



Victim Support NI

**STAMP
OUT
HATE**

STAMPING OUT HATE CRIME ACROSS BELFAST

WHAT IS HATE CRIME?



Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person's:

DISABILITY
RACE OR ETHNICITY
RELIGION OR BELIEF
SEXUAL ORIENTATION
TRANSGENDER IDENTITY

This crime can be committed against a person or property.

Racist and Sectarian Hate Crime

Racist Hate Crime is any incident or crime which the victim believes is because of their race or ethnicity. This includes either their actual ethnicity or their ethnicity as perceived by the offender.

Sectarian Hate Crime is any incident or crime which the victim believes is because of their religious or political beliefs. It includes incidents of bigoted dislike or hatred of members of a different religious or political group.

The types of crimes which this includes are:

ASSAULT
NAME CALLING
GRAFFITI
ARSON
SENDING DANGEROUS SUBSTANCES
HATE BULLYING

Impact of the crime. As a victim of a crime you may experience:

FEAR
ANGER
FRUSTRATION
LONELINESS
PHYSICAL PAIN
EMOTIONAL TRAUMA
SELF-BLAME

INFO BOOK



- Hate crimes and incidents hurt; they can be confusing and frightening.
- Reporting really makes a difference - to you, your friends, and your life.
- By reporting what happened to you, you may be able to prevent these incidents from happening to someone else. You will also help the police understand the extent of hate crime in your local area so they can better respond to it.
- Even if you're not the target your information is still valuable

How to report hate crime

Victims or witnesses of a hate crime can report it by contacting the PSNI by telephone on: 0845 600 8000 or by filling out a form on their website which you can reach by googling "reporting hate crime NI" or visit:

http://www.psnipolice.uk/directory/advice-and-legislation/advice_hate_crime/hate_crime_reporting.htm

Help is available even if you don't want to report the crime to the police.

Hate Crime is wrong and it will be taken seriously by the police and criminal justice agencies. You do not have to tolerate it, or to suffer in silence. Victim Support NI is here to provide help and support, whether or not you have chosen to, or feel able to report the crime to the police.

You can contact us over the phone by calling: **028 9024 3133**

Or online through our website www.victimsupportni.co.uk or social media accounts on Facebook or Twitter

We can help you with your needs, and if we cannot, we know others who can.

You're not alone. There are lots of groups that can help you and their contact information is coming up.

The project has been led by Victim Support Northern Ireland and has been supported by the European Union's European Regional Development Fund, through the Peace III Programme.



Groups/organisations in Belfast, which have located their activities as offering help and support to victims of sectarian and race hate crimes.

Alternatives Northern Ireland

Working with victims: This is where the normal criminal justice system can break down. It tends to concentrate on punishment for breaking rules, isolating the offender and taking little account of the needs of victims. A restorative element for the victim is paramount in restorative practice and we offer

a wrap-around approach taking into account Victim, Offender and Community that deals with hurt, harm and breakdown in relationships experienced when low-level crime and anti-social behaviour disrupts the life of communities. We have offices throughout Belfast, please ring for an appointment:



East Belfast Alternatives

Isthmus House, Isthmus Street,
Belfast,
BT6 9AS
028 9045 6766
andy@alternativesrj.co.uk

Greater Shankill Alternatives

64 Woodvale Road,
Belfast,
BT13 3BT
028 9031 1420
billy@alternativesrj.co.uk



North Belfast Alternatives

98 Sunningdale Gardens,
Belfast,
BT14 6SL
028 9071 7077
joan@alternativesrj.co.uk

South Belfast Alternatives

33 Donegall Pass,
Belfast,
BT7 1DQ
028 9031 5763
debbiehammill@alternativesrj.co.uk

ACSONI (African and Caribbean Support Organisation Northern Ireland)

We are the central African and Caribbean led organisation providing support for African and Caribbean individuals, families, cultural and other community interest groups across Northern Ireland. ACSONI delivers and promotes initiatives that encourage participation, foster understanding, harmony and co-operation among people living in Northern Ireland, the ACSONI office is based on Lower Crescent in South Belfast.

ACSONI has been providing support

to the African and Caribbean community in many different ways and with many projects and programmes. We recognise that many of our members have been victims of hate crime/hate incidents and we have been actively responding to these incidents by providing support for victims of racial harassment, attacks and intimidation. We provide advocacy services for the African and Caribbean community especially for new African and Caribbean immigrants to Northern Ireland. We offer support for victims of race hate crime by providing a drop in centre service and a call out service to people who have been the victims

of race hate incidents. We also offer support through signposting. This involves directing people to the correct services and avenues for support. This can be, from language support to reporting incidents to the PSNI and other relevant authorities (ie: NIHE), through to obtaining support for the victims allowing them to feel safe in their environments. The support given differs dramatically depending on the victims individual needs. This can include accompanying a victim to the police station helping them obtain counselling or just providing a listening ear or helping hand. We have also helped victims out of isolation and to gradually

rebuild their lives and obtain fresh confidence through our on-going community programmes. We also respond to the media with relation to racist incidents and participate in a number of cross community intervention/outreach programmes to raise awareness and reach out to communities where we have seen re-occurring patterns of racist attacks and race hate crimes. We have developed specific diversity projects to work cross- community with youths and communities. These have been specifically designed to deal with matters arising from race hate incidents and to foster community cohesion. We recognise youths from the African and

Caribbean communities may begin to feel disenfranchised from society through experiencing race hate and we feel we can help through these projects for them to re-engage with their local communities which will in turn help to address racist mind-sets and hate crimes. Please contact us at the address below.

