



# COVID-19: Weekly Family Support Hubs Newsletter

This edition includes:

- Helplines NI
- Kinship Care NI – COVID 19 Community Response Project & Community Food Bank
- The Rainbow Project
- Belfast Trans Resource Centre
- HERE NI
- Ground Work NI – Men's Shed Phone Befriending Service
- Men's Action Network Helpline
- Men's Advisory Project
- Domestic & Sexual Abuse Helpline
- Men's Action Network – Isolation Helpline for Men 50+
- Don't take risks with a sick child
- Employers for Childcare – Family Benefits Advice Service
- TinyLife – Service Update
- NHSCT – Autism Helpline
- WHSCT – Health Visiting Helplines for Parents
- Autism NI – Sensory Bottle Ideas & Calm Down Box Ideas
- Barnardo's – Grieving during COVID 19 Leaflet
- ASCERT – Parent/Carer Support Sessions
- CYPSP – Daily Updates
- Family Support Hub NI
- Stay Well at Home – Workbook for young people 11-19
- Include Youth
- Steps to Cope
- DAISY Helpline
- Ashton CORE Project – Free Driving Lessons
- EA – Eat Well Live Well
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- Family Mediation NI
- Benefits of Mediation
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- Here 2 Help App
- St Vincent De Paul
- Christian Against Poverty
- StepChange
- Advice Space
- Advice NI
- Community Advice – Antrim & Newtownabbey
- North Belfast Advice Partnership
- Community Advice – Armagh
- Community Advice – Lisburn & Castlereagh
- Community Advice – North Down & Ards
- Community Advice – Newry, Mourne & Down
- Community Advice – Banbridge
- Society of St Vincent De Paul Newry
- Community Advice – Craigavon
- Community Advice – Fermanagh
- Mid & East Antrim Community Advice Services
- Advice North West
- IRIS
- Support Services in SEHSCT area
- Addiction NI
- North & West Belfast Soup Kitchen
- Down Armagh Rural Transport Partnership
- Things to Look Forward To
- Good News Stories– Autism NI & YMCA
- PAKT Project Carrickfergus

This edition of the newsletter provides advice, resources and project updates as of 29<sup>th</sup> April 2020.

**The Family Support Hubs continue to be open for referrals during the current situation. They will try to access Family Support agencies during this time but this will be subject to individual projects ability to respond.**

If you want to advise us of any changes to service provision or have particular needs you want to source during the current situation please contact [Helen.dunn@hscni.net](mailto:Helen.dunn@hscni.net) and we will try to connect with the appropriate information.

There are 29 family support hubs across Northern Ireland supporting families. [www.cypsp.hscni.net/family-support-hubs/#ffs-tabbed-23](http://www.cypsp.hscni.net/family-support-hubs/#ffs-tabbed-23)

If you would like a service to be included in the next edition of the newsletter please send details to: [cypsp@hscni.net](mailto:cypsp@hscni.net)



**New COVID-19 helplines added to website offering a wide range of support**  
Community Helpline  
Diabetes Helpline  
HMRC Helplines for businesses and many more!



# COVID-19 COMMUNITY RESPONSE PROJECT



Are you a **grandparent carer**, aged 60-75 years) bringing up your **grandchildren**?

Are you a **sibling carer**, aged 18-25 years) bringing up your younger **brothers** and **sisters**?



## Are you self-isolating and in need of support?

Do you or the children you are caring for have pre-existing health conditions which places you and/or your children at great risk of contracting COVID-19?

Our Community Response Project provides kinship carers and their children with:-

- Accurate and up to date advice and information on the symptoms of COVID-19 and self-isolating measures.
- Advice and assistance on benefit entitlements
- Food parcels and other essentials.
- Toys, books and arts and craft materials for children
- Other practical and emotional support to help support you and your children at this uncertain time.

✉ For more information email [info@kinshipcareni.com](mailto:info@kinshipcareni.com)

f or send us a PM via our Facebook Page (Kinship Care Northern Ireland)



# Caring During COVID-19 COMMUNITY FOOD BANK

Kinship Care NI have launched a Community Food Bank to provide food and other essential items to individuals and families in the community who are experiencing considerable hardship as a result of COVID-19.

OUR COMMUNITY FOOD BANK WILL PROVIDE FOOD AND OTHER ESSENTIAL ITEMS TO

**OLDER PEOPLE**  
aged 65 years over who have limited and/or little in the way of family support.



**YOUNG PEOPLE**  
aged 18-25 years who have lost their jobs and who live alone with no income and are struggling to buy food.



**FAMILIES**  
with children who are not receiving the free school meal payment and who are facing considerable hardship.



Community Food Banks will operate out of our Centres in **Derry/Londonderry, Strabane, Magherafelt and Newtowncunningham, Co. Donegal.**

For more information or to enquire about receiving support please **PM our Facebook Page** Kinship Care Northern Ireland or email [info@kinshipcareni.com](mailto:info@kinshipcareni.com)



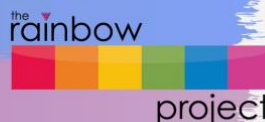


We want to reassure our clients and anyone who has ever thought of contacting The Rainbow Project for advice or guidance, we are here for you now and we'll be here for you throughout this challenging time.

