



# DUBLIN

Your city / Our city

A guide compiled by separated children



**ombudsman**

for children & young people



The artwork used in this publication is by young people involved in this project. Many thanks to Kitty Rogers and the Hugh Lane Gallery for facilitating this.

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# An important definition



## **SEPARATED CHILDREN SEEKING ASYLUM / UNACCOMPANIED MINORS**

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***Separated children are defined as children under the age of 18, who have been separated from both parents, or from their previous or customary primary caregiver. Some separated children /unaccompanied minors have refugee status and others have gone through the asylum process but have been refused asylum. Some young people do not fall into either category but are still referred to as unaccompanied minors/separated children.***

Source: [www.separated-children-europe-programme.org](http://www.separated-children-europe-programme.org)

# About the Separated Children Project

This publication was **produced** by the **separated children project** run by the Ombudsman for Children's Office. The project involved the participation of **35 separated children** living in the Dublin area.

Separated children are defined by the Separated Children in Europe Programme as **“children under 18 years of age who are outside their country of origin and separated from both parents, or previous/ legal customary primary care giver”**.

The project ran from January 2009 to October 2009 and the young people worked on the project intensively during their summer holidays. The aim of the project was to **better understand** the lives and level of care afforded to separated children in Ireland by **hearing directly** from them.

There are **three principal outputs** from the project: **a guidebook** compiled by the young people, **a story book** setting out their stories and a **project report**. For copies of the other two publications, please contact the Ombudsman for Children's Office.

The Ombudsman for Children's Office wishes to say **thank you** to all the **young people** who took part in the project. You are an inspiration to us all and we are grateful for everything we learned from you. A very special thank you goes to **Leylah Mohammed and Ahmed Ali** the Project Liaison Officers who did so much to make the project possible and to **Karla Charles**, the Project Co-coordinator who pulled it all together.



## A Guide to Dublin: By Separated Children



This foreword was written by **Leylah and Ahmed**, the Project Liaison Officers for the Ombudsman for Children's Office separated children project.



Being / living as **a separated child** for me is like re-living a **dark foggy rainy day** over and over again, one can see outside but not clearly only to a certain distance with an uncertain future. You want to go outside, but you are **scared**, cold, and **lonely**. The fog makes you almost **invisible** to ordinary people. You are there as if you are not there. However this is not what you are going to see in this book considering their **experiences**. The young people are very **positive, vibrant, full of life**, hope and dreams. As expressed in the colours of the book and the amenities in their creative city.

Working on this project was not only a privilege but an honour for me. For together with the Ombudsman for Children's Office, we were able to personalise the numbers of separated children in Ireland, and give people a chance not only to see but to **experience the lives of these young people**.

I hope young people will enjoy using this book as much as we enjoyed putting it together,

*Leylah*

Living in a country without family is very hard and it affects most individual separated children due to the circumstance they found themselves in. Their matter are vital to their life, for most of us we try to **cope with our new life**. Its understandable for a young person to cope with their new environment but its very hard to forget the existence of their family back then, its **our dream** to be who you want to be in **future**, it's the matter of individual to **step up** and **succeed** their **potential goals** despite of difficulties they're facing in life. It was a privilege to take part in the separated children project which allowed us to express our experience on matters of separated children, it was vital for us to be constructive toward the project and it wasn't an easy task to do but we are grateful for doing it. We hope the project would have a positive effect on Irish society toward separated children.

*Ahmed*





# Information on Ireland



# Information on Ireland

Ireland has a population of approximately 4.2 million people and the biggest cities in the country are Dublin, Cork, Galway and Limerick.

About 10% of the people living in Ireland are **non-Irish nationals**, with the majority of them coming from the United Kingdom, Poland, Lithuania, Nigeria, Latvia, the United States, China, Germany, the Philippines and France.

There are **32 counties** in Ireland and the counties are grouped into four provinces: Leinster, Munster, Connacht and Ulster. A group of 6 counties in the north-east of the island are known as Northern Ireland and are part of the United Kingdom.

