

# **DIRECTORY OF SERVICE PROVISION FOR WOMEN EXPERIENCING VIOLENCE**

**A GUIDE TO KEY SERVICES IN DUBLIN  
AND PARTS OF KILDARE AND WICKLOW**

Third Edition • 2007



**EASTERN REGIONAL PLANNING COMMITTEE ON VIOLENCE AGAINST WOMEN**

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## **EMERGENCY AND OTHER USEFUL TELEPHONE NUMBERS:**

### **PERSONAL EMERGENCY CONTACT NUMBERS:**

Emergency Services

Gardaí, Ambulance, Fire Brigade: **112 or 999**

### **Helplines:**

Women's Aid National Helpline: **Freephone 1800 341 900**  
**10.00am – 10.00pm, 7 days a week**

Dublin Rape Crisis Centre: **Freephone 1800 77 88 88**  
**24 hours, 7 days a week**

Samaritans: **CallSave 1850 609 090**  
**24 hours a day, 7 days a week**

Childline: **Freephone 1800 666 666**  
**24 hours a day, 7 days a week**

### **Refuge/Accommodation Crisis Lines:**

Aoibhneas Women's Refuge  
(Coolock): **01-867 0701**  
**24 hours a day, 7 days a week**

Bray Women's Refuge: **01-286 6163**  
**24 hours a day, 7 days a week**

Women's Refuge Rathmines: **01-496 1002**  
**24 hours a day, 7 days a week**

Saoirse Women's Refuge  
(Tallaght): **01-463 0000**  
**24 hours a day, 7 days a week**

Homeless Person's Unit  
(Women & Families)  
Office Hours Service: **01-881 5180 (Mon – Fri 10.00am-12.00 noon)**  
Freephone: **1800 724 724 (7 days, 10.00am-1.00am)**

### **Emergency Medical Service:**

Sexual Assault Treatment Unit,  
Rotunda Hospital: **01-873 0700 (Hospital Administration)**  
**24 hours a day, 7 days a week**

## **USEFUL CONTACT NUMBERS AND WEBSITES:**

National Network of Women's  
Refuges and Support Services: **(09064)79078**  
(Co. Westmeath) **www.nnwrss.ie**

Rape Crisis Network Ireland:  
(Galway) **(091) 563676**  
**www.rcni.ie**

National Steering Committee  
on Violence Against Women: **01-479 0257**

Eastern Regional Planning Committee  
on Violence Against Women: **01-882 3464**

Health Service Executive  
Dublin/Mid Leinster- Main Office: **01-274 4200**  
(formerly East Coast Area **www.hse.ie**  
Headquarters)

Health Service Executive  
Dublin/North East- Main Office: **01-813 1800**  
(formerly Northern Area HQ) **www.hse.ie**

Health Service Executive  
Dublin/Mid Leinster- Main Office: **(045) 880 400**  
(formerly South Western Area HQ) **www.hse.ie**

Focus Ireland:  
(Housing Information, Advice  
and Settlement Service) **01-671 2555**  
**Mondays: 10.30am-1.30pm**  
**Tuesdays: 10.30am-1.45pm**  
**Fridays: 2.30pm-4.00pm**  
**www.focusireland.ie**

## ➤ ORIGIN AND CONTENTS OF THIS DIRECTORY

In 1999, as recommended by the Report of the Task Force on Violence Against Women (1997), the Eastern Regional Planning Committee on Violence Against Women began an assessment of existing services and needs in the eastern region (counties Dublin, Kildare and Wicklow) with regard to women who experience violence. A Mapping Sub-Committee of the Eastern Regional Planning Committee was appointed to oversee the Project. Phase One of this task involved the identification and mapping of statutory, voluntary and community-based services located in the eastern region of the country that are currently responding, in a number of diverse ways, to women who experience violence. The culmination of Phase One was this:

**The Directory of Eastern Regional Service Provision for Women Who Experience Violence.**

The Mapping Sub-Committee has had many difficult decisions to make with regard to the content of this Directory. We have adopted what we feel has been the most logical approach to deciding exactly what services should be included in a Directory of this nature. In selecting the services included herein, the Mapping Sub-Committee has been directed by the following:

- Firstly, previous Irish research on the issue of violence against women in intimate relationships with men, carried out by Kelleher Associates and O'Connor (*Making The Links*, 1995); which documents those individuals/agencies to which Irish women **most commonly disclose** violence committed against them (see Table in Appendix A).
- Secondly, information provided by the Dublin Rape Crisis Centre on the **disclosure patterns** and **service requirements** of survivors of rape and sexual assault. In light of this information a section on recommended Counselling Services has been included in order to reflect the needs of survivors of rape and sexual assault.

In using these guides, we recognise that domestic violence and rape and sexual assault are **not** necessarily separate disjointed experiences in women's lives – many women experience a number of different forms of violence at any one time. It is hoped that the content of this directory reflects the reality of violence against women in Ireland in **all** of its manifestations.

The Mapping Sub-Committee of the  
Eastern Regional Planning Committee on Violence Against Women

## ➤ **DIRECTORY DISCLAIMER:**

All efforts have been made to ensure that the information contained within this Directory is accurate at the time of going to print. Where this is not the case an **‘Invitation to Contribute’** form has been included on page 116, which can be used to inform the Eastern Regional Planning Committee on Violence Against Women of any changes or corrections that may need to be made in future editions of this Directory.

Please note also, that this is the third edition of the Directory. We do not claim that it contains an exhaustive listing of all services and organisations in the eastern region that are responding to the issue of violence against women. The Committee is aware that there is work on this issue, taking place at a local level, which may not have been included in this publication. Nevertheless, every attempt has been made to ensure that this is an inclusive document – any omissions that have been made are not intentional and may be indicative of the limited amount of time that was available to complete this work.

If information about your service’s response to women who experience violence has **not** been included here, please give your attention to the aforementioned **‘Invitation to Contribute’** form on page 122, which you may complete if you wish your service to be considered for inclusion in future editions of the Directory.

The Eastern Regional Planning Committee on Violence Against Women

## ➤ HOW TO USE THIS DIRECTORY:

The publication of the latest edition of the Directory (formerly the **Directory of Eastern Regional Service Provision for Women Who Experience Violence**) comes at a time of major development and change in the eastern region. In March 1<sup>st</sup> 2000, the Eastern Health Board was dissolved and this area known as the eastern region was divided into three ‘Area Health Boards’ – the **East Coast Area Health Board**, the **Northern Area Health Board**, and the **South Western Area Health Board** – each of which had the responsibility to deliver within their own areas the services previously provided by the Eastern Health Board.

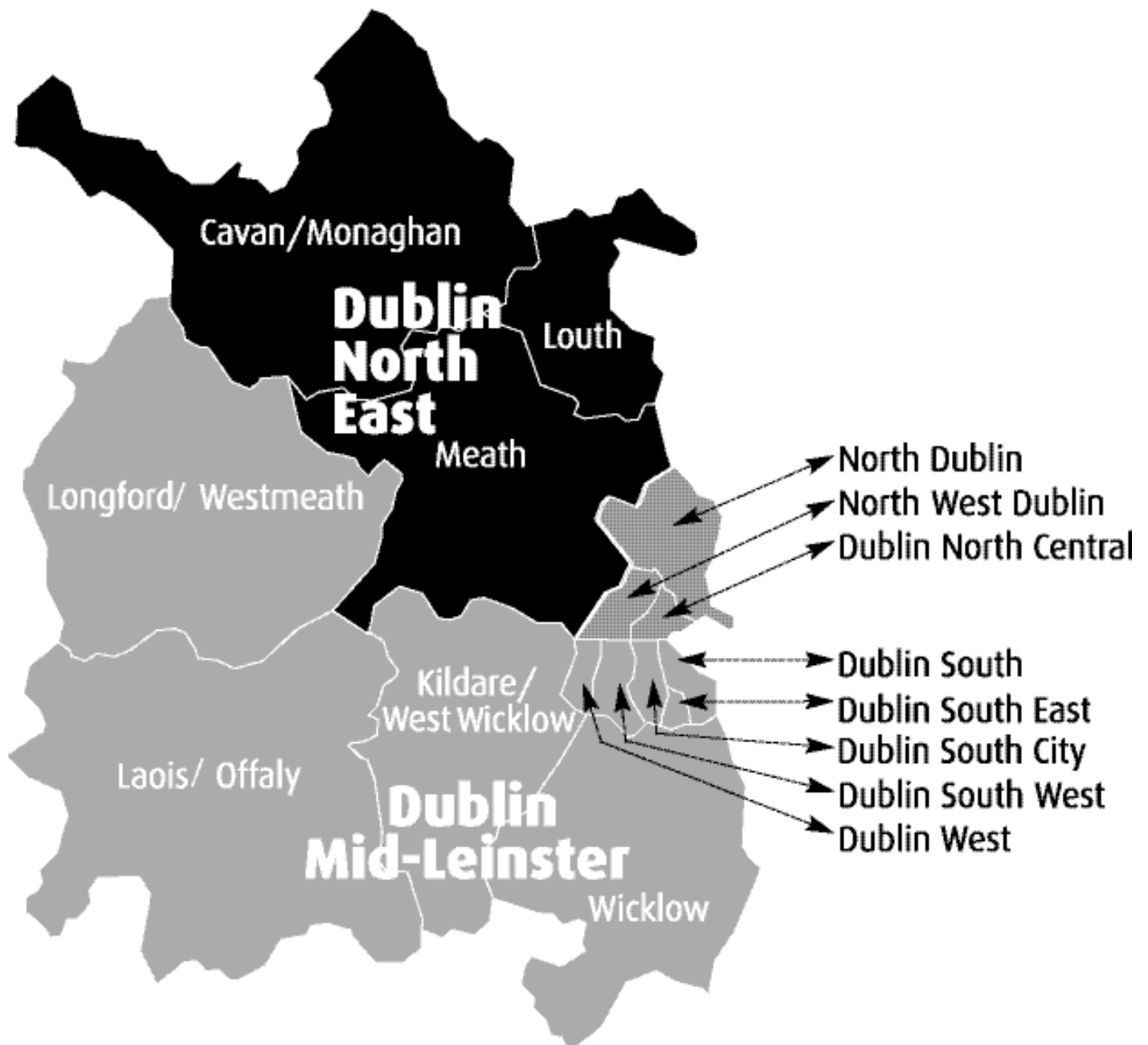
In January 2005, there was a further major change, as the **Health Service Executive** came into being. At time of going to print (2007), the former Health Boards continue to provide services to their regional areas, but boundaries are changing to North and South of the River Liffey and this will impact on service provision.

In recognition of these important organisational changes, The Directory of Eastern Regional Service Provision for Women Who Experience Violence has been **divided** into sections as follows:

- |                   |  |                                 |
|-------------------|--|---------------------------------|
| <b>Section 1:</b> | Direct/Frontline Services for women who experience violence – providing for the <b>Dublin region (north and south of the Liffey) and surrounding areas</b>                               | <u>White Pages</u><br>(11-30)   |
| <b>Section 2:</b> | Health Services, Garda and Legal Services, Housing and Accommodation Services – which can be accessed by women who experience violence in the <b>Dublin region (north of the Liffey)</b> | <u>Green Pages</u><br>(33-60)   |
| <b>Section 3:</b> | Health Services, Garda and Legal Services, Housing and Accommodation Services – which can be accessed by women who experience violence in the <b>Dublin region (south of the Liffey)</b> | <u>Purple Pages</u><br>(65-96)  |
| <b>Section 4:</b> | Counselling Services for survivors of sexual and other forms of violence– providing for all of the <b>Dublin region (north and south of the Liffey) and surrounding areas</b>            | <u>Blue Pages</u><br>(101-104)  |
| <b>Section 5:</b> | Further Voluntary and Community-Based Responses to the issue of Violence Against Women in the <b>Dublin region (north and south of the Liffey) and surrounding areas</b>                 | <u>White Pages</u><br>(105-112) |
| <b>Section 6:</b> | Services for Refugees and Asylum Seekers in the <b>Dublin region (north and south of the Liffey) and surrounding areas</b>   | <u>White Pages</u><br>(115-117) |
| <b>Section 7:</b> | Services for male perpetrators of violence against women in the <b>Dublin region (north and south of the Liffey) and surrounding areas</b>   | <u>White Pages</u><br>(119-120) |



➤ **MAP OF THE NEW HEALTH SERVICE EXECUTIVE BOUNDARIES**



➤ **NOTES:**

➤ **DIRECTORY ORDER FORM:**

To order further copies of the Directory, please copy this form, complete it and post/fax it using the contact details provided below:

**Name of Service/Organisation:**

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**Service Contact Address and Telephone Number(s):**

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**Name and Position of Respondent:**

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**Number of Copies Required:**

Post or Fax to: **The Eastern Regional Planning Committee on Violence Against Women**  
**c/o Women's Health Unit**  
**Health Service Executive Dublin/North East**  
**3<sup>rd</sup> floor, Park House, North Circular Road, Dublin 7**  
**Telephone: 01-882 3464 Fax: 01-882 3490**

This publication can also be downloaded from the HSE website: [www.hse.ie](http://www.hse.ie)

## **SECTION 1**

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# **DIRECT/FRONTLINE SERVICES FOR WOMEN WHO EXPERIENCE VIOLENCE**

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➤ **DIRECT/FRONTLINE SERVICES FOR WOMEN WHO EXPERIENCE VIOLENCE:**

**Definition of a ‘Direct/Frontline Service’:**

All of the services detailed in this section of the Directory have been defined as ‘**Direct/Frontline Services**’. This means that these services have been established **specifically to cater**, in a wide variety of ways, for the needs of women (and in some cases men) that experience violence. There is however, one exception - The Homeless Persons Unit - which has been included in this section because of its importance to women who are forced to leave their homes because of violence.

Information about the Direct/Frontline Services is presented as follows:

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## Aoibhneas Women's Refuge

P.O. Box 5504  
Coolock  
Dublin 17.

|   |  |
|---|--|
| <b>Helpline Telephone Number:</b>       | 01-867 0701 – 24 hours a day, 365 days a year  |
| <b>Administration Telephone Number:</b> | 01-867 0805  |
| <b>Website:</b>                         | <a href="http://www.aoibhneas.org">www.aoibhneas.org</a>   |
| <b>Catchment Area:</b>                  | HSE Dublin/North East (voluntary service)  |
| <b>Main Service Provided:</b>           | Short-Term Refuge Accommodation - 24 hours a day, 365 days a year  |
| <b>Clientele:</b>                       | Women and children who experience abuse in the home, including women on their own. There is <b>no age limit</b> for female children. Male children <b>aged 12-16 years</b> of age are considered on an individual basis. |
| <b>Accessing the Service:</b>           | Accommodation is subject to availability. Referrals are accepted from professionals/services working with such families and also self-referrals.   |
| <b>Cost / Service Charge:</b>           | €15.00 per family per week   |

### Further Information About the Service:

- 24 Hour Crisis Helpline – 01-867 0701
- Information, support and a non-judgemental listening ear
- Advice and information on legal and housing issues
- Referral to and liaison with other agencies and refuges
- Counselling and support for women in the refuge and in the community at large
- Support after leaving the refuge in the form of Outreach Service
- Second stage accommodation and support
- Outreach Service – information, counselling, referral, presentations on the issue of Violence Against Women to schools and the community (appointment required)
- Childcare staff working therapeutically with children and their mothers while in refuge
- Access and bathroom facilities for people with physical disabilities
- Interpreters can be arranged

## Bray Women's Refuge

Bray  
Co. Wicklow.