**First Floor, 9 Lower Crescent
Belfast
BT7 1NR
T: 028 9043 4090
F: 028 9043 4 106
Skype: acsonieuprogramme
www.acsoni.org**

Ardoyne Association Advice Centre

The Ardoyne Association for over 35 years have been focused on Community Development and the delivery of a Free, Private and Confidential Full Time Generalist Advice Service. Our service covers all aspects of Social Security including Disability & Carers, Income based and Contribution based benefits. Housing Issues, Consumer, Debt & Employment Rights We have an excellent referral system. Our aim is to address need within a North Belfast Context.

**111 Etna Drive
Belfast
BT14 7NN
T: 028 9071 5165**

**Ballynafeigh Community
development association**

BCDA offers a range of services and our programmes cut across a range of social, health and well-being concerns, including for example programmes and support for NEET's. BCDA and our partner organisations offer access to Welfare Rights, legal advice and tribunal representation across South Belfast and Castlereagh, as well as counselling and signposting services as required for all in the community, and those affected by crime, including hate crime. Contact us at:

**283 Ormeau Road
Belfast, BT7 3GG
T: 028 9049 1161
Voluntary Organisation**

Belfast Migrant Centre

The Belfast Migrant Centre provides a safe place to enable victims to share their experiences (listening through support) and to encourage them to report the case to the local police station and to increase reporting to the police, which includes; Risk assessments and exploration of options in order to respond to the needs of the victims and her/his family;

Draw up action plans that are agreed with the victims;

Assist victims to prepare police statements and accompany victims to attend police interviews;
Liaise regularly with PSNI in providing follow-up support;

Assist victims to make applications to the NIHE under homelessness legislation or to reassess points under the Common Selection Scheme and also liaise with local Housing Association to identify suitable accommodation arrangements; Liaise with NIHE housing officers and officials regarding any rehousing needs.

Provide outreach clinics for victims of racist hate and other support organisations one evening per month Make referrals to local and/or regional organisations if necessary, in particular specialist assistance such as criminal injuries compensation, trauma centre,

social workers and special needs for children;

Assist victims to make complaints to the concerned agencies (i.e., Police Ombudsman, Housing, Consumer Council);

Bi-lingual Support Workers will provide a one-stop shop model of services to victims of racist hate crime, whether they are settled ethnic minorities, migrant workers or asylum seekers and refugees. They will provide a comprehensive support service to victims based on a client centred approach and working in partnership with those individuals and/or organisations dedicated to principles of equality. This is a

partnership approach and the project will supplement the current support mechanisms available including Victim Support NI and others: Please contact us at:

Ascot House, 3/F
24-31 Shaftesbury Square
Belfast
BT2 7DB
T: 028 9043 8962

To contact the support workers for support or to make a referral please email: lingualsupportworker@nicem.org.uk

Belfast and Mid-Ulster: Joanna Kubercyzk - 07827299347
Northwest: Agnieszka Luczak -

078 2729 7119
Posts are funded by the PSNI.

Base 2 NIACRO

Base 2 is a crisis intervention service for individuals and families at risk from paramilitary or community violence. Part of Base 2 remit is to support victims of hate crime. Base 2 offers verification of threat and community mediation services, to attempt to support the individual within the community. The project can assist the client to move from the area of threat by working with the Northern Ireland Housing Executive to attain emergency and appropriate permanent accommodation.

Base 2 is part of the Belfast City Councils Tension Monitoring programme which addresses hate crime in Belfast and Niacro has recently completed a study into hate crime in N. Ireland. Contact us at:

Amelia House
4-8 Amelia Street
Belfast
BT2 7GS
Tel: 028 9032 0157

Benmore Community Development Association

Benmore community development association functions as stated & including supporting residents groups. To this end we provide

support services to victims of both sectarian and hate crime as well as general crime. This can include contact with police, representation to private landlords or NIHE etc.

Previous examples of our work includes meeting and greeting new ethnic minority residents and introducing them to the local area and directory of services. Perhaps more preventative work and building relationships so as to avoid sectarian or hate crime. BCDA and the community centre are also involved with the Finaghy crossroads interface group. Unfortunately sectarian related hate crime whilst reducing, is often at the core of interface

problems at Finaghy Crossroads.

1-6 Geeragh Place
Finaghy
BT10 oER
T: 028 9062 0474

Cara Friend

Cara-Friend offer a number of services for victims of homophobic hate crime. Our LGBT Switchboard is staffed by volunteers who offer a listening ear service to anyone who wants to talk and may be contacted any Tuesday, Wednesday and Thursday between 6 and 9pm on 028 90 322 023. Our staff are also able to help victims by signposting and assisting people approach the PSNI.