For the quickest response send us a message on Facebook/ Twitter/ Instagram and a member of staff will get back to you as quickly as possible.

Call us, 02890319030 and if we aren't able to answer please leave a message and we will respond as quickly as we can.

Alternatively you can email us  
[info@rainbow-project.org](mailto:info@rainbow-project.org)



[www.rainbow-project.org](http://www.rainbow-project.org)

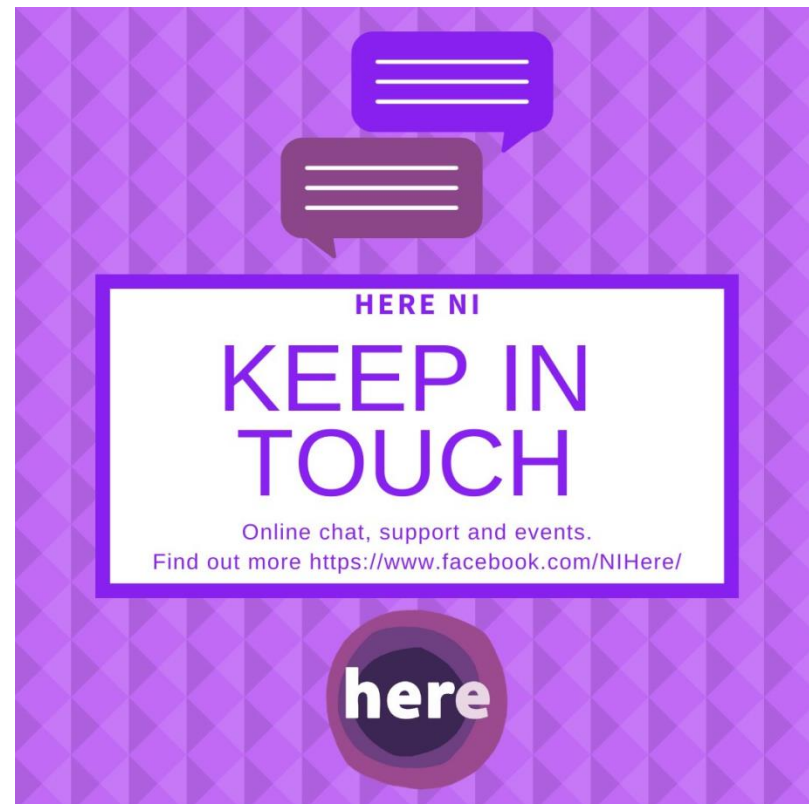


**ONLINE  
SUPPORT**

*if you need advice, support or advocacy,  
please contact*

[support@transgenderni.org.uk](mailto:support@transgenderni.org.uk)  
0300 302 3202

<https://belfasttrans.org.uk/>



<https://here875008472.wordpress.com/>







Men's Shed members across NI  
Are you experiencing loneliness or isolation?

Men's Shed Phone Befriending  
Service

Available every Wednesday from  
10am-1pm & 2pm-4pm

Email  
[mensshed@groundworkni.co.uk](mailto:mensshed@groundworkni.co.uk) to  
schedule a time to chat

#TogetherApart



[www.groundwork.org.uk/hubs/northernireland/](http://www.groundwork.org.uk/hubs/northernireland/)

MEN  
EXPERIENCE  
DOMESTIC &  
SEXUAL  
ABUSE TOO

PHYSICAL ABUSE

VERBAL ABUSE

ISOLATING BEHAVIOUR

FINANCIAL CONTROL

THREATENING  
BEHAVIOUR

SEXUAL  
ABUSE

EMOTIONAL OR  
PSYCHOLOGICAL ABUSE

If you are a male living with the experience of  
**Domestic or Sexual Abuse / Violence**  
and would like to talk to a counsellor in confidence,

Please call us when it's safe for you to do so. Leave your details and a call back time that's safe for us to call you.

Or text: 07544802916 with your details and again, a safe time for us to call you back.

**Helpline** Weekdays - 0900 - 1600  
**028 7122 6530**

Or text: 07544802916 with your details and again, a safe time for us to call you back.



Men's Action Network

See our leaflets for more information

[www.man-ni.org](http://www.man-ni.org)

© 2020



[www.mapni.co.uk](http://www.mapni.co.uk)

Email: [info@mapni.co.uk](mailto:info@mapni.co.uk)

Call The Mens Advisory Project today, for confidential support and information on

**Belfast. 028 9024 1929**

**Foyle. 028 7116 0001**

### DOMESTIC AND SEXUAL ABUSE HELPLINE

**Calling the Helpline may be the first time you've spoken about your experiences**

Our Helpline operators provide a safe & confidential place to talk. They are available to help and you can contact us by phone, email and by webchat.

