Directory of
Adult Homeless Services
South East Region

Published by HSE South
Ref. No. 01-13-0001
www.hse.ie
Tel: 056 7784100
Directory of
Adult Homeless Services
South East Region

HSE
Regional Social Inclusion Office
Brid Moran
Regional Homeless Support Services
HSE South
Saint Patrick’s Centre
Kells Road
Kilkenny
Tel: 056 7722170
Mob: 087 8549753

Dr. Derval Howley
Regional Coordinator Social Inclusion
HSE South
Saint Patrick’s Centre
Kells Road
Kilkenny
Tel: 056 7722170

Please note: The information contained in this directory has been supplied by the projects themselves. Whilst every effort has been made to ensure that the details are accurate, the HSE and Local Authorities cannot be held liable for any errors or omissions, or consequences arising from them, nor be held responsible for the service provided by any of the projects/organisations referred to.
Contents

1  Foreword ........................................................................................................................................2
2  Introduction ...................................................................................................................................4
3  Homeless Action Teams ...........................................................................................................6
4  General Entitlements ..................................................................................................................8
5  Types of Homeless Specific Services Available in the South East ......................................14
6  Education & Training ...............................................................................................................18
7  Local Authorities .......................................................................................................................24
8  Emergency Accommodation .....................................................................................................30
    Carlow Emergency Accommodation for Men ..........................................................................32
    Kilkenny Emergency Accommodation for Men ...................................................................35
    Kilkenny Emergency Accommodation for Women ...............................................................38
    South Tipperary Emergency Accommodation for Women ..................................................40
    Waterford Emergency Accommodation for Men ....................................................................44
    Waterford Emergency Accommodation for Families ............................................................47
    Waterford Emergency Accommodation for Women ...............................................................49
    Wexford Emergency Accommodation for Men .......................................................................52
    Wexford Emergency Accommodation for Women .................................................................54
9  Transitional Accommodation ....................................................................................................57
    Kilkenny Transitional Accommodation for Men ....................................................................58
    Waterford Transitional Accommodation for Women .............................................................60
    Waterford Transitional Accommodation – Families and Single Men .....................................63
    Waterford Transitional Accommodation for Men- Substance Misuse Step Down ................66
10 Long Term Accommodation .......................................................................................................68
    Kilkenny Long Term Accommodation ...................................................................................69
    Waterford Long Term Supported Accommodation .............................................................71
    Waterford and South Tipperary Long Term Supported Accommodation ...............................75
11 Tenancy Sustainment Services ..................................................................................................77
    Carlow Tenancy Sustainment Service ....................................................................................78
    Tenancy Sustainment Service (TSS) - Waterford Kilkenny & Wexford ...............................80
    Tenancy Sustainment Service – Waterford County .................................................................82
    Tenancy Support & Sustainment Service - SE Simon Community - South Tipp ...................84
12 Overview of Substance Misuse Services .............................................................................................91
13 Homeless Specialist Mental Health Services .............................................................................97
Foreword
We are delighted to present this first edition of a directory of services for people who are experiencing homelessness in the South East region. The South East covers the counties of Wexford, Waterford, Carlow, Kilkenny and South Tipperary.

This Directory arose from the Training and Development & the Management Working Group of the South East Homeless Forum.

It provides a comprehensive listing of all specialist homeless services, for adults, families and young people in the South East, as well as providing some information on relevant mainstream and general services, which provide support to people who are experiencing homelessness.

The Directory provides up to date information on the range of services available including details on access criteria, referral procedures, staffing and support services offered. It also provides other information on the rights and entitlement of people who are experiencing homelessness including income maintenance, accommodation and other services.

The Homeless Directory was developed to be of assistance to any person working with people who are experiencing homelessness or at risk of homelessness in the South East area. We hope everyone will find it of use and relevant.

We would welcome information on any services omitted, and also any new services which are planned for the future as we will be updating and adding to the content of the Directory.

We would like to particularly thank Brid Moran, HSE Homeless Services for her hard work and dedication in compiling the Directory. Thanks are also due to the six Homeless Action Teams within the region that feed into the Directory.

Dr. Derval Howley
Regional Coordinator
Social Inclusion
HSE South

Mr. Joe Sullivan
A/Director of Housing & Community Services & Chair of South East Regional Homeless Management Group
Introduction
2 Introduction

In Ireland, people are considered homeless if they are:

- sleeping rough
- staying in emergency hostels or refuges
- staying in bed and breakfast accommodation on a temporary basis because they have nowhere else to go
- staying temporarily with friends or family because they have nowhere else to go
- staying in squats (occupying a building illegally)

The term ‘out-of-home’ is often used to refer to people who have nowhere they can live. The term recognises that someone may have a home that they cannot return to (for whatever reason) and also that homelessness is not a permanent state. Homelessness can happen to anyone and it can affect people of any age or background.

Legislation on homelessness in Ireland includes the Health Act 1953, the Housing Act 1988 and the Child Care Act 1991. The Housing Act, 1988, provided the first legal definition of homelessness in Ireland.

Section 2 of the Housing Act 1988 states that a person should be considered to be homeless if:

a) there is no accommodation available which, in the opinion of the authority, he, together with any other person who normally resides with him or who might reasonably be expected to reside with him, can reasonably occupy or remain in occupation of, or

b) he is living a hospital, county home, night shelter or other such institution, and is so living because he has no accommodation of the kind referred to in paragraph (a), or

c) and he is, in the opinion of the authority, unable to provide accommodation from his own resources.

The two lead agencies with responsibility for supporting individuals and families experiencing homelessness are the Local Authority and the Health Service Executive. In the South East, the statutory agencies fund a range of voluntary bodies. These services support the HSE and the Local Authority to provide support to prevent homelessness in the first instance and to support people who are experiencing homelessness to access housing and appropriate health and other supports to ensure that they can move out of homelessness.
3
Homeless Action Teams
South East
3 Homeless Action Teams  
South East

The 2006 Murtagh report recommended the establishment of a Regional Homeless Action Team which would co-ordinate the cohesive development of local Homeless Action Teams while ensuring the flexibility to address differences in local needs.

Each Homeless Action Team meets to co-ordinate an inter agency response to the support needs and case management of homeless people and individuals at risk of becoming homeless.

The role of the Homeless Action Team as identified in the Murtagh report (2006) is to:

- carry out initial assessment of people who present experiencing homelessness
- prepare and approve care and support plans
- resettlement people experiencing homelessness into new permanent and emergency accommodation
- regularly review the implementation and efficiency of plans
- develop and implement local preventative strategies with other agencies such as hospitals, probation service, Gardai and voluntary agencies

Homeless Action Teams are active in each of the six Local Authority areas in the South East region. The membership of the teams involves the statutory agencies with responsibility for the provision of funding and services for people experiencing homelessness.

Homeless Action Team membership includes the Local Authority Housing personnel, Health Service Executive; Mental Health and Substance Misuse personnel, Department of Social Protection/Community Welfare Service personnel and Voluntary Service Providers in the South East region.
4 General Entitlements
4 General Entitlements

People who are experiencing homelessness are entitled to access the same range of public services necessary to meet their needs as the rest of the population, depending on their financial and support needs. However, it can be difficult for people who are experiencing homelessness and without stable accommodation to access mainstream services, where specialist health, education and welfare services exist within the South East, they are contained in this Directory.

Health Care

People who are experiencing homelessness are entitled to receive a medical card. This is a card issued by the HSE which provides for free access to medical care and treatment.

How to Apply:

*Online:* You can apply online for a medical card on medicalcard.ie. This is the quickest method of obtaining the card. The completed form will be returned to you.

*Download Form:* Alternatively, you can download a medical card application form:

- **Form MC1** (pdf) for people under 70 years of age.
- **Form MC1a** (pdf) for those aged over 70 years of age.

In both cases you complete the form and bring it to the GP you have chosen from the list of participating doctors.

The criteria when applying for a medical card for those aged over 70 years has changed recently, for more information Lo-call 1890 252 919 or visit www.hse.ie

The GP you select must generally have his/her practice within 8 miles of where you live. The GP must agree to accept you as a patient.

Read more about GP services for Medical Card holders on the HSE website at www.hse.ie or on Lo-call 1890 252 919.

This section is based on the updating of the information in the Homeless Agency’s 2007/2008 General Entitlement Section and from information contained on the Citizens Information Website. Information correct at time of print October 2013.
If the GP accepts you as a patient, he/she signs the form.

You should return the form to the HSE Central Medical Card Office, along with documentary evidence of the information that you have provided:

- PPS Number (e.g. tax certificate, P60, P45, payslip, social welfare book)
- Total household income (e.g. payslip, social welfare book, notice of tax assessment)
- Outgoings (e.g. rent book, mortgage or bank statement, maintenance payments, receipts for child care costs)
- Start date and expected completion date for Back to Education and Back to Work Schemes
- For people claiming a medical card under EU regulations, the relevant E form from the other EU State
- Travel to work costs (e.g. copy of Vehicle Registration Certificate if claiming travel to work by car)

You can also get the application form and a list of participating GPs from your local health centre or Local Health Office for your area.

You can track the progress of your medical card application at www.medicalcard.ie.

The HSE has a Guide to Medical Cards, dealing with frequently asked questions. If you have any questions before you send your application you can telephone Lo-call 1890 252 919 or contact your Local Health Office.

Staff within homeless services can support you to apply for a medical card.
Local Health Office

**Carlow**
Community Services
Athy Road
Carlow
Tel: 059 913 6526

**Kilkenny**
Community Services
James Green
Kilkenny
Tel: 056 7784600

**South Tipperary**
Community Services
Western Road
Clonmel
Co. Tipperary
Tel: 052 6177000

**Wexford**
Community Services
Grogan’s Road
Wexford Town
Co. Wexford
Tel: 053 9123522

**Waterford**
Community Services
Cork Road
Waterford City
Co. Waterford
Tel: 051 842800

**Waterford**
Community Services
Community Hospital
Dungarvan
Co. Waterford
Tel: 058 20900
Housing

Local authorities have responsibility for meeting the housing needs of people who are experiencing homelessness and who cannot provide housing from their own resources. Under the Housing Act 1988, people who are experiencing homelessness are given overall priority for housing.

People who are experiencing homelessness may also be housed in Local Authority Housing itself, by voluntary housing associations or in private rented accommodation if they are registered on a local authority housing list. Details of local authority housing departments are provided in the next section.

Rents in the private sector can be high but assistance is available through the Supplementary Welfare Allowance Scheme. Assistance with rental deposits may also be available through Supplementary Welfare Allowance, although this is discretionary. This scheme is administered by the Department of Social Protection.

The Rental Accommodation Scheme (RAS) is a Government initiative introduced to provide good quality permanent housing for rent supplement recipients. In brief, under this scheme local authorities source accommodation from the private rental market or through other social housing schemes. A long-term contract is agreed with the property owner, tenants are placed in the accommodation by the local authority and the tenants pay their rent to the authority under the Differential Rents Scheme. Where people who are experiencing homelessness are housed under this scheme, they will have access to appropriate tenancy sustainment supports.

A person will qualify for the RAS scheme if they are assessed by the local authority to have a long-term housing need and also if they receive a rent supplement under the Supplementary Welfare Allowance Scheme.

Social Welfare

People who are experiencing homelessness and their dependents are entitled to submit a claim for whatever social welfare payment is appropriate to their circumstances e.g. Jobseekers Benefit, Jobseekers Allowance, Disability Allowance and One Parent Family Payment. Proof of address is
one of the conditions necessary to qualify for any of the above mentioned Dept. of Social Protection payments.

Whilst the person is waiting on the Dept. of Social Protection’s decision on their claim, they are entitled to make an application for basic Supplementary Welfare Allowance at their Local Community Welfare Service office. Having a fixed address is not necessarily a prerequisite to qualify for Supplementary Welfare Allowance.

Information on social welfare entitlements and schemes are available from Dept. of Social Protection offices, Community Welfare offices, Citizens Information Centres (CICs) and other information centres. There is also the Dept. of Social Protection’s website on www.welfare.ie which has information on all Dept. of Social Protection’s schemes including Supplementary Welfare Allowance.