Contact Cara Friend at;

1st Floor
War Memorial Building
9-13 Waring Street
Belfast
BT1 2DX
T: 028 9089 0202
Or email us:
admin@cara-friend.org.uk

Carrick Hill Community Centre

Located in north Belfast on the fringe of the city centre, Carrick Hill Community Centre is an independent community facility existing to provide support, services and opportunities to people regardless of age,

background, religion, race, gender or political affiliation.

We provide learning and training opportunities to build capacity in people across a range of issues such as health promotion, parenting, emotional well-being, personal development, IT & current community issues. You can contact us on the number below.

2a Regent Street
Belfast
BT13 1EX
T: 028 9023 1602

Centre for Health and Wellbeing

Centre for Health and Well Being delivers complimentary therapies,

counselling and educational programmes to those affected by crimes and their families. Open 9am to 9pm every Monday to Thursday, the centre also offers a free drop in clinic every Friday morning from 10.30am – 12pm. This clinic offers acupuncture to up to 20 people. Therapies include reflexology, aromatherapy massage, Indian head massage, reiki and much more. Information can be found on www.chwbbelfast.org. Please contact us at the following address:

689 Upper Springfield Road
Belfast
BT12 7FP
www.chwbbelfast.org
T: 028 9022 3220

Charter for Northern Ireland

Charter NI currently provides an open door policy that showcases good practice relating to social justice and equality. Charter NI principles are underpinned by a human rights ethos that allow local citizens to deal with local issues. To that end, Charter NI further embraces the concept The National Occupational Standards (NOS) that further ensures community development processes are implemented through a professional and integral approach and above all, allow intergenerational engagement through mentoring and one to one consultancy programmes addressing

issues around victims, dealing with the past, and embracing the shared future concept. Contact us at:

352 Newtownards Road
Belfast
BT4 1HG
T: 028 9045 9458

地址：北愛爾蘭華人福利會
Chinese Welfare Association

Aim: to support members of the Chinese community to report to reduce crime whether they are a victim of a racial hate-crime, domestic violence, exploitation or any other community safety issues.
目的：對華人社區的社會安全問題的受害者給予支持，減少犯罪。這些社

區安全問題包括種族歧視，家庭暴力或其他任何社會安全方面的。

This service is available to all Chinese communities including new arrivals within Northern Ireland and Chinese overseas students.

這項服務是為所有華人社區的成員提供，包括新來的或已在北愛爾蘭定居的華人和中國留學生等。

Are you the victim of a racial incident?

你是一個種族歧視事件中的受害者嗎？

Has your property been vandalised?

你的居住環境是否被破壞？

Do you feel unsafe living in your neighbourhood because of name calling, graffiti or intimidation?

你是否覺得你的居住區不安全因為有

人用帶侮辱性的字眼、塗鴉令到你的人生受到威脅？

Would you like to speak to someone about your safety?

你需要跟某人傾談有關你的安全問題嗎？

Contact: Chinese Welfare Association to help you.

如有需要，請到華福會可以幫助

1 Stranmillis Embankment

Belfast

Mobile/手機 : 07888 398630 for emergencies

Office/電話 : 028 90288277

Email/電子郵件: contact@cwa-ni.org

Citizens Advice Bureau

There are a number of different ways that CAB advisers can help people to resolve a problem. Advisers do not tell clients what to do, but explain their options and the possible outcomes of different courses of action. Clients are encouraged to make their own decisions and act on their own behalf. We enable clients to manage their own problems by focusing on their needs as individuals. For further information visit: www.citizensadvice.co.uk or for online self help advice visit www.adviceguide.org.uk. You can also download our free CAB App.

Belfast - North Belfast

40-44 Duncairn Gardens
Belfast, BT15 2GG
030 01233 233

Belfast - Central Belfast

Merrion Business Centre
58 Howard St
Belfast, BT1 6PJ
030 0123 3233

Belfast - East Belfast

The Arches Centre
1a Westminster Ave North
Belfast, BT4 1NS
030 0123 3233

Belfast - Falls CAB

77a Springfield Road
Belfast
BT12 7AG
030 01 23 3233

Belfast - Shankill CAB

Spectrum Centre
Unit 2, 331-33 Shankill Road
Belfast
BT13 2AA
030 01 23 3 233

**Belfast - Suffolk &
Andersonstown CAB**

208 Andersonstown Road
Belfast
BT11 9EB
030 01 23 3233

**Community Restorative Justice
Ireland (CRJI)**

CRJI provides a safe and confidential community service which is available to all.

CRJI's trained staff and practitioners are impartial; their role is to provide a safe and structured format that brings local people together to enable them to resolve issues that are affecting their quality of life. All staff and practitioners have been checked by Access NI to ensure the protection of children and vulnerable adults. Our practitioners are highly trained in the following areas: Restorative practices, human rights and counselling skills among others.

CRJI's aim is to achieve a positive outcome for all parties involved. Our practitioners will assist people to identify and clarify issues important to them. We offer a broad range of services/support to ensure that a positive outcome is reached. For more information on the wide range of services we provide, please contact one of our offices, located throughout Belfast.