**Helpline Telephone Number:** 01-286 6163 – 24 hours a day, 365 days a year

**Administration Telephone Number:** 01-286 6163

**Website:** [www.braywomensrefuge.com](http://www.braywomensrefuge.com)

**Catchment Area:** HSE Dublin/Mid-Leinster (voluntary service)

**Main Service Provided:** Short-Term Refuge Accommodation - 24 hours a day, 365 days a year

**Clientele:** Women and their children who experience abuse in the home. Families of up to **6 members** can be accommodated. Female children **under 18 years** of age are accepted. Male children **under 16 years** of age are accepted.

**Accessing the Service:** Accommodation is subject to availability – a variable **waiting period** generally applies. Clients are **not prioritised**.

**Cost / Service Charge:** €12.70 per family per week

### Further Information About the Service:

- 24 Hour crisis helpline – 01-286 6163
- Information, individual support
- Referral to other agencies and refuges as required/appropriate
- Court accompaniment and accompaniment to other important appointments
- Outreach Service – counselling and support group for women living in South Dublin and Wicklow (appointment required)
- Childcare workers
- Community Welfare service available
- Interpreters available



## Women's Refuge, Rathmines

47 Lower Rathmines Road  
Rathmines  
Dublin 6.

**Helpline Telephone Number:** 01-496 1002 – 24 hours a day, 365 days a year

**Administration Telephone Number:** 01-496 1002 / 496 1322

**Catchment Area:** All areas covered  
(statutory service)

**Main Service Provided:** Short-term refuge accommodation – 24 hours a day, 365 days a year

**Clientele:** Women and their children who experience abuse in the home. There is **no age limit** for female children. Male children **under 17 years** of age are accepted.

**Accessing the Service:** Accommodation is subject to availability – a variable **waiting period** generally applies. Self-referrals are accepted. **Priority** is always given to a woman who is leaving home for the first time.

**Cost / Service Charge:** €20.00 per family per week

### Further Information About the Service:

- 24 hour crisis helpline – 01-496 1002
- Listening, support
- Advice and information on legal, housing and social welfare rights and entitlements
- Referral to other agencies and refuges
- Advice visit service for non-residents (appointment required)
- Court accompaniment and accompaniment to other important appointments
- Outreach service
- Children's workers
- Single storey Building
- Interpreters available
- 'In-house' Doctor's Surgery
- Staffed 24 hours per day, seven days a week

## Saoirse Women's Refuge

P.O. Box 10819  
Tallaght  
Dublin 24.

|   |  |
|---|--|
| <b>Helpline Telephone Number:</b>       | 01-463 0000 – 24 hrs a day, 365 days a year  |
| <b>Administration Telephone Number:</b> | 01-463 0400  |
| <b>Catchment Area:</b>                  | Nationwide   |
| <b>Main Service Provided:</b>           | Short-Term Crisis Refuge Accommodation – supported 24 hours a day, 365 days a year. 6 self contained units available.  |
| <b>Clientele:</b>                       | Women and children experiencing abuse in the home, including women on their own. Accompanied children under 18 years.  |
| <b>Accessing the Service:</b>           | Accommodation is subject to availability. We do not offer a waiting list so first come first served. Referrals are accepted through professionals/services working with such families and also self-referrals. |
| <b>Cost / Service Charge:</b>           | €15.00 per family per week   |

### Further Information About the Service:

- 24 Hour Crisis Helpline – 01-463 0000
- Information, support and a non-judgemental listening ear
- Referral to and liaison with other agencies and refuges
- Post refuge support and court accompaniment through our Outreach Service
- Childcare staff working therapeutically with resident children and their mothers

## Sonas Housing Association

148 Phibsboro Road  
Dublin 7.

|   |  |
|---|--|
| <b>Helpline Telephone Number:</b>       | --   |
| <b>Administration Telephone Number:</b> | 01-830 9088  |
| <b>Website:</b>                         | <a href="http://www.sonashousing.ie">www.sonashousing.ie</a>   |
| <b>Catchment Area:</b>                  | Dublin City  |
| <b>Main Service Provided:</b>           | Transitional Supported Housing for women and children made homeless because of violence in intimate relationships.   |
| <b>Clientele:</b>                       | Women on their own and women with children who have been made homeless primarily because of domestic violence or for whom violence has been a significant factor in recurring social exclusion.  |
| <b>Accessing the Service:</b>           | Referrals from agency only – no self referral. Application form jointly completed by applicant and person working with applicant for a minimum of one month. Interview. No waiting list but informal enquiries welcome and will contact as vacancies arise. Referrals accepted from women’s refuges, homeless services, social workers and other agencies. |
| <b>Cost / Service Charge:</b>           | For accommodation- affordable social housing rents based on income of tenant/family. Deposit payable.  |

### Further Information About the Service:

- Accommodation by tenancy in house/apartment for up to two years.
- Keyworker support contract including children’s support service.
- Individual support plans.
- Staff provide advice and support on personal development, living skills, counselling, advocacy, children’s schooling, training and education, legal including court accompaniment. Assistance with moving on to permanent accommodation is a central service.

Location of housing complexes: Killester, Clondalkin, Tallaght, Ringsend, Ballymun.

## Women's Aid

P.O. Box 791  
Dublin 1.

**Helpline Telephone Number:** National Freephone 1800 341 900 – 10.00am-10.00pm, 365 days a year

**Administration Telephone Number:** 01-868 4721 – Monday-Friday: 9.00am-5.00pm  
**Website:** [www.womensaid.ie](http://www.womensaid.ie)

**Catchment Area:** **Nationwide** with some services concentrated in the **east of the country** – however, clients **are accepted** from **outside** this catchment area

**Main Service Provided:**

- National Freephone Helpline
- Court Accompaniment and Advisory Service
- Outreach Service
- Support Group – for women who experience violence in intimate relationships

**Clientele:** Women who experience, or have experienced, violence in intimate relationships

**Accessing the Service:** All components of this service can be accessed via the Administration and National Freephone Helpline numbers. The advisory and court accompaniment components of this service have a **waiting list** – a variable **waiting period** applies. Self-referrals are accepted. Clients are **not prioritised**.

**Cost / Service Charge:** There is no charge for any components of this service

### Further Information About the Service:

- National Freephone 1800 341 900 – information, support and referral
- Advisory and court accompaniment services – Monday-Friday: 9.00am-6.00pm (appointments required)
- Outreach clinics – information, support and advice (appointments required)
- Support group for women who have left violent partners (appointment required)
- Education and Awareness Department – working with schools and community groups on the issue of Violence Against Women
- Training Unit – training programmes for statutory and voluntary groups responding to the issue of violence against women
- Specialist support agency to the community development programme – working with community groups responding to the issue of violence against women (more on page 102)
- Refuge-based arts programme

## Dublin Rape Crisis Centre

70 Lower Leeson Street  
Dublin 2.

**Helpline Telephone Number:** Freephone 1800 77 88 88 – 24 hours a day, 365 days a year  
**Administration Telephone Number:** 01-661 4911  
**Website:** [www.drcc.ie](http://www.drcc.ie)

**Catchment Area:** Eastern Region (attached to HSE Dublin/Mid-Leinster- voluntary service)

**Main Service Provided:**

- Telephone Crisis Line which provides immediate help and support for those who have experienced sexual violence – 24 hours a day, 365 days a year.
- Professional Counselling Service for survivors of rape and sexual assault

**Clientele:** Women and Men **over 16 years** of age who experience, or have experienced, sexual violence

**Accessing the Service:** All components of this service can be accessed initially via the Freephone Crisis Line. There is an **assessment list** for the long-term counselling component of this service, which is opened 3-4 times a year. Recent cases of sexual violence (within the year) are given **priority** and a crisis appointment. Clients with impending court cases that are related to their experience of violence are **also prioritised**.

**Cost / Service Charge:** Accessing the Crisis Line is free. Six crisis-counselling sessions are also free. For other components of this service no client is turned away because of inability to pay. There is a sliding scale, which is decided individually by client and therapist.

### Further Information About the Service:

- Professional crisis counselling service for recent survivors of rape and sexual assault (appointments required), also for adult survivors of child sexual abuse.
- Long-term therapeutic programme for survivors of rape and sexual abuse (appointments required)
- Group therapy for survivors of rape and sexual abuse (appointments required)
- Outreach service: • Immediate Accompaniment to the Rotunda Hospital for medical and forensic testing. • Counselling, both Crisis and Long-Term
- Education and training on the issue of sexual violence in its many forms for all relevant professionals and community workers
- Research and the provision of statistics on the issue of sexual violence

## Sexual Assault Treatment Unit (S.A.T.U.), Rotunda Hospital

Parnell Street  
Dublin 1.

**Rotunda Hospital Telephone Number:** 01-873 0700 – 24 hours a day, 365 days a year

**Administration Telephone Number:** 01-817 1736 (office hours only)

**Catchment Area:** National (voluntary hospital service)

**Main Service Provided:** Medical Examination and Forensic Evaluation for victims of sexual crime

**Clientele:** Anyone, female or male, **over 14 years of age** who has experienced a sexual crime. **Consent** is required from a parent/guardian for the examination of clients **under 16 years of age**.

**Accessing the Service:** All components of this service can be accessed initially by contacting the SATU nurse/SATU office in the Rotunda Hospital via the main Hospital telephone number. Appointments are required for non-acute and return/review cases – a short **waiting period** generally applies. Acute cases are **prioritised** and seen within a matter of hours. **Consent** is required from a parent/guardian for the examination of clients **under 16 years of age**.

**Cost / Service Charge:** There is no charge for any component of this service

### Further Information About the Service:

- Links with the Rape Crisis Centre for counselling
- Screening for sexually transmitted diseases
- Wheel chair accessible premises

**HSE Dublin/North East LARAGH Counselling Service**

Headquarters: Prospect House, Prospect Road, Glasnevin, Dublin 9

**Helpline Telephone Number:** -- 1 800 234 110

**Administration Telephone Number:** 01-882 4100

**Main Service Provided:** Individual and Group Therapy for adult survivors of childhood abuse and institutional abuse.

**Clientele:** Women and Men **over 18 years** of age who are survivors of abuse in childhood. The service has a special commitment to those who were abused while in the care of the state. Clients who avail of psychiatric services are requested to submit a **mental health history** from their psychiatrist prior to being offered an appointment.

**Accessing the Service:** The service can be accessed initially by contacting its headquarters in Prospect House. This service operates a waiting list for counselling. The waiting period can extend to several months. Self-referrals are welcome, referrals from other agencies have to be confirmed with a phone call by the client him/herself. Clients are not prioritised. Exceptions can be made for clients who attend the Commission to Inquire into Child Abuse, for clients who experience a recent deterioration as a result of media exposure, and for clients who are at risk of losing supervision, guardianship and/or access to their children. The service is operating under a policy governing confidentiality, risk management and reporting procedures. The policy has been developed in line with "Children First: National Guidelines for the Protection and Welfare of Children" and is available on request.

**Cost / Service Charge:** This is a public service available free of charge to anyone who requires it.

**Further Information About the Service:**

- Individual counselling and group work (appointments required)
- Information and support service for other professionals and members of the public
- Training and education on prevention, impact and treatment of abuse in childhood.
- Clients with disabilities are facilitated as best possible and where necessary at a suitable location
- All counsellors are fully qualified counsellors/therapists with a professional background in nursing, psychology, social work or medicine

**Health Service Executive Dublin/Mid-Leinster ALBA Counselling Service**

Headquarters: 66, Old Bawn Road, Tallaght, Dublin 24.

Also: Mary Mercer Centre, Fortunestown Road, Tallaght, Dublin 24.

**Helpline Telephone Number:** -- 1 800 234 112

**Administration Telephone Number:** (045)448176, Monday-Friday: 9.00am-5.00pm.

**Catchment Area:** Health Service Executive Dublin/Mid-Leinster

**Main Service Provided:** Individual and Group Therapy for adults who experienced institutional or childhood abuse.

**Clientele:** Women and Men **over 18 years** of age who experienced institutional or childhood abuse.

**Accessing the Service:** The service can be contacted initially by contacting the headquarters at Tallaght. The Helpline telephone number may also be used. The service operates a waiting list for counselling. The waiting period involved may be up to six months. Self referrals are accepted, referrals from other agencies have to be confirmed with a phone call by the client him/herself.

**Cost / Service Charge:** This is a public service available free of charge to anyone who requires it.

**Further Information About the Service:**

- Individual Counselling and Group Work (appointments required)
- Information and Support Service for other professionals and members of the public
- Training and Education on this issue of sexual abuse and institutional abuse
- Clients with disabilities are catered for at a suitable location



**Health Service Executive Dublin/Mid-Leinster Adult Counselling Services**

Headquarters: Baggot Street Hospital, Baggot Street, Dublin 4.

|   |   |
|---|---|
| <b>Helpline Telephone Number:</b>       | -- 1 800 234 111  |
| <b>Administration Telephone Number:</b> | Health Service Executive Dublin/Mid-Leinster Headquarters, Monday-Friday: 9.30am-5.00pm.  |
| <b>Catchment Area:</b>                  | Health Service Executive Dublin/Mid-Leinster  |
| <b>Main Service Provided:</b>           | Individual and Group Therapy for adult survivors of child abuse including institutional abuse.  |
| <b>Clientele:</b>                       | Women and Men <b>over 18 years</b> of age who are survivors of childhood abuse. Clients who avail of psychiatric services are requested to submit a <b>mental health history</b> from their psychiatrist.   |
| <b>Accessing the Service:</b>           | The service can be accessed initially by contacting its headquarters in Baggot Street. Self-referrals are accepted. This service is <b>under obligation to report</b> past sexual abuse, and any concerns in relation to current risk of child abuse. |
| <b>Cost / Service Charge:</b>           | This is a public service available free of charge to anyone who requires it.  |

**Further Information About the Service:**

- Individual counselling and group work (appointments required)
- Information and support service for other professionals and members of the public
- Training and education on the issue of childhood abuse as well as institutional abuse
- Clients with disabilities are catered for at a suitable location

## Women's Health Project

Baggot Street Clinic  
19 Haddington Road  
Dublin 4.

|   |  |
|---|--|
| <b>Helpline Telephone Number:</b>       | --   |
| <b>Administration Telephone Number:</b> | 01-669 9515  |
| <b>Catchment Area:</b>                  | Eastern Region (statutory service)   |
| <b>Main Service Provided:</b>           | <ul style="list-style-type: none"><li>• Outreach Service which engages with women involved in prostitution on the street and in parlours.</li><li>• Drop-in/Clinic providing a Medical Service which includes STI screening, HIV, hepatitis and smear testing, and also Counselling on issues related to prostitution</li></ul> Wednesdays: 2.00pm-4.00pm<br>Thursdays: 8.30pm-10.30pm |
| <b>Clientele:</b>                       | Women involved in prostitution only  |
| <b>Accessing the Service:</b>           | This service is available to women involved in prostitution only. It is a confidential service which can be accessed by dropping in to the Project at the above address. No appointment is necessary, and there is <b>no waiting list</b> for any components of this service. Clients are <b>not prioritised</b> .   |
| <b>Cost / Service Charge:</b>           | There is no charge for any component of this service.  |

### Further Information About the Service:

- Hepatitis B vaccination
- STI Treatment
- Condom distribution, contraception and general health checks
- Specialist advice on sexual health and safer sex issues
- Needle exchange where appropriate, Advice on safer drug use, addiction and referral to other detoxification/maintenance programmes where appropriate
- Harm reduction low dose methadone programme specifically for women in prostitution who are drug users
- Counselling is provided on pre and post HIV testing, sexual health issues, and any other issues related to prostitution, including violent assaults and rape
- Welfare advice available upon request
- Research on the issue of women in prostitution, workshops and training, facilitation of regional groups in establishing a similar service

## **Ruhama**

Senior House  
All Hallows College  
Drumcondra  
Dublin 9

**Administration Telephone Number:** 01-836 0292

**Website:** [www.ruhama.ie](http://www.ruhama.ie)

**Catchment Area:** Eastern Region (attached to Health Service Executive Dublin/Mid Leinster- voluntary service)

**Main Service Provided:**

- Outreach Service, which engages with women who are or have been involved in prostitution. Mondays and Wednesdays: 9.30pm-12.30am, Fridays and Saturdays: 11.30pm-4.00am.
- Follow-up Work with women who have come into contact with the outreach component of the project.
- Self development programmes including education, training & computer skills.

