).  
Youthline Freephone Helpline 0808 8088000 (Mon to Fri)

### **Service(s) can be accessed through:**

- Self-Referral
- Referral from another Agency
- Youthline Freephone Helpline

**Service Available to:** Males and females aged between 12 and 26 yrs.

**Waiting List:** Approximately one week.

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders:**

Certificate in Counselling.

### **Accreditation Details:**

Registered member of the Telephone Helpline Association. Member of Youth Access. Member of British Association of Counselling and Psychotherapy.



## Cruse Bereavement Care

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Riverside House  
Woodvale Avenue  
OMAGH  
BT79 0AU

Telephone 028 8224 4414  
Fax 028 8224 4414

**Geographical Area Covered:** Omagh/Fermanagh Area

**Description of Services:**

Cruse Bereavement exists to promote the well being of anyone bereaved by death, and to enable bereaved people to understand their grief and cope with their loss.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:**

Office - 10 am - 2 pm Monday to Friday  
Answering Machine when office is not manned.  
Counselling by arrangement to suit client and counsellor.

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from Another Agency

**Service Available to:** Males and females/Young People/Children

**Waiting List:**No

**Counsellors/Befrienders From Both Genders:**Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Training delivered by Cruse Bereavement Trainers.

**Accreditation Details:**

Cruse Bereavement Counsellors are accredited internally by Cruse Bereavement Care.

## **Derry Well Woman**

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17 Queen Street  
DERRY/LONDONDERRY  
BT48 7EQ

Telephone 028 71 360777  
Fax 028 71 370103 E-Mail dww@iol.ie

**Geographical Area Covered:** North West of Ireland

### **Description of Services:**

Provides women with the choice of a comprehensive and accessible women centered service in a relaxed non-clinical warm and friendly atmosphere. Our service includes support groups, cancer programme, clinics, antenatal and yoga classes, therapeutic courses, generic and cancer counselling and Listening ear service.

Our approach is holistic. We support women to take control of their own lives and we are committed to creating the conditions in which women can heal themselves and grow.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Monday to Friday 9.00 am - 5.30 pm

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency

**Service Available to:** Females only/Young people 17+ years

**Waiting List:** Yes For Counselling - 8 months/No - Listening Ear

**Counsellors/Befrienders From Both Genders:** Women only

### **Minimum Qualifications for Counsellors/Befrienders:**

Diploma in Counselling for Counsellors. 10 week training course for Listening Ear Volunteers.

### **Accreditation Details:**

At present one of our counsellors and one counselling supervisor has been accredited through BACP/IACT. Our Listening Ear course has been accredited through the Open College Network at Level II and our 'Counselling within the Community' course at OCN Level III.

## Disability Action

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189 Airport Road West  
Belfast  
BT3 9ED

Telephone: 028 9029 7880  
Minicom: 9029 7882  
Fax 028 9029 7881  
E-Mail [hq@disabilityaction.org](mailto:hq@disabilityaction.org)  
Web-Site [www.disabilityaction.org](http://www.disabilityaction.org)

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Any disability related issues, eg access, training support, community development, benefit advice and information, employment support, disability awareness training, driving assessments and lessons, transport, aid and equipment and holidays.

### **Location - Where Service Can Be Accessed:**

Belfast, Carrickfergus, Dungannon, Newry and Derry

### **Hours of Availability:**

Monday to Thursday 9 am - 1 pm and 2 pm - 5 pm  
Friday 9 am - 1 pm and 2 pm - 4 pm

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another Agency/Telephone, Fax, E-mail

### **Service Available to:** Both males and females/Children/Young People

Any person from any walk of life (carers, relatives, people with disabilities, private, business, statutory and voluntary organisations, students, etc)

**Waiting List:** No, only for benefit form filling and driving assessments (generally 3 weeks).

## Disabled Police Officers Association

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Seapark  
151 Belfast Road  
Carrickfergus  
Co Antrim  
BT38 8PL

Telephone 028 9070 0719  
028 9070 0721  
Fax 028 9070 0728  
E-Mail [rucdpoa@lineone.net](mailto:rucdpoa@lineone.net)  
Web-Site [www.ruc.police.co.uk](http://www.ruc.police.co.uk)

**Geographical Area Covered:**Northern Ireland

**Description of Services:**

Self Help group, advice, listening and support.

**Location - Where Service Can Be Accessed:**As Above

**Hours of Availability:** 10.00 am - 2.00 pm (Monday to Friday)

**Service(s) can be accessed through:** Walk In/Self-Referral

**Service Available to:** Both Males and Females

**Waiting List:** Yes

**Counsellors/Befrienders From Both Genders:**Yes

**Accreditation Details:**

The Carers Course is conducted by Dr Chris Conliffe, Director of the Institute for Counselling and Personal Development, and takes place at the Ulster Peoples College, Adelaide Road, Belfast.

The DPOA is also part of the Belfast European Partnership Board's, 'Breaking the Silence Project' and participated in the REAL Programme 2001 organised by NIVT and the WEA.

## **Eating Disorders Association (N.I)**

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c/o 78 Glengoland Park  
Belfast  
BT17 0JB

Telephone 028 90 621627

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

To advance Health Education in the area of eating disorders, and to provide support and information for families dealing with the effects of anorexia and bulimia.

**Location - Where Service Can Be Accessed:**

84 University Street, Belfast and  
2 Connsbrook Avenue, Belfast

**Hours of Availability:**Last Tuesday and second Wednesday of each month.

**Service(s) can be accessed through:** Walk-In/Self-Referral/Referral from another Agency

**Service Available to:** Both males and females.

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

We have regular training with EDA Norwich

## Enniskillen Community Development Project

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3-7 Queen Street  
Enniskillen  
BT74 7JR

Telephone 028 66 322379  
Fax 028 66 322379

**Geographical Area Covered:** Fermanagh

**Description of Services:**

The ECDP run the following projects:

- Welfare Rights Advice Centre
- CTRS Community College
- Wider Horizons Programme
- Walsh Visa programme
- JEB IT Teacher Trainer Diploma Project

**Location - Where Service Can Be Accessed:**

Contact Enniskillen office.

**Hours of Availability:** 9.00 am - 10.00 pm

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral  
from Another Agency

**Service Available to:** Both males and females/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

## Equality Commission for Northern Ireland

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Equality House  
7-9 Shaftesbury Square  
Belfast  
BT2 7DP

Telephone 028 90 500600  
Textphone 028 90 320861  
Fax 028 90 331544  
E-Mail [information@equalityni.org](mailto:information@equalityni.org)  
Web-Site [www.equalityni.org](http://www.equalityni.org)

**Geographical Area Covered:** All of Northern Ireland

### **Description of Services:**

The Commission provides advice and guidance to people who feel they may have been unlawfully discriminated against on the grounds of their colour, race, nationality, ethnic or national origins (including belonging to the Irish Traveller Community), religious belief, political opinion or disability. Assistance with legal representation may be provided in some cases. General information, advice and training on equality issues is also available.

### **Location - Where Service Can Be Accessed:**

The Commission's offices are in Belfast. Key services, eg training, are delivered all over Northern Ireland. The Commission's Disability Unit provides an outreach service from the offices of Omagh Independent Advice Services on the last Tuesday of each month. (Pilot scheme until March 2002).

**Hours of Availability:** Normal office hours.

### **Service(s) can be accessed through:**

The Commission can be contacted by telephone (including textphone), fax or e-mail.

**Service Available to:** Both males and females

**Waiting List:** No



## Family Trauma Centre

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1 Wellington Park  
Belfast  
BT9 6DJ

Telephone 028 90 204700  
Fax 028 90 204729  
E-Mail [ftc@sebt.n-i.nhs.uk](mailto:ftc@sebt.n-i.nhs.uk)

**Geographical Area Covered:** Regional

**Description of Services:**

A regional service, working in partnership with statutory and voluntary agencies and community groups providing a specialist service for psychological assessment and treatment of individual (up to age 18) and families suffering primarily from trauma related to the troubles.

A consultation service which is a vital part of our work, and if offered either by telephone or in person.

Training including awareness raising about the Troubles.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Mon to Fri 9 am - 5 pm/Wed 9 am - 9 pm

**Service(s) can be accessed through:** GP Referral/Self Referral/  
Referral from another Agency/Other - Voluntary Organisations

**Service Available to:** Both males and females/Children/Young  
People/Families

**Waiting List:** Yes approximately 5 weeks.

## Fast Rural Transport Ltd

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Unit 10, Market Yard  
Mill Street  
Irvinestown  
Co Fermanagh  
BT94 1GR

Telephone 028 686 28484  
Fax 028 686 28262  
E-Mail fast@rtfni.org

**Geographical Area Covered:** Fintona, Brookeborough, Ballinamallard, Tempo, Lisnaskea, Newtownbutler, Roslea, Donagh, Kesh, Lack, Ederney, Maguiresbridge, Trillick, Fivemiletown, Clogher, Dromore, Irvinestown, Belleek, Drumquin and Killeen

**Description of Services:**

Fermanagh & South Tyrone Rural Transport Ltd aim to provide an accessible, flexible, affordable and sustainable transport service which is complementary to the existing provision, and has an identifiable positive impact on the catchment area it serves.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** 24 hours - 7 days a week.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another agency

**Service Available to:** Everyone, provided they are members of FAST.

**Waiting List:** No

**FEAR Fermanagh Ltd**

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'Glenholm'  
Derryloman  
Brookeborough  
Co Fermanagh  
BT94 4BD

Telephone 028 66 322615

Fax 028 66 324033

**Geographical Area Covered:** Fermanagh

**Description of Services:**

Mutual support group seeking to deal with issues affecting the innocent victims of terrorist violence, such as recognition and justice. Part of the programme for the group is to access funding to upgrade farm holdings held by some of the victims in the group.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** Meetings are usually held in the afternoon.