Telephone: 0808 802 1414 – 24/7 Confidential & Free  
Email: [help@dshelpline.org](mailto:help@dshelpline.org)  
Webchat: [www.dsahelpline.org](http://www.dsahelpline.org)

**domestic and  
sexual abuse  
helpline  
0808 802 1414**



**Men'sActionNetwork**

Supporting and Promoting Male Health and Wellbeing



**Covid 19  
Isolation  
Helpline**

**Men aged 50+**

**Listening Ear**

**Community Information**

**Signposting**

Register your interest for a call back:

**02871377777**

***admin@man-ni.org***

The  
Community  
Foundation



**Men'sActionNetwork**

Supporting and Promoting Male Health and Wellbeing



# Don't take risks with a sick child

HSC Health and Social Care

-  If your child is unwell and you are worried contact your GP.
-  If you think your child is seriously ill you should take them to the nearest Emergency Department. Ring ahead if they have a respiratory condition.

Our GPs and most Emergency Departments are still open for business and are ready to care for sick children.



## Employers For Childcare

### Do you have questions about Tax-Free Childcare?

- Am I eligible?
- How does it work?
- How much money could I save?
- Can I use it along with Childcare Vouchers?

Call our **Family Benefits Advice Service** on 0800 028 3008 for free, impartial and confidential advice.



## COVID-19: ADVICE & SUPPORT



TinyLife provides support to parents of babies who have been born prematurely (before 37 weeks) or have spent time on a Neonatal Unit from birth due to illness. Due to the current restrictions in place due to the Covid-19 pandemic they have made some changes to TinyLife support services to ensure that families of premature and neonatal babies in Northern Ireland can continue to be supported during this very difficult time.

[View service update here](#)

[www.tinylife.org.uk](http://www.tinylife.org.uk)

HSC Northern Health and Social Care Trust

COVID-19

## Helpline

for families of children & young people with Autism or those waiting assessment

Monday - Friday 9:30AM - 4:30PM



028 2563 3777



PaediatricAutismService@northerntrust.hscni.net





# Health Visiting Helpline for Parents

Continue to contact your  
Health Visitor if you have  
a concern about your  
child's health and  
development

Contact:

Londonderry/Limavady/Strabane: 07557174129

Enniskillen Area: 07825196981

Omagh Area: 028 82835555

Autism NI have developed a range of resources to help autistic individuals, professionals, parents/carers and family members to gain access to knowledge and information that they may find useful.

Resources include 'Sensory Bottle Ideas' and 'Calm Down Box Ideas'. These, along with other resources are available to download via their website at <http://www.autismni.org/resources.html>



Barnardo's Child Bereavement Service have produced a useful leaflet for dealing with bereavement.

[Child Bereavement Service](#)  
[Grieving during covid-19 Leaflet](#)

Advice Line for children, parents and carers  
Tel. 07867372711



## ASCERT Parent/Carer Support Sessions

In response to the growing need for parent support groups within Northern Ireland, ASCERT are adapting our usual face to face support to provide on-line parent support.

We have developed 8 support sessions with specific subjects so you can access the ones you are interested in or attend them all – it's entirely up to you.

**Sessions will begin Tuesday 28th April @ 7pm- 8.30pm via Zoom.**

To join this group please follow the link below which will direct you to the ASCERT Parent/Carer closed group

<https://www.facebook.com/groups/883771135427888/>



LINK TO  
GROUP: <https://www.facebook.com/groups/883771135427888/>



Daily Updates

[Click here to stay  
informed](#)

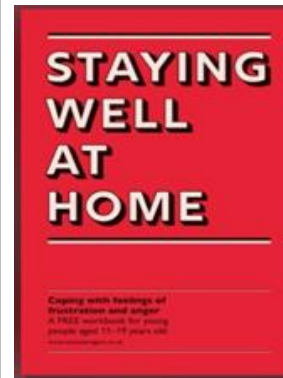
CYPSP  
Children & Young People's Strategic Partnership

familysupport NI.gov.uk

Helping You Find the Services You Need

If you would like to find out more about family support services in your area please see the Family Support NI website at: [www.familysupportni.gov.uk](http://www.familysupportni.gov.uk)

A workbook to help young people aged 11-19 cope with feelings of frustrations and anger during the lockdown.



[This free resource pack](#) of activities, exercises and worksheets can help young people explore their feelings, better understand their anger triggers, and develop positive coping strategies. This has been specifically developed to do alone or with the support of a professional (or other trusted adult), helping children and young people keep mentally and emotionally healthy during lockdown.





**AS WE SOCIAL DISTANCE  
& SELF ISOLATE WE NEED TO  
REMEMBER THAT NOT EVERY  
HOUSE IS A SAFE HOME**

**IF THIS AFFECTS YOU  
YOU CAN ALWAYS  
REACH OUT TO A  
TRUSTED ADULT OR  
YOUTH WORKER**

include  
**YOUTH**

**GIVE  
AND  
TAKE**



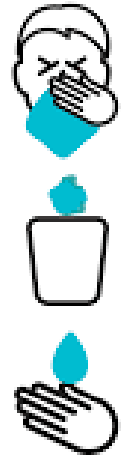
**ARE YOU LIVING WITH A PARENT/CARER  
WHO IS MISUSING DRUGS OR ALCOHOL  
OR DEALING WITH MENTAL HEALTH  
DIFFICULTIES?**



**VISIT [STEPSTOCOPE.CO.UK](https://stepstocope.co.uk) FOR TOOLS  
THAT CAN HELP YOU COPE DURING THIS  
TIME.**

STEPS **COPE** **ASCERT 21** **Believe in children** **Barnardo's** **South Eastern Health and Social Care Trust** **AFINet** **COMMUNITY FUND**

**HSC** Public Health Agency



**CATCH IT.**

**BIN IT.**

**KILL IT.**

**Are you 11-25 and  
worried about your  
own substance  
misuse?**

Contact the DAISY service for free and confidential support over the phone or by video call:

0800 2545 123      [daisy@ascert.biz](mailto:daisy@ascert.biz)

**ASCERT 21** **DAISY** **START 360**





**ashton**  
CORE Project

**FREE  
Driving  
Lessons**

**For 17-24 Year Olds**

If you would like to register your interest for future driving lessons please get in touch.