Ireland is a **parliamentary democracy and a republic**. The National Parliament (Oireachtas) consists of the President and two Houses: Dáil Éireann (the House of Representatives) and Seanad Éireann (the Senate).



The President is elected directly by the people of Ireland and the term of office is 7 years. The current President is **Mary McAleese** and she commenced her second term as President on the 11th of November, 2004. The President resides at an official residence, called Áras an Uachtaráin, which is located in the Phoenix Park in Dublin, the largest enclosed park in Europe.

The members of Dáil Éireann – known as TDs or Teachtaí Dála - are elected by the people of Ireland in a general election. The country is divided into 43 constituencies and every constituency must elect at least three members to the Dáil. There are currently 166 TDs. The maximum life of the Dáil is 5 years, although at any time the Taoiseach (Head of Government) may advise the President to dissolve the Dáil. The Seanad has 60 members. 11 members are nominated by the Taoiseach, 6 are elected by university graduates and 43 in Seanad panel elections. Both the Dáil and the Seanad are located in Leinster House in Dublin.





# Education

# 1



## Irish education system

In Ireland, education is compulsory from the age of 6 to the age of 16. Children seeking asylum can only attend school until the end of secondary school. They cannot progress to third level (e.g. university) or further education unless they have refugee status or humanitarian leave to remain.



## Pre-School and Primary Education

*8 years altogether*

This is an eight year program:

- » two years in **pre-school** (junior infants and senior infants) for children aged 4 to 6 years,
- » followed by six years in **primary school** for children aged 6 to 12 years (1st to 6th class).

## Second Level Education

*5 or 6 years altogether*

Second level education consists of a three year junior cycle (1st year to 3rd year), followed by:

- » A three year programme: a **Transition Year** (4th year) and then 2 years of **Senior Cycle** (5th and 6th years).
- » Or a 2 year programme: 2 years of **Senior Cycle** only.

### *Transition Year*

This year is free from formal examinations and it allows students to try out and take part in a wide range of **educational experiences**, including work experience.

## Senior Cycle

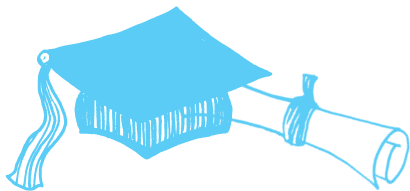
During the two years of Senior Cycle, there are different types of Senior Cycle programmes. Students take one of three programmes. Each of these programmes leads to a State examination. The three programmes are: the established **Leaving Certificate** (LC), the **Leaving Certificate Vocational Programme** (LCVP) and the **Leaving Certificate Applied** (LCA).

## Going on to Third Level Education

Entry to third level colleges, institutes of education and universities is based on the results of the **State examinations**. Students who can and wish to go on to third level education need to apply for the courses they would like to do before they sit their State examinations. To apply to a university or Institute of Technology, students need to apply through the **Central Applications Office (CAO)**. Applications can be made online at (<http://www.cao.ie>)

CAO application forms are provided in school. Most teachers are very helpful with filling them in, advising on what courses might suit you, and giving you an insight into the courses you are interested in. There is a wide range of other

support available if you're not sure what courses you want to do and want to discuss your options. Your school should have a career guidance counsellor who can help you.



### Third Level Education

You cannot progress to third level education unless you have **refugee status** or **humanitarian leave to remain**. If you have refugee status or humanitarian leave to remain, in order to qualify for free 3rd level fees, you have to have had this status for at least three years prior to starting college. However, there is currently discussion about re-introducing college fees generally. Some colleges and local county councils have scholarship programmes.

If you have refugee status or humanitarian leave to remain and you have not been in the country for three years, there are still some options open to you. European Union (EU) fees are cheaper than

international student fees. Fees differ depending on the college and course you chose. It's worthwhile checking with the college to see if you qualify to pay EU fees and also with the **Education Grants Office** to see if you could get a grant.