**Service Available to:** Both males and females

**Waiting List:** N/A

## **Fermanagh Access & Mobility Group**

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Intec Centre  
36 East Bridge Street  
Enniskillen  
BT74 7BT

Telephone: 028 6634 0275  
Fax: 028 6634 0275  
E-Mail: [Fermanaghaccess@swiftsoft.net](mailto:Fermanaghaccess@swiftsoft.net)  
Web-Site

**Geographical Area Covered:** Co Fermanagh

### **Description of Services:**

We campaign to improve access for people with disabilities to build the environment and all aspects of social, cultural and economic life. We raise awareness of the needs and experiences of people with disabilities. We also provide facilities in the interests of social welfare for recreation or other leisure time occupation.

**Location - Where Service Can Be Accessed:** Intec Centre,  
Enniskillen, Co Fermanagh

**Hours of Availability:** 9.00 am - 2.00pm (Monday-Friday)  
We hope to have services between 9am and 5pm from April 2002.

**Service(s) can be accessed through:** Walk-In/Self-Referral/Referral from Another Agency. We are available for everyone's use.

**Service Available to:** Males and females/Children/Young People

**Waiting List:** N/A

**Counsellors/Befrienders from Both Genders:** N/A

## **Fermanagh Voluntary Association of the Disabled**

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64 Mill Street  
ENNISKILLEN  
Co Fermanagh  
BT74 6DW

Telephone 028 66 325522

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

We offer day care services to both physical and learning disabled adults. Training Courses/IT Resource Room/Recreational trips /Social evening of music and dance on the 2nd and 4th Thursday of each month/Hire of minibus available (takes 2 wheelchairs and 5 non-wheelchairs)/Membership is £4.00 for the year

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Monday to Thursday 9 am - 4 pm

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency/Sperrin Lakeland Trust/Other residential and learning disability centres/homes.

**Service Available to:** Both males and females/Mainly physical and learning disabled adults.

**Waiting List:** No

## Fermanagh Volunteer Bureau

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12 Belmore Street  
Enniskillen  
Co Fermanagh  
BT74 6AA

Telephone: 28 66 328438  
Freephone: 0800 052 2212  
Fax 028 66 322061  
E-Mail [info@fermanaghvb.org](mailto:info@fermanaghvb.org)  
Web-Site [www.fermanaghvb.org](http://www.fermanaghvb.org)

**Geographical Area Covered:** Co. Fermanagh

### **Description of Services:**

FVB is a local volunteer support agency. We promote good policy and practice in volunteering. We offer recruitment and placement services for individuals and organisations. We provide training in volunteering skills, practical volunteering skills and personal effectiveness. In addition we provide a vast array of volunteer placements, operate a drop-in centre, conduct pre-employment consultancy checks to protect children and vulnerable adult clients. We can offer voluntary placements to individuals, but also work as part of a network of local agencies and counselling organisations. FVB operate an equal opportunities policy and work with all sectors of the community.

### **Location - Where Service Can Be Accessed:**

Drop in centre at 12 Belmore Street, Enniskillen. We also travel out to meet clients and groups. Presently investigating outreach centres.

**Hours of Availability:** Weekdays 9.00 - 5.00 pm (Office)

Flexibility around these times are arranged with staff, within limits.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency/Other:- By phone, freephone, referrals from agency, family, friends, etc. Letter, fax, walk-in, response to advertisement, brochure, poster. Enquiries can come from anywhere.

**Service Available to:** Males and females (16 years and older)

Other age groups, i.e children, are the beneficiaries of volunteer services.



## **Fermanagh Volunteer Bureau (con'd)**

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**Waiting List:** No - We deal with everyone on case by case basis.

**Counsellors/Befrienders From Both Genders:** Yes - Volunteers in various organisations

**Minimum Qualifications for Counsellors/Befrienders:**

Counselling is not directly undertaken by FVB. We have volunteers working in counselling organisations. All must have relevant training specific to that organisation. We have befrienders who volunteer individually and through organisations. There is no minimum requirements but references are taken up, volunteers interviewed and checks performed, etc. Matching of volunteers to clients takes time.

**Accreditation Details:**

Staff are trained in volunteer procedures. We are also currently embarking on PQASSO Quality Standards Scheme. Training provided by Bureau of an approved standard, and accredited where appropriate.

## Fermanagh Women's Aid

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24 Church Street  
Enniskillen  
Co Fermanagh  
BT74 7EJ

Telephone 028 66 328898  
Fax 028 66 328859  
E-Mail fermanaghwomensaid@hotmail.com

**Geographical Area Covered:** Fermanagh/Some cross-border work

### Description of Services:

- We provide ongoing practical and emotional support for women and children who have gone or are going through domestic violence.
- We have a modern crèche facility, domestic violence support group and courses for women in personal development, etc.
- We offer recreational courses to all women in the community.
- We provide aftercare, home visits and outreach clinics in rural areas.
- Our childcare worker also offers outings and activities and fun packages for the children.

### Location - Where Service Can Be Accessed:

Enniskillen - As Above

Belleek, Stepping Stones, 1 Railway Road - Tuesday's Fortnightly  
(10 am - 12 noon)

Lisnaskea, Castle Park Centre - Wednesday's fortnightly  
(10 am - 12 noon)

Irvinestown, Intec Centre - Wednesday's fortnightly  
(10 am - 12 noon)

Derrylin, Kindertee Cross Community Playgroup - Thursdays  
fortnightly (2 pm - 4 pm)

Health Centre, Enniskillen - Every Wednesday  
(2.30 pm - 4.30 pm)

**Hours of Availability:** Mon to Fri 9 am - 5 pm

24 hour Helpline 028 90 331818 Mobile No: 0775 239709

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from Another Agency



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**Fermanagh Women's Aid (cont'd)**

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**Service Available to:** Females only/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Women only

**Minimum Qualifications for Counsellors/Befrienders:**

We do not offer counselling services. Befrienders have to complete the core training with Fermanagh Women's Aid to at least Level II

**Accreditation Details:**

Core Training Accreditation Level II with O.C.N

## **Firinne**

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87 Main Street  
Lisnaskea  
Co Fermanagh  
BT92 0JD

Telephone 028 677 23896  
Fax 028 677 23602  
E-Mail firinne@fsmail.net

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

Firinne provides a documentation service where people's stories of state violence may be recorded for posterity. We can listen to your story and put you in touch with other people who are similarly affected. Referral service to other agencies where needed.

**Location - Where Service Can Be Accessed:** As above.

**Hours of Availability:** Walk in and telephone contact - normal office hours (9 - 5). Will arrange visits to suit at evenings and week-ends if required.

**Service(s) can be accessed through:** Walk-In/Recommendation by friend or other person.

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

## **Gingerbread (NI)**

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7 Bayview Terrace  
DERRY/LONDONDERRY  
BT48 7EE

Telephone 028 71 377066  
Fax 028 71 374296  
E-Mail [maria@gingerbreadni.org](mailto:maria@gingerbreadni.org)  
Web-Site [www.gingerbreadni.org](http://www.gingerbreadni.org)

**Geographical Area Covered:** Western Health & Social Services Board Area

### **Description of Services:**

We provide support to lone parents and their families. We have a network of self-help groups in the Board area. We also provide training, respite childcare, advice and information.

### **Location - Where Service Can Be Accessed:**

Western Region Centre is based in Derry. However our groups meet all over the Board area, and our training (Choices) can be accessed in all areas.

**Hours of Availability:** Monday to Friday (9.00 am - 5.00 pm)

**Service(s) can be accessed through:** Walk-In/Self-Referral/Referral from another Agency.

**Service Available to:** Males and females/Young People/Lone Parents and their children

**Waiting List:** No

### **Accreditation Details:**

Our training provides varied accreditation.

## **Heads Together**

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Dunbreen Close  
Strathroy  
OMAGH  
Co Tyrone

Telephone 028 82 259793  
E-Mail john.headstogether@talk21.com

### **Geographical Area Covered:**

#### **Description of Services:**

Heads Together is made up of mental health service users. The group is led, and run by users and ex-users of Mental Health Services. The group can help by offering support through:

- Listening to what people have to say and respecting their view points.
- Helping people plan what they want to say or do.
- Ensuring that people's views are heard.
- Respecting rights to confidentiality.
- Supporting people in dealing with professional bodies.

It is also involved in delivering and planning services. The group also acts on behalf of individuals or offers advocacy.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Mon, Wed and Fri from 10.30 am to 3.00 pm

## Headway Ennisrone

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Drumcoo Centre  
Enniskillen  
Co Fermanagh

Telephone 028 66 324400  
Fax 028 66 327197  
E-Mail [jjanes@slt.n-i.nhs.uk](mailto:jjanes@slt.n-i.nhs.uk)

**Geographical Area Covered:** Sperrin Lakeland Trust Region

**Description of Services:**

Headway Ennisrone is a support group for brain injured people and their carers/families. The group provides information, friendship and support to those with a head injury. It lobbies and campaigns for more improved rehabilitation, resources and residential facilities. It also educates professionals about the specialist needs of head injured people and their families.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** The group meets on the 3rd Monday of each month from 8.00 pm - 9.30 pm approx.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another Agency

**Service Available to:** Males and females/Young People/Children

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:**

We offer each other support, personal contact and understanding.

**Minimum Qualifications for Counsellors/Befrienders:**

We can refer our members to other agencies and organisations.

**Accreditation Details:**

Headway Ennisrone is affiliated to Headway National Head Injuries Association.

## Home-Start Clogher Valley

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74 Main Street  
Augher  
Co Tyrone  
BT77 0BG

Telephone 028 8554 8807  
Fax 028 8554 8807

**Geographical Area Covered:** The wards of Augher, Clogher and Fivemiletown found in the Clogher Valley region of South Tyrone.

