

# A guide to essential support services in Ireland for refugees and asylum-seekers

The organisations listed in this document provide a wide range of information and support to asylum-seekers and refugees across the country, including legal, educational and health advice.

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# 01: General Information



## Jesuit Refugee Service (Offices in Dublin and Limerick)

The Jesuit Refugee Service serves, accompanies and advocates on behalf of refugees and other forcibly displaced persons. In Ireland, JRS assist persons granted status/permission to remain to exit Direct Provision in a timely manner by facilitating access to appropriate accommodation options.

<https://jrs.ie/>



## Irish Refugee Council

The Irish Refugee Council is a national, independent NGO (non-governmental organisation) working with refugees and asylum-seekers. The IRC operates a Drop-In Centre for information and assistance on the asylum process, Direct Provision and Family Reunification. They also operate a Law Centre which provides advice for those at the early stages of the asylum process.

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



## Immigrant Council of Ireland

The Immigrant Council of Ireland is a national, independent NGO that promotes the rights of migrants. It operates an immigration helpline and a Law Centre, providing legal services and legal advice.

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



## Nasc (Cork based)

Nasc is an independent NGO working to link migrants and ethnic minorities to their rights, providing information and advice on a range of immigration and asylum-related issues, and operating a walk-in legal clinic for refugees and migrants.

<https://nascireland.org/>

# 01: General Information



## Doras (Limerick based)

Doras is an independent NGO working to support and promote the rights of migrants living in Ireland. It has an advice and information centre on immigration-related issues such as asylum applications; Direct Provision; Family Reunification; employment rights and reporting racism. Doras also provides a legal clinic for refugees and migrants.

<https://doras.org/>

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## Crosscare

Crosscare Migrant Project supports Irish emigrants, returning Irish emigrants, and immigrants in Ireland. It aims to provide a quality information and advocacy service to enable people, especially those in vulnerable circumstances, make informed choices and access their rights.

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

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## Citizens Information

Citizens Information provides information on public services and entitlements in Ireland. It provides information from various government departments and agencies which is presented in an easy-to-understand way. They provide information on the asylum process in Ireland, the rights and obligations of asylum-seekers and the services and entitlements for asylum-seekers.

<https://www.citizensinformation.ie/en/>

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## Office of the Ombudsman

The Office of the Ombudsman examines complaints from people who feel they have been unfairly treated by a public service provider (such as government departments, the HSE, etc). For those living in the Direct Provision system, the Ombudsman can examine complaints about certain actions of accommodation centres and the International Protection Accommodation Service (IPAS).

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

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# 01: General Information



## Irish Red Cross

The Irish Red Cross provides a free service, known as Restoring Family Links, which traces separated relatives, restores contact with relatives and helps to reunite families.

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

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## New Communities Partnership (Offices in Dublin and Cork)

New Communities Partnership is an independent national network of over 150 immigrant-led groups which supports and connects them to each other.

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

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## 02: Legal Services



### Legal Aid Board

The Legal Aid Board is the main legal aid provider in Ireland and offers legal aid and advice to asylum-seekers and refugees. They advise on matters such as: filling out the questionnaire for the asylum application, preparation for the interview at the IPO, interpreters for appointments with your solicitor, appeals and deportation orders.

<https://www.legalaidboard.ie/en/>

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### Free Legal Advice Centre (FLAC)

FLAC is an independent voluntary organization which provides free legal advice in the areas of immigration law, family law and employment law. The Centre runs a Legal Advice Clinic and a telephone Information and Referral Line for accessing basic legal information.

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

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# 03: Health Services



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

## Health Service Executive (HSE)

The HSE is the national health service in Ireland. There is an initial health screening service for asylum-seekers living in Baleskin. Further information about both mental and physical health can be found by contacting your Local Health Office. A list of local health offices is available at the link below. In Ireland, a doctor is called a GP (General Practitioner) and can help you with medical issues. **In an emergency phone 112 or 999 to call an ambulance.**

<https://www.hse.ie/eng/>

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HealthConnect

## Health Connect

Health Connect is a multilingual website which connects people to the health services they need, taking into account their location and the services available in that area.

<https://healthconnect.ie/>

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## Safetynet

Safetynet employs doctors, nurses and support workers to provide services to homeless people and vulnerable groups. Safetynet Primary Care continues to identify gaps in health services and facilitate the development of new services with the aim of ensuring equitable health care for all. Safetynet is part funded by the HSE and receives voluntary donations.

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

# 04: Mental Health/Self-Harm/ Suicide Support Services



## HSE Your Mental Health

The HSE website also provides information and links to services for mental health and wellbeing.

<https://www2.hse.ie/mental-health/>

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## Aware

Aware provides information and support for people who experience depression or bipolar disorder. The services provided by Aware include their Support Line and Support Mail, as well as Self Care Groups that take place around the country.

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

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## Mental Health Ireland

Mental Health Ireland is a network for mental health organisations and provides information and contact details for each organisation.