To be considered you must have your provisional licence and theory test.

Dates not confirmed due to the current lockdown restrictions.

Not in education, employment or training or less than 16 hours per week

For further information, contact 07752190297 or email: [core@ashtoncentre.com](mailto:core@ashtoncentre.com)  
[facebook.com/coreproject1/](https://www.facebook.com/coreproject1/)  
20 Cliftonville Road, Belfast, BT14 6JX

[www.ashtoncentre.com](http://www.ashtoncentre.com) [facebook.com/coreproject1/](https://www.facebook.com/coreproject1/)

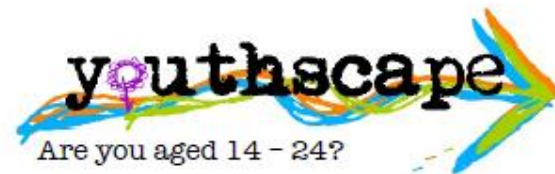
This project is part funded through the Northern Ireland European Social Fund Programme 2014-2020 and the Department of the Economy.



## EAT WELL LIVE WELL

A 5-day food box providing breakfast & lunch of non-perishable goods. For young people aged 4-25 years who are members of an EA registered youth organisation.

[www.youthonline.org.uk](http://www.youthonline.org.uk)



Are you aged 14 - 24?

**Come and Join our online Programme and be part of the Youthscape Community**

**Starting May 2020**

**Contact:**  
Ballybofey: 086 2678222  
Dungannon: 07657178195  
Enniskillen: 07657178182  
Letterkenny: 086 2678223  
Omagh: 07657178139

**For more info**  
Gain a Level 1 OCN in Vocational Skills

- 1:1 mentoring support
- Online activities
- Good relations/ personal development
- £8 per day
- 3 days per week
- Data Allowance



Special EU Programmes Body  
Foras Um Chláir Speisialta An AE  
Board O Owre Ocht UE Projects



**Peace4Youth**





# WE'RE OPEN!

Family Mediation NI  
continues to offer  
mediation sessions  
via online platforms



to those separated parents who  
wish to engage in child  
focussed mediation

FMNI now provides online mediation\*  
Call us to avail of HSCB funded service  
for separated parents

Sessions offered to parents wishing to avail of  
mediation during COVID-19 and beyond\*

\*subject to suitability

For more information, please contact **02890 243265**  
or [enquiry@familymediationni.org.uk](mailto:enquiry@familymediationni.org.uk)  
or [administration@familymediationni.org.uk](mailto:administration@familymediationni.org.uk)  
visit [www.familymediationni.org.uk](http://www.familymediationni.org.uk)



## COVID-19 SEPARATED PARENTS GUIDANCE FROM THE DEPARTMENT OF HEALTH

“ In the current circumstances, in making decisions about the movement of children between parental households, there is an onus on parents to work out a temporary arrangement through cooperation and compromise. This will require them to undertake a reasonable assessment of the family circumstances, including the child's health, the risk of infection and the presence of any recognised vulnerable individuals in one household or the other. ”

[www.familymediationni.org](http://www.familymediationni.org)

FMNI would encourage those separated parents who cannot see their children for health and safety reasons that contact is maintained via on-line platforms to ensure well-being of children of all ages.

[www.familymediationni.org.uk](http://www.familymediationni.org.uk)





## HOW TO MEDIATE HOUSEHOLD CONFLICTS

Agree which members of the household would like to act as Peacemaker/Mediator.

If a dispute arises those in dispute call in the services of the Peacemaker/ Mediator before the situation escalates out of control.

The role of the Peacemaker/ Mediator is to help the disputants to reach a workable compromise or resolution.

The Peacemaker/ Mediator should chair the meeting and set the ground rules: when one person is speaking no-one will interrupt, everyone will communicate respectfully, all issues will be raised and discussed and the Peacemaker/Mediator will assist everyone to find a resolution.

## FORMULA FOR MEDIATION

1. Peacemaker/ Mediator listens as each party outlines their point of view as to what the issue is.
2. Peacemaker/ Mediator asks each party to offer options that might help resolve the problem and to number these in their order of preference.
3. The Peacemaker/ Mediator writes these on a sheet and explores them with the parties.
4. The Peacemaker/ Mediator encourages the parties to see how they can resolve the problem taking into account everybody's needs.

This formula could help reach agreement on most areas of household activities and ensure that everyone has their preferences taken into account to some extent.