A full list of social welfare offices is available in the green pages of the telephone directory under the Department of Social Protection. These local offices assess an individual’s situation and whether a claimant qualifies for payments for Jobseekers Allowance, Jobseekers Benefit, One Parent Family payment and back to work allowance etc.

Dept. of Social Protection Local Office contacts

**Carlow**
Kennedy Avenue
Carlow
Tel: 059 91 70170

**South Tipperary**
Harbour House
New Quay
Clonmel
Co. Tipperary
Tel: 052 6170220

**Kilkenny**
Government Buildings
Hebron Road
Kilkenny
Tel: 056 7715100

**Waterford**
Cork Road
Waterford
Tel: 051 356000

**Wexford**
Anne Street
Wexford
Tel: 053 9165400
5

Types of Homeless Specific Services Available in the South East
5 Types of Homeless Specific Services Available in the South East

A range of services are provided by voluntary and statutory agencies, including advice and information, street outreach, accommodation, settlement, education and training and healthcare. Homeless services provide specific support for people who are experiencing homelessness, according to their particular needs or age.

Temporary or Emergency Accommodation

A person who is experiencing homelessness is entitled to shelter and assistance under the Housing Act 1988 and the Health Act 1953. In the South East, temporary or emergency accommodation is usually provided by the voluntary bodies. In the main, emergency accommodation is accessible through presentation at the housing department of the Local Authority. A short assessment is undertaken and a referral made to the Homeless Action Team (HAT).

Where homelessness occurs out of the usual hours of public services, the individual should be referred or should self-refer directly to the homeless service. The homeless service and the individual should link back with the housing section of the relevant local authority who will carry out an assessment of the individual/family presenting to their service to determine if they qualify as homeless as defined under the Housing Act 1988.

Transitional Housing

A person who is staying in emergency accommodation can move directly from emergency accommodation into long-term housing. Other people/families may need more time and support to prepare for independent living.

Transitional housing provides a person with an opportunity to have stable, medium term accommodation, with support to help them establish themselves in a home and provides them with support to address any issues, which might make long-term housing unsustainable.
The length of time a person stays in transitional accommodation is time limited. It averages from 6 months to 2 years.

Rental assistance may be available to people in transitional housing and help for applying for this is available in each project.

**Long Term Supported Housing**

Long-term supported housing is provided for those who have difficulty in living independently and for people who need some level of support on an on-going basis. There is no specific time limit on how long a person can stay in supported housing. The type and level of support varies and is provided by the staff within the service and through linkages with mainstream community based services.

**Young People’s Service**

All young people under 18 years experiencing homelessness are the responsibility of the Health Service Executive and must be referred to the Social Work Department within the Health Service Executive.

**Street Outreach Services**

The Lub Project is funded by the HSE and provided by Waterford and South Tipperary Regional Youth Service. The role of this service is to make contact with people who are sleeping rough particularly those with addiction issues and to work with them to link them into accommodation and other services, with a view to supporting them out of rough sleeping and into long-term accommodation. Service Users may be met on the street or at the Waterside office by appointment. Tel: 086 3889721.

**Housing First Project**

In 2013, South East Simon will be piloting a Housing First Project in Waterford.

Housing First, also known as “rapid re-housing”. It is an alternative to a system of emergency shelter/transitional housing progressions. Rather than moving homeless individuals through different “levels” of housing, known as the Continuum of Care, whereby each level moves them closer to “independent housing” (for example: from the streets to an emergency
hostel, and from an emergency hostel to a transitional housing program, and from there to their own apartment in the community). Housing First moves the homeless individual or household immediately from the streets or homeless shelters into their own apartments and provides them with a high level of support until they are linked in with mainstream support services to ensure that they can sustain their tenancy. *See page 89 for further details.*

**Information and Advice Service, 10A, Waterside, Waterford**

Focus Ireland and South East Simon jointly provide an Information and Advice Service for people who are experiencing homelessness or at risk of homelessness. This service offers advice on rights and entitlements in the area of housing, support with applying for social welfare entitlements, referral to appropriate services such as Money Advice & Budgeting Service, addiction services, mental health services, training and education. This service is available Monday - Friday 10am - 12pm and 2pm - 4pm or by appointment. Tel: 051 304262.

**Tenancy Support Services**

The overall objective of the Tenancy Support & Sustainment Service is to provide support to households that are at risk of becoming homeless, in order to assist them to occupy (or continue) to occupy their accommodation and progress from homelessness or potential homelessness towards independent sustainable living. This involves home visits by the Tenancy Support & Sustainment Service project workers whose role will be to signpost and facilitate access to mainstream services.

The specific support interventions include pre – settlement and settlement.

The type of supports offered will include:

- Assistance to access household items and furniture
- Linkage to local services, schools
- Linkage to Mental Health, Addiction or other Support Services
- Financial assistance and transfer of payments
- Linkage to Household Budget Scheme
- Ongoing support over a set period of time to assess sustainability of tenancy
- Ongoing support over a set period to enable adequate management of visitors
6

Education and Training

TIPPERARY
KILKENNY
WATERFORD
CARLOW
WEXFORD
6 Education and Training

Waterford P.E.T.E. Programme
- Preparation for Education, Training & Employment

The Waterford P.E.T.E. Programme is located in Grange Cohan, St. John’s Park, Waterford City.

The P.E.T.E. programme was developed out of an identified need to address the gap in the training, education and employment pathway through homelessness into independent living. The aim of this programme is to prepare students for education, training & employment.

Focus Ireland’s P.E.T.E. programme addresses the individual’s barriers to accessing education, training and employment and supports the participant in achieving the first step on the training, education and employment pathway.

- Through the provision of a flexible education course, customers are facilitated to reach their potential and develop a positive self-concept and self-esteem. The programme works on achieving these objectives by providing a wide and varied individualised education programme, which includes intensive support to participants as they aim to achieve their self-defined goals. Education is both formal and non-formal, with the formal components accredited by the Further Education and Training Awards Council (FETAC). Please note that this is not a drop in service – please phone in advance to arrange an appointment.

Criteria:
- Persons staying in hostels or temporary accommodation
- Persons at high risk of homelessness

Process of enrolment:
- Referral to be completed by key worker or other staff liaison and returned to the Waterford P.E.T.E. Programme
- An assessment and enrolment form will then be completed by Waterford P.E.T.E. Programme staff together with the customer
• An Individual Support Plan will also be completed by the customer with Waterford P.E.T.E. staff

Contact details:

Staff available to visit your project and hold an information session with customers.

• Please contact Laura Cushen on any of the following:
  Email cushenl@focusireland.ie  Mobile number: 086 4143674

Saor Programme

Aim of the project:

The aim of the project is to offer an effective, relevant and meaningful Community Employment Programme (C.E.) to participants recovering from substance misuse, enabling them to progress on to further employment.

Objectives

• To use the C.E. Programme experience to support participants in their progression.
• To provide effective, appropriate training and education opportunities for participants recovering from substance misuse.
• To provide relevant work experience opportunities for participants recovering from substance misuse, matching participants’ needs to appropriate placements.
• To enable participants to progress on to further post C.E. Programme, employment opportunities.
• To ensure relevant supports are put in place to facilitate participants’ progression through the C.E. Programme, particularly if participants experience any relapse.
• To support participants in addressing some of the drug-related issues which have prevented their progression to employment in the past.
Geographic area

The geographical locations of the programme will include Waterford City, Waterford County and South Tipperary. These locations have an overall population of 202,140 persons according to the census 2011.

Target area

The target areas include as a priority local authority housing estates with a low socio-economic status within the geographical parameters indicated above. In this way the programme will provide direct contact, opportunities and benefits to those who have achieved low educational qualifications, lack training and are unemployed.

Making Connections

Making Connections is a one to one training programme fully funded by Education and Training Boards and sponsored by the Waterford & South Tipperary Youth & Community Services.

It offers a FETAC Level 3 Major Award in Employability Skills.

Modules include:
- Communications
- Culinary Operations
- Personal/interpersonal skills
- Personal Effectiveness
- Computer Literacy
- Art & Design and more

All classes take place on a one to one basis and are located in the Millennium Building, Church Road, Lisduggan. This is a flexible training programme catered for each individual to provide the opportunity to regain education through a safe and secure environment. Making Connections provides a stepping stone to mainstream education and/or employment.

Making Connections work with individuals aged 18 or over, experiencing substance misuse and/or homelessness issues.
To connect with the programme an addiction/homeless service (referrals have come from such services as McGwire House, Men’s hostel, Probation, CBDIs, Tinteán, Brook House, the LUB project) must fill in a referral form and contact Siobhan where an initial interview (10/15mins) will be given to the potential learner to discuss the programme and to see if it suits the individual. An appointment time is made for the classes to be held once a week for as long as is suitable for the learner. Information is provided on other available services and any needs/wants that may arise.

For any further information please contact Siobhan Grimes programme Co-ordinator 085 7444780

Homeless Database - PASS

The South East Region is in the process of introducing the Pathway Accommodation and Support System (PASS), which is an online system that generates vital information in terms of managing access to accommodation. The system provides ‘real-time’ information in terms of homeless presentation and bed occupancy across the region. This therefore provides a more enhanced and up-to-date way of collating key information in terms of presentation to homeless services and service occupancy on a live basis.

The information recorded on the PASS system will be used to:

**Improve service delivery**

A shared information system for homeless services will enable agencies working directly with people who are experiencing homelessness to record and share the work they do with their clients. This will improve the delivery of services to clients by ensuring that resources are used effectively by reducing duplication of effort and facilitating agencies to work together to provide a continuum of care and integrate service delivery.

**Monitor the delivery of services**

PASS will allow individual projects to monitor the work they do and the work other projects do with a client, what they do and when they do it, the key outcomes from this work and its effectiveness. It will provide the information necessary for the monitoring and evaluation of services.
Coordinate services

Support agencies to provide a better service to clients by sharing information and targeting their work.

Planning and development of services

The PASS system will provide statistics to projects about individual clients and the work of the project as a whole. This information can be used to plan future service developments.

PASS will provide us with statistical information on the homeless population profile and use of services. This information will be used to monitor the effectiveness of the strategy, identify emerging trends and to monitor service delivery.

Information recorded on the PASS system

The information recorded on the system will be limited to information required to track and plan the delivery of services to clients. All information is recorded in line with the protocols developed by homeless services for the PASS system and Data Protection legislation.
Local Authorities
7 Local Authorities

The following section provides an overview of the key contact details for Housing Officers in the Local Authorities based within the South East.

Key Contacts Details for Housing Office Personnel

| CARLOW | Carlow County Council  
County Buildings  
Athy Road  
Carlow  
Co. Carlow  
Tel: 059 9170300 |
|---------|---------------------------------------------------------------|
| Opening Hours | Monday - Friday  
9.30am - 5pm |
| Emergency presentations | Present to the foyer and staff will contact Social Worker or, if they are unable to do so, will leave a message with contact details of where the Social Worker can contact the person. |
| Drop in Clinics | People can drop in to Social Worker’s Clinic on Wednesday mornings 10am -12 noon. |

| KILKENNY | Kilkenny County Council  
Housing Office  
John’s Green House  
John’s Green  
Kilkenny City  
Tel: 056 7794900 |
|---------|--------------------------------------------------------------------------------|
| Opening Hours | Monday - Friday  
9am - 5pm closed for lunch |
<table>
<thead>
<tr>
<th>South Tipperary County Council</th>
<th>Housing Section Emmet Street Clonmel Co. Tipperary Tel: 052 6134455</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Opening Hours:</strong></td>
<td>Monday – Friday 9am – 5pm Closed for lunch</td>
</tr>
<tr>
<td>Clonmel Borough Council</td>
<td>Town Hall Clonmel Co. Tipperary Tel: 052 6183800</td>
</tr>
<tr>
<td><strong>Opening Hours:</strong></td>
<td>Monday – Friday 9am – 5pm Closed for lunch</td>
</tr>
<tr>
<td>Cashel Town Council</td>
<td>Friar Street Cashel Co. Tipperary Tel: 062 64700</td>
</tr>
<tr>
<td><strong>Opening Hours:</strong></td>
<td>Monday – Friday 9am – 5pm Closed for lunch</td>
</tr>
<tr>
<td>Carrick Town Council</td>
<td>New Street Carrick-On-Suir Co. Tipperary Tel: 051 642100</td>
</tr>
<tr>
<td><strong>Opening Hours:</strong></td>
<td>Monday – Friday 9am – 5pm Closed for lunch</td>
</tr>
</tbody>
</table>
| Tipperary Town Council | Rosanna Road  
Tipperary Town  
Co. Tipperary  
Tel: 062 80700 |
|-----------------------|-------------------------------------------------------|
| **Opening Hours:**    | Monday – Friday  
9am – 5pm  
Closed for lunch |