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

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## Samaritans

The Samaritans is a support service for people finding it difficult to cope, who need someone to listen without judgement or pressure. They offer a 24-hour helpline for those in need of support and offer information and advice online too.

**Call Freephone: 116 123**

<https://www.samaritans.org/?nation=ireland>

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## Pieta House

Pieta House is a suicide and self-harm support service for those in suicidal distress or those bereaved by suicide. They provide a free 24 hour helpline, freephone: 1800 247 247.

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

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# 05: Women's Health



## Well Woman Centre (Dublin)

The Well Woman Centre offers a range of primary health care services, family planning, counselling and sexual health services.

<https://wellwomancentre.ie/>

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## Irish Family Planning Association

The IFPA provides information on sexual health services and care. The IFPA also provide treatment and advice concerning female genital mutilation.

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

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## HSE My Options

My Options is a national service provided by the HSE which offers face-to-face counselling and a helpline for information and support in the case of an unplanned pregnancy. It provides advice on continuing with the pregnancy and getting an abortion.

<https://www2.hse.ie/unplanned-pregnancy/>

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## 06: Other Health Contacts



### HIV Ireland

HIV Ireland provides free counselling and information on HIV/AIDS and provides information on testing centres around the country.

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

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### BodyWhys – The Eating Disorders Association of Ireland

BodyWhys provides support services and treatment for people with eating disorders and operate a helpline and support groups.

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

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### Dementia – Understanding Together

Understanding Together provides information and support for people living with dementia and their families.

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

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# 07: Sexual Assault/Rape/Trafficking/ Domestic Violence/Abuse



## Cosc

Cosc is the National Office for the prevention of domestic, sexual and gender-based violence. It provides contact details for national and local services for victims of domestic violence and sexual violence.

<http://www.cosc.ie/>



## Rape Crisis Network Ireland

Information about the professional support and choices available to survivors of sexual violence.

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



## Ruhama

Ruhama is an NGO which provides a support service for women, including transgender women, affected by prostitution and sex trafficking.

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



## Women's Aid (Dublin based)

Women's Aid is a support service for women affected by domestic violence, operating a 24 hour helpline and offering one-on-one support in various locations around Dublin.

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

# 07: Sexual Assault/Rape/Trafficking/ Domestic Violence/Abuse



## National 24-hour Helpline for victims of Rape and Sexual Abuse

National helpline for men and women experiencing sexual abuse. Call: **1800 77 88 88**



## National Domestic Violence Helpline

National helpline for men and women experiencing domestic abuse. Call: **1800 341 900**



## Men's Aid

Men's Aid is an organization dedicated to offering advice and support for male victims of domestic abuse, providing counselling, information and early legal advice.

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



**An Garda Síochána**  
Ireland's National Police & Security Service

## An Garda Síochána (the Irish Police)

Anyone who may wish to report or discuss an incident of domestic or sexual violence can contact the Irish police on **112** or **999**.

For child abuse incidents, contact the free 24-hour phone line on **1800 555 222**.

# 08: Survivors of Torture



## Spirasi

Spirasi is the national centre for the rehabilitation of victims of torture in Ireland. Your GP (doctor) can refer you to Spirasi to avail of the support services they offer.

<https://spirasi.ie/>

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# 09: Children and Young People



An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency

## Tusla

Tusla is Ireland's national child and family agency. It provides information and support regarding child protection, child abuse and therapy services. Tusla also provides information regarding separated children seeking asylum.

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

<https://www.tusla.ie/services/alternative-care/separated-children/>



Never give up on a child. Ever

## Childline – ISPCC

Childline is a 24-hour confidential helpline for children and young people up to the age of 18. They also offer a texting service and an online chat facility. Call:

**1800 66 66 66**

<https://www.ispcc.ie/index.php/>



## SpunOut

Spunout.ie is a youth information website.

<https://spunout.ie/>



Because childhood lasts a lifetime

## Barnardos

Barnardos is an NGO working with vulnerable children and their families.

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

# 09: Children and Young People



## Rainbows Ireland

Rainbows offers support for children and young people affected by loss, bereavement, separation or divorce.

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

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**ombudsman  
do leanaí  
for children**

## The Ombudsman for Children

The Ombudsman for Children investigates complaints about services provided to children by public organisation.

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

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## CARI – Children at Risk in Ireland

Cari offers therapy and support for children affected by child sexual abuse.

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

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# 10: LGBTQI+ Services



## LGBT Ireland

LGBT Ireland offers support and information for LGBT people in Ireland and also facilitates a peer support group called 'Identity' for LGBT asylum-seekers with support from the Irish Refugee Council.

<https://lgbt.ie/>



## BelongTo

BelongTo is an organization offering information and support for lesbian, gay, bisexual and trans young people in Ireland.

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



## Transgender Equality Network Ireland

The Network provides information and support for transgender people and their families in Ireland.