#### Higher Education Grants

Block 4, Ground Floor

Wood Quay, Dublin 8

Telephone: 01 2222161

E- mail: [highereducationgrants@dublincity.ie](mailto:highereducationgrants@dublincity.ie)

Opening Hours: Monday- Friday 9am- 5pm  
(Excluding Bank Holidays)



*Source: [www.education.ie](http://www.education.ie)*

For young people who are still in the asylum process, the official policy is that you cannot continue on to any kind of 3rd level education. However, some further education or **Post Leaving Certificate (PLC)** courses are flexible about who they admit, so it is always worth looking into. Some of these courses have small fees – it really depends on the college. There are also some organisations that may be able to help with fees (see the '[Support Groups](#)' section for more information).

## Description of schools

The size of classes differs from school to school, but many are around **25 people**.

Different schools offer different **subject choices** to students. Larger schools generally have a bigger variety of subjects on offer compared to smaller schools. You will be offered a selection of subjects. Some of these subjects are compulsory, like English and mathematics. Others you can choose, depending on your interests and abilities. The teachers can help you decide if you aren't sure!

All subjects are different and depending on what you are interested in, some subjects will seem easy and others more difficult. There are also two levels for each subject – '**higher level**' and '**ordinary level**' – and two corresponding courses.



“ Geography is very difficult, because it is about the country. At the same time I don't know anything about the country because am new in the country. ”

## School and rules

- » Different schools have **different rules** and regulations and all students are expected to obey them.  
.....
- » Most teachers are referred to as **'Miss' or 'Sir'**.  
.....
- » Most schools have **school diaries**, which you will be given on your first day. In some schools, you have to pay for these diaries. School diaries include information about all the school rules and regulations. They also contain your **class timetable**.  
.....
- » In most schools, students are expected to be in full **school uniforms** while in school. A few schools do not have a school uniform, so you can wear your own clothes.  
.....



## School uniforms

You are expected to be in full school uniform on your first day in school unless the school does not have a designated uniform.

Most schools have **specific shops** where you can buy their uniforms. You will be told by the school where to buy the school uniform.

Some schools have **second-hand** uniform sales or offer second-hand uniforms to new students. Check with your school.

You will receive **€305** as a '**back to school allowance**' (this amount usually changes from year to year). You are expected to use this money to buy your uniform, school books, shoes and all your other school requirements. You will need to keep all your **receipts** to show how you spent your money.

Some schools offer **book rental schemes** and this is usually cheaper than buying your own books.

## Getting to school

You will get a **transport allowance** for the school term. If you are in a residential care unit, you will be given a bus pass automatically. If you are in a hostel, then you will have to apply to the

**Community Welfare Office** for transport money. In order to get this allowance, you will need to get an attendance sheet from the Community Welfare Officer. You will then have to take this form back to your school and get your form tutor to sign the sheet confirming your attendance. If your school attendance is satisfactory then you will get transport money.

## Getting support in school

There are a wide range of supports available in schools.

Schools have a **guidance counsellor** who can help you with all sorts of different issues. So, go ahead and make an appointment to see him or her!

There are **language support teachers** in school that can help you with your English, if English isn't your first language. Don't worry if your English isn't very good: many people face the challenge of learning English when they first come to Ireland.

You can always talk to your form tutors, or a teacher that you feel comfortable with, if you have any problems with school work.

## Dublin City Public Libraries

Public libraries provide a wide range of **free** learning, reading and information services, for example:

- » Book and media **lending** for adults and children;
- » **Free internet** access and wireless broadband (WIFI);
- » Self-learning **courses** (for example, in computers and languages);
- » On-line **language learning**;
- » Book clubs, talks, workshops.

“ Book clubs are great. The same people meet regularly – often once a month – and they will all have read the same book, which they then discuss. It is great fun, especially if you love reading. You will learn a lot, and it’s social. ”

- » Information for and about the **local community**;
- » Cultural and children's **events and exhibitions**;
- » **Conversation** exchanges;
- » **Newspapers and magazines** in English and other languages;
- » Various application forms – for example, for motor tax and voter registration.