**Unit 3 105A
Andersonstown Road
Belfast
BT11 9BS
028 9030 1521**

Falls CRJI Office

111A Springfield Road,
Belfast, BT12 7AE
T: 028 90 31 4188

North Belfast CRJI Office

Unit 8, Flax Centre
Ardoyne Avenue,
Belfast
BT14 7D
T: 028 9075 3043

South and East Belfast CRJI Office

20a Beechfield St
Short Strand
Belfast
BT5 4EQ
T: 028 9045 6889

Corpus Christi Services

Corpus Christie Services is a registered charity that was founded in July 1989. The company exists to promote sustainable development and thereby alleviate the worst conditions of social exclusion and poverty. Corpus Christi Services offer One-to-one counselling to those affected by a range of trauma, including 'Troubles' and mental health related issues. The service aims to keep waiting times to a minimum and new referrals can expect to be seen for assessment within 7-10 working days. Our Welfare Advice Project also offers free independent advice on a

range of services including: Social Security Benefits, Housing, Pension Credits, Debt related issues, Tribunal Representation and more.

2b Springhill Drive

Belfast

BT12 7SH

For our Confidential Counselling Line
please call: 028 9043 4233

CRUSE Bereavement Care

Cruse Bereavement Care has recently received funding from the Victims & Survivors Service to provide specialist bereavement support and counselling to anyone bereaved as a result of, or in consequence of, the conflict in Northern Ireland. It

does not matter how long ago the death occurred, and all support is free of charge and confidential. Cruse is a national charity, and is not affiliated to any political or religious organisation. We offer an inclusive and impartial service to anyone who needs it. If you think we can help, please contact the Cruse Victims & Survivors Manager on:
T: 028 9079 2419

10 College Green
Belfast

BT7 1LN

T: 028 9023 2695

Helpline: 084 4477 9400

E: info@cruse.org.uk

www.cruse.org.uk

Depaul Ireland

Depaul Ireland supports people who are homeless or at risk of homelessness.

The services we offer for people in Northern Ireland include: Community & Outreach including a Day Centre, Community Befriending and Floating Support, Accommodation & Floating Support for Vulnerable Families, Harm Reduction Support including Accommodation for People Struggling with Alcohol Addiction: If you are facing homelessness in Belfast, Derry/Londonderry, Dungannon, Newry, Mourne or Armagh and are looking for help,

contact us today; Our Belfast office is located at:

Ravara House
1 Fitzwilliam Avenue,
Belfast, BT7 2HJ.

T: 028 9064 7755
depaulni@depaulireland.org
www.depaulireland.org

Donegal Pass Community Forum

Donegal Pass Community Forum delivers Lifeline Counselling Services within the community from Mon – Friday. Our other services include Housing, Welfare and Debt Advice, Unemployment advice and help with job applications and searches. For more information please [contact](#)

Elaine Mansfield 028 9032 6256
3rd Floor Grove House
145-149 Donegal Pass
BT7 1DT
T: 028 9032 6256

East Belfast Mission; Care Community Counselling

East Belfast Mission provides a variety of services to the wider East Belfast community including: a homeless hostel, employability support, work experience and community outreach services. These services are free of charge and open to all.

Care Community Counselling, EBM's counselling service, is a specific

service that can be helpful for people who are looking for one-to-one support for a range of issues. The counselling service is free of charge and people can simply phone to refer themselves for an appointment with a counsellor.

Skainos Square
239 Newtownards Road
Belfast BT4 1AF
T: 028 9045 8560
E: counsellinginfo@ebm.org.uk
Contact: Megan Miller

Falls women's centre

Falls Women's Centre provides advice, support, counselling and complementary therapies to women

survivors of domestic violence, any type of crime, sexualised violence. We also provide support in benefit analysis, debt management and housing issues. We deliver a variety of training such as personal development, IT, Counselling Level 2, Cooking. Our young women's project works with young people's aged 13yrs-18yrs providing sexual health, drugs & alcohol Awareness etc. We deliver tailor made training to young women between the age of 16-24yrs aiming at progression into employment.

256-258 Falls Road
BT13
T: 028 9032 7672

Families Beyond Conflict

Families Beyond Conflict is a drop-in centre; it is a safe place for families affected by the Northern Ireland Troubles and funded by the Victim & Survivors Service. We are situated in an easy-to-find location that enables people to get information, help, and advice and to express their concerns and issues. We offer informal, continuing contact with people during specific, regular hours, not just occasionally or sporadically. We offer a low-key, easy way to ask questions or make comments. F.B.C. is composed of local people and thus is fully embedded in the community and it is groups like

ours that are committed to making a difference to the lives of victims of the Northern Ireland Troubles. We have deep pride in the progression and achievements of adults and children who come through our doors and I know that we are creating opportunities, tools and life-long skills to empower people to make significant differences in their lives and in their families lives, to become Survivors and for a chance to use those skills to benefit their community and beyond. Project Manager Sharon Bailey can deal with enquiries from clients that cover a range of issues.

56 Tennent Street
Belfast BT13 3GB
T: 028 9024 8985
E: sharonfbc@btconnect.com
Contact: Megan Miller

Finaghy Community Centre

The community centre provides facilities for ethnic groups to meet and plays host to a number of cultural awareness events throughout the year whereby residents in the Finaghy area are invited to attend, socialise and learn about various ethnic groups. This is an important group in terms of promoting good relations and speaking out, taking a stand against sectarian and hate crime.