| WATERFORD CITY | Waterford City Council  
Housing Office  
Bailey’s New Street  
Waterford  
Tel: 051-309900 |
|-----------------|----------------------------------------------------------|
| **Opening Hours:** | Monday - Friday  
9.30am – 12.30pm  
2.00pm – 4.00pm |

| WATERFORD COUNTY | Waterford County Council  
Davitts Quay  
Dungarvan  
Co Waterford  
Tel: 058 22000 |
|-------------------|----------------------------------------------------------|
| **Opening Hours:** | Monday – Friday  
9am – 5pm |
<table>
<thead>
<tr>
<th><strong>WEXFORD</strong></th>
<th></th>
</tr>
</thead>
</table>
| **Wexford County Council** | Housing Department  
Carricklawn  
Wexford  
Tel: 053 9196000  |
| **Opening Hours:** | Monday - Friday  
9.00am - 5.00pm  
Closed for lunch 1pm - 2pm  |
| **Wexford Borough Council** | Housing Section  
Municipal Offices  
Spawell Road  
Wexford  
Tel: 053 9166900  |
| **Opening Hours:** | Monday - Friday  
9.00am - 5.00pm  
Closed for lunch 1pm - 2pm  |
| **New Ross** | Wexford County Council  
Housing Section  
10 Priory Street  
New Ross  
Co. Wexford  
Tel: 051-421300  |
| **Opening Hours:** | Monday - Friday  
9.00am - 5.00pm  
Closed for lunch 1pm - 2pm  |
| **New Ross Town Council** | Housing Section  
The Tholsel  
New Ross  
Co. Wexford  
Tel: 051 421284  |
| **Opening Hours:** | Monday - Friday  
9.00am - 5.00pm  
Closed for lunch 1pm - 2pm  |
<table>
<thead>
<tr>
<th>Location</th>
<th>Organization</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enniscorthy</td>
<td>Wexford County Council Housing Section</td>
<td>Old Dublin Road, Enniscorthy, Co. Wexford</td>
<td>053 9232313</td>
</tr>
<tr>
<td></td>
<td><strong>Opening Hours:</strong></td>
<td>Monday - Friday, 9.00am - 5.00pm, Closed for lunch 1pm - 2pm</td>
<td></td>
</tr>
<tr>
<td>Enniscorthy</td>
<td>Enniscorthy Town Council</td>
<td>Market Square, Enniscorthy, Co. Wexford</td>
<td>053 9233540</td>
</tr>
<tr>
<td></td>
<td><strong>Opening Hours:</strong></td>
<td>Monday - Friday, 9.00am - 5.00pm, Closed for lunch 1pm - 2pm</td>
<td></td>
</tr>
<tr>
<td>Gorey</td>
<td>Wexford County Council Housing Section</td>
<td>Civic Square, The Avenue, Gorey, Co. Wexford</td>
<td>053 9483801</td>
</tr>
<tr>
<td></td>
<td><strong>Opening Hours:</strong></td>
<td>Monday - Friday, 9.00am - 5.00pm, Closed for lunch 1pm - 2pm</td>
<td></td>
</tr>
</tbody>
</table>
8

Emergency Accommodation

TIPPERARY

KILKENNY

WATERFORD

CARLOW

WEXFORD
8 Emergency Accommodation

There are four emergency men’s hostels in the South East.

These are based in:

- Wexford,
- Waterford,
- Carlow and
- Kilkenny.

All of the services accept referral from South Tipperary.

Emergency accommodation for women is provided within the women’s refuges’ in the South East. These services are based in:

- Wexford,
- Waterford,
- Kilkenny and
- South Tipperary.

All services accept referrals from Carlow.

In general, people can access emergency accommodation through presentation at the local authority and out-of-hours through self referral to the service itself.

The purpose of emergency accommodation is to support people experiencing homelessness to secure housing and to engage them in any appropriate supports relevant to their needs.

Each individual who accesses emergency accommodation will be assigned a key worker who will support them to develop a care plan based on their own particular needs.
# Carlow Emergency Accommodation for Men

**The Monastery Hostel, Society of St. Vincent de Paul**

## Contact Details:

<table>
<thead>
<tr>
<th>Address:</th>
<th>Dublin Road, Carlow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel:</td>
<td>059 9140322</td>
</tr>
<tr>
<td>Fax no:</td>
<td>059 9135229</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:svpmonasteryhostel@eircom.net">svpmonasteryhostel@eircom.net</a></td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>9.00am to 9pm</td>
</tr>
<tr>
<td>Catchment Area:</td>
<td>No geographical boundary</td>
</tr>
</tbody>
</table>

## Target Group:

Homeless Males

## Age:

18 years +

## Referral Procedure:

**Agencies:**

Written referral form to be completed by referring agency and submitted to hostel prior to an assessment being offered. Fax completed forms to 059 9135229 between 9.30am and 4.30pm.

**Self referrals:**

May also be made by individuals seeking admittance.

## Length of Stay:

Min: as per individual care plan
Max: 6 months

## Supports:

Key Working
Drugs Outreach Support
Training & Development Programme
Tenancy Sustainment Service (TSS)
Counselling may be offered, subject to volunteer availability.
Further Information:

Service Users are provided with an induction to the service on admission and are required to enter into a License Agreement in relation to hostel rules. The hostel is staffed 24/7. Full meals and a laundry service are provided. Bedrooms are mainly twin bedded.

The Monastery Hostel works collaboratively with the Service User to empower him to resume independent living, hence meaningful engagement in key working, training and other appropriate hostel activities is required. The hostel does not permit alcohol, narcotics or weapons onto the premises.

Onward Referrals to other appropriate services are made with the Service Users consent.

Equal opportunities:

Admissions Policy, Eviction Policy, Appeals Policy, Health & Safety Policy, Key Working Policy, Confidentiality Policy, Complaints Policy, and Risk Assessment Policy are available for viewing. Contact the Project Manager for copies.

Resident Access:

Access during the period from 9.00am to 9.00pm unless otherwise agreed.

Visitors:

Visitors are permitted by arrangement with staff on duty only.
All visitors must report to the office on arrival.

Disabled Facilities:

None
Tenure: 6 months

Shared Facilities: Most bedrooms are twin rooms, so sharing may be necessary. Rooms are allocated as single when numbers allow.

Tenure/Policies in place: It is obligatory to sign a license agreement on admittance.

Client Contributions: Rent is €10.00 per night, payable nightly or in advance.

Travel: The hostel is within walking distance of Carlow railway station.

The Waterford/Dublin train serves Carlow with 10 trains per day each way.

Rapid Express Buses and Bus Eireann also serve Carlow with several buses per day to/from Dublin and Waterford.
Kilkenny Emergency Accommodation for Men

The Good Shepherd Centre

Contact Details:

Address: Church Lane, Kilkenny
Phone no: 056 7722566
Fax no: 056 7722768
Email: manager@thegoodshepherdcentrekilkenny.ie
Opening Hours: 24/7 365 days per year
Catchment Area: Kilkenny City & County. Referrals taken throughout Ireland subject to Kilkenny Homeless Action Team (KHAT) approval.
Website Address: www.thegoodshepherdcentrekilkenny.ie
Gender: Male
Target Group: Person’s who are experiencing homelessness or at risk of homelessness.
Age Group: 18+

Referral Procedure: Completion of a Kilkenny Homeless Action Team Referral & Assessment form. This can be done as either a self-referral or third party referral.

On completion of the referral form a decision will be made to the range and type of services on offer. All offers of service will be subject to review at the Kilkenny Homeless Action Team (KHAT) meetings. KHAT meetings held weekly.

Length of Stay: Max: 6 months
<table>
<thead>
<tr>
<th>Supports:</th>
<th>Emergency Accommodation is available at the Centre.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step down/</td>
<td>On the campus of the Good Shepherd Centre.</td>
</tr>
<tr>
<td>Transitional</td>
<td></td>
</tr>
<tr>
<td>Accommodation:</td>
<td></td>
</tr>
<tr>
<td>Long-term</td>
<td>Kilkenny City</td>
</tr>
<tr>
<td>accommodation</td>
<td></td>
</tr>
<tr>
<td>in the Community:</td>
<td></td>
</tr>
<tr>
<td>In reaching</td>
<td>Prison and Treatment Centres</td>
</tr>
<tr>
<td>services:</td>
<td></td>
</tr>
<tr>
<td>Personal Action</td>
<td>In operation</td>
</tr>
<tr>
<td>Plans:</td>
<td></td>
</tr>
<tr>
<td>Key working</td>
<td>In operation</td>
</tr>
<tr>
<td>system:</td>
<td></td>
</tr>
<tr>
<td>Aftercare service:</td>
<td>Offered through key worker &amp; Personal Action Planning and also through the life skills programme.</td>
</tr>
<tr>
<td>Life Skills</td>
<td>A range of supports are offered on a one to one basis or through a group approach via the Veg Shed and Men’s Shed.</td>
</tr>
<tr>
<td>Programme:</td>
<td></td>
</tr>
<tr>
<td>Further Information:</td>
<td>The aim of the service is to support into or back into independent living with the most relevant supports available to the service and the client. This is done in conjunction with the clients and with the use of a Personal Action Plan (PAP). Clients will be offered support and assistance post tenure in the Centre.</td>
</tr>
<tr>
<td>Equal opportunities:</td>
<td>There is a contract of service with all clients who are admitted into the service; also the following policies are in place for clients and the agency benefit.</td>
</tr>
<tr>
<td></td>
<td>Admission Policy</td>
</tr>
<tr>
<td></td>
<td>Confidentiality Policy</td>
</tr>
</tbody>
</table>
Complaints Policy
Discharge Policy

There is also a client’s hand book available to clients admitted to the service.

**Resident Access:**
Open access between 7.00am & 10.00pm. After 10:00pm access via staff on duty.

**Visitors:**
No facilities to accommodate.

**Disabled Facilities:**
None

**Shared Facilities:**
Toilet / Showers / Dining room / TV Room / Pool Room

**Tenure/Policies in place:**
The Centre has a dry house policy which means that anyone under the influence of alcohol or illicit drugs will be refused admission. The Centre has a contract for all clients to sign which outlines the terms and conditions for using the service.

**Client Contributions:**
€75 per week.
## Kilkenny Emergency Accommodation for Women

### Amber, Kilkenny Women’s Refuge

<table>
<thead>
<tr>
<th>Contact Details:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>Kilkenny</td>
</tr>
<tr>
<td><strong>Phone no:</strong></td>
<td>056 7771404</td>
</tr>
<tr>
<td><strong>Fax no:</strong></td>
<td>056 7771899</td>
</tr>
<tr>
<td><strong>Helpline:</strong></td>
<td>1850 42 42 44</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:kwrp@eircom.net">kwrp@eircom.net</a></td>
</tr>
<tr>
<td><strong>Opening Hours:</strong></td>
<td>24 hour service</td>
</tr>
<tr>
<td><strong>Catchment Area:</strong></td>
<td>Carlow / Kilkenny</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender:</th>
<th>Adult females and their children</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target Group:</strong></td>
<td>Families experiencing Domestic Violence and/or Homelessness.</td>
</tr>
<tr>
<td><strong>Age Group:</strong></td>
<td>Adult over 18 years. Children admitted with parent.</td>
</tr>
</tbody>
</table>
| **Referral Procedure:** | Self Referral  
Outside Agency  
Gardaí  
Hospital Emergency Departments  
Social Work Services  
Community groups  
Homeless Action Team |
| **Length of Stay:** | Min: None - Max: Within the confines of short-term emergency accommodation. |
| **Supports:** | Key-working system in place.  
Care plans/ Personal Action Plans put in place to suit the needs of each individual / family admitted. |
| **Aftercare service:** | Telephone support  
Visits if appropriate |
### Further Information:
Amber Women’s Refuge provides safe, short-term emergency accommodation for up to seven families. It provides a safe place for women to make decisions about their future. It provides a 24 hour helpline, support and information service aftercare.