## BENEFITS OF MEDIATION



**SPEEDY AND  
EFFICIENT**

**ENCOURAGES  
RESPECT FOR  
EACH OTHER**

**YOUR FAMILY  
DECIDE YOUR  
OWN SOLUTIONS**

STATISTICS SHOW A  
SUCCESS RATE FOR  
PROFESSIONAL  
MEDIATION AVERAGING

**80%**

CONTACT A PROFESSIONAL MEDIATOR

**WWW.THEMII.IE**

## HOUSEHOLD ISSUES THAT MEDIATION CAN HELP TO RESOLVE INCLUDE:

### Boundaries and Personal Space

Agree to;

- Where possible, give each other personal space
- Be patient with each other
- Communicate respectfully and early where there is a problem
- Nominate a "peacemaker" for each week

### Family Entertainment

- Agree family/household TV viewing times
- Agree use of computers and game consoles.
- Agree daily exercise/outdoor activities
- Agree family/household games

### Household Chores

- Agree who will do the next shopping, and run a list
- Set out a weekly household chores rota
- Agree a weekly meals preparation rota and washing up

### Work/study

- Agree private time/space for those working from home
- Agree private time/space for those studying at home
- Agree private time/space for those needing some "downtime" i.e reading, playing an instrument etc.

### Contact with family members

- Continue co-parenting arrangements where there are two homes, subject to any Covid-19 restrictions
- Where scheduled co-parenting cannot continue ensure ample communication with the other parent via digital platforms or telephone
- Schedule Grandparent/extended family time online
- Schedule time with friends online



As probation staff and many others work differently to deliver services, the use of technology is more important than ever. PBNI app 'changing lives' can be downloaded for free to help individuals identify thoughts & feelings & find helpful resources.



## CHANGING LIVES

Putting Justice, Mental Health, Addiction and Victim support services at your fingertips.

Using the App you can:

- Track the state of your Wellbeing & Mental Health
- Use the calendar for date reminders
- Get advice on Mental Health and Addiction issues
- Have health service contacts at your fingertips
- Find out what it means to be supervised by Probation
- Quickly contact your local Probation Office
- Register with Probation if you are a victim of crime

The App has been designed to help you understand what to expect from Probation, to help reduce any anxiety you may have if coming into contact with Probation, and to help you access mental health and addiction support.



**PBNI** Probation Board for Northern Ireland

**IF YOU NEED TO SPEAK TO SOMEONE IN PROBATION PLEASE CONTACT US ON ONE OF THE NUMBERS BELOW:**

**PBNI Headquarters**  
Monday - Friday  
 (028) 9052 2522

**Omagh Probation Office**  
Tuesday  
 (028) 8225 4872

**Portadown Probation Office**  
Thursday  
 (028) 3839 7575

**Dungannon Probation Office**  
Friday  
 (028) 8775 4848

**Newry Probation Office**  
Monday  
 (028) 3025 3030

**Derry - Shipquay Street Probation Office**  
Wednesday  
 (028) 7131 9670

**Ballymena Probation Office**  
Thursday  
 (028) 2566 2345





Prison Fellowship is a Christian ministry responding to the spiritual, emotional, social and physical needs of prisoners, released prisoners and their families. Offering hope and a new beginning.

E: [info@pfni.org](mailto:info@pfni.org)  
T: 02890 243691

[www.pfni.org](http://www.pfni.org)

RESTORATIVE PRACTICE UNDERSTANDING  
KNOWLEDGE LISTENING JUSTICE ADVOCACY  
HEALING COMMUNITY PROFESSIONALISM  
SOLUTIONS SUPPORT REFLECTION  
MEDIATION CONTRIBUTE RELATIONSHIPS  
SOCIAL LEARNING DEVELOP  
RECONCILIATION FORGIVENESS INCLUSION

The STARS Project (Striving To Achieve a Restorative Society) provides FREE restorative training to community and statutory workers, supporting their personal and professional development. We offer a range of accredited training with 1:1 mentoring support throughout to support individuals on their restorative journey. Our objective is to expand their knowledge of restorative practices and how it can be applied to their work and life. Restorative justice and practices is a method used to deal with conflict and repair the harm in a peaceful way while building or preserving relationships. Generally it involves the victim, the community and the offender.

The programme is delivered by CRJI (Community Restorative Justice Ireland) NIA (Northern Ireland Alternatives) and is funded by Cooperation Ireland and The Executive Office.

Restorative Practices works in eight areas across the North:

- West Belfast
- East Belfast
- North Down
- Shankill
- North Belfast
- Lurgan
- Derry/Londonderry
- Larne and Carrick.



**For further information, contact:**  
**Andrea McLoughlin, Restorative Practices Co-ordinator**  
Community Restorative Justice Ireland, 27A Colinglen Road, Belfast BT17 0LR  
Tel: 028 9521 2133 Email: [amcl@crjireland.org](mailto:amcl@crjireland.org)

Delivered by



Funded by







## 15 common coronavirus scams to watch out for



Pension scams



Free COVID-19 testing



Tax rebate scams



DVLA refunds



Free supermarket vouchers



Fake competitions



Investment scams



Free school dinner vouchers



Travel scams



Automated messages from  
your service providers



Free payments from  
the government



Doorstep scams eg collecting  
groceries/cleaning services



Websites selling  
fake PPE



Charity scams eg posts asking you  
to donate to a sick loved one



Fake fines for leaving  
your property

**Report scams to Action Fraud on  
0300 123 2040 or the PSNI on 101**



### Changes to PIP in Response to Coronavirus (COVID- 19) in Northern Ireland

The Law Centre NI team are working hard to bring you the most up to date information on changes to social security provisions in Northern Ireland.