**Clientele:** Any woman who is or has been involved in prostitution.

**Accessing the Service:** This service's initial contact with women involved in prostitution is during outreach on the streets at night. Follow-up work takes place in the Project's resource centre. Self-referrals are accepted. There is **no waiting list** for any components of this service and women are **not prioritised**. Referrals from other agencies, especially probation and welfare, the courts and prison service are also accepted.

**Cost / Service Charge:** There is no charge for any component of this service.

### **Further Information About the Service:**

- Enabling, befriending service to women involved in prostitution
- Counselling (appointment required)
- Education and training programmes (assessment appointments required)
- Advocacy
- Awareness raising
- Referral to other appropriate agencies
- Office premises not accessible by wheelchair

## Inchicore Outreach Service

Tyrconnell Road  
Inchicore  
Dublin 8.

**Telephone Number:** 01-454 5239 – Monday-Friday: 9.30am-5.00pm  
Outside these hours there is a message facility

**Catchment Area:** Health Service Executive Dublin/Mid-Leinster (community-based service). This service operates within Community Services Area 5, now known as Dublin South Central (Inchicore, Kilmainham, Ballyfermot, Bluebell, Rialto, Fatima, Cherry Orchard, Clondalkin, Drimnagh). However, the service **does accept** clients from outside this catchment area.

**Main Service Provided:**

- Advice Service,
- Accompaniment to all Legal Appointments,
- Assistance with the Preparation of Evidence for Court
- Community education to raise awareness

**Clientele:** Women who experience physical, mental, sexual, and / or financial abuse.

**Accessing the Service:** There is **no waiting list** for any components of this service. Appointments are required for Advice Visits. Self-referrals are accepted, clients are **not prioritised**.

**Cost / Service Charge:** There is no charge for any component of this service

### Further Information About the Service:

- Helpline – 454 5239 – Monday-Friday: 9.30am-5.00pm
- Information, support – both short and long-term
- Referral to other appropriate agencies
- Legal Aid, solicitor, court accompaniment
- Outreach service – for clients who are unable to access the service’s office; at various locations accessible to the woman, outside of her home
- Access to crèche and childcare workers
- Access to locally-based counselling
- Wheelchair accessible location

### **Clondalkin Domestic Violence Service**

Clondalkin Domestic Violence Service provides a community-based response to women experiencing abuse. It is part of Ronanstown Community Development Project.

#### **Further Information About the Service:**

- Confidential helpline
- Support and information
- One to one support meetings
- Accompaniment for women- Court, Garda etc.
- Referrals to other agencies/services
- Community awareness-raising workshops
- Fast-track access to crisis counselling

Through the CDP, limited childcare is available to women to access supports/services. Women may also be linked into activities, socialisation and development.

#### **Contact Details**

Telephone: **01-467 0655**  
Access Hours: **9.30am-5.00pm, Monday and Wednesday**  
**9.30am-1.30pm, Tuesday and Thursday**  
(Appointments can be made for outside these hours)

Email: **clondalkindvs@eircom.net**

### **Dublin 12 Domestic Violence Service**

Dublin 12 Domestic Violence Service offers a first step to women experiencing violence in their home.

#### **Further Information About the Service:**

- Confidential helpline
- Support and information
- Referral- supporting women in making links to other services
- Education and awareness-raising
- Outreach

#### **Contact Details**

Telephone: **01-456 3126**  
Access Hours: **9.30am-1.30pm Monday to Friday**  
Email: **d12dvs@eircom.net**

**Teach Tearmainn, Co. Kildare:**

Teach Tearmainn is a community-based initiative which to date has secured support and funding from the HSE Dublin/Mid-Leinster to provide a women's refuge in Kildare. While waiting for a suitable site for the refuge, an information and support service for local women who experience violence has been established. This service, which is provided by trained staff, can be accessed via the contact number provided below, through which appointments can be made for an information and support visit. This service is provided to women living in County Kildare and West Wicklow free of charge.

To access Teach Tearmainn:

Teach Tearmainn  
18 Eyre Street  
Newbridge  
Co. Kildare

Administration:       **(045)449 524**

Helpline:               **(045)438 461**

Hours:                   **Monday-Friday 9.30am-5.00pm**

**Homeless Persons Unit (Women and Family Clinic)  
(linked to Health Service Executive Dublin/North East)**

16-19 Wellington Quay  
Dublin 2.

**Office Hours Telephone Number:** 01-881 5180 – Monday-Friday 10.00am-12.00 noon, drop-in clinic

**After Hours Telephone Number:** Freephone 1800 724 724 – 7 days 10.00am-1.00am

**Catchment Area:** Eastern Region (attached to the Health Service Executive Dublin/North East – statutory service)

**Main Service Provided:** Drop-in accessible Service providing:  
● Emergency Accommodation and  
● Emergency Income and Financial Support for anyone who is homeless.

**Clientele:** Homeless women and their families. There is **no age limit** for the accommodation of female or male children.

**Accessing the Service:** **Women and Family Clinic:** Monday-Friday – 10.00am-12 noon.

No appointments are required – the service can be accessed by calling to Wellington Quay personally, or by contacting the above telephone numbers. Self-referrals are accepted. There is **no waiting list** to access this service. Clients are **not prioritised**.

**Cost / Service Charge:** There is no charge for the accommodation-placement and support components of the service provided by the Unit. Minimal **charges for accommodation** apply.

**Further Information About the Service:**

- After hours service – contact Freephone 1800 724 724 outside office hours
- Advice, support and information for people out of home
- Referral to other appropriate agencies, both statutory and voluntary
- Limited personal advocacy service available

➤ **NOTES:**





**SECTION 2**

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**SERVICES IN THE  
HEALTH SERVICE EXECUTIVE  
DUBLIN/NORTH EAST**

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|                                     |
|-------------------------------------|
| <b>North Dublin City and County</b> |
|-------------------------------------|

Health Services  
Garda Services, Legal Services and the Law  
Accommodation and Housing Services

Health services in North Dublin City and County are administered by the Health Service Executive Dublin/North East main office:

Unit 7  
Swords Business Campus  
Balheary Road  
Swords  
Co. Dublin

Contact: **01-813 1800**

➤ **CUSTOMER SERVICES – HSE NATIONAL INFORMATION SERVICE:**

The Health Service Executive has established a national information line which provides clients with **information and advice** on the full range of public health and personal social services entitlements provided by the Health Service Executive countrywide, and how to avail of them.

The information line also provides **information on eligibility criteria**, how to **make an application** for services and how to **make an appeal in the event of a service being refused**.

Contact: **Locall 1850 24 1850**

Hours: **Monday-Saturday: 8.00am-8.00pm** (outside these hours there is an **answering service** – messages will be responded to during the next working day)

➤ **GENERAL PRACTITIONERS SERVICE:**

General Practitioners are an important source to which women commonly disclose violence committed against them (see Research Findings, Appendix A).

To find out about General Practitioners providing a service in your area contact your **local Health Centre/Clinic** (see Community Services Area information provided below).

To obtain a listing of General Practitioners whose services are available to Medical Card holders, and also to find out if you are eligible for a **Medical Card**, contact the **Health Service Executive National Information Service:**

Locall: **1850 24 1850**

For further information on General Practitioners Services, you may also wish to consult the following useful web sites:

**www.imd.ie** – The Irish Medical Directory web site where you can access the following:

- An E-Mail Directory of On-Line Irish Doctors sorted by geographical location;
- A Directory of Irish Hospitals;
- Information about Patient Support Organisations in Ireland.

**www.icgp.ie** – The Irish College of General Practitioners web site where you can access the following:

- A patient support guide, which describes how to make the best use of your General Practitioner's services.

➤ **HOSPITAL SERVICES:**

A small percentage of women who experience violence report this violence to the staff of hospital Accident and Emergency (Casualty) Departments (see Research Findings, Appendix A). When disclosure takes place, survivors of violence may be referred to the hospital Social Work Department. Women who have experienced violence can request to have their **injuries recorded** accurately by a female doctor if they wish.

In each major acute hospital there are staff who have received training to **identify and respond** to the needs of women who have experienced violence.

**Major Acute Hospitals:**

**Connolly Hospital:**

Blanchardstown  
Dublin 15.

**Contact Telephone Numbers:**

Main Administration: **01-646 5000**  
Accident and Emergency Department: **01-646 6250 / 646 6251**  
Social Work Department: **01-646 5280**

**Beaumont Hospital:**

Beaumont  
Dublin 9.

**Contact Telephone Numbers:**

Main Administration: **01-809 3000 / 837 7755**  
Accident and Emergency Department: **01-809 2714 (Casualty) / 809 2944 (Admissions)**  
Social Work Department: **01-809 3290**

**Mater Misericordiae Hospital:**

Eccles Street  
Dublin 7.

**Contact Telephone Numbers:**

Main Administration: **01-803 2000**

Accident and Emergency Department: **01-803 2200**

Social Work Department: **01-803 2267**

**Maternity Hospital:**

**Rotunda Hospital:**

Parnell Street  
Dublin 1.

**Contact Telephone Numbers:**

Main Administration: **01-873 0700 / 817 1700**

Social Work Department: **01-817 1722**

➤ **COMMUNITY SERVICES:**

It is evident from Irish research findings (see Appendix A) that a small percentage of women first disclose the violence they have experienced to a member of Social Services.

In a Community Services context, a general description is given below of some of the key social services provided by members of the Community Services team.

**The Community Welfare Officer:**

The chief role of the Community Welfare Service is to provide **income maintenance** for families in need and to **alleviate financial stress**. The Community Welfare Officer is of particular importance to **women** who experience **financial exclusion**, or who are **out of home** as a result of violence.

Services provided include the following:

Supplementary Welfare Allowance; Supplements; Exceptional Needs Payments; Urgent Needs Payments; Back to School Clothing & Footwear Scheme; National Fuel Scheme; Funeral Arrangements and Accommodation Placement.

**Advice** is given to clients in relation to **household budgeting**, and Community Welfare Officers also act as **advocates** for clients with debtor agencies. **Referrals** may be made to other appropriate agencies. **Information** is given relating to other health and welfare services that can be availed of.

It should be noted that clients have the **right to appeal** decisions made about their case by a Community Welfare Officer (see Customer Service Department information on page 34).

**The Public Health Nurse:**

Public Health Nursing care services are provided to individuals, families, groups and the community at large. Although their main area of work is with children, Public Health Nurses have an interest in **women's health**, and as one of the few health professionals who work **within the home**, may be in a position to recognise and respond to the **symptoms of violence** in a family.

Services provided include the following:

Preventative services such as Health Education; Child and Adult Screening and Health Checks; Advice on Immunisation; Developmental Monitoring of infants and children; School Health Services; Domiciliary Nursing Care and Services for Older Persons.

**The Social Worker in a Community Services Setting:**

The Social Work service provides **information**, **support** and **advice** to both families and individuals, primarily in relation to the **welfare of children**. However, Social Workers may also be able to provide information and support to **women** who experience **violence**, and **refer** them to other appropriate agencies and services.

Services provided include the following:

Assessment of Child Protection matters; Counselling; Individual and Family Therapy; Fostering and Adoption Assessment; Advocacy; and Support and Counselling for young people who are out of home.

**The Duty Social Work Service** provides an **Emergency** Social Work Service to anyone who requires it, and operates during certain designated hours which vary from area to area (see Community Services Area contact details below)

**Community Services Personnel** can be **accessed** via:

a) the Community Services Area Main Office;

**OR**

b) locally-based Health Centres/Clinics.

If you are **unsure** about where to access the service(s) you require, contact the Community Services Main Office in your area.

To find out which Community Services Area you belong to contact the HSE Infoline:

Locall: **1850 24 1850**

**Community Services** are currently administered as follows:

**Dun Laoghaire** (formerly Community Services Area 1)

**Dublin South East** (formerly Community Services Area 2)

**Dublin South Central** (formerly Community Services Area 3)

**Dublin South West** (formerly Community Services Area 4)

**Dublin West** (formerly Community Services Area 5)

**Dublin North West** (formerly Community Services Area 6)

**Dublin North Central** (formerly Community Services Area 7)

**Dublin North** (formerly Community Services Area 8)

**Kildare** (formerly Community Services Area 9)

**West Wicklow** (formerly Community Services Area 10)



**Dublin North West:**

**Headquarters:**

Local Health Office  
Rathdown Road  
Dublin 7.

Contact:       **01-868 0444 / 868 0171**

**Duty Social Work Service:**

Wellmount Park Health Centre  
Wellmount Park  
Finglas  
Dublin 11.

Contact:               **01-834 6119 / 834 7253**

Hours Available:     Monday-Friday: **9.00am – 5.00pm**

**Dublin North Central:**

**Headquarters:**

Ballymun Primary Care Centre  
Civic Centre  
Main Street  
Ballymun  
Dublin 9.

Contact:       **01-846 7000**

**Community Welfare Officers:**

Ballymun Primary Care Centre  
Civic Centre  
Main Street  
Ballymun  
Dublin 9.

Contact:       **01-846 7000**  
Monday to Thursday

**Duty Social Work Service:**

22 Mountjoy Square  
Dublin 1.

Contact: **01-855 6871**

Hours Available: Monday-Friday: **10.00am – 12 noon**  
**2.30pm – 4.00pm**

|                      |
|----------------------|
| <b>Dublin North:</b> |
|----------------------|

**Headquarters:**

Local Health Office  
Cromcastle Road Health Centre  
Cromcastle Road  
Coolock  
Dublin 5.

Contact: **01-847 6122 / 847 6033**

**Community Welfare Officers:**

Kilbarrack Health Centre  
Foxfield Crescent  
Kilbarrack  
Dublin 5.