**Description of Services:**

Home Start is a voluntary organisation in which volunteers offer regular support, friendship and practical help to young families under stress in their own homes, helping to prevent family breakdown, and emphasising the pleasures of family life. Home-Start provides a breathing space for parents and elbow room for many professional workers who refer any family with any least one child under school age to the scheme.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Mon to Thurs from 9.00 am - 3.45 pm

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another agency

**Service Available to:** Males and females/Children/Families who have at least one child under five years of age.

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Female at the moment.

**Minimum Qualifications for Counsellors/Befrienders:**

The volunteers are parents, or they have parenting experience.

**Accreditation Details:** None



## Home-Start Lakeland

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Belmore Mews  
New Street  
ENNISKILLEN  
BT74 6AH

Telephone 028 66 346818  
Fax 028 66 346818  
E-Mail [home-start@supanet.com](mailto:home-start@supanet.com)  
Web-Site [www.home-start.org.uk](http://www.home-start.org.uk)

**Geographical Area Covered:** Fermanagh

**Description of Services:**

Home-Start is a voluntary organisation in which volunteers offer regular support, friendship and practical help to families in their own homes. Helping to prevent family crisis and breakdown, and emphasising the pleasures of family life.

**Location - Where Service Can Be Accessed:**In family homes through initial contact with office.

**Hours of Availability:** Usually one morning or afternoon per week.

**Service(s) can be accessed through:** Self Referral/Referral from Another Agency

**Service Available to:** Both males and females

**Waiting List:** Yes - Approximately 3 months.

**Counsellors/Befrienders From Both Genders:**Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Befrienders must be parents themselves, or have parenting experience.

## IAR-CHIMI FHEARMANACH

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5 Market Street  
Enniskillen  
BT74 7JA

Tel: 028 6632 8266  
Fax: 028 6632 9241  
Email: iar-chimifhearmanach@online.ie

**Geographical Area Covered:** Co. Fermanagh

**Description Of Services:**

The group provides counselling and welfare advice services to Republican ex-prisoners and their families in County Fermanagh.

**Location Where Service Can Be Accessed:**

- At Our Office at 5 Market Street, Enniskillen
- Outreach Centre at 87 Main Street, Lisnaskea

**Hours Of Availability:** 10am - 4pm in each centre.

**Services Can Be Accessed Through:** Walk in/Word Of Mouth

**Service Available To:** Both Males & Females

**Waiting List:** No

**Minimum Qualifications for Counsellors/Befrienders:**

The group utilises counsellors from other sister organisations.

**Accreditation Details:**

Our Welfare Advice person has qualifications and experience in his field of work.

## Independent Living Centre

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Regional Disablement Services  
Musgrave Park Hospital, Stockman's Lane  
Belfast  
BT9 7JB

Telephone 028 90 669501 Ext: 2708/2686

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

The Independent Living Centre is an assessment and advice centre which provides free information on products to people with disabilities and their carers. It is also used by organisations and individuals as a source of information about access, design and issues related to daily living. The ILC has the widest range of products under one roof, and an Occupational Therapist is on hand to demonstrate the equipment and answer any questions.

### **Location - Where Service Can Be Accessed:**

Via the Helpline 9.00 am - 10.00 am  
3.30 pm - 4.30 pm  
or calling into the Centre - times stated below.

### **Hours of Availability:**

Monday to Friday 9.30 am - 12.30 pm  
1.30 pm - 4.30 pm (excluding Bank Holidays)

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from Another Agency

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

### **Accreditation Details:**

King's Fund Accreditation

## MENCAP

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Segal House  
4 Annadale Avenue  
Belfast  
BT7 3JH

Telephone: 028 90 691351      Helpline - 0845 763 6227  
Fax: 028 90 640121  
E-Mail: [bredaconnolly@mencap.org.uk](mailto:bredaconnolly@mencap.org.uk)  
Web-Site: [www.mencap.org.uk](http://www.mencap.org.uk)

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Mencap provides a range of services to support children and adults with a learning disability, their families and carers. These services provide care, but focus on enabling people to build the skills they need to live as independently as possible.

### **Location - Where Service Can Be Accessed:**

Regional - Segal House, 4 Annadale Avenue, Belfast  
East - 416 Ormeau Road, Belfast  
South - 20 Russell Street, Arnagh  
West - 17 Bishop Street, Derry

**Hours of Availability:** Monday to Friday (9.00 am - 5.00 pm)

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency/Helpline - 0845 763 6227

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

### **Accreditation Details:**

Open College Network

## National Schizophrenia Fellowship Northern Ireland

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“Wyndhurst” Knockbracken Healthcare Park  
Saintfield Road  
Belfast  
BT8 8BH

Telephone 028 9040 2323 Fax 028 9040 1616  
E-Mail info@nireland.nsf.org.uk Web-Site www.nsf.org.uk

### Geographical Area Covered:

General Information } N Ireland Wide  
Services } NI Wide (depends of Health Trust Purchasing patterns)

### Description of Services:

- Flexible day care - Belfast, Newry, Lurgan, Portadown, Banbridge, Ballyclare and Downpatrick
- Supporter accommodation and move on - Belfast and Antrim
- Flexible employment - Banbridge
- Training & Employment - Magherafelt
- Respite/Holiday House - Newcastle, Co Down
- Domiciliary Care - Home First Trust Area
- Carers Support Group - Northern HSSB and Down Lisburn HSS Trust
- User Led ‘Voices’ Forum - NI Wide
- Advocacy - Down Lisburn Trust; Ulster Community Hospital Trust (Ards Hospital)
- Information and Advice - NI Wide

**Location - Where Service Can Be Accessed:** See Above

**Hours of Availability:** Various - Phone office for details

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another Agency/Other - Community Mental Health Teams

**Service Available to:** Males and females/Young People/People who experience severe mental illness, their carers and relatives.

**Waiting List:** Yes - Depending on demands of the service

### Accreditation Details:

Training & Employment - NVQ Assessors/Mental Health Foundation Accredited In-Service Training/IIP - Ongoing towards accreditation.



## The Nexus Institute (Derry/Londonderry)

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38 Clarendon Street  
DERRY/LONDONDERRY  
BT48 7ET

Telephone 028 71 260566  
Fax 028 71 308399  
E-Mail [helena.bracken@nexusinstitute.org](mailto:helena.bracken@nexusinstitute.org)  
Web-Site [www.nexusinstitute.org](http://www.nexusinstitute.org)

**Geographical Area Covered:** All of Foyle Trust area.

### Description of Services:

The Nexus Institute aims to respond sensitively to anyone who has experienced sexual abuse. We offer a professional counselling service for survivors of sexual abuse and provide high quality training for key individuals. In addition, we aim to raise awareness of sexual abuse and its consequences through the provision of education and contribution to public debate.

**Location - Where Service Can Be Accessed:**L/Derry, Strabane, Limavady and the Waterside area of Derry

### Hours of Availability:

Monday to Thursday	9.00 am - 5.00 pm
Wednesday	9.00 am - 8.00 pm
Friday	9.00 am - 4.00 pm

**Service(s) can be accessed through:** Self Referral

**Service Available to:**Both males and females

**Waiting List:** Yes - Up to 3 months.

**Counsellors/Befrienders From Both Genders:** No

### Minimum Qualifications for Counsellors/Befrienders:

Diploma in Counselling, and at least 50 hours of supervised counselling time.

### Accreditation Details:

We run accredited training courses.



## NEXUS INSTITUTE - Enniskillen

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104 Irvinestown Road  
Enniskillen  
Co Fermanagh  
BT74 6D

Telephone 028 66320046  
Fax 028 66320044  
E-Mail [nexus@enniskillen.totalserve.co.uk](mailto:nexus@enniskillen.totalserve.co.uk)  
Web-Site [www.nexusinstitute.org](http://www.nexusinstitute.org)

**Geographical Area Covered:** Fermanagh, Tyrone and Border areas.

### **Description of Services:**

Nexus offers a professional counselling service to adults, both male and female (aged 17 and over), who have survived the trauma of sexual abuse. Services include:-

- Individual Counselling for Survivors
- Survivor Workshops and support groups.
- Family education and support groups.
- Training for Professionals, in both statutory and voluntary sectors.
- Education for Young People.
- Awareness Raising Presentations in the Community.
- Research.

**Location - Where Service Can Be Accessed:** Currently in Enniskillen, Omagh and Irvinestown. There are plans to develop further outreach centres.

**Hours of Availability:** Morning, afternoon and evenings  
Office Hours: Monday to Friday 9.00 am - 5.00 pm

**Service(s) can be accessed through:** Self-referral/Referral from other agencies.

**Service Available to:** Men and women/Young People over 17 years.

**Waiting List:** There is currently a 6 week waiting list.

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**NEXUS INSTITUTE - Enniskillen**

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**Counsellors/Befrienders From Both Genders:** Majority of counsellors are female. Male counsellors by request.

**Minimum Qualifications for Counsellors/Befrienders:**

All therapists have a minimum of a diploma in counselling skills, theory and application.

**Accreditation Details:**

Training courses carry accreditation from CPCAB (Counselling & Psychotherapy Central Awarding Body) and the Open College Network.

Counsellors are accredited by the British Association of Counselling and Psychotherapy, and/or the Irish Association of Counselling & Theory.

**NIACRO Northern Ireland Association for the Care and  
Resettlement of Offenders**

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169 Ormeau Road  
Belfast  
BT7 1SQ

Telephone 028 9032 0157  
Fax 028 9023 4084  
E-Mail info.niacro@cinni.org  
Web-Site www.niacro.org

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

NIACRO has four aims:

- The Care and Resettlement of Offenders
- The Prevention of Crime
- To provide support to prisoners and families
- To work for a more humane, just and effective Criminal Justice System.