### Central Library

ILAC Centre  
 Henry Street, Dublin 1  
 Tel: ( 01) 8734333  
 Email: [centrallibrary@dublincity.ie](mailto:centrallibrary@dublincity.ie)  
 Mon- Thurs: 10am – 8pm,  
 Fri & Sat: 10am – 5pm



*Source: [www.library.ie](http://www.library.ie)*

## How to register with a library

Ask for a **library card application form** at the library reception. Fill it out.

Bring some documents- that will show your **proof of address**. This is basically a letter that proves you live at the address you have stated. It could be a bank statement or a bill. If you don't have any

of these documents, then ask the staff in your hostel, residential centre or foster home to draft you a letter saying you live there. Alternatively, you could ask a member of staff to get your **PPS letter** and use this as proof of your address. Or ask your social worker or project worker to write you a letter.

Present the form together with your proof of address at the library. The library staff will then make you up a **library card**.

With a library card, you can borrow books, CDs, audio books, etc.

Try and register with a library that's close to where you live, so it's easier for you to access and use regularly. Ask the staff for directions, or if they know of any library around the area.



## Education services



### Separated Children Education Services CDVEC

Parnell Adult Learning Centre

1 Parnell Square, Dublin 1

T: (01) 8786662

### Outreach Youth Workers

M: 087 132 2320 / 087 132 8274

For education related services:

### BTEI (Back to Education) Access Programme

Education Assessments

Community Welfare Support

School Referrals

Language Development (ESOL)

Mathematics Classes

IT Skills Training

Music/Drama Classes

FETAC Awards

Summer School







# Health & Wellbeing



## General well being is made up of lots of things including:

- *good accommodation*
- *nice food*
- *clean water*
- *clean clothes*
- *happiness*



When you're placed in a hostel/residential care unit the staff/social worker or project worker will provide you with a **medical card** form to fill in. When it is completed return it to your social worker or project worker and they will submit it to the

**Health Service Executive (HSE)**, who issue the card. You will then be issued with a **medical card**, but it may take a few weeks.

A medical card allows the holder to receive certain health services **free of charge**. E.g. with it you can avail of free GP visits, prescriptions, visits to the dentist, and hospital visits are free. For hospital appointments you will need to be referred by your GP.

Medical cards are small plastic cards (similar in size to a credit card). Your medical card will show your doctor's name. It is usually issued for a year, after which it is renewed.

### How to make an appointment with your GP and your social worker:

To see a **General Practitioner (GP)** you can ask the staff in your hostel to contact your social worker/ project worker and they will book an appointment for you, or just ask the staff in the house you live in and they can book one for you. Or, you can get your GPs number and book one yourself. When you are booking an appointment you should **have your medical card** with you.

### Cheap health related products:

You can buy cheap toiletries and sanitary products in **Penney's** shop or **Boots** the chemist (there's a big one in the Jervis shopping centre). **Lidl** and **Aldi** and other supermarkets also occasionally have special offers.



## Mental Health

Mental health is a way to describe the state of your mind, feelings, emotions and nerves. Good mental health is important.

Mental health is the **balance between all aspects of life** - social, physical, spiritual and emotional. It impacts on how we manage our surroundings and make choices in our lives - clearly it is an integral part of our overall health. Mental health is far more than the absence of mental illness and has to do with many aspects of our lives including:

- » How we feel about ourselves.  
.....
- » How we feel about others.  
.....
- » How we are able to meet the demands of life.  
.....

In this section you'll find information to help you understand mental health, tips for staying in good mental health and links to support services.

If you or someone you know is at risk of suicide or self harm, you should immediately contact your local doctor or go to the **A&E department** of the nearest hospital. The doctors and hospitals in your area will be listed in the **Golden Pages:** [www.goldenpages.ie](http://www.goldenpages.ie).

Source: [www.spunout.ie](http://www.spunout.ie).

Some content thanks to YouthHealthNE authors.