1-6 Geeragh Place
BT10 0ER
T: 028 9062 0474

Groundwork NI Office

Community Development, Good Relations, Neighbourhood Issues, Ethnic minorities, Policing & Community Safety, Anti-sectarianism & Anti-racism, support for victims.

Contact us at:
63/75 Duncairn Gardens
Belfast, BT15 2GB
T: 028 9075 7341

H.A.V.E.N. Victim Support Group

HAVEN's definition of a victim is; Someone who has been physically or psychologically injured as a result of, or in consequence of a conflict related incident; Someone who provides a substantial amount of care for the above; Someone bereaved as a result of or in consequence of a conflict related incident; Someone physically or psychologically injured as a result or in consequence of witnessing a conflict related incident or in consequence of an incident or providing medical or other emergency assistance to an individual in connection with a conflict related incident.

HAVEN provides services such as, Complementary Therapies, Respite day breaks, Social activities, Personal courses and Befriending among others. Individuals can be referred to HAVEN from the Victims and Survivors Service or alternatively they can call HAVEN to arrange an appointment whereby an interview will be arranged to assess their individual needs.

Richview Regeneration Centre,
Level 2

339-341 Donegall Road
Belfast
BT12 6FQ

T/F: 028 9031 4080
Face book – havenvsg,
E: havenvsg@btconnect.com

HERE NI

HERE NI is a place for lesbian and bisexual women to meet new friends, have fun, enjoy social activities with likeminded people and participate in health and wellbeing activities. We run a range of groups across Northern Ireland including a Basketball team, writers group, older women's group, film group and our Family group is one of the largest we run. If you or someone you know needs support or just wants to meet other lesbian or bisexual women, contact us on: hello@hereni.org or 028 9024 9452 or find us on Facebook. We're HERE to support you:

2nd Floor
9-13 Waring St
Belfast BT1 2DX
T: 028 9024 9452

Homeplus NI

Homeplus NI is a homeless charity based in Belfast, which was founded in September 2000. We operate a Street Outreach project for rough sleepers in Belfast 365 nights a year and a daily Drop-In Centre for homeless Migrant Workers, Refugees and Asylum Seekers. The Centre is self-referral and we provide a wide range of services including food, clothing, washing and showering facilities, access to internet, emergency health care, alternative therapies, assistance in securing housing and employment, as well as practical and emotional support.

113 University Street
Belfast, BT7 1HP
T: 028 9031 1836
E: homeplus.manager@yahoo.co.uk
www.homeplusni.org

Horn of Africa People's Aid Northern Ireland (HAPANI)

Horn of Africa People's Aid Northern Ireland works to support individuals from the region across a range of concerns including, experiences of hate crime. From our surroundings within the community, we recognise hate as a serious challenge to members of visible minorities in Belfast and HAPANI can offer sensitive and holistic assistance to victims of hate crimes ranging from,

legal advice to personal support. We would urge anyone who has been intimidated or victimised to contact us. All cases will be treated in the strictest confidence. Our office is based at:

83 University Street
Belfast
BT7 1HP
T: 028 9043 6445
www.hapani.org

Jigsaw Community Counselling Centre

Jigsaw Community Counselling Centre is a registered charity which provides culturally sensitive counselling at minimal cost to

adults and children in need in and around North Belfast. Our chief executive was brought up in North Belfast and is a passionate advocate for improved mental health services in this area. We are currently developing broad system of support for people with emotional or mental health issues and their carers, through outreach and drop-in services and mentoring, as well as counselling. We work in close partnership with community groups and local schools and local GP's. Jigsaw offers a completely non-discriminatory service and counselling referrals are welcomed from all sections of the local community: We are located at:

First Floor Unit B
254-256 Ballysillan Road
Belfast
BT14 6RB
T: 028 9543 8166
www.jigsawccc.co.uk

Leonard Cheshire NI

Leonard Cheshire are one of the UK's largest voluntary sector providers of services for disabled people. We offer a wide range of services provide support, respite and care for people with disabilities and their carers. If you have been a victim of a hate crime you can contact our advocate at:

Shane Gorman

Email: Advocacy@lcdisability.org

T: 028 9066 1281

M: 078 2731 8631

Be Safe Stay Safe

12 Derryvolgie Avenue

Belfast, BT9 6FL

MACS

Our vision is 'Life is gr8 for young people' and we provide a range of support services for young people aged 16-25 years who have not had a fair deal. We believe that young people should make their own choices, risk mistakes and participate. Our aims are 'Strength Excellence and Vision', 'Getting you to where you want to be' and 'Led

by You'. MACS core services are Supported Housing, Mentoring and Floating Support.

MACS Supporting Young People works with young people aged 16-25 who are:

- Experiencing mental health difficulties
- Misusing substances
- Engaged in anti-social behaviour
- Care experienced or have social services involvement
- Homeless or at risk of homelessness
- Who self harm and/or are suicidal and who are marginalised and at risk.

We work across the highest areas

of deprivation within the Belfast, Lisburn and Co.Down areas. The young people we support often have become stuck and are engaged in negative patterns of thinking and behaviour that prevent them from fulfilling their potential and leading the lives that they want to lead. Our main role is to help them through this period so that they can move on and achieve the goals that they have set for themselves.

Referral Process - MACS accepts referrals from a range of services/ organisations and young people can also self-refer.