Contact: **01-839 1221**

**Duty Social Work Service:**

Coolock Health Centre  
Cromcastle Road  
Coolock  
Dublin 5.

Contact: **01-848 7718 / 848 7725**

Hours Available: Monday-Friday: **9.00am-1.00pm**  
**2.15pm-5.00pm**

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➤ **GARDA SERVICES:**

Irish research has shown that a significant proportion of women who experience violence report their abuse to the Garda Síochána (see Research Findings, Appendix A).

Domestic violence is a crime, and is treated as such by the Garda Síochána. The perpetrator of such violence can be arrested and charged by the Gardaí under the *Non-Fatal Offences Against the Person Act, 1997*. In cases where there is a breach of a Court Order (a Barring, Protection, Safety or Interim Barring order), the perpetrator can be arrested without a warrant and criminally prosecuted. In 1994 the **Garda Síochána Policy on Domestic Violence Intervention** was introduced (amended in 1997 – for details see Report of the Task Force on Violence Against Women, April 1997). If you are subjected to violence of any kind, you can contact the Garda Síochána for immediate help. The Garda Síochána is committed to a **proactive policy** in relation to protection through law enforcement (Garda Síochána Community Relations Section).

The Garda Síochána treats rape, sexual assault and other sexual offences as serious crimes. The laws governing such criminal offences are detailed in ‘The Legal Process and the Victims of Rape’ (The Dublin Rape Crisis Centre and The School of Law Trinity College, 1998). The Dublin Rape Crisis Centre provides support for survivors of sexual crime throughout the legal and court process (for further details see entry under Direct/Frontline Services).

If you are experiencing violence of any kind Gardaí can give you immediate **protection, advice, and referral** to other appropriate agencies. If you choose, a **female Garda** can be available to help and support you throughout this experience (Garda Síochána Community Relations Section). The Garda Síochána can be contacted at your **local Garda station or District Garda station – 24 hours a day, 365 days a year:**

Contact:                    **999** or alternatively **112**.

The following is a list of **District Garda Stations** in your area:

|                 |                    |
|-----------------|--------------------|
| Balbriggan:     | <b>01-841 2202</b> |
| Blanchardstown: | <b>01-666 7000</b> |
| Coolock:        | <b>01-666 4200</b> |
| Raheny:         | <b>01-666 4300</b> |
| Santry:         | <b>01-666 4000</b> |

The following is a list of all **District Garda Stations** located in the **City Centre:**

|                    |  |
|--------------------|--|
| Bridewell:         | <b>01-666 8200</b>   |
| Fitzgibbon Street: | <b>01-666 8400</b>   |
| Harcourt Square:   | <b>01-666 6666</b> (Dublin Metropolitan Region Headquarters) |
| Harcourt Terrace:  | <b>01-666 9500</b>   |
| Kevin Street:      | <b>01-666 9400</b>   |
| Pearse Street:     | <b>01-666 9000</b>   |
| Store Street:      | <b>01-666 8000</b>   |

### **The Garda Domestic Violence and Sexual Assault Investigation Unit:**

In 1993, a special unit, the Domestic Violence and Sexual Assault Investigation Unit, was set up to oversee all cases of domestic violence and sexual assault in the Dublin Metropolitan Area. In 1997, the Investigation Unit was placed under the responsibility of the National Bureau of Criminal Investigation, giving it a **countrywide brief**.

The objectives of the Unit are:

- To overview all cases of domestic violence and sexual violence/assault, and to assist where necessary in the **investigation of the more complex cases**;
- To improve methods of investigation by training, advice and assistance;
- To liaise with statutory and non-statutory bodies and organisations which have a brief for sexual assault and domestic violence; and
- To make arrangements to perform its duties in tandem with Community Relations Section and Juvenile Liaison Officer personnel.

Because of the National nature of the Unit, the types of cases that get its attention are those **national or international** issues that relate to sexually related crimes and domestic violence. The Unit is directly involved **only** in the investigation of those cases to which **special circumstances** apply. All **other cases** are dealt with by personnel at the complainant's **local Garda station**.

To access the Unit:

#### **Garda Domestic Violence and Sexual Assault Investigation Unit**

Harcourt Square

Dublin 2.

Contact: **By referral only through the complainant's local Garda station, where appropriate.**

➤ **LEGAL ADVICE AND LEGAL AID (REPRESENTATION) SERVICES:**

Women experiencing violence may seek legal support (see Research Findings, Appendix A). This support can range from the provision of **general information and advice** on a woman's legal options, to the hiring of a **solicitor** and the presentation of her case in a **District Court**.

A number of the **Direct/Frontline Services** can provide legal information, and support women experiencing violence through both the legal and court process (for further information see the Direct/Frontline Services Section).

**Legal Advice:**

The following non-statutory services provide **legal advice** and general **legal information** on a wide variety of matters, including **Family Law**, although they **do not operate** a Legal Aid service. If you do require **legal representation** (a solicitor or barrister), you will be referred to **Legal Aid** services (see below for further details).

**The Free Legal Advice Centre:**

**Free Legal Advice Centre (F.L.A.C.)**

13 Lower Dorset Street (Headquarters)  
Dublin 1.

Contact:       **01-874 5690**

**The Northside Community Law Centre:**

**The Northside Community Law Centre** is a community-based service providing, among other initiatives, legal advice to anyone residing within its catchment area, which includes the following: Coolock, Beaumont, Clontarf, Darndale, Howth, Kilbarrack and Whitehall.

Northside Community Law Centre  
Northside Civic Centre  
Bunratty Road  
Dublin 17.

Contact:       **01- 847 7804**

Open to the Public: **Monday-Friday – 9.30am-4.00pm**

**The Citizens Information Centres (C.I.Cs) Free Legal Advice (F.L.A.) Service:**

Ballymun CIC  
Ballymun Library  
Ballymun Road  
Dublin 9.

Contact: **01-842 1890**

F.L.A. Hours: **Tuesdays – 6.45pm-8.00pm**  
**Thursdays- 10.30am-12.30pm, 6.45pm-8pm**  
**Fridays- 10.30am-12.30pm**

Blanchardstown CIC  
Westend House  
Westend Office Park  
Snugborough Road Extension  
Blanchardstown  
Dublin 15.

Contact: **01-822 0449**

F.L.A. hours: **Mondays – 7.30pm-9.00pm**

City Centre North West CIC  
The Macro Community Resource Centre  
1 Green Street (off North King Street)  
Dublin 7

Contact: **01-865 6230**

F.L.A. hours: **Thursdays- 7.00pm-8.00pm (appointments only)**

Finglas CIC  
7 Main Street  
Finglas Village  
Dublin 11

Contact: **01-864 3326**

F.L.A. hours: **Wednesdays- 6.45pm-7.30pm**

Killester CIC  
KARE Citizen's Information Service  
2 Sybil Hill Road  
Killester  
Dublin 5.

Contact: **01-805 8574**

F.L.A. hours: **Mondays – 7.30pm-9.00pm (by appointment only)**

Prussia Street FLAC  
Aughrim Street Parish Centre  
13 Prussia Street  
Dublin 7

Contact: **01-838 3563**

F.L.A. hours: **Mondays- 7.00pm-8.00pm**

Swords CIC  
Unit 26  
Swords Plaza  
Main Street  
Swords  
Co. Dublin.

Contact: **01-840 6877**

F.L.A. hours: **Thursdays – 6.45pm-7.45pm (appointment only)**

Whitehall / Beaumont CIC:  
Pastoral Centre  
Montrose Park  
Dublin 5.

Contact: **01-847 7118**

F.L.A. hours: **1<sup>st</sup> Wednesday of every month – 7.00pm-8.30pm**

**Legal Aid - Statutory:**

The Legal Aid Board is a statutory body that provides legal aid and advice in **civil** cases to **persons of moderate means/income**. The Board makes the services of **solicitors** and, if necessary, **barristers** available to the above persons at a cost related to their income. Clients are means-tested, and in the majority of cases the contribution payable is a minimum contribution. To apply for legal aid and to find out if you are eligible to access this service, contact any of the Board's law centres, details of which are set out below, or contact the Board's Head Office at Quay Street, Cahirciveen, Co. Kerry.

Contact:           **(066)947 1000/Locall 1890 615 200**

The Board provides its services through law centres and it also operates a scheme whereby applicants, who require remedies in the District Court for domestic violence, maintenance and/or custody/access, may be referred to a **private solicitor** to be chosen from a specially designated Legal Aid Board panel. An application for an Order must **already have been made** to the District Court **before** a client can access this Private Practitioner service. This service can be accessed via:

**Private Practitioner Centre**

Montague Court  
Montague Street  
Dublin 7.

Contact:           **01-477 6200**

Applicants to law centres may be placed on a **waiting list**. **Waiting periods** vary from centre to centre. According to the Legal Aid Board, the length of time that clients generally wait before an appointment can be given has decreased over the last year. The law centres also operate a priority system for urgent cases. To find out approximately how long you might have to wait for an appointment, contact the Legal Aid Board Head Office or the law centre(s) operating in your region.

**Full-Time Law Centres (Open Monday to Friday):**

St. Canice's Precinct  
44/49 Main Street  
Finglas  
Dublin 11.

Contact:           **01-864 0314**

Open to the Public:   **10.00am – 12.30pm**  
                                  **2.00pm – 4.00pm**



Unit 6-8  
Blanchardstown Business Centre  
Clonsilla Road  
Blanchardstown  
Dublin 15.

Contact: **01-820 0455**

Open to the Public: **10.00am – 12.30pm**  
**2.00pm – 4.00pm**

**City Centre Full-Time Law Centres:**

45 Lower Gardiner Street  
Dublin 1.

Contact: **01-874 5440**

Open to the Public: **10.00am – 12.30pm**  
**2.00pm – 4.00pm**

9 Lower Ormond Quay  
Dublin 1.

Contact: **01-872 4133**

Open to the Public: **10.00am – 12.30pm**  
**2.00pm – 4.00pm**

48/49 North Brunswick Street  
George's Lane  
Smithfield  
Dublin 7.

Contact: **01-646 9700**

Open to the Public: **10.00am – 12.30pm**  
**2.00pm – 4.00pm**

➤ **DISTRICT COURTS SERVICE:**

Under the *Domestic Violence Act, 1996* a woman who is experiencing violence can obtain any one of the following Court Orders in order to protect herself and her children from her abuser:

- **A Protection Order**
- **A Safety Order**
- **A Barring Order**
- **An Interim Barring Order**

The above Court Orders, as well as **Custody/Access Orders** and **Maintenance Orders** fall under the auspices of **Family Law**, and all applications for these Orders are held *in camera* (privately) in local District Courts.

A woman intending to obtain any of the above Orders can make an application **directly** to the District Court herself. However, it is recommended that **legal advice**, and if possible **legal representation**, is sought **before** presenting at Court.

Any woman wishing to take her case to Court should contact the **Court Clerk** in the District Court in her area. Please note that, in most District Courts, Family Law proceedings are only dealt with at **specific times**, or on **specific dates**. An exception to this is the court service provided at **Dolphin House**, which operates specially designated Family Law Courts from Monday to Friday. Please see the Court details provided below.

For further information on the *Domestic Violence Act, 1996* and the Court Orders referred to above, see Appendix B.

**Please note:** Legal proceedings for **Separation and Divorce** take place at **Circuit Court** level where legal representation is required.

**Rape and Aggravated Sexual Assault Offences** are only dealt with in the **Central Criminal Court** in Dublin where the woman concerned acts as a witness in her own case. The Dublin Rape Crisis Centre can provide legal information, and support women through both the legal and court process.

**Breaches** of Barring, Protection, Safety and Interim Barring orders are also dealt with in the **Criminal Court**.

**District Court Sittings and Vacations:**

Sittings of the District Court are **not held** during the month of August; however, a judge is available during this time to hear “matters of sufficient urgency”, including domestic violence cases.

**Contact your local District Court for further details.**

**Dolphin House Family Law Offices and Courts, Dublin 2:**

**Address:** Family Law Office  
Ground Floor  
Dolphin House  
East Essex Street  
Dublin 2.

**Contact Number(s):** 01-888 6000 (extensions: 6348, 6351, 6353)

**Hours Court Office is open to the public:** (for queries etc.)  
Monday-Friday: 9.30am – 12.30pm  
2.00pm – 3.30pm (emergencies only)

**Family Law Proceedings; Dates and Times:** Monday-Friday: (two District Courts, dealing strictly with Family Law cases, are administered from Dolphin House). Clients are dealt with on a **first-come-first-served basis**, so it is advisable to arrive at 9.30am, as soon as the offices open to the public.

**Court Clerk;**  
**Contact Number:** same as above

**Balbriggan District Court:**

**Address:** Balbriggan District Court  
Balbriggan  
Co. Dublin.

**Contact Number:** All business for Balbriggan District Court is transacted through Swords District Court Office, contact: **01-840 3187 / 840 2606**

**Hours Court Office is open to the public:** (for queries etc.) see details for Swords District Court Office, below

**Family Law Proceedings; Dates and Times:** Every Thursday: 2.00pm to close of business

**Court Clerk; Contact Number:** see details for Swords District Court Office, below

**Swords District Court:**

**Address:** 4 Bridge Street  
Swords  
Co. Dublin.

**Contact Number:** 01-840 3187 / 840 2606

**Hours Court Office is open to the public:** (for queries etc.) Monday-Friday: 9.30am – 12.45pm  
2.00pm – 4.30pm

**Family Law Proceedings; Dates and Times:** Every Tuesday and Wednesday: 2.00pm to close of business

**Court Clerk; Contact Number:** same as above

➤ **PROBATION SERVICE:**

The Probation Service provides a probation work and related service to the courts. The work involves:

- Carrying out pre-sanction assessments for the courts;
- Supervising offenders in the community who are referred by the court;
- Supervising offenders under community service orders;
- Supervising offenders released conditionally from custody;
- Providing a counselling service to offenders and their families.

In working with offenders who have been convicted of crimes of violence against women, the service's intervention will focus on changing behaviour in a way that does not compromise the victim, and reduces the likelihood of further victimisation, while at all times holding the perpetrator accountable to the courts. In addition, this service is aware, from its assessment of offenders in general, that a propensity to or acts of violence against women can be a significant factor within the pattern of offending. Counselling which includes inputs on addiction, heightening personal responsibility for offending, and addressing the management of anger seeks to reduce the dangers to women and the likelihood of further offending.

Probation Officers are assigned to work in designated areas within the regions of the service. Probation Officers can be contacted as follows:

Smithfield Chambers  
Smithfield  
Dublin 7.

Contact: **01-817 3600**

Le Fanu Road  
Ballyfermot  
Dublin 10.

Contact: **01-623 3666**

The Tower Programme  
Clondalkin Probation Project  
Mark's Lane  
Neilstown Road  
Clondalkin  
Dublin 22.

Contact: **01-623 6230**

390 Clonard Road  
Crumlin  
Dublin 12.

Contact: **01-492 5625**

Foundation House  
Northumberland Avenue  
Dun Laoghaire  
Co. Dublin

Contact: **01-230 1860**

Poppintree Mall  
Finglas Village  
Dublin 11.

Contact: **01-864 4011**

Westpark  
Tallaght  
Dublin 24.

