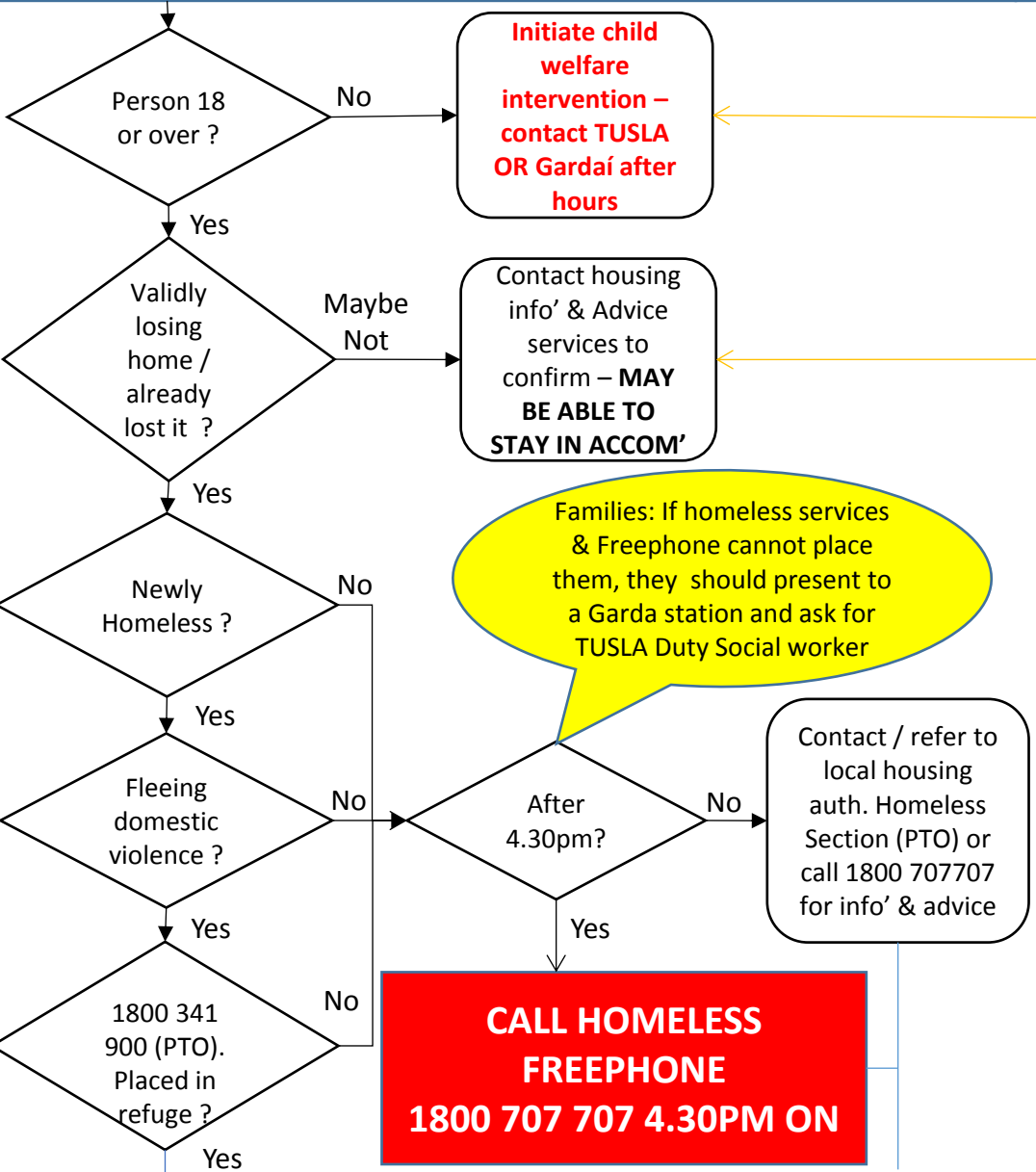


# NOWHERE SAFE/SECURE TO STAY TONIGHT ?

# AT RISK OF HOMELESSNESS WITHIN 28 DAYS ?

# OTHER ISSUES / SUPPORT NEEDS ? (PLEASE TURN OVER FOR DETAILS)



- Info' & Advice; Barnardo's, Crosscare Youth Services, Focus Ireland, Peter McVerry Trust (PTO)
- Tenancy Protection Service / 'Stay in your home' campaign 1800 454 454
- Threshold Housing Advice 1890 334 334 091 563080 / 021 4278848
- Crosscare Info' & Advocacy Service Housing & Welfare or Refugee Serv. 01 8726775 / 01 8732844 [housingandwelfare@crosscare.ie](mailto:housingandwelfare@crosscare.ie)
- Tenancy Sustainment and Visiting Support services – Dublin Simon, Focus Ireland, HAIL Housing (PTO) for local auth., social housing and priv. tenants – may need referral.
- Citizens Information (Dublin Simon Tenancy Advice in-reach in some centres), Irish Mortgage Holders Assoc., New Beginning