Support is on voluntary basis and the young person must want to engage

with the service. Our Belfast office is at:

4 Lower Crescent
Belfast

BT7 1NR

T: 028 9031 3163

E: info@macsni.org.uk

www.macsni.co.uk

Mediation Northern Ireland

Mediation Northern Ireland works to support victims of hate incidents. In particular we offer a listening ear to people who have been targeted because of their religious belief, political opinion, racial background, gender, socio economic status, marital status, age, ability or sexual

orientation. We help people think through the impact of the incident on them and what they can do to overcome the impact. We also try to connect victims into wider community cohesion activities because we believe that belonging creates a support structure that reduces the sense of fear and isolation that victims often feel after an incident. Victim support is not a core element of Mediation Northern Irelands work but it is an important element. Contact us at:

83 University Street
Belfast
T: 028 9043 8614

Mencap

Everything we do is about valuing and supporting people with a learning disability, and their families and carers in Northern Ireland so we can help them transform their own lives. We provide services for people with a learning disability of all ages, offering practical support and information and campaigning for an end to the discrimination experienced by many people with a learning disability every day.

416 Ormeau Avenue
Belfast BT7 3HY
T: 028 9049 2666

You can also access us by our helpline on 080 8808 1111,

E: helplineni@mencap.org.uk ,
web: www.mencap.org.uk/northern-ireland

New Life Counselling

New Life Counselling is a voluntary counselling organisation committed to supporting the emotional health and wellbeing needs of its clients through the provision of one to one and group counselling and therapeutic services. Having operated in Belfast since 1993, New Life Counselling continues to extend its service provision so those requiring counselling support can access these. At the present time New Life Counselling offers one-to-one counselling services for children,

young people, adults and families through our 3 Belfast offices as well as through over 12 outreach centres across the city.

New Life Counselling provides these services in relation to a wide range of issues. Typically referrals are received from those affected by stress, anxiety, depression, relationship breakdown, drug/ alcohol issues, bullying, self-harming and suicidal ideation, victims of crime and violence. Our therapists have specific knowledge in dealing with these issues and seek to support the client using a range of therapeutic processes. The staff team includes arts, drama, music and play therapists as well

as psychodynamically trained and psychodrama therapists. This range provides the capacity for the organisation to work with a wide variety of clients. Contact us at:

25 Ardoyne Road
BT14 7HX
T: 028 9039 1630

North Belfast Community Development & Transition Group

Tackling sectarian and hate crime are at the core of our work. We work with a number of partners from the republican nationalist community including North Belfast Interface Network and INTERCOMM. As a direct result of our partnership work,

sectarian related interface crime has significantly reduced. All sectarian related crime is monitored, recorded and whenever possible acted upon through partnership approaches. Victims of sectarian related hate crime have the support of this vibrant community partnership. Sign posting, representation, problem solving, and engagement.

York Road Office
6 York Road, Belfast, BT15 3HE
T: 028 9022 5055

Northern Ireland Council for Ethnic Minorities (NICEM)

Legislation & Campaigning: Through our legal advocacy strategy we

campaign to inform and influence debate and policy from the local to the international level with the aim of protecting the human rights of the most vulnerable sections of society. We build upon both human rights and equality standards and their related legislation in Northern Ireland, the UK, the Council of Europe and the United Nations to promote good race relations and racial equality whilst endeavouring to eliminate racial discrimination. We work to bring about social change through partnership with organisations in Northern Ireland, the UK, the Republic of Ireland, the EU and the Council of Europe to campaign on common issues of

concern, seek to guarantee actual access to rights and equality of outcome for BME communities in Northern Ireland and through research and information gathering we seek to identify and address issues of socio-economic disadvantage and systematic discrimination.

1st Floor Ascot House
24-31 Shaftesbury Square
Belfast
BT2 7DB
T: 028 9023 8645
F: 028 9031 9485

Northern Ireland Housing Executive

We are committed to dealing quickly and positively with any hate harassment within our estates whether it amounts to a crime or not. We will work alongside communities, support the victim and will use the full range of remedies available to take action against perpetrators. People experiencing intimidation but not living in Housing Executive properties, may also be able to use Housing Executive services such as the provision of temporary accommodation and advice and assistance if they are homeless or threatened with homelessness. Contact the Housing Executive as

soon as possible on 03448 920 900. If you are ineligible for homelessness assistance the Housing Executive will still provide advice and assistance. Following a hate motivated attack the Housing Executive may be able to provide some help with emergency repairs and to help you feel more secure in your home through the Hate Incident Practical Action (HIPA) Scheme.

The Regional Emergency Social Work Service (RESWS) provides an emergency out of hours service for the Housing Executive when our offices are closed and during holiday periods. Phone 028 95049999
If you have experienced or witnessed

an incident you need to contact your local office. We will deal with your report in confidence, investigate the matter and, with your agreement, take the appropriate action to end the problems you are experiencing.

Northern Ireland Mixed Marriage Association (NIMMA)

NIMMA has spent the last 39 years providing country-wide support and information to couples either in or contemplating mixed marriage. In a society where sectarianism is institutionalised, NIMMA continues its pastoral work, as well as lobbying for tolerance and acceptance of mixed marriage through the media and educational sources and

increased availability of integrated education and shared social housing. Contact NIMMA at:

28 Bedford Street
BT2 7FE
T: 028 9023 5444

Northern Ireland Women's Aid Federation

Open to all women and men affected by domestic & sexual violence. Freephone from all landlines and mobiles. Translation service available. Confidential, caring service 24/7, 365 days a year.