Contact: **01-462 3033**

➤ **SPECIALIST ACCOMMODATION SERVICES:**

In some cases, women experiencing violence are forced to leave their homes because of this violence (see Research Findings, Appendix A). The following accommodation services are available **specifically** for women, and their children if any, who are **out of home because of abuse**. They provide safe, confidential and supported environments that allow each woman the opportunity to consider her options, and plan for the future.

**Short-Term Refuge:**

**Aoibhneas Women's Refuge\***

P.O. Box 5504  
Coolock  
Dublin 17.

Helpline Telephone Number: **01-867 0701** – 24 hours a day, 365 days a year

Administration Telephone Number: **01-867 0805**

\*See the entry under 'Direct/Frontline Services' for more details

**Bray Women's Refuge\***

Bray  
Co. Wicklow.

Helpline Telephone Number: **01-286 6163** – 24 hours a day, 365 days a year

Administration Telephone Number: **01-286 6163**

\*See the entry under 'Direct/Frontline Services' for more details

**Women's Refuge, Rathmines\***

47 Lower Rathmines Road  
Rathmines  
Dublin 6.

Helpline Telephone Number: **01-496 1002** – 24 hours a day, 365 days a year

Administration Telephone Number: **01-496 1002 / 496 1322**

\*See the entry under 'Direct/Frontline Services' for more details

**Saoirse Women's Refuge\***

P.O. Box 10819

Tallaght

Dublin 24.

Helpline Telephone Number: **01-463 000** – 24 hours a day, 365 days a year

Administration Telephone Number: **01-463 0400**

\*See the entry under 'Direct/Frontline Services' for more details

**Homeless Person's Unit:**

This statutory service provides **emergency financial support** and an **accommodation placement** service for anyone who is out of home.

**Homeless Person's Unit (Women and Families)**

16-19 Wellington Quay

Dublin 2.

Office Hours Telephone Number: **01-881 5180** – Monday-Friday:  
Drop-in Clinic 10.00am-12.00 noon

After Hours Telephone Number: **Freephone 1800 724 724** – 7 days  
10.00am-1.00am



➤ **LOCAL AUTHORITY HOUSING SERVICE:**

Women seeking alternative accommodation as a result of violence can contact their Local Authority to find out if they are eligible to be placed on the Housing List. The following is a description of the roles of various Housing Department personnel that may be able to assist women in applying for Local Authority accommodation.

**The Housing Officer:**

The Housing Officer provides an **advice service** to housing applicants on their housing entitlements, based on an individual assessment of each case. This service is provided specifically by the **Housing Advisors**, in the Housing Allocations section of the Housing Department.

**The Housing Welfare Officer:**

The Housing Welfare Officer provides a **generic social work service** to Local Authority tenants, tenant purchasers and prospective tenants (housing applicants).

**The Homeless Officer:**

The Homeless Officer attempts to provide suitable permanent Local Authority accommodation for eligible **homeless applicants**.

All of the above Local Authority Officers can be accessed via **Local Authority Headquarters** or, alternatively, in **local offices** (contact the Headquarters for details). Those requiring any of the Housing Departments' services can **telephone**, or **call** into the Department in person **Monday-Friday: 9.00am-5.00pm excluding lunchtime** (these hours can vary from Authority to Authority, so try to make telephone contact first).

Appointments are not required to call into Housing Departments in person, however, if you wish to see a particular Housing Department Officer it is advisable to make an **appointment** with that person before calling in.

|                             |
|-----------------------------|
| <b>Dublin City Council:</b> |
|-----------------------------|

Civic Offices  
Block 3, Ground Floor  
Fishamble Street  
Dublin 8.

|                                 |                         |
|---------------------------------|-------------------------|
| Main Administration:            | <b>01-679 6111</b>      |
| Housing (Allocations) Officers: | <b>01-222 2928</b>      |
| Homeless Officers:              | <b>01-222 2205/3848</b> |
| Housing Welfare Officers:       | <b>01-222 3848</b>      |

|                               |
|-------------------------------|
| <b>Fingal County Council:</b> |
|-------------------------------|

Housing Department  
Grove Road  
Blanchardstown  
Dublin 15.

Main Administration  
(to access all departments/officers): **01-890 5000**

➤ **OTHER ACCOMMODATION SERVICES:**

Women forced to leave their homes as a result of violence may not be able to access Refuge Accommodation immediately due to the small number of spaces that are available. They also may have to wait for a long period, or indeed may not be eligible, for Local Authority housing. Women in this situation may be placed in a homeless person's hostel, or other form of temporary accommodation.

The following is some information about **Short-Term Homeless Accommodation, Long-Term Homeless Accommodation, and Support Services for the Homeless**, listed by The Homeless Initiative:

**Emergency / Short-Term Accommodation:**

**Haven House**

Morning Star Avenue  
Dublin 7.

Clientele: **Women over 18 years of age, with or without Children**

Contact: **01-873 2279**

**Dublin Simon Community Night Shelter**

27 Harcourt Street  
Dublin 2.

Clientele: **Women and Men over 25 years of age**

Contact: **01-475 9357**

**Granby Centre**

9/10 Granby Row  
Dublin 1.

Clientele: **Women and Men over 18 years of age (referral only)**

Contact: **01-872 5500**

**Missionaries of Charity**

223 South Circular Road  
Dublin 8.

Clientele: **Mothers and their Children (male children ages 1-5 only)**

Contact: **01-454 0163 / 453 4141**

**Regina Coeli Hostel**

Morning Star Avenue  
Dublin 7.

Clientele: **Single Women with or without Children (male children under 11 years of age only)**

Contact: **01-872 3142**

**Long-Term / Supported Accommodation – Access by Referral Only:**

**Daisyhouse Housing Association** (transitional, not long-term housing)

6 Emor Street (Administration Office)  
Portobello  
Dublin 8.

Clientele: **Single Women and Men over 18 years of age**

Contact: **01-454 6078**

**Focus Ireland George's Hill**

George's Hill  
Dublin 7.

Clientele: **Single Women and Men over 18 years of age  
(Families are referred onto their Eustace Street office)**

Contact: **01-878 6527**

**HAIL Ltd Housing Association**

59-61 Dame Street  
Dublin 2.

Clientele: **Families, and Single Women and Men without Children**

Contact: **01-671 8444**

**Rendu Apartments Transitional Housing**

North William Street  
Dublin 1.

Clientele: **Women and Men 25-50 years of age**

Contact: **01-836 3548 / 874 5374**

**Sonas Housing Association\***

C/o 148 Phibsboro Road (Administration office)  
Dublin 7.

Clientele: **Women and Children made homeless because of violence**

Contact: **01-830 9088**

\*See the entry under 'Direct/Frontline Services' for more details

**Stanhope Green Transitional Housing**

Stanhope Green  
Dublin 7.

Clientele: **Families**

Contact: **01-671 8543 / 671 8563**

**Support Services for the Homeless:**

**Homeless Person's Unit\***

\*See the entry under 'Direct/Frontline Services' for more details

**Focus Ireland Housing Information, Advice and Settlement Service**

14a and 15 Eustace Street  
Dublin 2.

Contact: **01-671 2555**

**Fáilteú Resource Centre for People Out of Home**

4-8 Merchants Quay  
Dublin 8.

Contact: **01-679 0044**

**Threshold Housing Advice and Research Centre**

21 Stoneybatter  
Dublin 7.

Contact: **01-678 6096**

➤ **NOTES:**

➤ **NOTES:**







## **SECTION 3**

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# **HEALTH SERVICE EXECUTIVE DUBLIN/MID-LEINSTER**

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Health Services  
Garda Services, Legal Services and the Law  
Accommodation and Housing Services

**South Dublin, Kildare and West Wicklow**

Health services in South Dublin and parts of Kildare and West Wicklow are administered by the Health Service Executive Dublin/Mid-Leinster main office:

Oak House  
Limetree Avenue  
Millennium Park  
Naas  
Co. Kildare

Contact: **(045) 880 409**

➤ **CUSTOMER SERVICES- HSE NATIONAL INFORMATION SERVICE:**

The Health Service Executive has established a national information line which provides clients with **information and advice** on the full range of public health and personal social services entitlements provided by the Health Service Executive countrywide, and how to avail of them.

The information line also provides **information on eligibility criteria**, how to **make an application** for services and how to **make an appeal in the event of a service being refused**.

Contact: **Locall 1850 24 1850**

Hours: **Monday-Saturday: 8.00am-8.00pm** (outside these hours there is an **answering service** – messages will be responded to during the next working day)

➤ **GENERAL PRACTITIONERS SERVICE:**

General Practitioners are an important source to which women commonly disclose violence committed against them (see Research Findings, Appendix A).

To find out about General Practitioners who are providing a service in your area contact your **local Health Centre/Clinic** (see Community Services Area information provided below).

To obtain a listing of General Practitioners whose services are available to Medical Card holders, and also to find out if you are eligible for a **Medical Card**, contact the **HSE National Information Service:**

Locall **1850 24 1850**

For further information on General Practitioners Services, you may also wish to consult the following useful web sites:

**www.imd.ie** – The Irish Medical Directory web site where you can access the following:

- An E-Mail Directory of on-line Irish doctors sorted by geographical location;
- A directory of Irish hospitals;
- Information about Patient Support organisations in Ireland.

**www.icgp.ie** – The Irish College of General Practitioners web site where you can access a patient support guide to visiting your doctor, which describes how to make the best use of your General Practitioner's services.

➤ **HOSPITAL SERVICES:**

A small percentage of women who experience violence report this violence to the staff of hospital Accident and Emergency (Casualty) Departments (see Research Findings, Appendix A). When disclosure takes place, survivors of violence may be referred to the hospital Social Work Department. Women who have experienced violence can request to have their **injuries recorded** accurately by a female doctor if they wish.

In all major Acute hospitals there are staff who have received training to **identify and respond** to the needs of women who have experienced violence.

**Major Acute Hospitals:**

**St. Columcille's Hospital:**

Bray Road  
Loughlinstown  
Co. Dublin

**Contact Telephone Numbers:**

Main Administration: **01-282 5800**

Accident and Emergency Department: **01-211 5279**

Social Work Department: **01-211 5271**

**St. James's Hospital:**

St. James's Street  
Dublin 8.

**Contact Telephone Numbers:**

Main Administration: **01-410 3000**

Accident and Emergency Department: **01-416 2774/5**

Social Work Department: **01-416 2217/8**

**St. Vincent's Hospital Elm Park:**

Elm Park  
Dublin 4.

Main Administration: **01-269 4533**

Accident and Emergency Department: **01-209 4358**

Social Work Department: **01-209 4286**

**Naas General Hospital:**

Craddockstown Road  
Naas  
Co. Kildare

**Contact Telephone Numbers:**

Main Administration: **(045) 897 221**

Accident and Emergency Department: **Ring Main Administration number**

Social Work Department: **(045) 849 573**

**Adelaide and Meath Hospital (Tallaght Hospital):**

Tallaght  
Dublin 24.

**Contact Telephone Numbers:**

Main Administration: **01-414 2000**

Accident and Emergency Department: **01-414 3500 (Adults) / 414 3510 (Children)**

Social Work Department: **01-414 2461**

**Maternity Hospitals:**

**Coombe Women's Hospital:**

Dolphins Barn  
Dublin 8.

**Contact Telephone Numbers:**

Main Administration: **01-408 5200**

Social Work Department: **01-408 5319**

**National Maternity Hospital:**

Holles Street  
Dublin 2.

**Contact Telephone Numbers:**

Main Administration: **01-637 3100**

Social Work Department: **01-637 3526**

➤ **COMMUNITY SERVICES:**

It is evident from Irish research findings (see Appendix A) that a small percentage of women first disclose the violence they have experienced to a member of Social Services.

In a Community Services context, a general description is given below of some of the key social services provided by members of the Community Services team.

**The Community Welfare Officer:**

The chief role of the Community Welfare Service is to provide **income maintenance** for families in need and to **alleviate financial stress**. The Community Welfare Officer is of particular importance to **women** who experience **financial exclusion**, or who are **out of home** as a result of violence.

Services provided include the following:

Supplementary Welfare Allowance; Supplements; Exceptional Needs Payments; Urgent Needs Payments; Back to School Clothing & Footwear Scheme; National Fuel Scheme; Funeral Arrangements and Accommodation Placement.

**Advice** is given to clients in relation to **household budgeting**, and Community Welfare Officers also act as **advocates** for clients with debtor agencies. **Referrals** may be made to other appropriate agencies. **Information** is given relating to other health and welfare services that can be availed of.

It should be noted that clients have the **right to appeal** decisions made about their case by a Community Welfare Officer (see Customer Service Department information on page 66).

**The Public Health Nurse:**

Public Health Nursing care services are provided to individuals, families, groups and the community at large. Although their main area of work is with children, Public Health Nurses have an interest in **women's health**, and as one of the few health professionals who work **within the home**, may be in a position to recognise and respond to the **symptoms of violence** in a family.

Services provided include the following:

Preventative services such as Health Education; Child and Adult Screening and Health Checks; Advice on Immunisation; Developmental Monitoring of infants and children; School Health Services; Domiciliary Nursing Care and Services for Older Persons.

**The Social Worker in a Community Services Setting:**

The Social Work service provides **information, support and advice** to both families and individuals, primarily in relation to the **welfare of children**. However, Social Workers may also be able to provide information and support to **women** who experience **violence**, and **refer** them to other appropriate agencies and services.



Services provided include the following:

Assessment of Child Protection matters; Counselling; Individual and Family Therapy; Fostering and Adoption Assessment; Advocacy; and Support and Counselling for young people who are out of home.

**The Duty Social Work Service** provides an **Emergency** Social Work Service to anyone who requires it, and operates during certain designated hours which vary from area to area (see Community Care Area contact details below)

**Community Services Personnel** can be **accessed** via:

c) the Community Services Area Main Office;

**OR**

d) locally-based Health Centres/Clinics.

If you are **unsure** about where to access the service(s) you require, contact the Community Services Main Office in your area.

To find out which Community Services Area you belong to contact the HSE National Information Service:

Locall **1850 24 1850**

**Community Services** are currently administered as follows:

**Dun Laoghaire** (formerly Community Services Area 1)

**Dublin South East** (formerly Community Services Area 2)

**Dublin South Central** (formerly Community Services Area 3)

**Dublin South West** (formerly Community Services Area 4)

**Dublin West** (formerly Community Services Area 5)

**Dublin North West** (formerly Community Services Area 6)

**Dublin North Central** (formerly Community Services Area 7)

**Dublin North** (formerly Community Services Area 8)

**Kildare** (formerly Community Services Area 9)

**West Wicklow** (formerly Community Services Area 10)

**Dun Laoghaire**

**Headquarters:**

Main Office  
Tivoli Road  
Dun Laoghaire  
Co. Dublin

Contact:       **01-284 3579/236 4200**

**Social Workers:**

Our Lady's Clinic  
Patrick Street  
Dun Laoghaire  
Co. Dublin

Contact:       **01-284 8403/236 5120**

**Duty Social Work Service:**

Contact:               see above

Hours Available:     Monday-Friday: **9.00am-1.00pm/2.15pm-5.00pm**

**Dublin South East**

**Headquarters:**

Main Office  
Vergemount Hall  
Clonskeagh Road  
Dublin 6.