**Location - Where Service Can Be Accessed:**

Belfast: Tel: 9032 0157  
Enniskillen: Tel: 6632 6082

**Hours of Availability:** 9.00 am - 5.00 pm Monday to Friday

**Service(s) can be accessed through:** Self Referral/Referral from another Agency

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Level II OCN Mentoring (service for young people)  
Diploma in Guidance and Counselling (work with prisoners families)

**Accreditation Details:** IIP Accredited organisation/T&EA registered training organisation (RTO)

## Northern Ireland Association for Mental Health

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Beacon House  
80 University Street  
Belfast  
BT7 1HE

Telephone 028 90 328474  
Fax 028 90 234940  
E-Mail j.lee@niamh.co.uk

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

The Association provides support for those with mental health needs living in the community. Services include over 20 residential schemes, 12 Beacon (Day) centres, involvement counselling, a client/staff support scheme for employees and a range of public education and mental health promotion activities.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** 9.00 am - 5.00 pm Monday to Friday

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from another agency /Other - Psychologist, Psychiatrist, Community Psychiatric Nurses and Social Workers.

**Service Available to:** Males and females/Young People

**Waiting List:** Yes - In some areas

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**  
Professional qualification relevant to counselling.

**Accreditation Details:**

HQS Accreditation  
Registration & Inspection Unit

## **Northern Ireland Association for Mental Health (Enniskillen)**

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Ernevale Beacon Centre  
35 Mill Street  
Enniskillen  
BT74 6AN

Telephone 028 66 322995

Fax 028 66 328982

**Geographical Area Covered:** Fermanagh in this instance but there are other Beacon Centres throughout Northern Ireland.

### **Description of Services:**

Social, recreational and vocational support to people with mental health needs. Counselling service to employees and general public.

### **Location - Where Service Can Be Accessed:** As Above

Counselling Service through CARECALL Belfast 028 90 328474 - local counsellors available.

**Hours of Availability:** Mon/Wed/Thur/Sat 9.00 - 5.00 pm

**Service(s) can be accessed through:** Self Referral/Referral from Another Agency

**Service Available to:** Both males and females

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders:**

University Diploma in Counselling

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## Northern Ireland Association for Mental Health (Lisnaskea)

Lisnaskea Beacon Centre  
65 Main Street  
Lisnaskea  
BT92 0JD

Telephone 028 677 21838

**Geographical Area Covered:** Lisnaskea, Newtownbutler, Roslea, Derrylin, Brookeborough and outlying rural areas within this catchment area.

### **Description of Services:**

Our aim is to provide services in the community for people with mental health needs and to increase public awareness of mental health issues, thereby combating stigma. The Association offers accessible services of the highest quality, based on identified need.

Areas of work include:- Beacon Centres, Residential Schemes, User Initiatives, Home Care, Beacon House Clubs, Information, Training, Mental Health Promotion and Research and Policy.

**Location - Where Service Can Be Accessed:** As above

### **Hours of Availability:**

Tuesday	10.30 am - 4.30 pm	7.00 pm - 9.30 pm
Wednesday	9.00 am - 5.00 pm	
Thursday	7.00 pm - 9.30 pm	
Friday	10.30 am - 4.30 pm	
Saturday	12.00 pm - 4.30 pm	

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from Another Agency

**Service Available to:** Both males and females

**Waiting List:** Yes - It depends on places becoming available.

**Befrienders From Both Genders:** Occasionally - Informal befriender service within the Centre - No domiciliary visits.

**Minimum Qualifications for Befrienders:** N/A

**Accreditation Details:** The Health Quality Service in association with the King's Fund Accreditation, UK



## Northern Ireland Association for Mental Health - Omagh

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The Beacon Centre  
21 Campsie Avenue  
OMAGH  
BT79 0AB

Telephone 028 82 245571

**Geographical Area Covered:** Omagh and Surrounding area -  
Radius of 8-10 miles

### **Description of Services:**

The Beacon Centre is a day care facility for people with mental health needs, whose problems are wide and varied; from anxiety disorders to the more severe mentally ill. The Beacon Centre offers these people a place to come during the day where they can be supported, and take part in meaningful day care activities.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Mon/Tue/Thurs/Fri 9.30 am - 4.30 pm and  
Mon/Thur 7.30 pm - 9.30 pm

**Service(s) can be accessed through:** GP Referral/Referral from  
another Agency/sCommunity Mental Health Team Workers

**Service Available to:** Both males and females

**Waiting List:** Yes - 3 months

### **Accreditation Details:**

King's Fund Independent Award for services to the mentally ill.

## **The Northern Ireland Centre for Trauma & Transformation**

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Location - to be finalised

Telephone 028 8225 1500

Web-site [www.NICTT.org](http://www.NICTT.org)

### **Geographical Area Covered:**

Direct therapeutic services in Fermanagh and West Tyrone and further afield as requested and agreed.

Training, research and support for other organisations and professionals on a regional basis, and further afield as requested and agreed.

### **Description of Services:**

The Centre was in the process of being established at the point of preparation of this directory. It was expected to be operational from early 2002 and to offer a range of therapeutic services to help people who have had traumatic experiences, and suffer traumatic reactions and disorders. The Centre will also provide training, support and research in relation to trauma and will be available to assist other organisations/departments with professional support etc.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** TBA

**Service can be accessed through:** Walk in/GP Referral/Self-Referral/Referral from another Agency

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders from Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders:**

Professional qualifications in medicine, nursing, social work, psychology or related professions and/or a recognised and accredited therapy qualification.

### **Accreditation Details:**

To be determined.

## Northern Ireland Chest Heart & Stroke Association

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21 Dublin Road  
Belfast  
BT2 7HB

Telephone 028 90 320184  
Fax 028 90 333487  
E-Mail mail@nichsa.com  
Web-Site www.nichsa.com

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

Services in rehabilitation from stroke, cardiac and respiratory conditions, health promotion, research and advocacy.

- Weekly stroke schemes - stroke clubs (monthly)
- Young stroke project - weekly
- Stroke family support
- Advice Helpline
- Nebulisers - Welfare Grant Support

**Location - Where Service Can Be Accessed:** All areas of Northern Ireland

**Hours of Availability:** 9.00 am - 5.00 pm - Monday to Friday

**Service(s) can be accessed through:** GP Referral only/Self-Referral /Referral from another Agency/Referrals from Social Workers and other Healthcare Professionals.

**Service Available to:** Males and females/Young People

**Waiting List:** Yes - A few weeks

## NICAS - Northern Ireland Community Addiction Service

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40 Elmwood Avenue  
Belfast  
BT9 6AZ

Telephone 028 90664434  
Fax 028 90664090  
E-Mail nicas@dial.pipex.com

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

NICAS offers individual counselling and group counselling, motivational interviewing, relapse management prevention. It deals with those directly, and indirectly affected by alcohol/drug abuse. NICAS offers specific programmes for the elderly and counselling for carers of elderly, as well as specialised services for the workplace, and training for primary care workers.

**Location - Where Service Can Be Accessed:** As above. Also:

461 Falls Road, Belfast BT12 6DD - Tel: 90 330499/90 247805

219 Albertbridge Road, Belfast BT5 4PU - Tel: 90 731602/90 460979

**Hours of Availability:** Mon - Thurs : 8.45 am - 5pm

Fri: 8.45 am - 4.30 pm

Appointments can be arranged after hours in some cases.

**Service(s) can be accessed through:** GP Referral/Social Services/  
Probation Board/Walk-In/Referral from another Agency/Self-referral

**Service Available to:** Men and women/Children/Young People

**Waiting List:** Appointments can be offered very quickly. Sometimes same day appointments can be arranged, depending on the individual's flexibility.

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Third level education and a professional qualification in counselling, together with experience in addiction work.



## Northern Ireland Housing Executive

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NIHE  
Head Street  
Enniskillen  
Co Fermanagh  
BT74 7DA

Telephone: 028 66 325770  
Fax: 028 66 342102  
E-Mail: fermanaghdistrict@nihe.gov.uk  
Web-Site: www.nihe.gov.uk

**Geographical Area Covered:** Co Fermanagh

### **Description of Services:**

To provide high quality service to tenants in accordance with the Tenant Charter. To manage the Public Sector Housing in a cost effective manner. To ensure all social housing programmes are delivered in a manner which is demonstrably fair and equitable on the basis of objective assessment of need. To provide a realistic high quality response maintenance service to tenants. To administer housing benefit for both public and private sector tenants, on behalf of the DSD.

**Location - Where Service Can Be Accessed:** District Office - Head Street, Enniskillen

### **Hours of Availability:**

Monday to Friday Open 9.30 am - 4.00 pm  
Wednesday - 9.30 am - 12.30 pm  
By Telephone 9.00 am - 4.30 pm every day (Mon-Friday)  
There is an Emergency Service for Homeless and Repairs.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency

**Service Available to:** Males and females/Children (as part of a family)/Young People

**Waiting List:** No

### **Accreditation Details:**

Investors in People Award



## Northern Ireland Memorial Fund

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Head Office  
Room 125, Stormont House Annexe  
Stormont Estate  
Belfast  
BT4 3ST

Telephone 028 90 527939      Tel: 028 90 245965  
Fax 028 90 527901      Fax: 028 90 245048  
E-Mail [nimf@nics.gov.uk](mailto:nimf@nics.gov.uk)  
Web-Site [www.nimf.org.uk](http://www.nimf.org.uk)

**Geographical Area Covered:** Ireland, England, Scotland and Wales.

### Description of Services:

Financial assistance in the form of small grants to assist with the following:

- Essential household items and services
- Respite breaks
- Treatment of chronic pain
- Prosthesis
- Wheelchairs
- Education & Training

### Location - Where Service Can Be Accessed:

By application to the Fund's Grants Administration office. Application forms for each scheme are available from the grants administration office or head office.