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



## GOSHH (Gender, Orientation, Sexual Health, HIV) – Limerick based

GOSHH provides information and support on issues including gender, sexual orientation, sexually transmitted infections (STIs), HIV and sexual health. It offers counselling, a confidential helpline and a drop-in service at their office in Limerick.

<https://goshh.ie/>



# 10: LGBTQI+ Services



## Outhouse

A community and resource centre for LGBT people, their family and friends. Outhouse organises various peer support groups. It is based in Dublin.

<https://outhouse.ie/>

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## Queer Diaspora

LGBT Asylum Seekers in Ireland

## Queer Diaspora Ireland

Queer Diaspora provides information about organizations that work with LGBT asylum-seekers and refugees around Ireland.

<http://queerdiaspora.com/>

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# 11: Women



## National Women's Council of Ireland

The National Women's Council (NWC) represents more than 190 women's organisations in Ireland and campaigns for full equality for women and girls. The organisation provides information on key issues for women in Ireland

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

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## AkiDwA

AkiDwA is a national network for migrant women in Ireland, promoting the equality of migrant woman in Irish society. The three key priority areas AkiDwA works on are Integration, Sexual and Gender Based Violence and Health.

<https://akidwa.ie/>

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# 12: Men



## Irish Men's Shed Association

The Men's Shed Association organizes social groups for men around Ireland. You can find the nearest Shed to you on their website.

<https://menssheds.ie/>

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# 13: Services for the Elderly



## Age Action

Age Action provides services including Care and Repair, computer training and information, and also campaigns for older people at a national level.

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



Supporting older people  
to age at home

## ALONE

ALONE offers support for older people experiencing various issues, and elderly people living alone.

<https://alone.ie/>



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

## Elder Abuse Online

National helpline for elderly people experiencing abuse.

Call: **1850 24 1850**

# 14: Disability Services



## Inclusion Ireland

Inclusion Ireland provides an information and advice service to people with an intellectual disability and their families.

<http://www.inclusionireland.ie/>



## Enable Ireland

Enable Ireland provides support services for children and adults with disabilities, their parents and their families.

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



## National Council for the Blind

NCBI is a charity which offers support to people experiencing difficulties with their eyesight.

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

# 15: Missing Family Members/ Family Reunification



**Crois Dhearg** na hÉireann  
**Irish Red Cross**

## Irish Red Cross

The Red Cross offers a family tracking service, helping to trace and contact missing relatives, and providing information and resources.

<https://www.redcross.ie/programmes-and-services-in-ireland/find-missing-family/>

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# 16: Accommodation



An Roinn Dlí agus Cirt  
agus Comhionannais  
Department of Justice  
and Equality

## International Protection Accommodation Service (IPAS)

The IPAS is the State agency tasked with the providing accommodation for asylum-seekers in Direct Provision. IPAS was formerly known as the Reception and Integration Agency (RIA).

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

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## Threshold

Threshold is the National Housing Charity and provides information and advice on a range of topics related to housing.

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

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# 17: Working in Ireland



**An Roinn Dlí agus Cirt  
agus Comhionannais**  
Department of Justice  
and Equality

## Irish Naturalisation and Immigration Service (INIS)

INIS can provide information on how to apply for permission to access the labour market and working in Ireland as an asylum-seeker.

<http://www.inis.gov.ie/>

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### CONTACT DETAILS

Labour Market Access Unit,  
Irish Naturalisation and Immigration Service,  
PO Box 12931,  
Freepost FDN5264,  
Dublin 2

Email address for General queries: [Imauqueries@justice.ie](mailto:Imauqueries@justice.ie)

Email address for applications and renewals: [Imauapplications@justice.ie](mailto:Imauapplications@justice.ie)

Website: [inis.gov.ie/en/INIS/Pages/labour-market-access](http://inis.gov.ie/en/INIS/Pages/labour-market-access)

For further information you can consult the information booklet at the following website:  
<http://www.inis.gov.ie/en/INIS/form-LMA7.pdf/Files/form-LMA7.pdf>



# 18: Other Government Services



**An Roinn Oideachais  
agus Scileanna**  
Department of  
Education and Skills

## Department of Education and Skills

The website for the Department of Education provides information about the range of services and initiatives provided by the Department.

<https://www.education.ie/en/>

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**An Roinn Gnóthaí Fostaíochta  
agus Coimirce Sóisialaí**  
Department of Employment Affairs  
and Social Protection

## Department of Employment Affairs and Social Protection

The website for the Department of Employment Affairs and Social Protection provides information on social welfare services in Ireland and locations of local Welfare offices.

<https://www.gov.ie/en/organisation/departments-of-employment-affairs-and-social-protection/>

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# 19: Public Transport Services



## Transport for Ireland

The Transport for Ireland website provides information and real-time schedules for public transport, such as trains and buses, as well as fares.

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

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# 20: Voluntary Return



## **International Organisation for Migration (IOM) (The UN Migration Agency)**

IOM can assist with and provide information on the process of voluntarily returning to one's country of origin.

<http://iomireland.ie/>

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