- » Even if it's a grey day, make sure to try and **get outside for a walk** – it will make you feel better! Day light is good for you as there is natural vitamin D in day light which you can't get from food.  
.....
- » **Talk to people** in your hostel or residential centre or school, the hard times in life are much easier to face if you have a friend.  
.....
- » It's okay to have a glum day. Sometimes it helps **to think about some of the good things** in your life when you are feeling down. Maybe you could make a list of the good things to remind yourself of them.  
.....
- » Sometimes it's good to **keep a diary** or just to write your thoughts down when you are feeling down.  
.....
- » Find time to do what you **enjoy** doing.  
.....
- » Also it is good to take some 'time out' to just **relax and chill**.  
.....

## Find more information and support:

### Aware

Web: [www.aware.ie](http://www.aware.ie)  
Email: [wecanhelp@aware.ie](mailto:wecanhelp@aware.ie)  
Helpline: 1890 303 302



Aware provides support for those suffering with depression.

### Grow

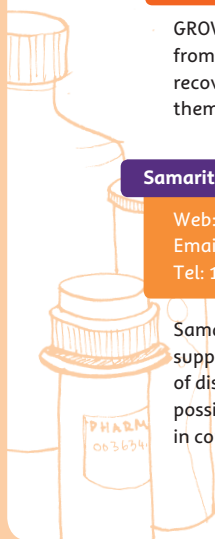
Web: [www.grow.ie](http://www.grow.ie)  
Email: <http://www.grow.ie/contact.asp>  
Tel: 1890 474 474

GROW helps people who have suffered, or are suffering, from mental health problems. Members are helped to recover from all form of breakdown, or indeed, to prevent them from happening in the first place.

### Samaritans

Web: [www.samaritans.ie](http://www.samaritans.ie)  
Email: [jo@samaritans.org](mailto:jo@samaritans.org)  
Tel: 1850 60 90 90

Samaritans provides confidential non-judgemental support, 24 hours a day for people experiencing feelings of distress or despair, including those which could possibly lead to suicide. If you need to talk to somebody in confidence, call them.



### Childline

Web: [www.ispcc.ie](http://www.ispcc.ie)  
Email: [ispcc@ispcc.ie](mailto:ispcc@ispcc.ie)  
Tel: 1800 66 66 66

Helpline offering advice and support to children and young people under 18. The helpline number does not appear on the telephone bill.

### Pieta House

Web: [www.pieta.ie](http://www.pieta.ie)  
Email: [mary@pieta.ie](mailto:mary@pieta.ie)  
Tel: 01 601 0000



Pieta House offers specialised treatment to clients who self-harm or suffer from suicidal ideas or have made multiple suicide attempts. Clients receive an intensive programme of one-to-one counselling lasting about four to six weeks.

### Console

Web: [www.console.ie](http://www.console.ie)  
Email: [info@console.ie](mailto:info@console.ie)  
Tel: 1800 201 890

Supports and helps people bereaved through suicide. The Helpline offers a confidential listening service for people bereaved through suicide.



## SpunOut.ie

Web: [www.spunout.ie](http://www.spunout.ie)  
Email: [info@spunout.ie](mailto:info@spunout.ie)  
Tel: 091 533 693

SpunOut.ie is an independent, youth powered national charity working to empower young people to create personal and social change.

## Suicide bereavement support

Tel: 01 4553802  
Map of suicide bereavement support groups nationally: [www.nsbns.org/groupdirectory.htm](http://www.nsbns.org/groupdirectory.htm).

Offers support, support groups and information to those bereaved by suicide.

## Living Links

Web: [www.livinglinks.ie](http://www.livinglinks.ie)  
Email: <http://www.livinglinks.ie/contact.htm>  
Tel: 087 9693021

Trained volunteers offer confidential, practical support and advice to families who have experienced a death by suicide in a number of counties.









# Transport

BUS 16A



## Dublin Bus

Having a student identity card is very important especially if you are using a bus pass. Bus inspectors always ask for your ID, and if you don't have one your bus pass will be taken off you.