**Hours of Availability:** 9.00 am - 5.00 pm (Monday to Friday)

**Service(s) can be accessed through:** Self Referral

**Service Available to:** Males and females/Children/Young People /Victims and Survivors of all ages.

**Waiting List:** Yes - The application and assessment process normally takes between 4 to 8 weeks.

## Northern Ireland Myalgia Encephalitis (ME) Association

---

28 Bedford Street  
Belfast  
BT2 7FE

Telephone: 028 90 439831

Fax: 028 90 439831

E-Mail

Web-Site

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Support and Information for all with ME, their spouses/carers, families and friends. Extensive range of leaflets/booklets, information for medical/educational professionals, welfare agencies, government, statutory bodies, general public. Specialist medical/paediatric advisors, specialist GP and educational packs. 24 hour answering/information line.

**Location - Where Service Can Be Accessed:** Belfast City Centre - Administration Base - Not open for general calling. Enquiries dealt with through information service.

**Hours of Availability:** Answering Service/Information Line available 24 hours daily.

### **Service(s) can be accessed through:**

Through general enquiry service by phoning directly.

**Service Available to:** Males and females/Children/Young People

**Waiting List:** N/A

**Counsellors/Befrienders from Both Genders:** Yes - Information Support Network only

### **Minimum Qualifications for Counsellors/Befrienders:**

The Support Network is an informal support/befriending service offered to members and operated by other members who have ME. There is no formal counselling or advice service.

## Northlands

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13 Pump Street  
DERRY/LONDONDERRY  
BT48 6JG

Shepherd's Way  
Dungiven Road  
DERRY BT47 2AL

Tel: 028 7126 3356

Tel: 028 7131 3232

Fax: 028 7130 8672

E-Mail: james@northlands.org.uk Web-Site: www.northlands.org.uk

**Geographical Area Covered:** Northern Ireland but mainly North West.

### **Description of Services:**

A set of targeted responses aimed at reducing alcohol and drug related harm. In terms of counselling services, Northlands provides advice and information as well as assessment, counselling, family support, residential treatment and after-care.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** 9.30 am - 5.00 pm Monday to Friday

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another agency /Open-Door Policy - Any concerned people can refer.

**Service Available to:** Males and females/In conjunction with Community Addiction Team - Sperrin Lakeland Trust./The NYPD - New Youth Project for Drugs is available to young people. Contact Tel No: 028 7134 4455

**Waiting List:** Yes - Varies between 2-6 weeks (at holiday times)

**Counsellors From Both Genders:** Yes

### **Minimum Qualifications for Counsellors:**

Volunteer Counsellors undergo in house training  
Employees - Counselling qualification, minimum Diploma plus post-qualifying experience in a supervised setting of at least one year.

**Accreditation Details:** Community Work - OCN Community Development. Other accreditation for counsellor training planned. We work with University of Ulster at Magee and North West Institute of Further & Higher Education and we teach on Addiction Studies/Counselling Courses.



## NOVA Barnardos (Northern Ireland)

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Bocombra Lodge  
2 Old Lurgan Road  
Portadown  
BT63 5SQ

Telephone 028 38 335173  
Fax 028 38 361968  
E-Mail [ni.nova@barnardos.org.uk](mailto:ni.nova@barnardos.org.uk)

### **Geographical Area Covered:**

Initially the project covered the Craigavon and Banbridge area, but demand has seen this expand to the whole of the SHSSB area.

Currently we are planning to expand the project further and will therefore consider enquiries beyond this area.

### **Description of Services:**

For the last 3 years NOVA has been helping people overcome their difficulties arising from traumatic experiences due to the Northern Ireland 'troubles'. We have worked with people who have been bereaved, injured, intimidated, subjected to paramilitary violence, armed attacks and robberies, as well as those experiencing stress, generally as a result of the 'troubles'. We have helped people overcome their anxieties, nightmares, flashbacks, depression and panic attacks, so that they can enjoy an improved quality of daily living again. We work with individuals belonging to victims' groups as well as those who chose not to belong to groups. We also provide information and skills, training in group situations.

### **Location - Where Service Can Be Accessed:**

Our service is provided on an outreach basis. Although we can see people at our own offices, we mostly visit people in their own homes or place of preference.

**Hours of Availability:** Monday to Friday 9.00 am - 5.00 pm. Where possible, we will also try to provide some evening sessions.

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency/GP Referral/Other - We accept referrals from anyone.

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**NOVA Barnardos (NI)**

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**Service Available to:** Males and females/Children/Young People/  
Our service is available to everyone.

**Waiting List:** Yes - Maximum of 2 weeks.

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Our Counsellors are all professionally qualified Social Workers. In addition, they are registered psychotherapists.

## NSPCC Young Witness Service

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Antrim Courthouse  
30 Castle Way  
Antrim  
BT41 4AQ

Telephone: 028 9448 7533

Fax: 028 9448 7590

E-Mail

Web-Site: [www.nspcc.org.uk](http://www.nspcc.org.uk)

### **Geographical Area Covered:**

Currently Belfast, Derry and Craigavon Crown Courts. Due to expand to all Crown Court venues in Northern Ireland during the next two years.

### **Description of Services:**

Provision of support and information to young witnesses (under 18 years) and their families, before, during and after a criminal trial. Service is currently limited to the Crown Court.

**Location - Where Service Can Be Accessed:** Belfast Crown Court /Derry Crown Court/Craigavon Crown Court

**Hours of Availability:** Monday to Friday (9.00 am - 5.00 pm)

**Service(s) can be accessed through:** Self Referral/Referral from Another Agency

**Service Available to:** Males and Females/Children/Young People Also Parents, Carers and families of young witnesses.

**Waiting List:** No

**Counsellors/Befrienders from Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befriender:**

Young witness supporters are asked to have some experience of working with children/young people and/or experience in a helping role. They receive eight days training. The volunteers are supervised and supported by qualified Social Workers.

**Accreditation Details:** N/A



## **Omagh Independent Advice Services**

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15 High Street  
OMAGH  
Co Tyrone  
BT78 1BA

Telephone 028 8224 3252  
Fax 028 8225 0665  
E-Mail oias@aiac.net

**Geographical Area Covered:** Omagh District Council area.

**Description of Services:**

Free, confidential and independent advice and information on social security matters, disability benefits, debt, consumer, employment, housing, community care and other welfare rights issues. We also provide free representation at social security appeal tribunals.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Mon to Fri 9 am - 1 pm and 2 pm - 5 pm

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency

**Service Available to:** Males and females /Young People/ Children

**Waiting List:** No

## Omagh Support & Self-Help Group

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23a Circular Road  
OMAGH  
Co Tyrone  
BT79 7HJ

Telephone 028 82 244920

Fax 028 82 244920

**Geographical Area Covered:** Omagh District Council Area

**Description of Services:**

We act as a sign post to those affected by the Omagh bomb and support the families most affected.

**Location - Where Service Can Be Accessed:** 5A Holmview Ave,  
Omagh

**Hours of Availability:** As required and by appointment.

**Service(s) can be accessed through:** Self-Referral/Referral from  
another Agency/By Appointment

**Service Available to:** Males and females/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Occasionally

**Minimum Qualifications for Counsellors/Befrienders:**

Institute for Counselling & Personal Development, Belfast

## Omagh Volunteer Centre

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6 Old Market Place  
Omagh  
Co Tyrone  
BT78 1BT

Telephone 028 8224 0772  
Freephone: 0800 052 2212  
Fax 028 8224 0772  
E-Mail [info@omaghdistrictvb.org](mailto:info@omaghdistrictvb.org)

**Geographical Area Covered:** Omagh District Council area.

### **Description of Services:**

We provide support, development and information for volunteers and voluntary organisations who require volunteers. We provide policy and procedure information, lobbying government on volunteering issues. We train, supervise and promote volunteering as well as linking with local infrastructure to make volunteering open, inclusive and accessible.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Monday to Friday 9.00 am - 5.00 pm

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from Another Agency

**Service Available to:** Males and females/Disabled/Children/Elderly /Young People/Mental Health

## Omagh Women's Aid

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27 Market Street  
Omagh  
Co Tyrone  
BT79 7DB

Telephone           028 82 241414 or 82 245998  
24 Hour Helpline:   028 90 331818  
Fax                    028 82 241414

**Geographical Area Covered:** Fermanagh & Tyrone

**Description of Services:**

We offer safety, confidentiality and a range of support services to all women, children and young people who are isolated by domestic violence.

**Location - Where Service Can Be Accessed:** We have two premises a refuge for temporary accommodation and a centre for courses, i.e personal development.

**Hours of Availability:** Centre Premises 10 am - 4 pm Mon to Fri  
24 hour Helpline - 028 90 331818

**Service(s) can be accessed through:** GP Referral/Self Referral/  
Referral from another agency

**Service Available to:** Females only

**Waiting List:** No

## Parents Advice Centre

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65 Clarendon Street  
DERRY/LONDONDERRY  
BT48 7ER

Telephone 028 71372006  
Fax 028 71372824  
E-Mail derry@pachelp.org  
Website www.pachelp.org

**Geographical Area Covered:** Derry district and surrounding areas.

### **Description of Services:**

PAC offers support and guidance to parents and young people with any family difficulty. Callers can make contact about problems relating to children of any age. This service is operated by trained volunteers, help-line workers from other centres in Northern Ireland - Belfast, Dungannon, Ballymena and Derry/Londonderry.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** Mon - Fri 10am - 4pm/Mon- Thurs 7 pm - 9 pm  
Telephone Helpline Service available Fri to Sun 7 pm - 9 pm

**Service(s) can be accessed through:** Self-Referral/Referral from another agency/GP Referrals/Social Worker Referrals/School Referrals /Walk-In

**Service Available to:** Men and women/Young people over age of 13 yrs

**Waiting List:** No Waiting List.

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders:**

All help-line workers are parents or have parented a child. No formal qualifications are required, though there are personal qualities and time commitments which form the basic criteria for selection. All Help-line workers are selected for training and those who successfully complete it are required to complete a probationary period.