*If you have any queries or suggestions on any of the information here, contact the Crosscare Information & Advocacy Service on 01 8726775*

- NO FOOD OR FOOD SHORTAGE, BILLS and other 'basics'** → St. Vincent de Paul and day food & other services
- NO OR LOW INCOME** → Dept. Social Protection – Community Welfare Service – CWS Homeless Persons' Units
- PHYSICAL / MENTAL HEALTH ISSUES – NOT urgent / no medical card** → Safetynet Primary Care / 'Your mental health' directory / HSE Info' line 1850 24 1850
- HOUSING. HOMELESSNESS, SOCIAL WELFARE / LEGAL/FINANCE ISSUES** → Crosscare Info' & Advocacy / Homeless NGOs/ Threshold / Citiz' Information FLAC / MABS
- RESIDENCY / right to reside in Ireland** → Crosscare Info' & Advoc' / Immigrant Council of Irl / Irish Refugee Council
- DOMESTIC VIOLENCE, CHILD, ADDICTION or other issues** → COSC, Women's Aid, TUSLA & other services – issue dependent

### Homeless Crisis:

**In the event of a child (i.e. an under 18 year old) presenting as homeless** or where you have a child welfare or a child protection concern contact **TUSLA (the Child and Family Agency) during office hours on 01 6352854. The duty social work team details can be found at <http://www.tusla.ie/get-in-touch/duty-social-work-teams/>** . Outside office hours contact the Gardaí . In emergency, homeless families without a place to stay and who are not placed by the homeless services should go to the nearest Garda station and ask the Gardaí to contact the Duty Social Worker. **Information and advice for children and young people ; Childline;** Children can call 24/7 on 1800 666666. **Barnardo's** can be contacted on 1850 222300. For **Focus Ireland Youth services** call 01 6755992. For **Crosscare Youth Services** call 01 8360011, contact details for local youth services are available on <http://www.crosscare.ie/index.php/youth-services-home> . For **The Peter McVerry Trust** youth services call 01 8230776.

### Local Authority Homeless Services;

**The Dublin Regional Homeless Executive;** For details of the Homeless Sections in the Dublin local authorities visit <http://www.homelessdublin.ie/help-your-area> , call 1800 707 707 2pm to 9am or email [homelesslist@dublincity.ie](mailto:homelesslist@dublincity.ie) in the first instance for initial information and advice about where to present in person if necessary. **The 1800 707 707 line is also the 'after hours' service for greater Dublin and has details for the Dublin 'Nite Café' all night service.**

**The Dublin City Council Central Placement Service** is located at Parkgate Hall, 6-9 Conyngham Road, Dublin 8, opposite the 'city side' entrance to the Phoenix Park and the Criminal Courts of Justice. Visit between 10am to 12 noon and 2pm to 4pm Mon-Fri, call 1800 707 707 or email [homelesscps@dublincity.ie](mailto:homelesscps@dublincity.ie).

**The Fingal County Council region;** mostly north and west County Dublin and Dublin 13. People can visit the Homeless Section at the Civic Offices, Grove Road, Blanchardstown , Dublin 15, 10am to 12.30pm and 2.30pm to 3.30pm Mon-Fri, call 01 8905090 and ask for the Homeless Section or email [homeless@fingalcoco.ie](mailto:homeless@fingalcoco.ie) .

**The South Dublin County Council region;** mostly west and south west Dublin city and County (south of the river Liffey). Visit the Homeless Section at County Hall (near The Square Shopping Centre) , Tallaght, Dublin 24, 10am to 12 noon and 2pm to 4pm Mon-Fri or call 01 4149364 and ask for the Homeless Section.

**The Dun Laoghaire - Rathdown Council region;** mostly south east County Dublin. Visit the Homeless Section at County Hall, Marine Road, Dun Laoghaire 10am to 12.30pm and 2.30pm 4pm Mon-Fri, call 01 2054700 and ask for the Homeless Section or email [homeless@dlrcoco.ie](mailto:homeless@dlrcoco.ie) .

**For other county council areas,** call the main council number and ask for the Homeless Section. Private/charitable institutions operate emergency hostels, call Crosscare Information & Advocacy Service for information (see below).

**If somebody is rough sleeping** call 086 813 9015 9am to 11pm or visit <http://www.homelessdublin.ie/report-rough-sleeper#1> . If you believe the person needs medical attention or is 18 years old or younger you should call 999 or 112.