Contact:       **01-269 8222**

**Community Welfare Officers:**

Ballinteer Health Centre  
Ballinteer Avenue  
Dublin 16

Contact:       **01-295 1111**

**Duty Social Work Service:**

Contact: Headquarters: **01-269 8222**

Hours Available: Monday-Friday: **9.00am-1.00pm**  
**2.15pm-5.00pm**

**Dublin South Central**

**Headquarters:**

Main office  
Carnegie Buildings  
21/25 Lord Edward Street  
Dublin 2.

Contact: **01-648 6500**

**Community Welfare Officers:**

Terenure Health Centre  
68 Terenure Road  
Dublin 6.

Contact: **01-490 4148**

**Duty Social Work Service:**

Contact: Headquarters: **01-648 6500**

Hours Available: Monday-Friday: **9.30am – 5.00pm**

**Dublin South West**

**Headquarters:**

Main Office  
Health Centre  
Old County Road  
Crumlin  
Dublin 12.

Contact: **01-415 4700**

**Duty Social Work Service:**

Millbrook Lawns Health Centre  
St. Dominic's Road  
Tallaght  
Dublin 24.

Contact:                   **01-452 0666**

Hours Available:       Monday-Friday: **2.00pm – 5.00pm**

|                    |
|--------------------|
| <b>Dublin West</b> |
|--------------------|

**Headquarters:**

Cherry Orchard Hospital  
Ballyfermot  
Dublin 10.

Contact:               **01-620 6300**

**Community Welfare Officers:**

Cherry Orchard Hospital  
Ballyfermot  
Dublin 10.

Contact:               **01-620 6301**

**Duty Social Work Service:**

Bridge House  
Cherry Orchard Hospital  
Ballyfermot  
Dublin 10.

Contact:                   **01-620 6387 / 620 6363**

Hours Available:       Monday-Friday: **2.15pm – 5.00pm**



➤ **GARDA SERVICES:**

Irish research has shown that a significant proportion of women who experience violence report their abuse to the Garda Síochána (see Research Findings, Appendix A).

Domestic violence is a crime, and is treated as such by the Garda Síochána. The perpetrator of such violence can be arrested and charged by the Gardaí under the *Non-Fatal Offences Against the Person Act, 1997*. In cases where there is a breach of a Court Order (a Barring, Protection, Safety or Interim Barring order), the perpetrator can be arrested without a warrant and criminally prosecuted. In 1994 the **Garda Síochána Policy on Domestic Violence Intervention** was introduced (amended in 1997 – for details see Report of the Task Force on Violence Against Women, April 1997). If you are subjected to violence of any kind, you can contact the Garda Síochána for immediate help. The Garda Síochána is committed to a **proactive policy** in relation to protection through law enforcement (Garda Síochána Community Relations Section).

The Garda Síochána treats rape, sexual assault and other sexual offences as serious crimes. The laws governing such criminal offences are detailed in ‘The Legal Process and the Victims of Rape’ (The Dublin Rape Crisis Centre and The School of Law Trinity College, 1998). The Dublin Rape Crisis Centre provides support for survivors of sexual crime throughout the legal and court process (for further details see entry under Direct/Frontline Services).

If you are experiencing violence of any kind Gardaí can give you immediate **protection, advice, and referral** to other appropriate agencies. If you choose, a **female Garda** can be available to help and support you throughout this experience (Garda Síochána Community Relations Section). The Garda Síochána can be contacted at your **local Garda station or District Garda station – 24 hours a day, 365 days a year:**

Contact:                   **999** or alternatively **112**.

The following is a list of **District Garda Stations** in your area:

|                |                            |
|----------------|----------------------------|
| Ballyfermot:   | <b>01-666 7200</b>         |
| Baltinglass:   | <b>(059) 648 2610</b>      |
| Blackrock:     | <b>01-666 5200</b>         |
| Bray:          | <b>01-666 5300</b>         |
| Donnybrook:    | <b>01-666 9200</b>         |
| Crumlin:       | <b>01-666 6200</b>         |
| Dun Laoghaire: | <b>01-666 5000</b>         |
| Kildare:       | <b>(045) 521 222/7 730</b> |
| Naas:          | <b>(045) 884 300</b>       |
| Rathmines:     | <b>01-666 6700</b>         |
| Tallaght:      | <b>01-666 6000</b>         |
| Wicklow:       | <b>(0404)671 40</b>        |

The following is a list of all **District Garda Stations** located in the **City Centre**:

|                    |  |
|--------------------|--|
| Bridewell:         | <b>01-666 8200</b>   |
| Fitzgibbon Street: | <b>01-666 8400</b>   |
| Harcourt Square:   | <b>01-666 6666</b> (Dublin Metropolitan Region Headquarters) |
| Harcourt Terrace:  | <b>01-666 9500</b>   |
| Kevin Street:      | <b>01-666 9400</b>   |
| Pearse Street:     | <b>01-666 9000</b>   |
| Store Street:      | <b>01-666 8000</b>   |

### **The Garda Domestic Violence and Sexual Assault Investigation Unit:**

In 1993, a special unit, the Domestic Violence and Sexual Assault Investigation Unit, was set up to oversee all cases of domestic violence and sexual assault in the Dublin Metropolitan Area. In 1997, the Investigation Unit was placed under the responsibility of the National Bureau of Criminal Investigation, giving it a **countrywide brief**.

The objectives of the Unit are:

- To overview all cases of domestic violence and sexual violence/assault, and to assist where necessary in the **investigation of the more complex cases**;
- To improve methods of investigation by training, advice and assistance;
- To liaise with statutory and non-statutory bodies and organisations which have a brief for sexual assault and domestic violence; and
- To make arrangements to perform its duties in tandem with Community Relations Section and Juvenile Liaison Officer personnel.

Because of the National nature of the Unit, the types of cases that get its attention are those **national or international** issues that relate to sexually related crimes and domestic violence. The Unit is directly involved **only** in the investigation of those cases to which **special circumstances** apply. All **other cases** are dealt with by personnel at the complainant's **local Garda station**.

To access the Unit:

#### **Garda Domestic Violence and Sexual Assault Investigation Unit**

Harcourt Square  
Dublin 2.

Contact: **By referral only through the complainant's local Garda station, where appropriate.**

➤ **LEGAL ADVICE AND LEGAL AID (REPRESENTATION) SERVICES:**

Women experiencing violence may seek legal support (see Research Findings, Appendix A). This support can range from the provision of **general information and advice** on a woman's legal options, to the hiring of a **solicitor** and the presentation of her case in a **District Court**.

A number of the **Direct/Frontline Services** can provide legal information, and support women experiencing violence through both the legal and court process (for further information see the Direct/Frontline Services Section).

**Legal Advice:**

The following non-statutory services provide **legal advice** and general **legal information** on a wide variety of matters, including **Family Law**, although they **do not operate** a Legal Aid service. If you do require **legal representation** (a solicitor or barrister), you will be referred to **Legal Aid** services (see below for further details).

**The Free Legal Advice Centre:**

**Free Legal Advice Centre (F.L.A.C.)**  
13 Lower Dorset Street (Headquarters)  
Dublin 1.

Contact: **01-874 5690**

**The Citizens Information Centres (C.I.Cs) Free Legal Advice (F.L.A.) Service:**

Adelaide Road CIC  
18A Adelaide Road  
Dublin 2

Contact: **01-661 5922**

F.L.A. Hours: **Every Tuesday – 7.00pm-9.00pm (appointment only)**

Ballyfermot CIC  
Community Civic Centre  
Main Street, Ballyfermot

Contact: **620 7181**

F.L.A. Hours: **Every Tuesday – 7.00pm – 8.00pm**



Bray CIC  
Unit 324, The Boulevard  
Quinsboro Road  
Bray, Co. Wicklow

Contact: **01-286 9590**

F.L.A. Hours: **Every Tuesday – 7.30pm-9.30pm**

Clondalkin CIC  
Unit 2  
Oakfield Industrial Estate  
9<sup>th</sup> Lock Road  
Clondalkin  
Dublin 22.

Contact: **01-457 0861**

F.L.A. Hours: **Every Tuesday – 7.00pm-8.30pm**

Crumlin CIC  
146 Sundrive Road  
Crumlin  
Dublin 12.

Contact: **01-454 6070**

F.L.A. Hours: **Every Wednesday – 7.00pm-8.30pm**

Dundrum CIC  
Dom Marmion House  
Sandyford Road  
Dublin 14

Contact: **01-296 0713**

F.L.A. Hours: **Every Thursday – 7.30pm-9.30pm**

Meath Street SICCDA  
90 Meath Street  
Dublin 8

Contact: **01-453 6098**

F.L.A. Hours: **Every Monday – 6.30pm-8.00pm**

Lucan CIC  
1 Church View  
Main Street  
Lucan  
Co. Dublin.

Contact: **01-624 1975**

**F.L.A. Hours:           Thursdays (by appointment only) – 7.00pm-9.00pm**

Palmerstown CIC  
Parish Centre  
Kennelsfort Road  
Palmerstown  
Dublin 20.

Contact: **01-626 3050**

F.L.A. Hours: **1<sup>st</sup> Thursday of every month – 7.30pm-9.00pm (by appointment only)**

Rialto CIC  
Rialto Parish Centre  
Old National School  
SCR  
Dublin 8.

Contact: **01-453 9965**

F.L.A. Hours: **1<sup>st</sup> and 3<sup>rd</sup> Thursday – 7.00pm-8.00pm**

Tallaght CIC  
512 Main Street  
Tallaght  
Dublin 24.

Contact: **01-451 5887**

F.L.A. Hours: **Tuesdays – 7.30pm-9.00pm**

**Legal Aid - Statutory:**

The Legal Aid Board is a statutory body that provides legal aid and advice in **civil** cases to **persons of moderate means/income**. The Board makes the services of **solicitors** and, if necessary, **barristers** available to the above persons at a cost related to their income. Clients are means-tested, and in the majority of cases the contribution payable is a minimum contribution. To apply for legal aid and to find out if you are eligible to access this service, contact any of the Board's law centres, details of which are set out below, or contact the Board's Head Office at Quay Street, Cahirciveen, Co. Kerry.

Contact:           **(066)947 1000/Locall 1890 615 200**

The Board provides its services through law centres and it also operates a scheme whereby applicants, who require remedies in the District Court for domestic violence, maintenance and/or custody/access, may be referred to a **private solicitor** to be chosen from a specially designated Legal Aid Board panel. An application for an Order must **already have been made** to the District Court **before** a client can access this Private Practitioner service. This service can be accessed via:

**Private Practitioner Centre**

Montague Court  
Montague Street  
Dublin 2

Contact:           **01-477 6200**

Applicants to law centres may be placed on a **waiting list**. **Waiting periods** vary from centre to centre. According to the Legal Aid Board, the length of time that clients generally wait before an appointment can be given has decreased over the last year. The law centres also operate a priority system for urgent cases. To find out approximately how long you might have to wait for an appointment, contact the Legal Aid Board Head Office or the law centre(s) operating in your region.

|   |
|---|
| <b>Full-Time Law Centres (Open Monday to Friday):</b> |
|---|

Tower Centre  
Clondalkin Village  
Dublin 22.

Contact:           **01-457 6011**

Open to the Public:   **10.00am – 12.30pm**  
                                  **2.00pm – 4.00pm**

Village Green  
Tallaght  
Dublin 24.

Contact: **01-451 1519**

Open to the Public: **10.00am – 12.30pm**  
**2.00pm – 4.00pm**

Canning Place  
Newbridge  
Co. Kildare.

Contact: **(045) 435 777**

Open to the Public: **10.00am – 12.30pm**  
**2.00pm – 4.00pm**

Bridge Street  
Wicklow

Contact: **(0404)661 66**

Open to the Public: **10.00am-12.00noon**  
**2.00pm-4.00pm**

**City Centre Full-Time Law Centres:**

45 Lower Gardiner Street  
Dublin 1.

Contact: **01-874 5440**

Open to the Public: **10.00am – 12.30pm**  
**2.00pm – 4.00pm**

9 Lower Ormond Quay  
Dublin 1.

Contact: **01-872 4133**

Open to the Public: **10.00am – 12.30pm**  
**2.00pm – 4.00pm**

47 Upper Mount Street  
Dublin 2.

Contact: **662 3655**

Open to the Public: **10.00am – 12.45pm**  
**2.00pm – 4.00pm**

➤ **DISTRICT COURTS SERVICE:**

Under the *Domestic Violence Act, 1996* a women who is experiencing violence can obtain any one of the following Court Orders in order to protect herself and her children from her abuser:

- **A Protection Order**
- **A Safety Order**
- **A Barring Order**
- **An Interim Barring Order**

The above Court Orders, as well as **Custody/Access Orders** and **Maintenance Orders** fall under the auspices of **Family Law**, and all applications for these Orders are held *in camera* (privately) in local District Courts.

A woman intending to obtain any of the above Orders can make an application **directly** to the District Court herself. However, it is recommended that **legal advice**, and if possible **legal representation**, are sought **before** presenting at Court.

Any woman wishing to take her case to Court should contact the **Court Clerk** in the District Court in her area. Please note that, in most District Courts, Family Law proceedings are only dealt with at **specific times**, or on **specific dates**. An exception to this is the court service provided at **Dolphin House**, which operates specially designated Family Law Courts from Monday to Friday. Please see the Court details provided below.

For further information on the *Domestic Violence Act, 1996* and the Court Orders referred to above, see Appendix B.

**Please note:** Legal proceedings for **Separation and Divorce** take place at **Circuit Court** level where legal representation is required.

**Rape and Aggravated Sexual Assault Offences** are only dealt with in the **Central Criminal Court** in Dublin where the woman concerned acts as a witness in her own case. The Dublin Rape Crisis Centre can provide legal information, and support women through both the legal and court process.

**Breaches** of Barring, Protection, Safety and Interim Barring orders are also dealt with in the **Criminal Court**.

**District Court Sittings and Vacations:**

Sittings of the District Court are **not held** during the month of August; however, a judge is available during this time to hear “matters of sufficient urgency”, including domestic violence cases.

**Contact your local District Court for further details.**

**Dolphin House Family Law Offices and Courts, Dublin 2:**

**Address:** Family Law Office  
Ground Floor  
Dolphin House  
East Essex Street  
Dublin 2.

**Contact Number(s):** 01-888 6000 (extensions: 6348, 6351, 6353)

**Hours Court Office  
is open to the public:** Monday-Friday: 9.30am – 12.30pm  
(for queries etc.) 2.00pm – 3.30pm

**Family Law Proceedings;  
Dates and Times:** Monday-Friday: (two District Courts, dealing strictly with Family Law cases, are administered from Dolphin House). Clients are dealt with on a **first-come-first-served basis**, so it is advisable to arrive at 9.30am, as soon as the offices open to the public.