### **Accreditation Details:**

Accredited by Northern Ireland Open College Network.



## **Parkinson's Disease Society (Fermanagh Branch)**

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Enniskillen Community Services Department  
2 Coleshill Road  
ENNISKILLEN  
BT74 7HG

Telephone 028 66 344074

**Geographical Area Covered:** Co Fermanagh as well as border areas of neighbouring counties.

### **Description of Services:**

Information, advice and support is provided by the Welfare Visitor on aspects of Parkinson's Disease for Parkinson's clients and their carers. The Welfare Visitor acts as a liaison point between the client and other health care professionals and statutory bodies.

The Fermanagh branch of the Parkinson's Disease Society actively fundraise on a regular basis, and funds remain within the branch and are used to help people with Parkinson's and their carers throughout the county.

The Welfare Visitor provides a listening ear for the individual, and not just in areas of their life affected by Parkinson's, but very often other areas as well. The Welfare Visitor organises a client/carer get together every three months. This involves both clients and carers meeting in relaxing surroundings, sharing experiences and methods of coping with each other.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Mon, Wed & Thurs - 9.30 am - 2.30 pm

**Service(s) can be accessed through:** Walk-In/Self Referral/GP Referral/Referral from Another Agency/Other - Social Services, District Nurses, Nursing Homes.

**Service Available to:** Males and females/Young People/Parkinson's Disease affects men and women equally. It also affects people below the age of 65 years.

**PATHS (Positive Action to Help those Bereaved by Suicide)**

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Telephone 028 82 835302

Fax 028 82 252676

**Geographical Area Covered:** Sperrin Lakeland Trust area.

**Description of Services:**

A support group, to assist persons bereaved by suicide, to come to terms with their grief through the support of others who have had a similar experience.

**Location - Where Service Can Be Accessed:**

Post Graduate Centre, Tyrone County Hospital, Omagh

**Hours of Availability:** Meeting at 8pm on 1st Tuesday of each month.

**Service(s) can be accessed through:** Self Referral/By telephone to the listed numbers.

**Service Available to:** Males and females/Young People.

**Waiting List:** No

## PRAXIS

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Castlehill House  
Church Lane  
Lisnaskea  
Co Fermanagh  
BT92 0GJ

Telephone 028 6772 2778  
E-Mail [info@praxislisnaskea.fsnet.co.uk](mailto:info@praxislisnaskea.fsnet.co.uk)

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

Accommodation and Support for those experiencing mental ill health. Befriending Service

**Location - Where Service Can Be Accessed:**

Lisnaskea - Accommodation & Support Scheme  
Fermanagh - Befriending Service

**Hours of Availability:**

24 hour cover - Accommodation Scheme  
As Agreed - Befriending Service

**Service(s) can be accessed through:** Referral from another Agency/  
Community Mental Health Team/Tyrone & Fermanagh Hospital,  
Omagh

**Service Available to:** Males and females (18 years - 65 years)

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Occasionally

**Minimum Qualifications for Counsellors/Befrienders:**

None - Voluntary Scheme. Befrienders are interviewed and receive one and a half days preparation.

**PSNI - POLICE SERVICE OF NORTHERN IRELAND  
DOMESTIC VIOLENCE UNIT**

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Domestic Violence Officer  
Enniskillen PSNI Station

Tel: 028 6632 2823  
Answering machine outside officer hours  
028 6632 1577 or 028 6632 1586

Domestic Violence Officer  
Omagh PSNI Station  
Tel: 028 8224 6117  
Answering machine outside office hours  
028 8225 6659

Domestic Violence Officer  
Strabane PSNI Station  
(Covering Castlederg area within Sperrin Lakeland  
Health & Social Care Trust  
Tel: 028 7136 7337  
Answering machine outside office hours  
028 7137 9813

**Services Provided:**

- Immediate support and assistance from uniformed police officer (if appropriate)
- Follow-up contact by Domestic Violence Officer within 24-48 hours.
- Advice given in relation to Non-Molestation and Occupancy Orders.
- Maintenance of list of local Solicitors who deal with domestic matters.
- Prosecution of Offender (where such is requested and appropriate)
- Follow-up liaison with statutory bodies, i.e. Housing Executive, Social Services etc.
- Advice in relation to other agencies and support services, e.g. Relate, NIHE, local Women's Aid Centres.
- Attendance at court to give support to victims of violence.
- Continuous support to the person for as long as that person requires it.

## Rape Crisis & Sexual Abuse Centre

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29 Donegall Street  
Belfast  
BT1 2FG

Telephone 028 90 321830 (Business)  
028 90 249696 (Counselling)  
Fax 028 90 321830

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Counselling to survivors of child sexual abuse and adult rape.  
Support service to non-abusing parents, relatives and partners.  
Accompaniment to Doctors, Hospitals, Solicitors and Court. Free and confidential.

**Location - Where Service Can Be Accessed:** As Above

### **Hours of Availability:**

Appointments 10.00 am - 5.00 pm  
Answer machine or Counsellor by phone 6.00 pm - Midnight.

**Service(s) can be accessed through:** Walk In/GP Referral/Self-Referral/Referral from another agency/Other - Police, Solicitors, Hospitals, etc.

**Service Available to:** Males and females/Young People over age 14, by consent of Police and/or Parents/Guardian

**Waiting List:** Clients will usually be seen within 1 week or the next day or two if an incident has just happened.

**Counsellors/Befrienders From Both Genders:** All female Counsellors. *(As dictated by the Irish Network of Rape Crisis Centres)*

### **Minimum Qualifications for Counsellors/Befrienders:**

Training set by the Irish Network of Rape Crisis Centres.  
Certificates and Diplomas in Counselling.

**RELATE - Northern Ireland**

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76 Dublin Road  
Belfast  
BT2 7HP

Telephone 028 90323454 or 028 71371502 (Foyle)  
Fax 028 90315298  
E-Mail [office@relateni.org](mailto:office@relateni.org)  
Web-Site [www.relateni.org/infopage.htm](http://www.relateni.org/infopage.htm)

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

Relate NI provides the following main service areas:

- Relationship Counselling Services
- Child, Youth & Family Services
- Education & Training Services
- Psychosexual Therapy.

Relate NI will help you, whether or not you are married, and whatever your age, sexual orientation, or social background. Services are private, discreet and confidential. Relate NI are specialists in building better relationships and has been serving the community for over 50 years.

**Location - Where Service Can Be Accessed:**

Belfast, Derry/Londonderry, Newry, Coleraine, Antrim, Carrickfergus, Bangor, Craigavon, Cookstown, Ballymena  
Enniskillen Office to re-open soon.

**Hours of Availability:** Contact Belfast office for further information.

Belfast Office is open :     9 am - 8.30 pm (Monday to Thursday)  
  9 am - 4.00 pm (Friday)  
  9 am - 1.00 pm (Saturday)

**Service(s) can be accessed through:** Walk-In/GP Referral/Self-referral  
/Referral from another agency/Through friends and family

**Service Available to:** Adults/Children/Young People/Families/Couples

**Waiting List:** Short Waiting List - depends on availability and demand on service - 1st appointment usually within two days in Belfast.



## RELATE - Northern Ireland (con't)

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### **Counsellors/Befrienders From Both Genders: Yes**

#### **Minimum Qualifications for Counsellors/Befrienders:**

Relate NI services are provided in accordance with the highest professional standards and training, and all our work is fully quality assured. We have friendly, carefully selected and sensitive staff who will understand your needs, and provide the support and help you seek. Staff undertake three years 'Relate National Training' Programme.

#### **Accreditation Details:**

Relate NI Counsellors are trained to a nationally recognised standard, and their practice is supervised on a regular basis. Relate NI adheres to the Code of Ethics and Practice of the British Association of Counselling and Psychotherapy, and the Irish Association of Counselling and Therapy.

## RIR WELFARE DEPARTMENT

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4 R Irish  
St Lucia Barracks  
OMAGH  
BFPO 804

Telephone (028) 82 258642 OR (028) 8225 8675

**Geographical Area Covered:** Enniskillen, Omagh, Strabane, Londonderry, Coleraine, Larne, Magherafelt - all areas west of the Bann.

**Description of Services:**

Our organisation offers advice and referral to service and ex-service personnel in the community

**Location - Where Service Can Be Accessed:** Enniskillen/Omagh /Ballykelly

**Hours of Availability:** 24 hour contact

**Service(s) can be accessed through:** Self Referral/Referral from Another Agency

**Service Available to:** Males/Females?Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**  
Internal Courses

**Royal National Institute for the Blind**

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40 Linenhall Street  
Belfast  
BT2 8BA

Sub Office: Sensory Support Service  
16 Bishop Street  
Derry/Londonderry  
BT48 6PW

Tel 028 9032 9373

Tel: 028 7137 4619

Fax 028 9027 8119

Web-Site [www.rnib.org.uk](http://www.rnib.org.uk)

**Geographical Area Covered:** Northern Ireland

**Description of Services:**

Resource Centre: Equipment and games for people with serious sight loss, accessible media service, information and advice service, education and advice, support and information relating to visually impaired children and employment service.