**Imminent Risk of Homelessness / keeping your home:** For information on homelessness, the risk of homelessness, social welfare and housing issues contact the Crosscare Information & Advocacy Service at 01 8726775 / 01 8732844, visit at 2 Sackville Place, Dublin 1, or email [housingandwelfare@crosscare.ie](mailto:housingandwelfare@crosscare.ie) . Polish, Romanian and Chinese language services available. Focus Ireland have multiple locations, call 01 6712555 or visit The Focus Coffee Shop, 15 Eustace Street, Dublin 2, email [coffeeshop@focusireland.ie](mailto:coffeeshop@focusireland.ie) . Threshold - the national housing charity can be contacted on the numbers given. **The Tenancy Protection Service** (1800 454 454) supports families in the private rented sector. Information is also available from the **Citizens Information Service** call 0761 07 4000. **Dublin Simon** run in-reach tenancy advice clinics with the Dublin 2, 4 and 6 Citizens Information Centres, contact your local centre.

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**Dublin Simon and Focus Ireland both operate Tenancy Sustainment and Visiting Support services** where people need support in their tenancies. While these services often need a referral from another service they can be contacted for advice on 01 6354888 and 01 6712555 respectively. Ask for the Tenancy Sustainment Service. **Where people are experiencing mental health issues and are having housing issues contact HAIL Housing** and ask for their **Visiting Support Service** at 01 6718444.

**Citizens Information has a dedicated website [www.keepingyourhome.ie](http://www.keepingyourhome.ie)** for anyone at risk of losing their home. There is also a mortgage arrears help line 0761 07 4050. Home owners at risk of losing their home can also contact specialist services for them including **The Irish Mortgage Holders Association** on 01 8747662 or email [info@mortgageholders.ie](mailto:info@mortgageholders.ie) and **New Beginning** on 01 5240000 or [www.newbeginning.ie](http://www.newbeginning.ie) .

### Other issues / support needs:

**Food / Support Services; The Society of St. Vincent de Paul can be contacted on 01 8550022 . The Capuchin Day Centre** 29 Bow Street, Smithfield, Dublin 7, opens 6 days per week (Mon-Sat) and a groceries 'take-away' every Wednesday morning. Call 01 8720770. Other food and other no or low cost services (e.g. showers, laundry) can be found on <http://www.homelessdublin.ie/day-services>.

**No or low Income;** Visit your local **Department of Social Protection** office. For interim, rent support, exceptional or urgent needs payments contact the **Community Welfare Service section of the Department.**

**For those homeless AND on low/no income;** Single men - call Community Welfare on 1800 724 724 for an appointment to visit Oisín House, 212-213 Pearse Street, Dublin 2. Women or families should visit them at 41 Castle Street, Dublin 2, Mon-Fri 10am- 12 noon. EEA (European Economic Area) or Non-EEA citizens may be directed to visit them at 77 Upper Gardiner Street , Dublin 1, 10am-11.30am and 2pm -3.30pm, Mon-Fri.

**Physical and mental health issues;** For NON URGENT access when a person has no medical card, they can be directed to **the Primary Care Safety Net Services. A full list can be found on <http://www.primarycaresafetynet.ie/services> ( a Mon-Fri service is available at the Capuchin Day Centre medical centre).** Visit <http://www.yourmentalhealth.ie> for information and support on mental health and where there is also a directory of services. For general health system information call 1850 24 1850.

**For financial matters;** call MABS on 0761 07 2000. For free legal advice call FLAC on 1890 350 250 **Residency status and right to reside in Ireland ;** Contact Crosscare Migrant Project or the Crosscare Refugee Service on 01 8732844, email [migrantproject@crosscare.ie](mailto:migrantproject@crosscare.ie) or [refugeeservice@crosscare.ie](mailto:refugeeservice@crosscare.ie) . You can call the Immigrant Council of Ireland on 01 6740200 or the Irish Refugee Council on 01 7645854 .

**Victims of violence; Where victims of sexual, gender based or domestic violence present contact the national Freephone line on 1800 77 88 88.** For a full listing of services visit COSC on <http://www.cosc.ie/en/COSC/Pages/WP08000009>. **Women's Aid is available on 1800 341 900,** domestic violence refuge details are listed on <http://www.casemanagementguidebook.ie/Case-Management-Listings/Accommodation---Homelessness/Domestic-Violence-Refuges.aspx> .

**Personal Crisis; The Samaritans can be called on 116 123 and Pieta House 01 6235606. They offer support in crisis and risk of suicide.** For the Oasis / Deora Counselling Service call 01 8364524.

**Addiction;** The [www.drugs.ie](http://www.drugs.ie) website offers extensive information on addiction issues, supports and services. The National HSE Drug and Alcohol Helpline may also be contacted on 1800 459 459.

**Other issues;** There is a range of services available depending on the issue raised. Please refer to <http://www.crosscare.ie/index.php/about-us/links> . Also, visit Citizens Information <http://www.citizensinformation.ie/en/> or call them on 0761 07 4000.