Update with all the key information on Personal Independence Payment (PIP), following the Disability Consultative Forum held in April, can be viewed [here](https://www.lawcentreni.org).

[www.lawcentreni.org](https://www.lawcentreni.org)



Coronavirus weekly updates from the Advice NI Policy Team are now available online at:

<https://www.adviceni.net/tags/covid-19-policy-update>.

These cover a range of issues including social security changes, announcements and information, HMRC updates and much more.



**INTERPRETERNOW**

### HEALTH AND SOCIAL CARE REMOTE SIGN LANGUAGE INTERPRETING SERVICE

A free remote interpreting service for British Sign Language (BSL) and Irish Sign Language (ISL) users in Northern Ireland has been introduced to provide the Deaf community with access to NHS111 (Northern Ireland COVID-19 advice line) and all health and social care services during the COVID-19 pandemic.

Further information and details on how to access the service is available at:

<http://www.hscboard.hscni.net/interpreting-service-bsl-isl/>

# CROHN'S & COLITIS UK

## Important information



If you've got **Crohn's Disease** or **Ulcerative Colitis** and you're worried about Coronavirus or if you want to read the latest guidance on how to take extra precautions visit:

[www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)

**STAY AT HOME**

PROTECT THE **NHS**

♥ **save lives**

A NEW  
FREE  
APP  
FOR  
EVERYONE...



## INFO + ADVICE 24/7

A free app, designed to give **quick advice** on many subjects and **fast contact info** for a majority of life's problems.

Download it today as a source of great info...

Available on the  
**App Store**

GET IT ON  
**Google play**

[www.here2helpapp.com](http://www.here2helpapp.com)





**St Vincent De Paul (Northern Ireland) – Belfast**

(028) 90351561

[info@svpni.co.uk](mailto:info@svpni.co.uk)

Derry Office

(028) 71265489

[svp.derry@svpni.co.uk](mailto:svp.derry@svpni.co.uk)

West Belfast

(028) 90601899

<https://www.svp.ie/home.aspx>



Christians Against Poverty can help if you are feeling the weight of debt, struggling to find work or just need a bit of help budgeting.

Freephone: **0800 328 0006**

<https://capuk.org/i-want-help>



StepChange provides free and impartial advice on debt and money management

<https://www.stepchange.org/how-we-help/debt-advice.aspx>



Free confidential advice including help with debt problems

0300 1233 233

[www.advicepace.me](http://www.advicepace.me)



**EU Settlement Scheme Advice**

**Freephone 0800 138 6545**

Text EUSS to 66644 or email [euss@adviceni.net](mailto:euss@adviceni.net)

Monday to Friday 10am-4pm

**Debt Advice Service**

**Freephone 0800 028 1881**

Monday to Friday 8am-6pm

Text ACTION to 81025 or email: [debt@adviceni.net](mailto:debt@adviceni.net)

**Independent Welfare Changes Helpline**

**Freephone 0808 802 0020**

Monday to Friday 9am-5pm or email:

[welfarechanges@adviceni.net](mailto:welfarechanges@adviceni.net)

**Tax and Benefits Advice**

**Freephone 0800 988 2377**

Monday to Friday 9am-5pm or email: [tax@adviceni.net](mailto:tax@adviceni.net)

**Business Debt Service**

**Freephone 0800 083 8018**

Monday to Friday 9am-5pm or email: [bds@adviceni.net](mailto:bds@adviceni.net)

<https://www.adviceni.net/>

**Are you currently in a financial crisis?**

Contact us on 02895 906505 for advice on discretionary support and contingency fund grants







**WE HAVE MADE CHANGES TO OUR SERVICES, PLEASE TELEPHONE OR EMAIL FOR ADVICE AND INFORMATION**  
Please contact any NBAP Service for advice on Benefits, Entitlements, Debt and Crisis Support.

EMAIL: [advice@ligonielvillage.com](mailto:advice@ligonielvillage.com)

|                                  |               |
|----------------------------------|---------------|
| Ardoyne Association              | 028 9071 5165 |
| Ballysillan Community Forum      | 028 9039 1272 |
| The Vine Centre                  | 028 9035 1020 |
| Ligoniel Improvement Association | 028 9039 1225 |
| Tar Isteach                      | 028 9074 6665 |



Contact arrangements during COVID-19

Advice Line:  
9.30am-3pm, Monday to Friday  
07892712394 / 07753427622

Alternatively you can email your name and contact number to:  
[donna.morris@communityadvicearmagh.com](mailto:donna.morris@communityadvicearmagh.com)



Our phone lines are open  
Monday to Friday, 9am to 4pm and our fully qualified advisors can advise on benefits, employment, debt, furlough, consumer advice, housing issues etc.