### Equal opportunities:
Policies in place to ensure best practice.

### Resident Access:
24/7

### Visitors:
Restricted

### Disabled Facilities:
One wheelchair accessible bedroom and bathroom.
One wheelchair accessible public toilet.

### Policies:
Tenure/Policies in place
Client contract in place
All policy and procedure documents available from Manager.

### Client Contributions:
€30 euro per week per family.
South Tipperary Emergency Accommodation for Women

Cuan Saor Refuge, Clonmel

Contact Details:

Address: Co. Tipperary
Phone no: 052 6127557
Fax no: 052 6127757
Helpline: 1800 576757
Email: admin@cuansaor.org

Opening Hours: 24 hour service

Catchment Area: South Tipperary (Cuan Saor takes referrals on a national level when a woman/family is fleeing domestic violence).

Gender: Female

Target Group: Women and children experiencing domestic violence and/or homelessness.

Age Group: All age groups
(Children under 18 years must be accompanied by their mother/guardian).

Referral Procedure: Self Referral Call in, Helpline, Email
Referral from relevant agencies: Social Work Dept, Gardai, Doctor, Hospital, Corporation and Local Authority/Housing Department and Homeless Agencies and Substance Misuse Service.

Length of Stay: Min: One night
Max: On individual needs
<table>
<thead>
<tr>
<th>Supports:</th>
<th>24 hour support to residents.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key-working System:</td>
<td>Yes</td>
</tr>
<tr>
<td>Aftercare Service:</td>
<td>Outreach services to adults and children. Follow on support &amp; information in house. Pattern Change Programme</td>
</tr>
<tr>
<td>Further Information:</td>
<td>Cuan Saor provides a range of supports for women and children who are or have experienced domestic violence and or homelessness, this includes short-term crisis supported accommodation, support and advocacy both in Cuan Saor and on an outreach basis. Cuan Saor also provides Court support to women who wish to access the courts for domestic violence orders, custody, access, separation etc. Children are supported by the Childcare worker both internally in the refuge and externally by appointments. Counselling is available to clients who wish to have support around the long-term effects of domestic violence on their lives. Cuan Saor links closely with other relevant agencies in support of women who are experiencing domestic violence and have problematic substance use. Networking with relevant agencies around housing, Social Welfare, Gardai, Substance Misuse Services, Hospitals, Social Workers, Mental Health Services and the Homeless Action Team forms a large part of the work. Cuan Saor also provides domestic violence training for schools and community groups in the area.</td>
</tr>
</tbody>
</table>
On a yearly basis the service runs a ‘Pattern Change Education Programme’ for women who have left the domestic violence relationship.

<table>
<thead>
<tr>
<th>Equal opportunities:</th>
<th>Equal Opportunity Act 2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Access:</td>
<td>Open access to and from refuge (managed by staff) and all residents to be in house by 10pm each night.</td>
</tr>
<tr>
<td></td>
<td>As it is a 24 hour service residents may be admitted and discharged out of hour of needed.</td>
</tr>
<tr>
<td>Visitors:</td>
<td>Yes, visitors according to policy.</td>
</tr>
<tr>
<td>Disabled Facilities:</td>
<td>Currently there are areas of the building which are not wheelchair accessible.</td>
</tr>
<tr>
<td>Shared Facilities:</td>
<td>All self-contained units, however where necessary units can be divided into two bedroom accommodation where residents would have to share living area and bathroom (this is only in emergency situations).</td>
</tr>
</tbody>
</table>
| Tenure/Policies in place: | Admissions Policy  
Support & Care within the Refuge  
Client Referral Policy  
Data Protection Policy  
Equal Opportunities and Dignity at Work Policy  
Procedures on Protected Disclosures of Information in the Workplace  
Incident/Accident Report Form and Documenting Policy, Infection Control Policy  
Youth Homelessness Strategy 2001 |
Client Contributions:

€30 euro per week or €5 per night if appropriate and affordable for client.

Travel:

Own transport, public transport and taxis.
## Waterford Emergency Accommodation for Men

### McGwire House, Saint Vincent de Paul Men’s Hostel

#### Contact Details:

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>McGwire House, Bath Street, Waterford</td>
</tr>
<tr>
<td>Phone No:</td>
<td>051 872708</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:svpladylane@gmail.com">svpladylane@gmail.com</a> or</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:ladylanehostel@gmail.com">ladylanehostel@gmail.com</a></td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>Open from 7am and doors close at 10pm</td>
</tr>
<tr>
<td>Catchment area:</td>
<td>Waterford City and County and South Tipperary.</td>
</tr>
<tr>
<td>Website Address:</td>
<td><a href="http://www.svp.ie">www.svp.ie</a></td>
</tr>
<tr>
<td>Gender:</td>
<td>Male</td>
</tr>
<tr>
<td>Target Groups:</td>
<td>Homeless males</td>
</tr>
<tr>
<td>Age Group:</td>
<td>18yrs and over</td>
</tr>
<tr>
<td>Referral Procedure:</td>
<td>Within working hours all individuals must be referred through</td>
</tr>
<tr>
<td></td>
<td>Waterford City Council, Waterford County Council and South Tipperary</td>
</tr>
<tr>
<td></td>
<td>Council. Self referrals are accepted out of hours on an emergency</td>
</tr>
<tr>
<td></td>
<td>basis until the relevant council re-opens the next morning or after</td>
</tr>
<tr>
<td></td>
<td>the weekend if applicable.</td>
</tr>
<tr>
<td>Length of Stay:</td>
<td>None</td>
</tr>
<tr>
<td>Min:</td>
<td></td>
</tr>
<tr>
<td>Max:</td>
<td>Six months</td>
</tr>
<tr>
<td></td>
<td>The service currently caters for long-term residents as agreed locally</td>
</tr>
<tr>
<td></td>
<td>with the relevant county council.</td>
</tr>
<tr>
<td>Supports:</td>
<td>Personal Action Plan: Each resident will complete a care support plan</td>
</tr>
<tr>
<td></td>
<td>with their assigned key worker.</td>
</tr>
<tr>
<td>Section</td>
<td>Details</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Key working system:</strong></td>
<td>Each resident is assigned a key worker and a resident assessment and care support plan is completed to identify the needs/support required to meet individual resident needs.</td>
</tr>
<tr>
<td><strong>Aftercare service:</strong></td>
<td>If required a Tenancy Sustainment Service (TSS) referral can be made through City Council.</td>
</tr>
<tr>
<td><strong>Further Information:</strong></td>
<td>At the hostel a Life Skills programme is on site to provide residents with relevant skills to maintain and sustain living independently when they move on from the hostel. It is tailored to meet their individual needs. There is a requirement that all residents participate in the life skills programme as part of their hostel stay. The programme includes personal care, cooking, budgeting and house keeping skills. On occasions there are life skills outings such as day trips and fishing trips.</td>
</tr>
<tr>
<td><strong>Equal Opportunities:</strong></td>
<td>The hostel provides equal opportunities for people of all ethnic backgrounds.</td>
</tr>
<tr>
<td><strong>Resident Access:</strong></td>
<td>Residents have access to the hostel between 8.30am to 10.00pm, outside of the stated hours special arrangements can be made to facilitate individual requirements as agreed with management.</td>
</tr>
<tr>
<td><strong>Visitors:</strong></td>
<td>Arrangements can be made through management.</td>
</tr>
<tr>
<td><strong>Disabled Facilities:</strong></td>
<td>Full disabled access to the service.</td>
</tr>
<tr>
<td><strong>Shared Facilities:</strong></td>
<td>Residents each occupy their own single bedroom, some of which are en-suite. Communal areas such as sitting room, gym, garden, art room, computer facilities</td>
</tr>
</tbody>
</table>
and laundry facilities are available to all residents. The hostel also has a pet dog that residents care for during their stay. Residents also have access to dining area at designated meal times.

**Tenure/Policies:**
Hostel policies and procedures must be followed at all times.

**Client Contributions:**
Residents are required to pay €75 per week or €70 if they do not wish to avail of a television. Rent includes meals and use of laundry facilities.

**Travel:**
The hostel is situated on Bath Street, Poleberry, Waterford.

**Further information:**
The hostel is a non-smoking building. There is a court yard provided for residents to smoke. The service operates a dry hostel where a resident is not allowed entry to the hostel under the influence of alcohol or narcotics.
### Waterford Emergency Accommodation for Families

**Tinteán Housing Association**

**Contact Details:**

<table>
<thead>
<tr>
<th>Address:</th>
<th>25 Virginia Crescent, Hennessy’s Road, Waterford</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone no:</td>
<td>051 844076</td>
</tr>
<tr>
<td>Fax no:</td>
<td>051 877862</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:tinteanhousing@eircom.net">tinteanhousing@eircom.net</a></td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>24 hours</td>
</tr>
<tr>
<td>Catchment Area:</td>
<td>Waterford City &amp; County</td>
</tr>
<tr>
<td>Gender:</td>
<td>Families</td>
</tr>
<tr>
<td>Target Group:</td>
<td>Emergency accommodation for families.</td>
</tr>
<tr>
<td>Age Group:</td>
<td>Parents accommodated must be over 18</td>
</tr>
<tr>
<td>Referral Procedure:</td>
<td>Referrals can be made by Waterford City Council &amp; Oasis House Women’s Refuge. The Referral Agent must continue to provide a back up service to both Tinteán Housing and the individual referred. No self-referrals are accepted. A Referral Form is used to gather all relevant information prior to the family being accommodated. The referral is then assessed by the Admissions Committee and a decision made regarding accommodating the family referred.</td>
</tr>
<tr>
<td>Length of Stay:</td>
<td>Min: None The length of stay will be decided on the needs of each individual case and will be agreed with the referral agent prior to the family being offered accommodation. The</td>
</tr>
</tbody>
</table>
The offer of accommodation will be subject to review on, at least, a monthly basis. The responsibility for the family referred remains with the referral agent.

**Supports:**

Tinteán will work in conjunction with the Referral Agent to support the family to return to independent living.

**Aftercare service:**

Provided by Aftercare Worker if required.

**Further Information:**

Family units are not staffed. Families can avail of the support of staff on duty in Tinteán Housing transitional service or from the Aftercare Worker if required.

**Equal opportunities:**

Confidentiality Policy
Referral & Admissions Policy
Data Protection Statement

**Resident Access:**

24 hours

**Visitors:**

Visitors are allowed

**Disabled Facilities:**

No

**Tenure/Policies in place:**

License Agreement

**Client Contributions:**

€92.00 per week (€78.00 rent & €14.00 utilities)

**Travel:**

Situated within walking distance of Waterford City
## Waterford Emergency Accommodation for Women

**Oasis Housing Association Ltd.**

### Contact Details:

<table>
<thead>
<tr>
<th>Address:</th>
<th>Waterford</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone no:</td>
<td>051 370367</td>
</tr>
<tr>
<td>Helpline:</td>
<td>1890 264 364</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:oasishouse2@eircom.net">oasishouse2@eircom.net</a></td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>24/7</td>
</tr>
</tbody>
</table>

### Catchment Area:

Homeless referrals are accepted from Waterford City & County councils.

### Gender:

Female

### Target Group:

Single women experiencing homelessness and women with children experiencing homelessness.

### Age Group:

18 years upwards + children with their mother (including boys up to 18 yrs).

### Referral Procedure:

All homeless referrals come through Waterford City Council or Waterford County Council. In the event of a woman/family presenting out of hours or at weekends, accommodation can be provided, if available. The woman will be asked to present to Waterford City Council or Waterford County Council on the next working day.

### Length of Stay:

Short-term crisis accommodation

<table>
<thead>
<tr>
<th>Min:</th>
<th>n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max:</td>
<td>n/a</td>
</tr>
</tbody>
</table>

### Supports:

Personal Action Plans are developed with each individual/family.
Aftercare service: No

Further Information: Oasis House provides short-term crisis accommodation to single women and to women with their children, who are experiencing homelessness. Oasis House also provides safe supported accommodation to women and to women with children who are victims of domestic abuse. Staff are on duty 24/7 and are fully equipped to deal with all emergency and crisis admissions at any time of the day or night. The services at Oasis House are also offered to women who do not wish to access refuge accommodation. Appointment based visits can be arranged. A 24 hour Lo-call helpline offers a support, information and listening service allowing for strict confidentiality and anonymity.