29 University Street
Belfast
BT7 1HP

T: 02890 249041
24 Hour Domestic & Sexual Violence Helpline
Call 080 8802 1414
E: 24hrsupport@dvhelpline.org
Text support to 077 9780 5839

Rainbow Project; Belfast LGBT Centre

The Advocacy Service at The Rainbow Project is funded by PSNI, Belfast City Council and Northern Ireland Housing Executive. The Advocates role is to:

- Support LGB&T people who have been victims of homophobic transphobic hate crime
- Increase reporting in communities
- Support LGB&T people who are experiencing housing issues due

to their sexual orientation

- Co culture counselling service offered to LGB&T people

To avail of our services/support please call to make an appointment.

1st Floor Memorial House
9-13 Waring Street
Belfast

BT1 2DX
T: 028 9031 9030
F: 028 9031 9031
e: natalie@rainbow-project.org
w: www.rainbow-project.org

Relatives for Justice

Relatives for Justice is a region wide support organisation for individuals and families affected by conflict

related bereavement and injury. The organisation runs a holistic range of support programmes including advice, advocacy support, youth provision, counselling, complementary therapies, classes and a drop in service. We can be contacted at;

39 Glen Road
Belfast
BT11 8BB
T: 028 9062 7171
E: adminrfl@relativesforjustice.com

Shankill Women's Centre

The Shankill Women's Centre provides among other things, a weekly Advice Clinic – Advice Worker

from The Vine Centre visit on a weekly basis for any advice queries. Deals with a lot of benefits related queries. There is also a weekly Legal Advice Clinic – Local Solicitor on-site to assist with any Legal queries. Contact us at:

151-157 Shankill Road
BT13 1FD
T: 028 9024 0642

Simon Community NI

Simon Community NI is a local homelessness charity operating a 24/7 helpline for anyone who is homeless or at risk of losing their home. If you're at risk, take action

and call us anytime on 0800 171 2222. Since 1971 we have housed homeless people and in 2013 we now run 21 temporary accommodation units in all of the largest cities and towns across Northern Ireland.

South Belfast Community Resources

Belfast south community resources have and continue to contribute to developing awareness and community action in relation to crime and promote the rights and needs of individuals and groups. The organisation provides initial support to victims, survivors and witnesses and assess their needs for further support as well as representing individuals, and families' interests

when they are unable to do so themselves.

BSCR also value Diversity and take great pride in promoting Equality.

127-145 Sandy Row
BT12 5ET
T: 028 9024 4449

Suicide Awareness and Support Group

We work with the three key elements of the Protect Life Strategy, which are Prevention, Intervention and Postvention. We provide: Intervention Crisis, Family Support, Support Groups for those bereaved by suicide, Training within the

community i.e ASIST, Suicide Talk. Our services are available for victims of any crime (Abuse, Rape, Domestic violence, Anti-social behaviour, sectarianism and hate crime) as this can leave people vulnerable to suicide.

209 Falls Road
Belfast BT12 6FB
T: 028 9023 9967
E: suicideawareness@hotmail.com
Opening Hours: Monday to Friday
9.00 a.m- 5.00 p.m

Survivors of Trauma

Located in north Belfast, Survivors of Trauma offer a range of services for victims of the Northern

Ireland conflict. Counselling and complementary therapies as well as education and training programmes form part of the weekly timetable. The organisation also runs trauma workshops, reminiscence activities and an annual remembrance event.

151 Cliftonville Road
Belfast BT14 6JR
T: 028 9074 9944
F: 028 9075 1754
E: survivorsoftrauma@live.co.uk
www.survivorsoftrauma.com

Tar Anall

Tar Anall address the social, economic, educational and

emotional needs of republican ex-prisoners and their family members, especially those hard to reach former political prisoners who suffer the greatest isolation. We want to attain equality, inclusion and emotional well-being, improve personal capacity through focused training and increase employment opportunities for our target group. We provide a range of services and support to our target group and the wider community these include; Training and Education, Counselling, Family Support, Welfare and Rights Advice, Complimentary Therapies, 50+ Forum, Drug and Alcohol addiction support. Tar Anall operates an open door policy and

accepts referrals from community and statutory agencies. Contact Tar Anall at:

5-7 Conway Street
Belfast BT13 3DE
T: 028 9032 3631
www.taranall.ie

Tar Isteach

Tar Isteach provides advice, counselling, training and youth work for all sections of society with access to referral pathways for provision of other services where appropriate. Tar Isteach provides essential support services within a wide community network of groups and organizations and is a member of New Lodge CEP, Coiste na n-Iarchimí

and the North Belfast Advice Partnership (NBAP). Tar Isteach provides non partisan, independent advice, information, support and advocacy for North Belfast, whilst promoting community relations, equal opportunities and challenging discrimination.