Whatever the question we should be able to answer it or signpost you to someone who can.

Tel: 02892662251  
Email: [calc@calcni.com](mailto:calc@calcni.com)



Community  
Advice  
Ards and North Down



**Advice Line**  
**0300 123 9287**

Local rate - 10am - 4pm - Monday - Friday



**0300 30 30 306**  
**9:00am - 2:00pm**  
**advice@advicenmd.com**



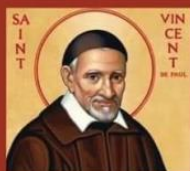
Society of St. Vincent de Paul

### **A Message from the Society of St. Vincent De Paul, Newry**

We are here to help. If you are struggling financially during these difficult times, contact us today.

**All calls are treated confidentially.**

St. Joseph's Conference, Mill Street **028 3025 2968**  
 Sacred Heart Conference, Bridge Street **075 9232 1453**  
 St. Brigid's Conference, The Meadow/Derrybeg **075 1717 0286**



**"Fear not; calm will follow  
the storm and perhaps soon."**

St. Vincent De Paul



If you need any advice and/or information, give us a call on

**028 406 22201**

Leave your name, number, postcode, and brief details of your query.

Alternatively, send us an email to [advice@cabanbridge.org.uk](mailto:advice@cabanbridge.org.uk) with the same details.

Our advisers will return your call as soon as possible.



### **CURRENT OPERATIONAL ADVICE SERVICES**

**TELEPHONE**

028 38 36 11 81  
 Mon – Fri  
 9am – 5pm

**E-MAIL**

[enquiry@advicecraigavon.com](mailto:enquiry@advicecraigavon.com)



Our Advice Line is open for all our clients living across Co. Fermanagh .....

If you need advice or information, please give us a call and we will do our very best to help you.

Please call us on 07394921753  
9.00 am to 5.00 pm, Monday to Friday.

If the line is busy, please leave a message and we will get back to you. Your query is important to us.

Alternatively, you can e-mail us 24 hours per day to [speoples@communityadvicefermanagh.com](mailto:speoples@communityadvicefermanagh.com), and we will respond within 24 hours.



Mid & East Antrim  
**Community  
Advice Services**

MEA Community Advice Services remain open for business.

9am-5pm, Monday-Friday

028 96 001333 Option 2



## ADVICE NORTH WEST

DUE TO THE CORONAVIRUS WE WILL  
BE PROVIDING ADDITIONAL OPENING HOURS  
FOR ALL OF YOUR ADVICE NEEDS  
TELEPHONE AND EMAIL ADVICE ONLY

WED-THU 5PM - 7PM

SAT 9AM - 1PM

PLEASE CONTACT US ON

**0300 30 33 650**

OR [ADVICE@ADVICENORTHWEST.COM](mailto:ADVICE@ADVICENORTHWEST.COM)

FOR DEBT ADVICE CALL **02871370337**

OR [DEBTADVICE@ADVICENORTHWEST.COM](mailto:DEBTADVICE@ADVICENORTHWEST.COM)

**FOR UP TO DATE INFORMATION VISIT:**

[www.advicenorthwest.com](http://www.advicenorthwest.com)

[twitter.com/north\\_advice](https://twitter.com/north_advice)

[facebook.com/advicenorthwest](https://facebook.com/advicenorthwest)

*WHERE ADVICE IS FREE AND PEACE OF MIND PRICELESS*





# IRIS

Are you being hurt by someone in your family?  
Are you afraid of someone at home or in an  
abusive relationship?

Have you been raped, sexually assaulted or have  
you experienced childhood sexual abuse?

## What is IRIS?

IRIS is a specialist **domestic and sexual violence and abuse (DSVA)** training, support and referral programme for general practices. It is a partnership between health and the specialist DSVA sector. IRIS provides in-house DSVA training for general practice teams and a named advocate to whom patients can be referred for support.

## What is the Advocate Educator?

The advocate educator is a specialist DSVA worker who is linked to the practices and based in a local specialist DSVA service. The advocate educator provides training to the practice teams and acts as an ongoing consultant as well as the person to whom they directly refer patients for expert advocacy.

Available in  
the Newry,  
Mourne &  
Down Area

## If you choose to talk to us, we can:

- Support you directly
- Help you get the specialist support you need

## PRACTICES WHO HAVE SIGNED UP TO THE IRIS PROJECT ARE...

Scarva Street Surgery, Loughbrickland  
 Ballyward Surgery, Castlewellan  
 Cornmarket Surgery, Newry  
 Clanrye Medical Practice, Newry  
 Mourne Family Surgery, Kilkeel  
 Shanlieve Surgery, Kilkeel  
 Summerhill Surgery, Warrenpoint  
 Newtownhamilton Surgery, Newtownhamilton  
 Newtownhamilton Health Centre, Newtownhamilton



# IRIS

Identification & Referral to Improve Safety

[www.womensaidarmaghdown.org](http://www.womensaidarmaghdown.org)



If you feel you would like to access this service and are registered with any of the practices listed **please speak with your GP** and ask them to refer to the IRIS programme or alternatively **please contact 028 3839 7974** and ask to be put through to the **IRIS worker**



## South Eastern Health and Social Care Trust

Looking after yourself and others.