Equal opportunities: A range of Policies and Procedures are in place to ensure staff and residents comply with all aspects of Health & Safety requirements.

While Oasis House provides an accessible and inclusive service to women who use substances, we recognise that we have other duties and obligations, including an obligation to work within the law, the duty to provide a safe environment for all workers and service users, and the duty to work with and be sensitive to the local community.

Resident Access: Staff are available 24/7 to deal with emergency and crisis admissions.

Visitors: Visitors are not allowed in order to protect the confidentiality of clients.
Disabled Facilities: Disabled access and disabled toilet facilities provided.

Shared Facilities: Oasis House provides fully self-contained family units of accommodation. Individual units for single women contain basic cooking facilities, with shared bathroom facilities.

Tenure/Policies in place: Service User Contract Agreement + Children’s Charter Policy

Client Contributions: €5 per night to cover rent & utilities.

Travel: Public Transport readily available.
# Wexford Emergency Accommodation for Men

**Ozanam House, Society of Saint Vincent De Paul**

**Contact Details:**

<table>
<thead>
<tr>
<th><strong>Address:</strong></th>
<th>The Men’s Hostel, Ozanam House, Thomas Street, Wexford</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone No:</strong></td>
<td>053 9121440 - 9123895</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:ozanamwex@eircom.net">ozanamwex@eircom.net</a></td>
</tr>
<tr>
<td><strong>Opening Hours:</strong></td>
<td>Open 24 hours, 7 days per week</td>
</tr>
<tr>
<td><strong>Catchment Area:</strong></td>
<td>Co. Wexford and beyond</td>
</tr>
<tr>
<td><strong>Website address:</strong></td>
<td><a href="http://www.svp.ie">www.svp.ie</a></td>
</tr>
</tbody>
</table>

- **Gender:** Male
- **Target Group:** Men experiencing homelessness and with drug addiction, alcohol addiction, marital separation, psychiatric problems.
- **Age Group:** 18 plus
- **Referral Procedure:** Referrals accepted from all organisations including Community Welfare Officer/Higher Executive Officer. Walk in/self referral to the hostel accepted no later than 18.00hrs.
- **Length of Stay:** Min: 1 day  Max: 6 months
- **Supports:** The service is a member of the Wexford Homeless Action Team and also links in with a number of local supports such as the Cornmarket Project, Substance Misuse Service in Wexford, Wexford Mental Health Association, Summerhill, Wexford.
- **Personal Action Plans:** In place for each hostel user.
Key-working system: In place for each hostel user.

Aftercare service: The service provide outreach on an ad hoc basis for clients who return to the hostel for help.

Further Information: Travel Vouchers are issued to Hostel Users in the event of an emergency only.

Resident Access: Must be in the hostel before 11pm curfew.

Visitors: Hostel Users are allowed visitors provided that hostel guidelines are not breached.

Disabled Facilities: Wheelchair access at hostel entrance only.

Shared Facilities: Recreation room/ Dining room/ Shower

Tenure/Policies in place: Yes, as outlined in Hostel Guidelines.

Client Contributions: Weekly rent of €70 paid in advance.

Travel: There is a bus service from Waterford, Cork and Dublin to Wexford town and a regular train service from Dublin. Taxi or hackney service from the bus and train service to the hostel.
Wexford Emergency Accommodation for Women

Wexford Women’s Refuge

Contact Details:

Address: Wexford
Phone no: 053 91 21876
Fax no: 053 91 21905
Email: wexrefuge@eircom.net
Opening Hours: 24 hour
Catchment Area: Wexford town & county

Gender: Women

Target Group: Women and Children experiencing domestic violence in their own homes and women and children experiencing homelessness.

Age Group: All age groups

Referral Procedure: Self-referral, Local Authority, Borough Council, Gardaí, General Hospital, Social Workers, and other organisations/external agencies that come into contact with women and children needing support/accommodation.

Length of Stay: Min: 8 - 10 weeks
Max: When families are involved with Child Protection, the length of stay can sometimes be extended to a much longer period i.e. 4 months.

Supports: Information & Support
24 hour Accommodation
Court Accompaniment
Outreach /Support Group
The Refuge has always had close links with
local Community Development Programme groups in the area i.e. FAB, Wolfe Tone, South End, CDP, Gorey Family Resource Centre, Ramsgrange CDP, Springboard in New Ross and Access 2000. This agency in particular facilitates many of the clients who want to further themselves through education and training.

**Personal Action Plans:**
Each situation is monitored on a daily basis and the appropriate interventions put into place to support the woman.

**Key Working system:**
Review meetings with every client are held twice weekly to discuss progress, supports required etc. Residents meetings are held weekly to give the clients a collective voice.

The discussion of client cases at the monthly Homeless Action Team meetings, prove to be another vital support for both the client and the Refuge.

**Further Information:**
While accommodation is vital for the safety of women and children, intervention through Outreach Services empowers families to stay in their own homes and reclaim their lives.

**Equal opportunities:**
Wexford Refuge is an equal opportunities service and provides Support & Information/Accommodation & Outreach Services to a very broad multi-cultural group of women and children.

**Resident Access:**
As the service is 24x7x365 a woman can self refer or be referred by another person or agency at any time. When the Refuge is full and unable to accommodate a family, they will still be facilitated through referral
to another Refuge in the region or to the Borough Council/County Council. Staff will do their utmost to guarantee the safety and welfare of all families who present either at the door or by telephone, even if this means putting the family on a sofa overnight.

**Visitors:**

Visitors i.e. family & friends are permitted to visit, provided Staff are made aware in advance.

**Disabled Facilities:**

Wheelchair access & bedroom facility for disabled person/family.

**Shared Facilities:**

Wexford is based on the older communal model where the sitting room and kitchen are communal.

**Tenure/Policies in place:**

Policies & Procedures in place

**Client Contributions:**

€30 per week rent.

**Travel:**

There is a bus service from Waterford, Cork and Dublin to Wexford town and a regular train service from Dublin. On occasion taxis are used to collect a family to take them into safety and are also used to take clients for court appointments.
Transitional Accommodation

- Tipperary
- Kilkenny
- Waterford
- Carlow
- Wexford
Kilkenny Transitional Accommodation for Men

The Good Shepherd Centre

Contact Details:

Address: Church Lane, Kilkenny
Phone no: 056 7722566
Fax no: 056 7722768
Email: manager@thegoodshepherdcentrekilkenny.ie
Opening Hours: 24/7 365
Catchment Area: Kilkenny City & County. Referrals taken throughout Ireland subject to Kilkenny Homeless Action Team (KHAT) approval.

Website address: www.thegoodshepherdcentrekilkenny.ie

Gender: Male

Target Group: Persons who are experiencing homelessness or at risk of homelessness.

Age Group: 18+

Referral Procedure: Completion of a Kilkenny Homeless Action Team (HAT) referral & assessment form. This can be done as either a self referral or third party referral.

A letter of referral in conjunction with the HAT referral form will be forwarded to the Brother Thomas Place referral committee which is a subcommittee of the board of management of the Good Shepherd Centre.
Length of Stay: Min: 6 months   Max: 18 months

Supports: A Personal Action Plan (PAP) will be put in place with the co-operation of the tenant. Tenant will also be assigned a keyworker.

Further Information: The aim of the facility is to bridge the gap between homelessness and returning to the community.

Equal opportunities: A tenancy agreement is in place with all tenants.

Resident Access: Full access at all times.

Visitors: Facilities to accommodate visitors but no overnight visitors.

Disabled Facilities: None

Shared Facilities: Toilet / Showers  Dining room  TV Room / Pool Room

Tenure/Policies in place: Tenancy agreement in place.

Client Contributions: €85 per week.
Waterford Transitional Accommodation for Women

Tinteán Housing Association

Contact Details:

Address: 25 Virginia Crescent, Hennessy’s Road, Waterford
Phone no: 051 844076
Fax no: 051 877862
Email: tinteanhousing@eircom.net

Opening Hours: 24 hours
Catchment Area: Primarily Waterford City & County however referrals considered from outside the area where appropriate.

Gender: Female

Target Group: Transitional accommodation for single homeless women.

Age Group: 18 or over

Referral Procedure: Referrals can be made by an individuals working with the women who are experiencing homelessness. The Referral Agent is expected to continue to support the individual and provide a back-up support to staff while the woman is accommodated. No self-referrals are accepted.

A Referral Form and Admissions Interview are used to gather all relevant information prior to the individual being accommodated. The referral is then assessed by the Admissions Committee and a decision made regarding accommodating the individual referred.
**Length of Stay:**
The length of stay is based on the needs of each individual.  
Min: None  
Max: 12 months approximately

**Supports:**
Personal Action Plans  
Key-working system

**Aftercare service:**
Available to all former residents by the Aftercare Worker on a weekly or fortnightly basis depending on the needs of the individual. Former residents can also avail of the support of staff on duty in Tinteán at any time.

**Further Information:**
Staffed 24 hours a day, 365 days of the year.

The role of staff is to provide a non-directive support and advocacy service to residents. Residents are supported to access external support services and are provided with information and support in relation to welfare entitlements, education, training and employment opportunities and developmental programmes. If required staff accompany residents to appointments, court, meetings with other agencies etc. Information is provided in relation to housing options and residents supported to secure accommodation when ready to move on.

**Equal opportunities:**
Confidentiality Policy, Referral & Admissions Policy, Alcohol & Drug Policy, Anti Bullying Policy, Data Protection Statement, Complaints Procedure, Medication Policy.

**Resident Access:**
Residents are asked to be in by 11pm each night.
| **Visitors:** | Limited access |
| **Disabled Facilities:** | No |
| **Shared Facilities:** | Kitchen, living room and utility room. Bathroom shared with one other. |
| **Tenure/Policies in place:** | Contract and House Rules signed by residents. No alcohol or drugs allowed on the premises. Residents who return under the influence of alcohol or drugs are refused entry. |
| **Client Contributions:** | €63.08 per week (€53.08 rent & €10.00 utilities). |
| **Travel:** | Situated within walking distance of Waterford City. |
Waterford Transitional Accommodation – Families and Single Men

Focus Ireland South East Area

Transitional (Short-term) Housing.

Contact Details

Waterford City: Grange Cohan, St. John’s Park, Waterford
Phone no: 051 879807

Waterford County: Convent Lodge, Mitchell Street, Dungarvan.
Phone no: 058 43570

Email: info@focusireland.ie
Opening Hours: 9.00 am - 5.00 pm
Catchment Area: Waterford City & Dungarvan, Co. Waterford
Website address: www.focusireland.ie

Gender: Mixed

Target Group: Families and Single men.

Transitional Housing (Short-term) for Families and Single men: Focus Ireland offers specific short-term programmes of support, with linked accommodation, to individuals or families who have support needs that have impacted on their ability to sustain their housing.

The purpose of the transitional housing service is to intensively work with residents to identify and progress their support
needs, to access and maintain links with appropriate support services and to assist in securing appropriate move-on accommodation.

<table>
<thead>
<tr>
<th>Age Group:</th>
<th>18+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral Process:</td>
<td>Referrals to the Short-term / Transitional programme are normally made by professionals, Local Authority, Community Workers, Drugs Workers, Emergency Hostels and Mental Health Professionals. Self referrals are accepted and assessed.</td>
</tr>
<tr>
<td>Length of Stay:</td>
<td>6-18 months.</td>
</tr>
<tr>
<td>Supports:</td>
<td>Accessing accommodation, accompanying clients to appointments, advice and information and advocacy, support with applying for social welfare entitlements, support in dealing with appeals related to social welfare applications, referral to appropriate services such as MABS, addiction services, mental health services, training and education.</td>
</tr>
</tbody>
</table>

Focus Ireland has an open door policy to all who have left the service.

| Other Information: | Customer involvement is encouraged through the following means: Resident support groups, customer involvement forum, client newsletter and client charter, client complaint process, media involvement. |

Equal opportunities: Focus Ireland follows written equal opportunities policies and procedure within Focus Ireland internal structures and also as required by law. Focus Ireland operates
a formal written complaints procedure. There is also a Code of Practice of guidelines and procedures that is adhered to within each service.