244 Antrim Rd
Belfast
BT15 2AR
T: 028 9074 6665
www.taristeach.org

Tigers Bay & Mountcollyer Concerned Residents Group

Housing, Environmental, Regeneration, Anti-sectarian, Anti-racism, Victim support

63/75 Duncairn Gardens
Belfast
BT15 2GB
T: 028 9075 7341

Trauma Resource Centre

The trauma team is a specialist service within the Belfast Health & Social Care Trust specifically set up to work therapeutically with individuals who have been adversely affected by 'the troubles'. We offer an inter-disciplinary team approach towards treating Post Traumatic Stress Disorder/Complex Post Traumatic Stress Disorder because we have experiential understanding that trauma affects individuals in their entirety. There are 4 different professions working within the

team offering Psychological Therapy, Occupational Therapy and Physiotherapy this combined way of working appears to be very effective as all aspects of the individuals experience and subsequent difficulties are addressed holistically. An individual can self-refer to the service by contacting us directly by telephone or alternatively speak to their G.P. who will oversee their referral into the service. All therapeutic contact is one to one. Belfast Health and Social Care Trust

Everton Complex
585-589 Crumlin Road
Belfast BT14 7GB
T: 028 9504 4130

Trinity Community Counselling Services

In the Community, with the Community, for the Community Trinity Community Counselling Services is a BACP Accredited Counselling Service located in West Belfast providing Counselling to Adults and Children in the local and Greater Belfast areas. Referrals can be made by Gps, Health Professionals, Education Professionals, Family, Friends and the Individuals themselves. Contact us at:

26 Norglen Gardens
Belfast
BT11 8EL
E: counselling.trinity@gmail.com
T: 028 9020 0396

Victims and Survivors Service

The Victims & Survivors Service (VSS) is an arm's length body of the Office of the First Minister and the deputy First Minister (OFMDFM). VSS administers OFMDFM funding to enable the delivery of services to meet the needs of victims and survivors of the "Troubles", as defined in the Victims and Survivors (Northern Ireland) Order 2006. The VSS administers this funding through 2 programmes: the Victim Support Programme (which concerns funding for victim/survivor support organisations), and the Individual Needs Programme (which involved the delivery of services and support directly to individuals).

Individual victims and survivors should be advised that the best way to avail of the assistance delivered by VSS is to make an appointment with the VSS for an Individual Needs Review, to discuss the options that may be available to them with a VSS Assessor. The things that would be discussed at the appointment would be entirely optional: nobody is obliged to come forward, and no client will ever be expected to do anything that he/she does not want to do.

Millennium House
Great Victoria Street
BT2 7AQ
T: 028 9027 9100
General: enquiries@vssni.org
Information & Engagement: Sara.
Templer@vssni.org

Victims and Survivors Trust (VAST)

The Victims and Survivors Trust is a member based organisation serving people who have been affected by the conflict in and about Northern Ireland. Our members meet the legal definition of a victim as outlined in Article 3 of the Victims and Survivors (Northern Ireland) Order 2006. Our four strategic aims are to 1. Create a place of safety for victims

and survivors where they can gain access to services that will improve their individual personal wellbeing. 2. Enable victims and survivors to remember, share their story and listen to others so they can feel valued and supported. 3. Enable victims and survivors to reconnect and recover from their traumatic experiences. 4. Deliver a professional community centred response to the needs of individuals directly affected by the conflict based on research evidence and best practice.

VAST provides ongoing support to members who are undertaking a VSS assessment, which is required to access individual financial

assistance, education support and individual respite. The VSS assessor comes to VAST premises to conduct the assessment and a member of VAST staff will sit in on the assessments to support the person being assessed. Once the VSS issue the results of the assessment, VAST assist members in accessing the support and assistance they have been awarded. VAST operate a referral system to other agencies to meet the needs of members, such as social welfare, employment and formal education. VAST currently has 250 active members and accepts new members at any time.

Unit 12 Social Economy Village
Hannahstown Hill
Belfast
BT17 0XS
T: 028 9062 7501
fiona@victimsand survivorstrust.com

Wave trauma Centre

WAVE is a grassroots, cross-community voluntary organisation formed in 1991 to help and support people bereaved of a spouse as a result of violence in Northern Ireland. Over the years it has gradually

expanded and now offers regional, cross-community support to anyone bereaved, injured or traumatised by the 'Troubles'. Clients can avail of; youth services, trauma training, complementary therapy, counselling and psychotherapy, outreach support, advocacy and casework service and welfare advice. For further information please contact;

5 Chichester Park South
Belfast
BT15 5DW
T: 028 9077 9922



Ballymena Office

124 Broughshane Street
Ballymena, BT43 6EE

028 2563 0784

ballymena@victimsupportni.org.uk

Derry/Londonderry Office

1st Floor, Embassy
Building, 3 Strand Road,
BT48 7BH

028 7137 0086

foyle@victimsupportni.org.uk

Newry Office

12 John Mitchel Place
Newry, BT34 2BP

028 3025 1321

newry@victimsupportni.org.uk

Omagh Office

22 Campsie Road
Omagh, BT79 0AG

028 8224 0012

omagh@victimsupportni.org.uk

Belfast Office

70/74 Ann Street
Belfast, BT1 4EH

028 9024 3133

belfast@victimsupportni.org.uk



WWW.VICTIMSUPPORTNI.CO.UK