**Court Clerk:** Contact number as above

**Bray District Court:**

**Address:** The Courthouse  
Boghall Road  
Bray  
Co. Wicklow

**Contact Number:** 01-286 2775/ 286 2474

**Hours Court Office  
is open to the public:** Monday-Friday: 10.00am – 1.15pm  
(for queries etc.) (Opens 11.00am Wednesdays)  
2.00pm – 4.30pm

**Family Law Proceedings;  
Dates and Times:** 2<sup>nd</sup> Tuesday of the month: 10.30am

**Court Clerk:** Contact number as above

**Dun Laoghaire District Court:**

**Address:** The Courthouse  
Corrig Avenue  
Dun Laoghaire  
Co. Dublin

**Contact Number:** 01-280 0038

**Hours Court Office  
is open to the public:** Monday-Friday: 9.30am – 12.30pm  
(for queries etc.) 2.00pm – 4.30pm

**Family Law Proceedings;  
Dates and Times:** Every Tuesday: 2.00pm to close of business

**Court Clerk:** Contact number as above

**Naas District Court:**

**Address:** The Courthouse  
Naas  
Co. Kildare

**Contact Number:** (045) 897 430

**Hours Court Office  
is open to the public:** Monday-Friday: 10.00am – 12.45pm  
(for queries etc.) 2.00pm – 4.30pm

**Court Office  
Catchment Area:** Blessington, Dunlavin, Kilcock, Kildare, Naas and Newbridge

**Family Law Proceedings;  
Dates and Times:** Contact the Court Office at the number provided above for  
details

**Court Clerk:** Contact number as above



➤ **PROBATION SERVICE:**

The Probation Service provides a probation work and related service to the courts.

The work involves:

- Carrying out pre-sanction assessments for the courts;
- Supervising offenders in the community who are referred by the court;
- Supervising offenders under community service orders;
- Supervising offenders released conditionally from custody;
- Providing a counselling service to offenders and their families.

In working with offenders who have been convicted of crimes of violence against women, the service's intervention will focus on changing behaviour in a way that does not compromise the victim, and reduces the likelihood of further victimisation, while at all times holding the perpetrator accountable to the courts. In addition, this service is aware, from its assessment of offenders in general, that a propensity to or acts of violence against women can be a significant factor within the pattern of offending. Counselling which includes inputs on addiction, heightening personal responsibility for offending, and addressing the management of anger seeks to reduce the dangers to women and the likelihood of further offending.

Probation Officers are assigned to work in designated areas within the regions of the service. In the eastern region, Probation Officers can be contacted as follows:

Smithfield Chambers  
Smithfield  
Dublin 7.

Contact: **01-817 3600**

Le Fanu Road  
Ballyfermot  
Dublin 10.

Contact: **01-623 3666**

The Tower Programme  
Clondalkin Probation Project  
Mark's Lane  
Neilstown Road  
Clondalkin  
Dublin 22.

Contact: **01-623 6230**

390 Clonard Road  
Crumlin  
Dublin 12.

Contact: **01-492 5625**

Foundation House  
Northumberland Avenue  
Dun Laoghaire  
Co. Dublin

Contact: **01-230 1860**

Poppintree Mall  
Finglas Village  
Dublin 11.

Contact: **01-864 4011**

Westpark  
Tallaght  
Dublin 24.

Contact: **01-462 3033**

➤ **SPECIALIST ACCOMMODATION SERVICES:**

In some cases, women experiencing violence are forced to leave their homes because of this violence (see Research Findings, Appendix A). The following accommodation services are available **specifically** for women, and their children if any, who are **out of home because of abuse**. They provide safe, confidential and supported environments, which allow each woman the opportunity to consider her options, and plan for the future.

**Short-Term Refuge:**

**Aoibhneas Women's Refuge\***

P.O. Box 5504  
Coolock  
Dublin 17.

Helpline Telephone Number: **01-867 0701** – 24 hours a day, 365 days a year

Administration Telephone Number: **01-867 0805**

\*See the entry under 'Direct/Frontline Services' for more details

**Bray Women's Refuge\***

Bray  
Co. Wicklow.

Helpline Telephone Number: **01-286 6163** – 24 hours a day, 365 days a year

Administration Telephone Number: **01-286 6163**

\*See the entry under 'Direct/Frontline Services' for more details

**Women's Refuge, Rathmines\***

47 Lower Rathmines Road  
Rathmines  
Dublin 6.

Helpline Telephone Number: **01-496 1002** – 24 hours a day, 365 days a year

Administration Telephone Number: **01-496 1002 / 496 1322**

\*See the entry under 'Direct/Frontline Services' for more details

**Saoirse Women's Refuge\***

P.O. Box 10819

Tallaght

Dublin 24.

Helpline Telephone Number: **01-463 000** – 24 hours a day, 365 days a year

Administration Telephone Number: **01-463 0400**

\*See the entry under 'Direct/Frontline Services' for more details

**Homeless Persons Unit:**

This statutory service provides **emergency financial support** and an **accommodation placement** service for anyone who is out of home.

**Homeless Persons Unit\* (Women and Families)**

16-19 Wellington Quay

Dublin 2.

Office Hours Telephone Number: **881 5180** – Monday-Friday:  
10.00am-12.00 noon (drop-in clinic)

After Hours Telephone Number: **Freephone 1800 724 724** – Monday-Friday:  
10.00-1.00am, 7 days a week

\* See the entry under "Direct/Frontline Services" for more details

➤ **LOCAL AUTHORITY HOUSING SERVICE:**

Women seeking alternative accommodation as a result of violence can contact their Local Authority to find out if they are eligible to be placed on the Housing List. The following is a description of the roles of various Housing Department personnel that may be able to assist women in applying for Local Authority accommodation.

**The Housing Officer:**

The Housing Officer provides an **advice service** to housing applicants on their housing entitlements, based on an individual assessment of each case. This service is provided specifically by the **Housing Advisors**, in the Housing Allocations section of the Housing Department.

**The Housing Welfare Officer:**

The Housing Welfare Officer provides a **generic social work service** to Local Authority tenants, tenant purchasers and prospective tenants (housing applicants).

**The Homeless Officer:**

The Homeless Officer attempts to provide suitable permanent Local Authority accommodation for eligible **homeless applicants**.

All of the above Local Authority Officers can be accessed via **Local Authority Headquarters** or, alternatively, in **local offices** (contact the Headquarters for details). Those requiring any of the Housing Departments' services can **telephone**, or **call** into the Department in person **Monday-Friday: 9.00am-5.00pm excluding lunchtime** (these hours can vary from Authority to Authority, so try to make telephone contact first).

Appointments are not required to call into Housing Departments in person, however, if you wish to see a particular Housing Department Officer it is advisable to make an **appointment** with that person before calling in.

|                             |
|-----------------------------|
| <b>Dublin City Council:</b> |
|-----------------------------|

Civic Offices  
Block 3, Ground Floor  
Fishamble Street  
Dublin 8.

|                                 |                         |
|---------------------------------|-------------------------|
| Main Administration:            | <b>01-679 6111</b>      |
| Housing (Allocations) Officers: | <b>01-222 2928</b>      |
| Homeless Officers:              | <b>01-222 2205/3848</b> |
| Housing Welfare Officers:       | <b>01-222 3848</b>      |

**Dun Laoghaire-Rathdown County Council:**

County Hall  
Marine Road  
Dun Laoghaire  
Co. Dublin.

Main Administration  
(to access all departments/officers): **01-205 4700**

**South Dublin County Council:**

Town Centre  
Tallaght  
Dublin 24

Main Administration  
(to access all departments/officers): **01-414 9000**

**Kildare County Council:**

St. Mary's  
Naas  
Co. Kildare

Main Administration  
(to access all departments/officers): **(045)873 800**

**Wicklow County Council:**

County Buildings  
Wicklow.

Main Administration: **(0404) 201 00**

All Housing Officers: **(0404) 201 20**

➤ **OTHER ACCOMMODATION SERVICES:**

Women forced to leave their homes as a result of violence may not be able to access Refuge Accommodation immediately due to the small number of spaces that are available. They also may have to wait for a long period, or indeed may not be eligible, for Local Authority housing. Women in this situation may be placed in a homeless person's hostel, or other form of temporary accommodation.

The following is some information about **Short-Term Homeless Accommodation**, **Long-Term Homeless Accommodation**, and **Support Services for the Homeless**, listed by The Homeless Initiative:

**Emergency / Short-Term Accommodation:**

**Haven House**

Morning Star Avenue  
Dublin 7.

Clientele: **Women over 18 years of age, with or without Children**

Contact: **01-873 2279**

**Dublin Simon Community Night Shelter**

27 Harcourt Street  
Dublin 2.

Clientele: **Women and Men over 25 years of age**

Contact: **01-475 9357**

**Granby Centre**

9/10 Granby Row  
Dublin 1.

Clientele: **Women and Men over 18 years of age (referral only)**

Contact: **01-872 5500**

**Missionaries of Charity**

223 South Circular Road  
Dublin 8.

Clientele: **Mothers and their Children (male children ages 1-5 only)**

Contact: **01-454 0163 / 453 4141**

**Regina Coeli Hostel**

Morning Star Avenue  
Dublin 7.

Clientele: **Single Women with or without Children (male children under 11 years of age only)**

Contact: **01-872 3142**

**Supported Accommodation – Access by Referral Only:**

**Daisyhouse Housing Association** (transitional housing-not long term)

6 Emor Street (Administration Office)  
Portobello  
Dublin 8.

Clientele: **Single Women and Men over 18 years of age**

Contact: **01-454 6078**

**George's Hill Focus Ireland**

Georges Hill  
Dublin 7.

Clientele: **Women and Men over 18 years**

Contact: **01-878 6527**

**HAIL Ltd Housing Association**

59-61 Dame Street  
Dublin 2.

Clientele: **Families, and Single Women and Men without Children**

Contact: **01-671 8444**

**Rendu Apartments Transitional Housing**

North William Street  
Dublin 1.

Clientele: **Women and Men 25-50 years of age**

Contact: **01-836 3548 / 874 5374**



**Sonas Housing Association\***

C/o 148 Phibsboro Road (Administration office)  
Dublin 7.

Clientele: **Women and Children made homeless because of violence**

Contact: **01-830 9088**

\*See the entry under 'Direct/Frontline Services' for more details

**Stanhope Green Transitional Housing**

Stanhope Green  
Dublin 7.

Clientele: **Families**

Contact: **01-671 8543 / 671 8563**

**Support Services for the Homeless:**

**Homeless Person's Unit\***

\*See the entry under 'Direct/Frontline Services' for more details

**Focus Ireland Housing Information, Advice and Settlement Service**

14a and 15 Eustace Street  
Dublin 2.

Contact: **01-671 2555**

**Fáilteú Resource Centre for People Out of Home**

4-8 Merchants Quay  
Dublin 8.

Contact: **01-679 0044**

**Threshold Housing Advice and Research Centre**

21 Stoneybatter  
Dublin 7.

Contact: **01-678 6096**









**SECTION 4**

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**COUNSELLING SERVICES FOR SURVIVORS  
OF SEXUAL AND OTHER FORMS OF  
VIOLENCE**

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➤ **COUNSELLING SERVICES FOR SURVIVORS OF SEXUAL AND OTHER FORMS OF VIOLENCE:**

The following is a listing of Counselling Services for Survivors of Sexual and other forms of Violence as **recommended** by Direct/Frontline Services.

**Appointments** are required for all of these services.

Please note that this is **not an exhaustive listing** of Counselling Services.

**Avalon**

8 Alma Park  
Monkstown Village  
Co. Dublin.

Contact:       **01-284 5208**

**Awakenings**

2 Dodder Park Drive  
Lower Dodder Road  
Rathfarnham  
Dublin 14.

Contact:       **01-492 0122 / 492 9747**

**Clanwilliam Institute** (Personal, Marriage and Family Consultants)

18 Clanwilliam Terrace  
Dublin 2.

Contact:       **01-676 1363**

**Dublin Counselling and Therapy Centre**

41 Gardiner Street Upper  
Dublin 1.

Contact:       **01- 878 8236**

**Hesed House**

74 Tyreconnell Road  
Dublin 8.

Contact:           **01-454 9474**

**Institute of Creative Counselling and Psychotherapy**

82 Upper George's Street  
Dun Laoghaire  
Co. Dublin.

Contact:           **280 2523**

**Newlands Institute for Counselling**

No. 2 Monastery Road  
Dublin 22.

Contact:           **459 4573**

**Northside Counselling Service**

Coolock Development Centre  
Dublin 5.

Contact:           **848 4789**

**Tivoli Institute**

24 Clarinda Park East (near DART Station)  
Dun Laoghaire  
Co. Dublin.

Contact:           **280 9178 / 280 3236**



**Vico Consultation Centre**

Dungar Terrace  
Dun Laoghaire  
Co. Dublin.

Contact:       **284 3336**

**Irish Association for Counselling and Psychotherapy:**

To get a listing of **individual counsellors** providing a service in your area contact the number provided below:

**I.A.C.P. – Irish Association for Counselling and Psychotherapy (Umbrella organisation)**

8 Cumberland Street (Headquarters)  
Dun Laoghaire  
Co. Dublin.

Contact:       **230 0061**

Website:       **[www.irish-counselling.ie](http://www.irish-counselling.ie)**

**WOVe:**

The role of WOVe is to empower women coming from violent environments to develop the capacity to make liberating choices in their lives. WOVe groups, which meet weekly, offer **support and counselling** to survivors of domestic violence in a number of venues throughout Dublin. Women are provided with an opportunity to break out of their isolation and meet others in the same situation. All meetings are facilitated by trained counsellors and facilitators. For more information about the service that WOVe provides:

Contact:       **085-162 0257**

## **SECTION 5**

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# **FURTHER VOLUNTARY AND COMMUNITY- BASED RESPONSES TO THE ISSUE OF VIOLENCE AGAINST WOMEN**

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➤ **FURTHER VOLUNTARY AND COMMUNITY-BASED RESPONSES TO THE ISSUE OF VIOLENCE AGAINST WOMEN**

The following is a list of some of the voluntary and community-based organisations that are currently responding in a variety of ways to the issue of violence against women:

**Rape Crisis Network Ireland:**

RCNI is the national member-owned political and campaigning organization committed to the elimination of all forms of sexual violence through effecting political, cultural and social change. The agenda is informed by member Rape Crisis Centres whom the Network represents nationally.

To contact the Network:

**Rape Crisis Network Ireland**

2<sup>nd</sup> floor  
The Halls  
Quay Street  
Galway

Contact:       **(091) 563 676**  
                      **www.rcni.ie**

**National Network of Women's Refuges and Support Services:**

The National Network of Women's Refuges and Support Services is the representative body for the refuges and ancillary services for women and children who experience violence and abuse in their own homes. It provides support and services for all members, promotes models and best practice at local level, and campaigns for societal and legislative changes that will lead to the elimination of violence and abuse (First Report of the National Steering Committee on Violence Against Women, 1999).

To access the Network:

**National Network of Women's Refuges and Support Services:**

27 Church Street  
Athlone  
Co. Westmeath

Contact:       **(09064)79078**  
                      **www.nnwrss.ie**

**National Women's Council of Ireland:**

The National Women's Council of Ireland is the recognised representative body for women's organisations in Ireland. It has 154 groups representing over 300,000 women under its umbrella. As the collective voice of Irish women's organisations, the N.W.C.I's work is aimed at shaping society so that all women can achieve their true potential; ensuring that the law advances equality and places no barriers in its way; changing attitudes to ensure the recognition of the individual dignity of each woman; and removing all threats of violence to women and children both inside and outside the home (First Report of the National Steering Committee on Violence Against Women, 1999).