Details of support services with in the  
South Eastern Health and Social Care area.

[View Services  
Here](#)

# PLANNING FOR COVID-19

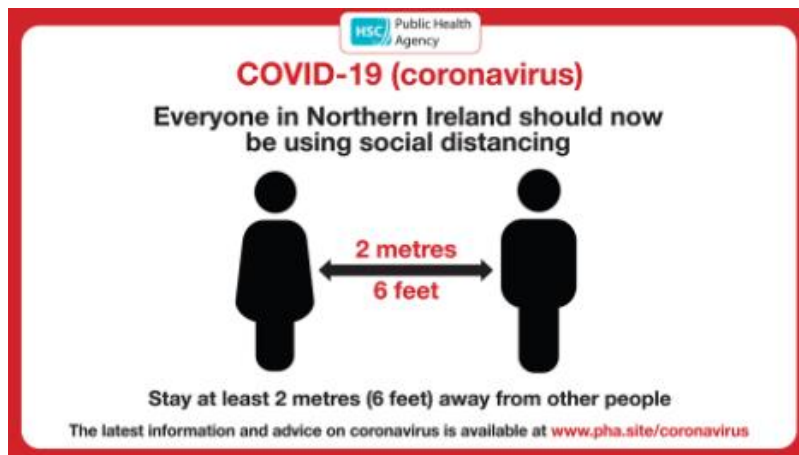
# KEEP YOURSELF SAFE



The risk of a fatal overdose is much higher if there is  
nobody around to help.

If you are socially isolating and aren't using in the  
company of your usual group, connect with your  
family, friends, support workers and neighbours to  
discuss how you can keep yourself as safe as possible.









# Things to Look Forward To

Draw, write or tell someone answers to any of the following questions

When places open-up again, where is the first spot you'll go?

What parts of school have you most missed?

When places open-up again, where is the first spot you'll go?

Who will you visit, out of everyone you know?

Who will you visit, out of everyone you know?

Which friend will you first invite around to play?

Or any events you don't want to be late for?

Are there any activities you really can't wait for?

What parts of school have you most missed?

Is there anywhere you'd like us to go to, to stay?

Which play places will be first on your list?



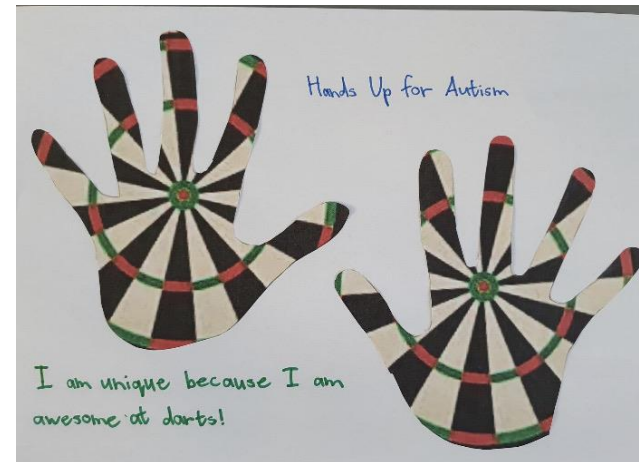


Autism NI wanted to spread some positivity this Autism Awareness Month and show how unique we all are.

We asked for children to paint or draw their hand prints, write under it what makes them unique and share their pictures (with help from parent/carer) using the hashtag #HandsUpForAutism

We then used these to brighten up our timelines.

We have had a fantastic response from children across Northern Ireland.  
#autismawarenessmonth #AutsticAndUnique #staypositive





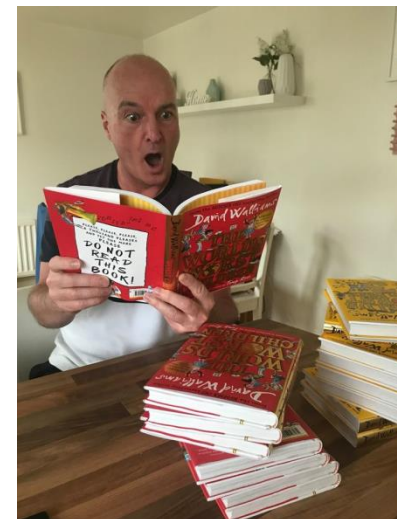
The YMCA PAKT Project in Carrickfergus have been encouraging the children and their families to establish a routine and engage in a range of activities.

These have included cookery on a Friday night when the ingredients are dropped off with the families and the children cook the dinner.

Every Saturday a local restaurant supplies 250 meals and the PAKT staff deliver some of these to families in the area. Parents have reported this this been a lifeline.

Also the youth leader Maurice Shearer has made use of the CYPSP Children`s Resource Pack with the children starting with PE with Joe every morning and craft work during the day as well as the David Walliams Book Club.

Many thanks to Children in N.Ireland for their support with this work. Looks like they are all having a lot of fun including the adults!



For further information on Family Support Hubs in your area?  
Contact: Helen Dunn, Regional Coordinator of Family Support Hubs

Email: [Helen.dunn@hscni.net](mailto:Helen.dunn@hscni.net)