**Disabled Facilities:**

There is wheelchair access in all locations.

**Tenure/Policies in place:**

There are comprehensive policies and procedures in place for services covering service delivery and customer charter, confidentiality, child protection, and data protection and freedom of information.

**Client Contributions:**

<table>
<thead>
<tr>
<th>Bed</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 bed</td>
<td>€63</td>
</tr>
<tr>
<td>2 bed</td>
<td>€68</td>
</tr>
<tr>
<td>3 bed</td>
<td>€73</td>
</tr>
</tbody>
</table>

A small proportion of Focus Ireland properties are charged to differential rent which is means tested.

**Travel:**

Grange Cohan: There is a bus service available from Waterford City Centre (St. John’s Park service) which stops directly outside of the Grange Cohan estate. The estate is directly along side of The Butler Community Centre.

Dungarvan Office: The office is located in the Presentation Development Centre in Dungarvan town. Access off Mitchell Street.
# Waterford Transitional Accommodation for Men Substance Misuse Step Down

**Ceim Eile**

## Contact Details:

| **Address:** | 1 Glencarra, Ballybeg, Waterford |
| **Phone no:** | 051 370007 |
| **Fax no:** | 051 370007 |
| **Mobile:** | 087 2025435 |
| **Email:** | gwhelan@aiseiri.ie |
| **Opening Hours:** | Residential 24/7 |
| **Catchment Area:** | Mainly South East but some national |
| **Website address:** | www.aiseiri.ie |

**Gender:** Male

**Target Group:** Extended-Care for men post primary drug/alcohol treatment.

**Age Group:** Over 18

**Referral Procedure:** Aiseiri and similar treatment centres only. Initially by phone; then referral form.

**Length of Stay:** Min: 3 months  Max: 6 months

**Supports:** Residential 24 hour staff  Personal Action Plans  Key-working system  Aftercare service

**Further Information:** Psychotherapy, Addiction Counselling, Educational and Training support.

**Resident Access:** 11.30pm Curfew
Visitors: Yes. Permitted according to policy.

Disabled Facilities: No

Shared Facilities: Yes, bedrooms, bathrooms and kitchen.

Tenure/Policies in place: Contract

Client Contributions: Yes, according to means.

Travel: Situated within walking distance of Waterford City.
10
Long Term Accommodation
10 Long Term Accommodation

Kilkenny Long Term Accommodation

The Good Shepherd Centre

Contact Details:

Address: Church Lane, Kilkenny
Phone no: 056 7722566
Fax no: 056 7722768
Email: manager@thegoodshepherdcentrekilkenny.ie
Opening Hours: 24/7 365
Catchment Area: Kilkenny City & County. Referrals taken throughout Ireland subject to Kilkenny Homeless Action Team (KHAT) approval.

Website address: www.thegoodshepherdcentrekilkenny.ie

Gender: Male

Target Group: Persons who are experiencing homelessness or at risk of homelessness.

Age Group: 18 years +

Referral Procedure: Completion of a Kilkenny Homeless Action Team Referral & Assessment form. This can be done as either a self referral or third party referral.

Generally referrals to the long-term housing come from within the organisation, but referrals can be taken from outside of the service on occasions.

Length of Stay: Min: N/A Max: Long-term
Supports: A Personal Action Plan (PAP) will be put in place with the co-operation of the tenant. All tenants will be appointed a liaison person.

Further Information: There are limited numbers of tenancies in the community and the Centre will endeavour to put a support package in place with relevant agencies.

Resident Access: 24 hour access

Visitors: Tenant has the option for visitors.

Tenure/Policies in place: There is a tenancy agreement in place for all tenants.

Client Contributions: €85 per week.
Waterford Long Term Supported Accommodation

Focus Ireland South East Area

Contact Details

**Waterford City:**
Grange Cohan
St. Johns Park
Waterford City

**Phone No:**
051 879810

**Fax:**
051 879811

**Ferrybank:**
19 The Crescent
Ferrybank
Waterford

**Phone no:**
051 897 900

**Waterford County:**
Presentation Development Centre
Mitchell Street
Dungarvan
Co. Waterford

**Phone No:**
058 43570

**Kilkenny:**
1 Garden Row
Kilkenny

**Phone No:**
056 7794565

**Email:**
info@focusireland.ie

**Opening Hours:**
9.00-5.00pm

**Catchment Area:**
Waterford City and County
and Kilkenny City

**Website address:**
www.focusireland.ie

**Gender:**
Mixed

**Target Group:**
Long-term Supported Housing. Single people/families who have experienced homelessness and/or require supported long-term housing.
Age Group: 18+

Referral Procedure: Referrals to long-term supported housing are normally made by professionals e.g., community workers, drug workers, other housing providers, Local Authority, Mental Health professionals and emergency hostels services. Self referrals are accepted & assessed. Telephone to make an appointment or call to the office.

Length of Stay: When an offer of long-term supported housing is offered, the accommodation is permanent. The applicant is removed from the Local Authority housing list and is housed permanently with Focus Ireland.

Supports: Key working, regular home visits, accompanying clients to appointments, advice, advocacy, support with applying for social welfare entitlements, referral to appropriate services such as MABS, addiction services, mental health services, training and education.

Other Information: Customer involvement is encouraged through the following means: Resident support groups, customer involvement forum, client newsletter and client charter, client complaint process and media involvement.

Key working: A case management approach is in place. This entails regular key working visits, reviews, interagency meetings, advocacy, individual and group work available.

Equal opportunities: Focus Ireland follows written equal opportunities policies and procedure within
Focus Ireland internal structures and also as required by law. Focus Ireland operates a formal written complaints procedure. There is also a Code of Practice of guidelines and procedures that is adhered to within each service.

**Resident Access:**
Yes

**Visitors:**
Residents are asked to be responsible for their visitors, it is requested that residents do not have visitors present when undertaking keywork sessions in the home with their support worker.

**Disabled Facilities:**
No wheelchair access in the Ferrybank office. An alternative office located in Grange Cohan has wheelchair access to office and toilets.

There is wheelchair access in all other locations.

**Tenure/Policies in place:**
There are comprehensive polices and procedures in place for Long Term Supported Housing services covering the referral, assessment process and tenure.

**Client Contributions:**
- 1 bed €63
- 2 bed €68
- 3 bed €73

A small proportion of Focus Ireland properties are charged to differential rent which is means tested.
Travel:
Grange Cohan:
There is a bus service available from Waterford City Centre (St. John’s Park service) which stops directly outside of the Grange Cohan estate. The estate is directly along side of The Butler Community Centre.

Ferrybank Office:
From the city centre take the Ferrybank bus. Stop at Aldi shopping centre. The office is based at no. 19 the Crescent located adjacent to the entrance to Aldi.

Dungarvan Office:
The office is located in the Presentation Development Centre in Dungarvan town. Access off Mitchell Street.

Kilkenny Office:
Access the office at 1 Garden Row from the Main Street in Kilkenny. It is located on a narrow street off Friary Street.
Waterford and South Tipperary
Long Term Supported Accommodation

South East Simon Community, Long-term Supported Housing.

Contact Details:

Waterford
Address: Unit 33, Johnstown Business Park, Waterford City
Phone no: 051 872693
Email: info@southeastsimon.ie

South Tipperary
Address: 2, Brighton Place, Clonmel, Co. Tipperary
Phone no: 052 6172742
Mobile: 086 8168482
Email: info@southeastsimon.ie
Opening Hours: 9.00am – 5.00pm Monday –Friday

Website address: www.southeastsimon.ie

Homes available in: Kilkenny, South Tipperary, Waterford City

Gender: Male and Female

Target Group: Persons and families who are homeless or at risk of homelessness.

Age Group: Tenant to be 18 years +

Referral Procedure: Referrals are taken from the Local Authority, HSE and other nominated agencies. Applications can also come directly from persons in need. Applications are managed by the housing officer when a unit is available. All persons applying must be on the local authority housing lists.

Residence Type: Houses and flats are available.
Length of Stay: Min: N/A Max: N/A

Supports: All tenants are provided with a key worker to assist with life and tenancy skills including managing utilities, budgeting, cooking, shopping, housework and self care. Sign post to further education and training, employment and volunteering opportunities. Community integration, linking to other supports such as health and addiction services or MABS as needed. Assisted to access childcare, schools and parenting supports as needed.

Equal opportunities: South East Simon has strict policies in relation to equal opportunities, and works to a fair and just set of values.

Resident Access: All South East Simon tenants receive their own home with a key to their own property.

Visitors: Tenant has the option for visitors.

Tenure/Policies in place: Each tenant will get a tenancy agreement or license agreement.

Client Contributions: €70 per week payable through Household Budget.

Other Information: The service provides outreach support to the housing units or tenants can drop into either office for support. South East Simon provides low support housing without live-in staff.

South East Simon also provides a housing and tenancy drop in support service in either office.
11
Tenancy Sustainment Services
11 Tenancy Sustainment Services

Carlow Tenancy Sustainment Service

Carlow Tenancy Sustainment and Resettlement Service

Contact Details:

Address: Monastery Hostel, Old Dublin Road, Carlow
Phone no: 059 9140322
Fax no: 059 9135229
Mobile: 087 9243590
Email: mcoburn@carlowcoco.ie
Opening Hours: 9.00am - 5.00pm Monday to Friday (Flexibility can be offered outside of office hours).

Catchment Area: County Carlow

Target Group: Males and females, couples and families residing in social, council or private accommodation whose tenancies are being threatened and face the risk of homelessness.
In addition the service supports clients moving into private or Rental Accommodation Scheme (RAS) accommodation leaving the men's hostel.

Age Group: Over 18 with no upper age limit.

Referral Procedure: All referrals are sent directly to the Tenancy Sustainment Service (TSS) for assessment. All cases who meet the service criteria are contacted and the service is offered. Clients can accept or decline the service at any time.
<table>
<thead>
<tr>
<th><strong>Length of Stay:</strong></th>
<th>No minimum (Very short-term interventions also supported). Up to 6 months. This can be longer depending on the support needs of client.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Max:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Personal Action Plans:</strong></td>
<td>All clients accepting the service has a PAP in place.</td>
</tr>
<tr>
<td><strong>Keyworking system:</strong></td>
<td>All clients receive support under the key working model.</td>
</tr>
<tr>
<td><strong>Further Information:</strong></td>
<td>All cases supported who wish to return to the service can do so subject to TSS capacity and caseload at that time.</td>
</tr>
<tr>
<td><strong>Equal opportunities:</strong></td>
<td>Carlow TSS operates under all relevant policies and procedures of the Society of Saint Vincent de Paul.</td>
</tr>
<tr>
<td><strong>Tenure/Policies in place:</strong></td>
<td>Carlow TSS operates under relevant policies and procedures of the Monastery Hostel, Society of Saint Vincent de Paul.</td>
</tr>
<tr>
<td><strong>Client Contributions:</strong></td>
<td>Carlow TSS is free to all eligible clients.</td>
</tr>
</tbody>
</table>
Tenancy Sustainment Service (TSS) - Waterford Kilkenny & Wexford

Focus Ireland South East Area

Contact Details:

Waterford City
19 The Crescent
Ferrybank
Waterford
Tel: 051-897 900

Waterford County
Presentation Development Centre
Mitchell Street
Dungarvan
Co. Waterford
Tel: 058 43570

Kilkenny
1 Garden Row
Kilkenny
Tel: 056 7794565

Wexford
Housing Department
Wexford County Council
Carricklawn
Newtown Road
Wexford
Tel: 053 9196274

Email: info@focusireland.ie

Opening Hours: 9.00am - 5.00pm

Catchment Area: Waterford City & County, Kilkenny & Wexford

Website address: www.focusireland.ie

Gender: Mixed

Target Group:
People who present with a wide-range of housing support needs including:
People living in emergency or transitional accommodation and require a settlement service.
Tenants in social, leased, RAS or private rented accommodation where a tenancy is at risk.
People who have no secure accommodation of their own and are staying with friends/
family but do not wish to avail of emergency accommodation. People leaving state institutions, care of the state or residential treatment facility and have no secure accommodation available.