To access the Council, and find out about women's groups/organisations operating in your local area:

**The National Women's Council of Ireland**

9 Marlborough Court

Marlborough Street

Dublin 1.

Contact:           **01-878 7248**  
                          **www.nwci.ie**

**The Irish Countrywomen's Association:**

The Irish Countrywomen's Association is a national organisation representing 20,000 members in 1,000 guilds throughout Ireland. The Association is working to improve the standard of living and opportunities for all women, their families and the community at large. Having identified a need within their organisation, a helpline was established to provide a telephone counselling service. One-to-one counselling is also provided. Staff of these services has experience in responding to the needs of women who experience violence.

To access the Association, and find out about guilds operating in your local area:

**The Irish Countrywomen's Association**

58 Merrion Road

Ballsbridge

Dublin 4.

Administration:   **01-668 0453**

Helpline:           **1850 652 652** – Mondays and Tuesdays: 10.00am-5.00pm  
                          **www.ica.ie**

**Women's Aid Specialist Support Agency to the Community Development Programme**

The Women's Aid Community Development Support Agency aims to support projects within the Community Development Programme and the Family and Community Services Resource Centre in responding to the issue of violence against women, through facilitating a process of empowerment and collective action. The Agency supports Community Development Projects and Family Resource Centres by delivering training and education, and supporting projects towards the development of policy on responding to the issue of violence against women within the context of Community Development.

To access the Support Agency, and find out about Community Development Projects which are responding to the issue of violence against women in your local area please contact us at:

**Women's Aid Specialist Support Agency**

47 Everton House  
Old Cabra Road  
Dublin 7

Contact: **01-868 4721**  
Email: **info@womensaid.ie**  
Website: **www.womensaid.ie**

**The Community Workers Co-operative:**

The C.W.C. promotes and supports community work and development as a means of intervention for social change. The C.W.C. is committed in its strategic plan to promote gender equality in community work, and to address inequalities experienced by women.

To access the C.W.C., and find out about community groups operating in your local area:

**The Community Worker's Co-operative**

First Floor, Unit 4  
Tuam Road Retail Centre  
Tuam Road  
Galway

Contact: **(091) 779 030**  
Website: **www.cwc.ie**  
Email: **info@cwc.ie**

**One Parent Exchange & Network (OPEN):**

One Parent Exchange & Network is the national network of lone parent self-help groups. Addressing the issue of violence against women is part of the Network's ongoing work. Information, advice and support with regard to the issue of violence against women are provided by member groups at local level along with court accompaniment and other services to individual women experiencing violence.

To access OPEN, and find out about lone parent groups operating in your local area:

**One Parent Exchange & Network**

7 Red Cow Lane  
Smithfield  
Dublin 7.

Contact:       **01-814 8860**  
Website:       **www.oneparent.ie**  
Email:           **enquiries@oneparent.ie**

**Doras Buí a parents alone resource centre:**

Doras Buí is a community development resource centre and crèche for one-parent families. Information and support is provided on issues such as social welfare entitlements, legal rights, housing, training, second chance education and unemployment. Domestic violence is experienced by many of the families using the centre. Counselling is also provided for children from 4 to 12 years of age.

To access the Centre:

**Doras Buí a parents alone resource centre**

Bunratty Drive  
Coolock  
Dublin 17.

Contact:       **01-848 4811**  
Website:       **www.dorasbui.org**  
Email:           **info@dorasbui.org**

**Pavee Point:**

Pavee Point is a voluntary non-governmental organisation that is committed to the attainment of human rights for Irish Travellers. Responding to the issue of violence against women is part of this organisation's work plan. The Pavee Point Violence against Traveller Women Programme aims to improve services and responses to the issue of Violence Against Traveller Women through policy development and research, and to design and deliver culturally appropriate training on the issues of sexism and VAW with Traveller women, Traveller groups, service providers and the wider community based on feminist, anti-racist and human rights principles. Pavee Point provides information, advice, support and referral to other appropriate agencies for Traveller women experiencing violence.

To access Pavee Point, and find out more about its work:

**Pavee Point**

46 North Great Charles Street  
Dublin 1.

Contact: **01-878 0255**  
Website: **[www.paveepoint.ie](http://www.paveepoint.ie)**  
Email: **[info@pavee.iol.ie](mailto:info@pavee.iol.ie)**

**Forum of People with Disabilities:**

The Forum's main aim is to empower and enable people with disabilities to participate in positive, political action to achieve full civil rights. The Forum oversees a Disabled Women's Working Group. Addressing the issue of violence against women, and in particular of violence against women with disabilities, is part of this group's work plan. The Forum has experience of disclosures of violence and can refer women to other appropriate agencies.

To Access the Forum or the Disabled Women's Working Group, and find out more about their work:

**Forum of People with Disabilities**

First Floor  
21 Hill Street  
Dublin 1.

Contact: **01-878 6077**  
Email: **[info@fpd.ie](mailto:info@fpd.ie)**

### **Blanchardstown Refuge Project:**

The Board of Blanchardstown Women's Refuge in partnership with Sonas Housing Association are developing a purpose built refuge on a site in Blanchardstown Village. This refuge will have eight residential units – four one bedroom and four two bedroom units as well as a community building. The Refuge is due to be open and operational by Summer 2008.

In the interim period, the board have developed quality standards for Refuge services and will be working on developing policies and procedures prior to recruitment of staff.

#### **Contact Details**

Freda Keeshan (Development Co-ordinator)  
5 Bayview Avenue  
North Strand  
Dublin 3  
Tel: 087 2051176  
Email: fkeeshan@eircom.net

### **National Domestic Violence Intervention Agency**

The National Domestic Violence Intervention Agency (NDVIA) is funded by the Department of Justice, Equality and Law Reform. The NDVIA, for the first time in Ireland, aims to respond to domestic violence crime by focusing on both the victim and the perpetrator, within the context of the civil and criminal justice systems. The NDVIA is working with the key agencies – An Garda Síochána, the Courts, the Probation and Welfare Service, the Health Board – to coordinate the individual responses of each agency to domestic violence crime, and to integrate and inform their work with the crucial work of support services for victims. The NDVIA is running a pilot project in Dun Laoghaire, Co. Dublin, and Bray, Co. Wicklow.

The civil and criminal justice systems are responsible for protecting victims and sanctioning perpetrators of domestic violence crime. The NDVIA aims to ensure that victim safety and perpetrator accountability is maximised by institutionalising policies and practices in the civil and criminal justice systems and other key agencies.

#### **Contact Details**

12 Northumberland Avenue  
Dun Laoghaire  
Co. Dublin

Telephone: **01-202 0818**

Email: **ndvia@eircom.net**



**Southside Addressing Violence Effectively (SAVE)**

An inter-agency forum, SAVE works to highlight the issue of domestic violence in South Dublin.

**Contact Details**

56a Ennal Court  
Loughlinstown  
Co. Dublin

Telephone: **01-282 5932**  
Email: **save@swannetwork.ie**

**Southside Women's Action Network (SWAN)**

SWAN is a network which supports the development of services for women who are socially excluded, including those in violent relationships. SWAN is a Community Development Project and works in Dun Laoghaire Rathdown County, Dublin.

**Contact Details**

56a Ennal Court  
Loughlinstown  
Co. Dublin

Telephone: **01-282 4732**  
Email: **swannetwork@eircom.net**

➤ **NOTES:**

➤ **NOTES:**

**SECTION 6**

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**SERVICES FOR REFUGEES AND ASYLUM  
SEEKERS IN IRELAND**

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➤ **SERVICES FOR REFUGEES AND ASYLUM SEEKERS IN IRELAND:**

Although the following are **not specialist agencies** dealing with the issue of violence against women, they may be able to provide women who are refugees or asylum seekers with initial support and information about other appropriate services that they may require.

**Refugee Information Service:**

Rathmines Information Centre  
11 Winfield Road  
Dublin 6.

Contact: **01-496 5558**

Hours: **Thursdays: 10.30am-1.30pm**

Tallaght Citizens Information Centre  
1 Main Street  
Tallaght  
Dublin 24.

Contact: **01-451 5911**

Hours: **Wednesdays: 2.00pm-5.00pm**

SICCDA – Liberties Citizens Information Centre  
90 Meath Street  
Dublin 8.

Contact: **01-453 6098**

Hours: **Thursdays: 2.00pm-4.30pm**

Bosnian Centre  
40 Pearse Street  
Dublin 2.

Contact: **01-671 9202**

Hours: **Monday-Friday: 9.00am-5.00pm**

**Asylum Seekers Unit – Community Welfare Service**

Tucks Building  
77 Upper Gardiner Street  
Dublin 1.

Administration:       **01-602 8000**

Locall:                 **1890 202 418**

To access this Unit refugees and asylum seekers must **already have registered** with the Department of Justice Equality and Law Reform:

**Refugee Applications Centre**

79-83 Lower Mount Street  
Dublin 2.

Contact:       **Administration:    01-602 8054**  
                  **Case Processing:   01-602 8116 / 602 8063**  
                  **Appeals:            01-602 8008**  
                  **Organisation:     01-602 8032**

**Legal Aid Board – Refugee and Asylum Seekers Legal Service**

Timberlay House  
79-83 Lower Mount Street  
Dublin 2.

Contact:       **01-631 0800**

**Spirasi**

213 North Circular Road  
Dublin 7.

Contact:       **01-838 9664 / 838 3504 / email [info@spirasi.ie](mailto:info@spirasi.ie)**

**Irish Refugee Council**

88 Capel Street  
Dublin 1.

Contact:       **01-873 0042**

➤ **NOTES:**

## **SECTION 7**

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# **SERVICES FOR MALE PERPETRATORS OF VIOLENCE AGAINST WOMEN**

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➤ **SERVICES FOR MALE PERPETRATORS OF VIOLENCE AGAINST WOMEN:**

|                       |
|-----------------------|
| <b>MOVE (Ireland)</b> |
|-----------------------|

MOVE is a facilitated self-help group set up to assist men to change their violent behaviour towards their partners and families. The aim of MOVE is ‘to intervene in the problem of domestic violence at the fundamental level of the perpetrator himself’ (Report of the Task Force on Violence Against Women, 1997). Its primary concern is the safety of women and children. It provides a thirteen-step facilitated programme in which between six and ten men participate. The programme is designed to engage men in taking responsibility for the violence they have inflicted on women and children. The abuser’s use of power and control is addressed and also the role of our culture in the support of male privilege and power in society at large. MOVE can help men to stop their violent behaviour by learning ways to express strong feelings safely and appropriately. All contact with the group is in confidence. MOVE can be contacted at the telephone number below to arrange an appointment:

MOVE (Ireland)  
Carmichael House  
North Brunswick Street  
Dublin 7.

Contact:       **01-872 4357**

➤ **NOTES:**

➤ **INVITATION TO CONTRIBUTE TO THE NEXT EDITION OF THIS DIRECTORY**

You may complete this form if:

- you wish your service to be **considered for inclusion** in future editions of the Directory;
- if you wish to make any specific **changes or corrections** to information about a service contained within this edition of The Directory of Eastern Regional Service Provision for Women Who Experience Violence.

**Name of Service/Organisation:**

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**Service Contact Address and Telephone Number(s):**

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**Description of Service:**

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**Name and Position of Respondent:**

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**New Service Information:**

**Change/Correction:**

**Comments:**

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(You may continue on a separate sheet if necessary)

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Post or Fax to: **The Eastern Regional Planning Committee on Violence Against Women**  
**C/o Women's Health Unit, 3<sup>rd</sup> floor, Park House, NCR, Dublin 7.**  
**Telephone: 01-882 3420 Fax: 01-882 3490**

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## **Y**

## **Z**



➤ **NOTES:**

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**APPENDIX A**  
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➤ **Research Findings – Individuals and Agencies that Women Report Domestic Violence to:**

| <b>Individuals and Agencies that Women Report Domestic Violence to:</b> | <b>Percentage:</b> |
|---|--------------------|
| Friend  | 50%                |
| Relative  | 37%                |
| G.P.  | 29%                |
| Gardaí  | 20%                |
| Solicitor   | 16%                |
| Priest/Religious Minister   | 16%                |
| Courts  | 12%                |
| Hospital Casualty Unit  | 4%                 |
| Social Services   | 3%                 |
| Woman's Refuge  | 2%                 |
| Miscellaneous Other   | 5%                 |

**Source: 'Making The Links' (Kelleher Associates and O'Connor, 1995:21)  
(E.S.R.I. Postal Survey)**

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**APPENDIX B**  
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## ➤ Information on the *Domestic Violence Act*

### • **What Protection is available?**

Physical or sexual violence against a family member is a crime. The Gardaí have the power to arrest and prosecute a violent family member.

Under the *Domestic Violence Act* there are two main kinds of protection available:

**A Safety Order:** This is an order of the Court which prohibits the violent person from further violence or threats of violence. It does not oblige the person to leave the family home. If that person lives apart from you, the order prohibits them from watching, or being in the vicinity of your home.

**A Barring Order:** This is an order which requires the violent person to leave the family home and prohibits them from re-entering it.

While you are waiting for the Court to decide on your application, the court can give you an immediate order called a **Protection Order**. This has the same effect as a Safety Order (described above). It is intended to last until the court decides on your case. In exceptional circumstances the Court can grant an **Interim Barring Order** which is an immediate order requiring the violent person to leave the family home. An Interim Barring Order can be made without notice to the violent person for a maximum period of 8 days. It can be renewed within the 8 day period but only if the violent person has been notified and given an opportunity to respond in Court.

### • **Who is Protected?**

You can apply for protection under the *Domestic Violence Act* if you fall under any of the following categories:

**Married Couples:** a married person can apply for any of the above forms of protection against violence by their spouse.

**Co-habiting Couples:** where a couple are not married to each other but are living together, one partner can apply for protection against violence by the other partner. However, a court will not grant a **safety order** unless the cohabitees lived together for 6 months during the 12 month period before the application for protection was made. A court will not grant a **barring order** unless the cohabitees lived together for 6 months during the 9 month period before making the application. A **barring order** will not be made against a cohabitee who owns the place of residence or who has greater ownership rights than the cohabitee seeking protection.

**Parents:** a parent can apply for protection against domestic violence by their own child if the child is over 18. You can get a **Barring Order** unless the adult child owns the home in full, or has greater ownership rights than you do. You can also get a **Safety Order** even if a Barring Order is not available.

**Others Living Together:** you can apply for protection against violence by someone over 18 who you are living with if the court decides that your relationship is not primarily based on contract. For example, two relatives living together could be covered. If you come under this heading, the courts will be able to give you a **Safety Order**. You will **not qualify** for a Barring Order.

**Children:** you can apply for the above orders either because of violence towards you, towards your child, or towards a child who you are looking after. The HSE may, in special circumstances, seek protection on your behalf.

- **How long will these Court Orders last?**

In the District Court, a **Safety Order** can last up to **5 years**, and a **Barring Order** up to **3 years**. These Orders can be renewed.

- **What happens if the Order is broken?**

If you get a Court Order, and the violent person breaks it, this is a **crime**. The Gardaí have the powers to arrest and charge that person.

➤ **NOTES:**

➤ **NOTES:**



➤ **NOTES:**