**Location - Where Service Can Be Accessed:** Belfast/Derry

**Hours of Availability:** 9.00 am - 5.00 pm Monday to Friday

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from another agency

**Service Available to:** Males and females/Young People/Children

**Waiting List:** No

## Rural Support Line

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Unit T9  
Dungannon Enterprise Centre  
2 Coalisland Road  
DUNGANNON  
BT71 6JT

Telephone 028 8772 9017  
Fax 028 8772 4071  
E-Mail aodonnell@adha2.org.uk  
Web-Site www.ruralsupport.org.uk

**Geographical Area Covered:** Province Wide

**Description of Services:**

The Rural Support Line offers a listening ear and sign posting service for farmers and rural communities who are feeling worried or stressed, and need someone to talk to. Trained volunteers are there to listen and offer guidance.

**Location - Where Service Can Be Accessed:** Telephone Service

**Hours of Availability:** 9.00 am - 10.00 pm 7 days a week.  
Outside these hours, calls are directed to the Samaritans.

**Service(s) can be accessed through:** Helpline

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Undergo training before going 'live' on line, which is facilitated by the Samaritans.



## The Samaritans

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20 Campsie Road  
Omagh  
Co Tyrone  
BT79 0AG

Telephone 028 82 244944

**Geographical Area Covered:** Co Tyrone and Co Fermanagh

**Description of Services:**

We offer an entirely confidential listening service day and night - 365 days each year. We are available to talk things over and give support while the caller is going through a crisis.

**Location - Where Service Can Be Accessed:** As above By telephone and visitors welcome.

**Hours of Availability:** 24 hours, 7 days per week, 365 days per year

**Service(s) can be accessed through:** Walk-In/Self/Referral from Another Agency

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Each volunteer must undergo statutory training.

**Accreditation Details:**

Member of National and International Organisation



## **The Social Security Agency (Belfast)**

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Chief Executive's Office  
Social Security Agency  
Churchill House  
Victoria Square  
Belfast BT1 4SS

Telephone 028 9056 9165  
Fax 028 9056 9180  
E-Mail [ssa@nics.gov.uk](mailto:ssa@nics.gov.uk)

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

The NI Social Security Agency is an Executive Agency of the Department for Social Development. It was set up on 1st July 1991 and its main business is to assess and pay social security benefits and give advice and information about schemes. The Agency provides this service through a network of 35 Social Security offices throughout Northern Ireland and the Benefit Shop located in Castle Court, Belfast.

**Location - Where Service Can Be Accessed:** Telephone the above number for nearest Social Security Office.

**Hours of Availability:** Offices are open from 9.00 am - 3.30 pm. Telephone lines are available from 9.00 am - 5.00 pm

**Service(s) can be accessed through:** Walk-In/SelfReferral/ Referral from another Agency

**Service Available to:** Males and females/Children/Young People

**Waiting List:** No

## Social Security Agency - Benefit Shop

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Castle Court  
Royal Avenue  
Belfast  
BT1 1DF

Telephone 028 90 336958  
Fax 028 90 336252  
E-Mail [ssabenefit.shop@nissa.gov.uk](mailto:ssabenefit.shop@nissa.gov.uk)  
Web-Site [www@nics.gov.uk](http://www@nics.gov.uk)

**Geographical Area Covered:** All of Northern Ireland

### **Description of Services:**

The Benefit Shop operates as a one stop shop where customers can have all their social security queries dealt with efficiently and effectively by well trained and helpful staff. It is a large open plan office with four interview desks and five cubicles for added privacy. Facilities available include a hearing induction loop, textphone, sign language and help with form filling.

**Location - Where Service Can Be Accessed:** We are conveniently located at ground floor level within the Castle Court complex, with our entrance on Royal Avenue, providing easy access.

**Hours of Availability:** Our service is available from 9.00 am - 3.30 pm, remaining open through lunchtime. We have a voice-mail service for out of hours queries.

**Service(s) can be accessed through:** Walk-In/Appointment service available.

**Service Available to:** Males and females/Young People

**Waiting List:** No

### **Accreditation Details:**

Charter Mark  
Investors In People

**Social Security Agency (Enniskillen)**

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Queen Elizabeth Road  
Enniskillen  
Co Fermanagh  
BT74 7JD

Telephone 028 66 343333  
Fax 028 66 343211

**Geographical Area Covered:** All of Fermanagh (except Lack) and also Fivemiletown and Clogher

**Description of Services:**

Process claims to Income Support, Jobseekers Allowance and Crisis Loans from the Social Fund. Provide information and advice on all social security benefits, and assist customers to complete claim forms. Free courtesy telephone available for customers to contact benefit branches centralised in Belfast.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Mon to Fri 9am - 3.30pm  
Telephone Service 9am - 5pm

**Service(s) can be accessed through:** Walk-In/Self Referral/Referral from Another Agency

**Service Available to:** Males and females/Young People

**Waiting List:** No

**Society of St Vincent de Paul**

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48 Forthill Street  
ENNISKILLEN  
BT74 6AJ

Telephone 028 66 329893

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

The Society tries to help those who are in need by providing cash, groceries, clothes, fuel or transport as deemed necessary by the members. Requests for assistance should be made in person or by telephone at our shop or by contacting any member of the Society.

**Location - Where Service Can Be Accessed:** As Above.

**Service(s) can be accessed through:** Walk-In

**Service Available to:** Males and females/Young People/Children

**South East Fermanagh Foundation**

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166 Main Street  
Lisnaskea  
Co Fermanagh  
BT92 0JE

Telephone 028 67721226

**Geographical Area Covered:** Erne East Electoral Area

**Description of Services:**

This recently established group intends to act as an advice and assistance group for victims of paramilitary terrorism across as wide an area as possible, and hopefully to improve their service as they gain experience.

The activity of the Foundation has been supported by the Northern Ireland Voluntary Trust and the Fermanagh District Partnership Victims Programme.

**Location - Where Service Can Be Accessed:** Through the Secretary at the above address.

**Hours of Availability:** Anytime

**Service(s) can be accessed through:** Self-referral/Referrals from another agency/Walk-In/Telephone

**Service Available to:** Men and women/Children/Young People

**Waiting List:** None

**Counsellors/Befrienders From Both Genders:** Yes

## Strabane Befriending & Counselling Association

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The Koram Centre  
3, Mourne Villas  
Lower Main Street  
Strabane  
BT82 8BG

Telephone 028 7188 6181  
Help Line: 028 7188 6154  
Fax 028 7188 6456  
E-Mail koramcentre@hotmail.com

**Geographical Area Covered:** The Strabane district, both rural and urban, and the neighbouring communities and districts, including Co Donegal.

### **Description of Services:**

Trained volunteers provide Listening Ear Support and are able to set up appointments for referrals to receive specialised support from our counsellors.

### **Location - Where Service Can Be Accessed:**

We are able to be accessed through our help-line on 028 7188 6154 from 10.00 am - 4.00 pm (Monday to Friday). Also people can call into the Koram Centre for one to one support or ring in and make an appointment.

**Hours of Availability:** 10.00 am - 4.00 pm Monday to Friday

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from Another Agency

**Service Available to:** Males and females/Young People from 17 yrs.

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

## **Strabane Befriending & Counselling Association**

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### **Minimum Qualifications for Counsellors/Befrienders:**

Counsellors must have at least a Diploma in Counselling, and they must be willing to take part in ongoing training and receive supervision.

Listening Ear volunteers must have evidence of undergoing continuous personal growth work, and be willing to take part in ongoing training and receive supervision.

### **Accreditation Details:**

The Koram Centre is an official host for the provision of Competent Helper Training conducted by the Institute for Counselling and Personal Development, (ICPD).

Continues to provide outreach training in the community, on themes like Conflict Resolution and Prejudice Reduction to promote community healing.

## Threshold

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McBrien House  
432 Antrim Road  
Belfast  
BT15 5GB

Telephone 028 9087 1312  
Fax 028 9087 1188  
E-Mail [info@thresholdservices.com](mailto:info@thresholdservices.com)  
Web-Site [www.thresholdservices.com](http://www.thresholdservices.com)

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

Threshold is a mental health voluntary organisation. We provide residential and supported housing services, work with primary care teams training in conjunction with the School of Psychology at Queen's University, Belfast and research in the health & social care field. We are currently rolling out a pilot project to deal with post traumatic stress disorder for victims of the troubles. Experienced group facilitators have received an intensive training programme to enhance their skills. They will then work with of the troubles in the EHSSB. The project will be evaluated and this will hopefully pave the way for a regional roll-out.

**Location - Where Service Can Be Accessed:** EHSSB - Currently

**Hours of Availability:** Office hours to fit in with service being located in Health Centres.

**Service(s) can be accessed through:** GP Referral only at the moment.

**Service Available to:** Males and females/Children/Young People

**Waiting List:** Reliant on GP's for referrals,. We have the capacity to supply additional staff with the aims of preventing waiting lists forming.

**Counsellors/Befrienders From Both Genders:** Yes

## Threshold (cont'd)

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### **Minimum Qualifications for Counsellors/Befrienders:**

Core qualification, eg nursing, social work, clinical psychology or equivalent. Plus significant experience in mental health and social care, plus diploma level in Psychodynamic counselling/psychotherapy.

### **Accreditation Details:**

Threshold as an organisation has achieved IIP status. Diploma/Masters in Applied Psychotherapy in Partnership with QUB, Belfast, School of Psychology.

Services are also benchmarked through our partnership with the Tavistock Centre in London and colleagues from the American group, Psychotherapy Association.