**Supports:**

Provides support to people moving from homelessness or emergency services into secure housing. This service is suitable for people who have secured housing for the first time, or who require support to sustain their tenancy over a period of time. We also provide support to single people and families who are at risk of becoming homeless through for example anti-social behaviour or rent arrears.

**Age Group:**

18+

**Referral Procedure:**

Referrals to housing & TSS are normally made by professionals e.g., community workers, drug workers, other housing providers, Local authority, Mental health professional and emergency hostels services. Self referrals are accepted & assessed. Telephone to make an appointment or call to the office.

**Length of Stay:**

Clients participate in a support plan for up to one year. The support plan is reviewed on a quarterly basis.
Tenancy Sustainment Service – Waterford County

Supports: Accessing accommodation, key working, regular home visits, accompanying clients to appointments, advice and information and advocacy, support with applying for social welfare entitlements, referral to appropriate services such as MABS, addiction services, mental health services, training and education.

Key working system case management approach applicable to the homeless sector guidelines. Regular key working visits, reviews, interagency meetings, advocacy, individual and group work available.

Aftercare service: Focus Ireland has an open door policy to customers who have left the service.

Equal opportunities: Focus Ireland follows written equal opportunities policies and procedure within Focus Ireland internal structures and also as required by law. Focus Ireland operates a formal written complaints procedure. There is also a Code of Practice of guidelines and procedures that is adhered to within each service.

Visitors: As key working takes place in the client’s home, clients are asked not to have visitors present during scheduled appointments.

Disabled Facilities: No wheelchair access in the Ferrybank office. An alternative office located in Grange Cohan has wheelchair access to office and toilets. In general for the TSS and housing services, contact with customers takes place in their own home.
There is wheelchair access in all other locations.

**Tenure/Policies in place:**
There are polices and procedures in place for TSS services covering the referral, programme and move on process.

**Further Information:**
Customer involvement is encouraged through the following means:
Resident support groups, customer involvement forum, client newsletter and client charter, client complaint process, media involvement.

**Travel:**
Ferrybank Office: From the city centre take the Ferrybank bus. Stop at Aldi shopping centre. The office is based at no. 19 the Crescent located adjacent to the entrance to Aldi.

**Dungarvan Office:**
The office is located in the Presentation Development Centre in Dungarvan town. Access off Mitchell Street.
Tenancy Support & Sustainment Service  
South East Simon Community - South Tipperary

Contact Details

Address: 2, Brighton Place, Clonmel, Co. Tipperary

Email: info@southeastsimon.ie
Phone no: 052 6172742
Mobile: 086 8168482
Opening Hours: 9.00am – 5.00pm Monday - Friday

Catchment Area: South Tipperary
Website address: www.southeastsimon.ie

Gender: Mixed

Target Group: South East Simon work with single people or families who are experiencing or at risk of homelessness in the South Tipperary area.

Service: Provides support to people referred through the Local Homeless Action Team who are in need of support in maintaining their tenancies or moving from homelessness or emergency services into secure housing.

Age Group: 18+

Referral Procedure: Referrals to TSS are made by professionals e.g., community workers, drug workers, other housing providers, Local Authority, Mental health professionals and emergency hostel services. Individuals can refer themselves, please telephone the above numbers for details.

Length of Stay: Each client has a support plan and each case is reviewed every six weeks.
Supports:
Accessing accommodation, key working, regular home visits, supporting clients to keep medical and other important appointments, advice and information and advocacy, support with applying for social welfare entitlements, referral to appropriate services such as MABS, addiction services, mental health services, training and education.

Key working:
Each Service User will have a support plan designed to their own needs, and a dedicated key worker to support them to achieve personal goals and ultimately maintain their tenancy.

Equal opportunities:
South East Simon has strict policies in relation to equal opportunities, and works to a fair and just set of values.

Visitors:
As key working takes place in the Service User’s home, Service Users are asked not to have visitors present during scheduled appointments.

Tenure/Policies in place:
South East Simon workers comply with strict policies and procedures covering the referral process, confidentiality and service delivery, to ensure the best possible service for those using the service.

Client Contributions:
Service Users are not charged for this service.
## Tenancy Support & Advocacy Service
### South East Simon Community - South East

### Contact Details

<table>
<thead>
<tr>
<th>Waterford</th>
<th>South Tipperary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td><strong>Address:</strong></td>
</tr>
<tr>
<td>Unit 33, Johnstown Business Park, Waterford City</td>
<td>2, Brighton Place, Clonmel, Co. Tipperary</td>
</tr>
<tr>
<td><strong>Phone no:</strong></td>
<td><strong>Email:</strong></td>
</tr>
<tr>
<td>051 872693</td>
<td><a href="mailto:info@southeastsimon.ie">info@southeastsimon.ie</a></td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><strong>Phone no:</strong></td>
</tr>
<tr>
<td><a href="mailto:info@southeastsimon.ie">info@southeastsimon.ie</a></td>
<td>052 6172742</td>
</tr>
<tr>
<td><strong>Opening Hours:</strong></td>
<td><strong>Mobile:</strong></td>
</tr>
<tr>
<td>9.00am – 5.00pm Monday - Friday</td>
<td>086 8168482</td>
</tr>
</tbody>
</table>

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

**Gender:**
Mixed

**Catchment Area:**
Carlow, Kilkenny, South Tipperary, Waterford and Wexford

**Website address:**
www.southeastsimon.ie

**Target Group:**
South East Simon work with single people or families who are experiencing or at risk of homelessness in any part of the South East.

TSS and Supported Advocacy Service provides support to people calling to either office. South East Simon offer supports to people under threat of eviction, people in unsafe or unfit accommodation and people who have difficulty living independently. South East Simon also provide supports,
advice and assistance to persons and families who have difficulty maintaining their tenancies or who are moving from homelessness or emergency services into secure housing (resettling).

**Age Group:**

18+

**Referral Procedure:**

Referrals can come from any source and persons homeless or at risk can drop into to either of the offices at any time with or without an appointment.

**Length of Stay:**

Each client will have a support plan and each case is reviewed every six weeks.

**Supports:**

South East Simon Community offers advice on your rights and entitlements in the area of housing. South East Simon can also support people in accessing accommodation; through key working, regular home visits, supporting clients to keep medical and other important appointments, advice and information and advocacy, support with applying for social welfare entitlements, referral to appropriate services such as MABS, addiction services, mental health services, training and education.

**Key working:**

Each Service User will have a support plan designed to their own needs, and a dedicated key worker to support them to achieve personal goals and ultimately maintain their tenancy.

**Equal opportunities:**

South East Simon has strict policies in relation to equal opportunities, and works to a fair and just set of values.
<table>
<thead>
<tr>
<th><strong>Visitors:</strong></th>
<th>As key working takes place in the Service User’s home, Service Users are asked not to have visitors present during scheduled appointments.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tenure/Policies in place:</strong></td>
<td>South East Simon workers comply with strict policies and procedures covering the referral process, confidentiality and service delivery, to ensure the best possible service for those using the service.</td>
</tr>
<tr>
<td><strong>Client Contributions:</strong></td>
<td>Service Users are not charged for this service.</td>
</tr>
</tbody>
</table>
| **Further information:** | South East Simon offers training to persons around life skills, budgeting, and maintaining a home.  

In 2013, South East Simon will be opening a Health Screening and Referral service in Waterford for persons homeless and at risk. Referrals to this service can come from any of the homeless agencies, or persons in need of the service can contact South East Simon at the numbers given above. |
### South East Simon Community - South East Housing First Pilot Project

#### Contact Details

<table>
<thead>
<tr>
<th>Address:</th>
<th>10A Waterside, Waterford City</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone no:</td>
<td>085 8712402</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:info@southeastsimon.ie">info@southeastsimon.ie</a></td>
</tr>
<tr>
<td>Opening Hours:</td>
<td>9.00am - 5.00pm Monday - Friday</td>
</tr>
<tr>
<td>Website address:</td>
<td><a href="http://www.southeastsimon.ie">www.southeastsimon.ie</a></td>
</tr>
</tbody>
</table>

| Gender:            | Mixed                        |

| Target Group:      | South East Simon work with single people or families who have chaotic housing history, who are active in their addiction and are experiencing homelessness. South East Simon also work with people who have mental health difficulties, but are not compliant with medication, or mental health services in a partial or complete manner. Housing First helps to source accommodation with a person and then provides wraparound case management services to the tenant within their home. South East Simon move people directly from the streets, hospitals, or emergency accommodation into their own tenancy and provide robust support services in order to assist the tenant to maintain their tenancy and to integrate into the community. South East Simon operates with the principles of warmth, compassion, respect and are recovery oriented. |

| Age Group:         | 18+                          |

| Referral Procedure:| Referrals can come from all agencies and are filtered through the local Homeless Action Team (HAT). |
Length of Stay:

Housing First is not time limited. The service remains for as long as the Service User wishes to engage.

Supports:

Housing First offers advice on rights and entitlements in the area of housing. South East Simon can also support people in accessing accommodation; through key working, regular home visits, supporting clients to keep medical and other important appointments, advice, information and advocacy, support with applying for social welfare entitlements, referral to appropriate services such as MABS, addiction services, mental health services, training and education.

Key working:

Each Service User will have a support plan designed to their own needs and a dedicated key worker to support them to achieve personal goals, maintain their tenancy and ultimately become part of the community once again.

Equal opportunities:

Housing First with South East Simon has strict policies in relation to equal opportunities and works to a fair and just set of values.

Visitors:

Support is given within the Service User’s own home, therefore the Service User reserves the right to have visitors.

Tenure/Policies in place:

South East Simon workers comply with strict policies and procedures covering the referral process, confidentiality and service delivery, to ensure the best possible service for those using our service.

Client Contributions:

Service Users are not charged for this service.
Overview of Substance Misuse Services in the South East
12 Overview of Substance Misuse Services in the South East

The Substance Misuse Service funds and provides a range of support across the spectrum of care outlined in the National Drugs Strategy. This spans from harm reduction initiatives such as needle exchange right through to abstinence based residential detox and rehabilitation services.

Information, Advice and Education

The statutory and voluntary substance misuse service in the South East has county based HSE drug education officers and Youth Service Community Based Drugs Initiative (CBDI) workers. Part of their role is to provide information, advice and education to individuals, concern persons and communities.

Open Access – Drop In Service

Each County provides open access services. These are services where an appointment is not required. Individuals or concern persons can call into these services and will have access to a range of support staff such as a counsellor, nurse, CBDI worker and in some cases family support. A list of these service times are available on pages 92, 93 and 94 of this directory.

Outreach Support Workers Community Based Drugs Initiatives – Harm Reduction

Each County has outreach support workers. These work with the substance misuse team to provide harm reduction initiatives. Since 2011, we have been providing needle exchange facilities in the South East which compliment the recently developed pharmacy based exchanges.

Individual and Group Counselling

Each County has substance misuse counsellors who provide a range of counselling interventions both on an individual level as well as through group counselling. The counsellors work with the CBDI and mental health addiction counsellors to provide relapse prevention and aftercare support.
Methadone Treatment

Methadone by itself serves the purpose of stabilising an individual in relation to their withdrawal from substances. In order for it to have an effect on a person’s life additional supports are required such as counselling and rehabilitation.

Liaison Nurse– Community Detox

Each County has a liaison nurse who supports the methadone clinic, provides screening for Hep and HIV and supports GPs to provide community based detoxification.

Regional Access to Residential Detoxification & Rehabilitation

New detoxification beds were commissioned in 2011. These include beds in Cuan Mhuire (Cork, Limerick and Athy) and St. Francis Farm, Carlow as well as 4 beds for adolescents in Aislinn in Kilkenny. Residential rehabilitation beds within the South East are located in Wexford, Cahir, Carlow, Kilkenny and step down beds in Waterford.
Times and Locations of Open Access/Drop In Services

Kilkenny Open Access
• Ardú Substance Misuse Treatment Service, HSE, Kickham Street, Kilkenny
  Monday 5.00pm – 6.30pm

Tipperary Open Access
• Substance Misuse Treatment Services, HSE St. Michael’s Hospital, Clonmel, Co. Tipperary
  Thursday 5.00pm – 7.30pm (4.00pm - 5.00pm: young people)

Carrick On Suir
• Suir Valley CBDI, 56 New Street, Carrick on Suir, Co. Tipperary
  Tuesday 5.00pm – 7.30pm

New Ross Health Centre
• Health Centre, Hospital Grounds, New Ross, Wexford
  Tuesday 11.00am – 1.00pm

Waterford Open Access
• Community Centre, Rinnasilogue, Dungarvan, County Waterford
  Wednesday 5.00pm – 9.00pm

  Millennium Community Centre, Lisduggan, Waterford
  Monday afternoon 2.00pm – 4.00pm

  Frontline Meditation Class, Millennium Centre, Church Road, Lisduggan, Waterford
  Thursday 8.00pm - 10.00pm

  Ferrybank, Abbeylands Centre, Waterford
  Tuesday 2.00pm – 4.00pm

Carlow Open Access
• Ardú Substance Misuse Treatment Services, St. Dympna’s Hospital, Carlow
  Tuesday 4.00pm – 5.30pm
CARLOW SUBSTANCE MISUSE TEAM

Location: Carlow Substance Misuse Team
Ardú Service
St. Dympna’s Hospital
Carlow

Telephone: 1890 464600
Fax: 056 7752213

KILKENNY SUBSTANCE MISUSE TEAM

Location: Kilkenny Substance Misuse Team
Kickham Street
(opposite Community Care Centre, James Green)
Kilkenny

Telephone: 056 7784638
Fax: 056 7752213

SOUTH TIPPERARY SUBSTANCE MISUSE TEAM

Location: South Tipperary Substance Misuse Team
Health Service Executive
South Tipperary General Hospital
Clonmel
Co. Tipperary

Telephone: 052 6177900
Fax: 052 6177919
WATERFORD SUBSTANCE MISUSE TEAM

Location: Waterford Substance Misuse Team
ST. Otteran’s Hospital
Waterford

Telephone: 051 848658
Fax: 051 848682

WEXFORD SUBSTANCE MISUSE TEAM

Location: Wexford Substance Misuse Team
ST. Johns Hospital
Enniscorthy
Co. Wexford

Telephone: 053 9259828
13

Homeless Specialist Mental Health Service
13 Homeless Specialist Mental Health Service

Community Mental Health Nurse – Adult Homeless Waterford City & County

The Community Mental Health Nurse (CMHN) Homelessness post was established in 2006 as a designated post to address the gaps between the Mental Health Services and the Homeless Service Providers.

The aim of this specialist post is to meet the needs of people who are in housing need and are experiencing mental health difficulties in order to ensure access to mainstream mental health services as necessary.

The liaison nurse fosters a more positive working relationship with existing services, both statutory and voluntary to advocate on behalf of the client and to ensure their needs are met.

On the occasion when an admission is deemed necessary the role of the liaison nurse is to facilitate effective management of admissions and discharges and to ensure that all services that need to be provided to support the patient are in situ.

The educational aspect of the role includes promoting positive mental health to the client, their carers and service providers.

The CMHN also carries out preventative work with other agencies through training, group work and direct client support on promotion of positive mental health. One of the integral aspects of this post is to operate effectively as part of a multi-disciplinary team in a community setting. The nurse is a member of the Waterford city and county Homeless Action Teams.

The CMHN employs The Assertive Outreach model of practice.

**Referral** – Through Waterford Homeless Action Teams, direct referrals from voluntary and statutory organisations.
Accessing Mental Health Services in the South East Region

Overview of HSE Services

Mental Health services are provided through Statutory and Voluntary mental health services providers. Within the HSE, the Mental Health Team includes a Consultant Psychiatrist, Registrar in Psychiatry, Nurses, Counsellors, Psychologists, Social Workers and Occupational Therapists.

Voluntary Service Providers

There is an array of voluntary mental health supports also available and local contact details are available from Mental Health Ireland on 01 2841166 or through their website at www.mentalhealthireland.ie or through SHINE at www.shineonline.ie or www.recover.ie

Access to HSE Mental Health Services

The Family GP is usually the first person to approach in relation to mental health concerns. In some cases the GP may decide to refer a person to a member of the Mental Health Team such as a Psychiatrist, Clinical Psychologist or a Counsellor for assessment and treatment.

In an emergency situation or in an out-of-hours situation it is best to contact your local Care-Doc Centre or attend your local A&E where you will be assessed and treated and offered the best option for recovery. These options include out-patient care such as out-patient clinics follow up, day hospital or day centre follow up, home visits by a mental health professional etc.

Homeless Action Team

Each of the Homeless Action Teams in the region has a member from the statutory mental health teams in attendance in order to assist and support in the case management for people who find themselves homeless and in need of mental health supports. They act as the liaison person between the hospital and the community services.
Details:

**Waterford**
Gerry Devine  
Community Mental Health Nurse/Homelessness  
10a Waterside, Waterford  
Tel: 087 1320013  
Email: gerry.devine2@hse.ie

**Wexford**
Geraldine Merrigan  
Mental Health Social Worker  
Tel: 087 0506772  
Email: Geraldine.Merrigan@hse.ie

**Carlow**
Fredelle Keogh  
Senior Mental Health Social Worker  
Tel: 059 9136360  
Email: fredelle.keogh@hse.ie

**Kilkenny**
Margaret Crotty  
Clinical Nurse Manager 3  
Tel 087 2196286  
Email: margaret.crotty@hse.ie

**South Tipperary**
Deirdre Barry  
Mental Health Social Worker  
Tel: 087 1212435  
Email: DeirdreM.Barry@hse.ie

**Hospital based Mental Health Service South East**

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Luke’s Dept. of Psychiatry, Kilkenny</td>
<td>056 7785109</td>
</tr>
<tr>
<td>St. Canice’s Hospital, Kilkenny</td>
<td>056 7784400</td>
</tr>
<tr>
<td>St. Dympna’s Hospital, Carlow</td>
<td>059 9136336</td>
</tr>
<tr>
<td>St. Otteran’s Hospital, Waterford</td>
<td>051 848000</td>
</tr>
<tr>
<td>Dept. of Psychiatry, Waterford Regional Hospital</td>
<td>051 848000</td>
</tr>
<tr>
<td>St. Senan’s Hospital, Wexford</td>
<td>053 9233110</td>
</tr>
<tr>
<td>St. Luke’s Hospital, Clonmel</td>
<td>052 6183495</td>
</tr>
</tbody>
</table>
**Mental Health Day Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Dympna’s Day Hospital</td>
<td>Carlow</td>
<td>059 9136416</td>
</tr>
<tr>
<td>St. Canice’s Day Hospital</td>
<td>Kilkenny</td>
<td>056 7784406</td>
</tr>
<tr>
<td>ACCEPT</td>
<td>Waterford</td>
<td>051 354804</td>
</tr>
<tr>
<td>Brook House</td>
<td>Waterford</td>
<td>051 354804</td>
</tr>
<tr>
<td>CARN House, Enniscorthy – General</td>
<td></td>
<td>053 9233252</td>
</tr>
<tr>
<td>CARN House, Enniscorthy – Old Age</td>
<td></td>
<td>053 9233254</td>
</tr>
<tr>
<td>Mental Health Services, Summerhill, Wexford</td>
<td></td>
<td>053 9123899</td>
</tr>
<tr>
<td>Link Training &amp; Support Service, Wexford</td>
<td></td>
<td>053 9238008</td>
</tr>
<tr>
<td>Regional Suicide Resource Office</td>
<td></td>
<td>051 874013</td>
</tr>
<tr>
<td>Dept. of Psychiatry, Waterford Regional Hospital</td>
<td></td>
<td>051 848000</td>
</tr>
<tr>
<td>St. Otteran’s Hospital, Waterford</td>
<td></td>
<td>051 848000</td>
</tr>
</tbody>
</table>

**NOTE:** Individuals are referred to Mental Health Day Services via their GP.

**Regional Support Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSE Infoline</td>
<td>1850 241850</td>
</tr>
<tr>
<td>AWARE</td>
<td>1890 303302</td>
</tr>
<tr>
<td>CAREDOC</td>
<td>1850 334999</td>
</tr>
<tr>
<td>CURA</td>
<td>1850 622626</td>
</tr>
<tr>
<td>Rape Crisis Centre</td>
<td>1800 778888</td>
</tr>
<tr>
<td>Grow Community Mental Health</td>
<td>1890 474474</td>
</tr>
<tr>
<td>Samaritans</td>
<td>1850 609090</td>
</tr>
<tr>
<td>National Office for Suicide Prevention</td>
<td>01 6201670</td>
</tr>
<tr>
<td>SHINE</td>
<td>1890 621631</td>
</tr>
<tr>
<td>Suicide or Survive</td>
<td>1890 577577</td>
</tr>
<tr>
<td>1Life</td>
<td>1800 247100</td>
</tr>
<tr>
<td>Mental Health Ireland</td>
<td>01 2841166</td>
</tr>
<tr>
<td>Alcoholic Anonymous Leinster</td>
<td>01 8527000</td>
</tr>
<tr>
<td>Money Advice &amp; Budgeting Service Helpline</td>
<td>0761 072000</td>
</tr>
<tr>
<td>Comhar</td>
<td>1800 234118</td>
</tr>
<tr>
<td>Citizens Information</td>
<td>0761 074000</td>
</tr>
</tbody>
</table>

Please see www.citizensinformation.ie for local contact numbers.

**Home Based Treatment Teams**

<table>
<thead>
<tr>
<th>Team</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Based Treatment Team – Carlow</td>
<td>059 9136301</td>
</tr>
<tr>
<td>Home Based Treatment Team – Kilkenny</td>
<td>056 7785109</td>
</tr>
<tr>
<td>Home Based Treatment Team – South Tipperary</td>
<td>052 6183466</td>
</tr>
</tbody>
</table>
Hospitals in South East
St. Luke’s General Hospital, Kilkenny 056 7785000
South Tipperary General, Clonmel 052 6177000
Waterford Regional Hospital 051 848000
Wexford General Hospital 053 9153000

Carlow Local Support Numbers
Community Services 059 9136526
Carlow Women’s Aid 1800 444944
Money Advice & Budgeting Service 0761 07 2070
Community Based Drugs Initiative (CBDI) 085 7897303
Community Based Drugs Initiative (CBDI) 085 1391701

Kilkenny Local Support Numbers
Community Services 056 7784600
GROW - Kilkenny 056 7761624
Money Advice & Budgeting Service 0761 07 2610
Community Based Drugs Initiative (CBDI) 087 9845019
Community Based Drugs Initiative (CBDI) 087 0525266

South Tipperary
Community Services 052 61 77000
Money Advice & Budgeting Service 0761 07 2760
Community Based Drugs Initiative (CBDI) Clonmel 086 8557212
Community Based Drugs Initiative (CBDI) Carrick on Suir 087 9827669
Community Based Drugs Initiative (CBDI) Cashel 087 6188075

Waterford
Community Services 051 842800
Community Services Dungarvan 058 20900
Money Advice & Budgeting Service 0761 072050
Community Based Drugs Initiative (CBDI) Lisduggan 087 2024061
Community Based Drugs Initiative (CBDI) John’s Park 087 6394065
Community Based Drugs Initiative (CBDI) Tramore 086 8527173
Community Based Drugs Initiative (CBDI) Dungarvan 087 9676439
Carer’s Association 051 857970
**Wexford**

Community Services | 053 9123522  
Money Advice & Budgeting Service | 0761 07 2780  
Community Based Drugs Initiative (CBDI) Wexford | 087 2816231  
Community Based Drugs Initiative (CBDI) New Ross | 087 9351754  
Community Based Drugs Initiative (CBDI) Gorey | 087 9351765  
Community Based Drugs Initiative (CBDI) Enniscorthy | 085 8053978

**Regional Suicide Resource**
The objective of the Regional Suicide Resource Office is primarily to support local services throughout the Health Service Executive South East region, through close collaboration with local area teams on issues relating to suicide, self-harm and traumatic bereavement support. The office also works closely with the various voluntary community groups in the development of community based initiatives aimed at increasing awareness of the issues associated with suicide.

The aim of the service is to seek a reduction in the incidence of suicide in the region.

**Contact Details:**
Regional Suicide Resource Office | Tel: 051 874013  
Email address: | sean.mccarthy@hse.ie