## **Traveller Movement (Northern Ireland)**

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30 University Street  
Belfast  
BT7 1FZ

Telephone 028 90 202727  
Fax 028 90 202005  
E-Mail [tmni@cinni.org](mailto:tmni@cinni.org)

**Geographical Area Covered:** Northern Ireland

### **Description of Services:**

IM(NI) is a regional umbrella organisation which acts with, and on the behalf of the Irish Travellers Community on issues of equality and equity of service provision. Primarily dealing with issues that have a direct effect on traveller's lives.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** 9.00 am - 5.00 pm Monday to Friday

## Victims' Liaison Unit

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Room 123, Stormont House Annexe  
Stormont Estate  
Belfast  
BT4 3SH

Telephone 028 9052 7900  
Fax 028 9052 7901  
E-Mail victims@nics.gov.uk

### **The following are the current responsibilities of the NIO's Victims Liaison Unit:**

- Support for Ministers in the NIO;
- Provision of core funding to victims' support groups;
- Management and provision of grant aid to the Northern Ireland Memorial fund;
- Ensuring victims issues are dealt with in the reserved and excepted fields in Northern Ireland, particularly in areas such as compensation, criminal justice, security and dealing with 'the disappeared';
- Articulating the case for victims in the reserved and excepted fields.

### **The Victims' Liaison Unit shares responsibility with the Victims' Unit for:**

- Improving the capacity and professionalism of victims' organisations and introducing core values and standards for groups to adhere to;
- Implementing the findings of the Bloomfield report;
- Building networks for victims and victims' organisations to share experiences and best practice.

## VICTIM SUPPORT NORTHERN IRELAND

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5A Darling Street  
Enniskillen  
Co Fermanagh

New Office in Omagh opening 2002

Telephone 028 66322475  
Fax 028 66322475  
E-Mail [info@victimsupportni.org.uk](mailto:info@victimsupportni.org.uk)

**Geographical Area Covered:** Fermanagh, Omagh & Strabane  
District Council Areas

### **Description of Services:**

Victim Support is a voluntary organisation which helps a person come to terms with the experience of being a victim of crime. It is a free and confidential service with paid employees, and trained volunteers who aim to offer support to victims as soon as possible after a crime. Victim Support also offers practical information on compensation, court procedures, home security, and advice on how to access other sources of help.

**Location - Where Service Can Be Accessed:** Office/Victim's Home /Outreach Centres can be arranged if office or home visits are deemed unsuitable.

**Hours of Availability:** 9.00 am - 5.00 pm - Monday to Friday

**Service(s) can be accessed through:** Self-Referral/Referral from other agencies/Walk-In

**Service Available to:** Men and women/Children/Young People

**Waiting List:** No waiting list.

**Counsellors/Befrienders From Both Genders:** Yes

### **Minimum Qualifications for Counsellors/Befrienders:**

All volunteer visitors undergo extensive training and supervision.

### **Accreditation Details:**

Victim Support Northern Ireland is a member of the National Association of Victim Support Schemes.



## Victims' Unit

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Block A.4  
Castle Buildings  
Stormont  
Belfast BT4 3SR

Telephone 028 9052 3445  
Fax 028 9052 8354  
E-Mail [info@victimsni.gov.uk](mailto:info@victimsni.gov.uk)  
Web-Site [www.victimsni.gov.uk](http://www.victimsni.gov.uk)

### **The following are the current responsibilities of OFMDFM's Victims Unit:**

- Support for Ministers in the devolved administration;
- Development of a suitable programme under Peace II to address victims' needs;
- Development of a separate programme of activities designed to meet the strategic needs of victims;
- Ensuring the needs of victims are addressed in the devolved administration including management of an inter-departmental working group on victims' issues;
- Ensuring that the commitments on victims contained in the draft Programme for Government are met;
- Articulating the case for victims within the devolved administration.

### **The Victims' Unit shares responsibility with the Victims' Liaison Unit for:**

- Improving the capacity and professionalism of victims' organisations and introducing core values and standards for groups to adhere to;
- Implementing the findings of the Bloomfield report;
- Building networks for victims and victims' organisations to share experiences and best practice.

## Wave Trauma Centre

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4 Old Market Building  
Market Place  
OMAGH  
BT78 1BT

Telephone 028 82 252522  
Fax 028 82 259979  
E-Mail wavetc@clara.co.uk  
Web-Site www.wavetc@clara.net

**Geographical Area Covered:** Tyrone & Fermanagh

### **Description of Services:**

Cross community organisation providing befriending (in-house or at home), psychotherapy, counselling, group support, advice/welfare, training, i.e trauma and a range of practical youth programmes, complementary therapies, i.e aromatherapy, reflexology and reiki, social activities and advocacy/lobbying.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:** Monday to Friday 9.00 am - 5.00 pm/24 hour answer service/Evening visits by arrangement.

**Service(s) can be accessed through:** Walk-In/GP Referral/Self Referral/Referral from Another Agency/Other Statutory and Non-Statutory Organisations

Response time - Contact is made within 48 hours from referral. Referrals can be made by self or someone to act on their behalf, provided consent is sought.

**Service Available to:** Males and females/Children/Young People /Bereaved, injured, traumatised or from individuals that have been intimidated.

**Waiting List:** No

**Counsellors/Befrienders From Both Genders:** Yes

## **Wave Trauma Centre (cont'd)**

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### **Minimum Qualifications for Counsellors/Befrienders:**

Psychotherapists and counsellors must have a minimum of a diploma in counselling or psychotherapy. Befrienders must have successfully completed WAVE's Trauma and the Helping Relationship Course accredited to Level 2 OCN. They must also have undergone a work shadowing programme, and in addition engaged in one to one and group supervision provided by an external supervisor.

### **Accreditation Details:**

Training - 2 courses:- Trauma Training and The Helping Relationship accredited to Level 2 OCN

Diploma in trauma support - 26 week programme awaiting accreditation from QUB.

All counsellors/psychotherapists must have completed 300 post qualification hours. A significant percentage of which must be with people bereaved or traumatised by the 'troubles'. They must be accredited to a professional organisation such as UKCP, BAC or ICP

All welfare rights advisers must be trained in CAB training or Law Centre training courses.

**Westcare Business Services -Health Promotion Department**

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Lime Villa  
Gransha Park  
DERRY/LONDONDERRY  
BT47 6WJ

Telephone 028 71 865127

**Geographical Area Covered:** Western Health & Social Services  
Board Catchment Area

**Description of Services:**

The Health Promotion Department provides a wide range of services and support for voluntary and statutory groups. This includes advice on mental health Issues, drugs, alcohol, etc.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** 9.00 am - 5.00 pm Monday to Thursday/  
9.00am - 4.00pm Friday.

**Service(s) can be accessed through:** Telephone Department

**Service Available to:** Males and females/Young People

## Western Education & Library Board

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1 Hospital Road  
OMAGH  
Co Tyrone  
BT79 0AE

Telephone 028 8241 1411  
Fax 028 8241 1400  
E-Mail [info@welbni.org](mailto:info@welbni.org) or [user-name@welbni.org](mailto:user-name@welbni.org)  
Web-Site [www.welbni.org](http://www.welbni.org)

**Geographical Area Covered:** Fermanagh and parts of Tyrone and Derry/Londonderry

**Description of Services:**

The Western Education & Library Board delivers and supports education, youth and library services.

**Location - Where Service Can Be Accessed:** Enniskillen District Office, 28 Dublin Road, Enniskillen BT74 6HN

**Hours of Availability:** District Office 9.00 am - 5.00 pm  
Tel: 028 6634 3900/Fax: 028 6632 3493

**Service(s) can be accessed through:** Walk-In/Other - Appointment may be needed to meet a specific person.

**Service Available to:** Males and females/Children/Young People

**Western Education and Library Board  
Educational Psychology Service**

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Child Guidance Centre  
Western Education & Library Board  
24 Dublin Road  
Enniskillen  
BT74 5JP

Telephone: 028 66 343 900

Fax: 028 66 343 902

E-Mail

Web-Site

**Geographical Area Covered:** Co Fermanagh

**Description of Services:**

The aim of the Educational Psychology Service is to provide advice and recommendations in the context of learning emotional and behavioural problems as they affect, or are presented by children and young persons in the age range from birth to 19 years, and where possible, to prevent these problems arising.

**Location - Where Service Can Be Accessed:** As above

**Hours of Availability:** 9.00 am - 5.15 pm (Monday to Friday)

**Service(s) can be accessed through:**

Referral from Schools, Parents, Health Visitors, Speech Therapists, Medical Agencies, and Self (over 16 years).

**Service Available to:** Children /Young People

**Waiting List:** Yes - It fluctuates, depending on staffing.

**Counsellors/Befrienders from Both Genders:** N/A

**Minimum Qualifications for Counsellors/Befrienders:** N/A

## West Tyrone Voice

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Grange Court  
21 Moyle Road  
Newtownstewart  
Co Tyrone  
BT78 4AP

Telephone 028 8166 2848  
E-Mail west\_tyrone\_voice@hotmail.com  
Web-Site www.wtvoice.cjb.net

**Geographical Area Covered:** Omagh and Strabane District Council area, and surrounding hinterland.

**Description of Services:**

Individual and group counselling, befriending, home visits, peer group support, social events, personal support, skills training, advice, advocacy and welfare assistance, conferences/seminars, education and research.

**Location - Where Service Can Be Accessed:** As Above

**Hours of Availability:**

Monday to Friday - 9.00 am - 5.00 pm  
Emergency Mobile Tel No: 07989 26 36 01

**Service(s) can be accessed through:** Walk-In/Self-Referral/Referral from another agency

**Service Available to:** Males and females/Children/Young People

**Waiting List:** Yes - 2 weeks

**Counsellors/Befrienders From Both Genders:** Yes

**Minimum Qualifications for Counsellors/Befrienders:**

Basic Counselling Certificate. Also HND in Care Practice and Diploma in Counselling (High Commendation) QUB

**References for Multi-Cultural Communities:**

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Multi-Cultural Resource Centre  
12 Upper Crescent  
BELFAST  
BT7 1NT

Telephone 028 90 244639  
Fax 028 90 329581

Northern Ireland Council for Ethnic Minorities  
73 Botanic Avenue  
Belfast  
BT7 1JL

Telephone 028 90 238645  
Fax 028 90 319485