A **Student Card** costs €17 and passport size photos may cost between €7-10 depending on where you get it done (machine kiosks that are 'do it yourself' photo booths are cheaper) There are usually some in shopping centres, e.g.: Stephen's Green shopping centre. Some chemists/pharmacists also provide a 'passport size' photo service. Passport size is usually the size that is required for most identification cards, such as student cards.

- » You can apply for the cost of the photo from your community welfare office.  
.....
- » To get a student card you will need to **get a form from the Dublin bus office** in O'Connell street in the city centre or from the receptionist at your school.  
.....

- » Fill it in get it stamped in school and take it to any of these colleges to get your ID:

Trinity College, Student Union Centre.

University College Dublin, Old Students Union: 01-7167065

Dublin City University, Student Union. 01-7005392

Alan Hanna's Book Shop, Kevin Street, Dublin 2

If you don't have a bus pass then you have to pay in coins (exact change is needed, or you can pay too much, and get a receipt for the change which you can then collect from Dublin Bus Central Office).

#### Dublin Bus Head office

59 Upper O'Connell Street, Dublin 1

- » You need to tell the bus driver where you want to go or state the price of the ticket you wish to purchase e.g.: **'into town please'** or **'1.60 please'**.
- » **Fares** vary with age and stages (i.e. length of journey) if you are **under 16yrs** you pay child fare. Child fare for stages 1-7 you pay €0.80, but if your journey is over 7 stages you will have to pay €1.00. If you don't know the number of stages in your journey you can always ask the bus driver or tell him/her



where you are going and he/she will tell you how much you need to pay.

- » If you are **over 16yrs** you will need to pay an adult fare. Stages 1-3 costs €1.15, stages 4-7 costs €1.60, stages 8-13 costs €1.80, over 13 stages costs €2.20 (*Note: fares change every year, these are the fares for 2009*).

- » Know the bus number of your destination and stand at the right **bus stop** and in the direction you want to go. If you are not sure where to stand ask people that may already be at the bus stop, or just ask the bus driver.

- » If you forget or lose any of your things on the bus you can go to the Dublin bus office in O'Connell Street and they will show you the **lost and found property**. Apparently, they always have lots of umbrellas. You will need to remember what bus number you took when you lost your item, what time you took the bus and where you were going (e.g.: on the 46a into town at 11am).

- » **Bus timetables** are free at the Dublin Bus Office it's advisable to have one for your own convenience, but a lot of buses come frequently, and a lot of buses don't stick to the time table because traffic is so bad around Dublin.



- » For a bus to stop at the bus stop where you are standing you need to stick your arm out and **wave at the bus to stop** – a bus won't necessarily stop at your bus stop unless you wave it down!
- 



- » If you are on a bus you need to push the **'stop request'** buttons situated around the bus a light will often go on at the front of the bus and will say 'Stop request', or will say **'Stopping'** so that you are sure the bus will in fact stop at the next stop.
- 

- » Dublin **bus tickets** are on sale at over 400 convenient shops where you see this sign. You can buy tickets from Dublin bus Head Office, 59 Upper O'Connell Street, Dublin 1. You need to have the right bus identification card for your bus ticket.
- 



## Bus Éireann



Bus Éireann (Irish for Irish Bus) provides bus services in Ireland with the exception of those operated entirely within the Dublin Region, which are provided by Dublin Bus.

### Route network

Bus Éireann main services in Ireland and in Northern Ireland include: “expressway” (i.e. intercity), commuter, local and school services. Additional services within Ireland include city services in Cork, Galway, Limerick and Waterford and town services in Athlone, Balbriggan, Drogheda, Dundalk, Navan and Sligo.

### Travel Advice

Please try to have the **exact fare ready** for the driver when boarding the bus; it will help to speed up the journey for you and for other customers.





If you have a pre-paid ticket or pass, please have it ready for the driver to inspect it on boarding and to validate it as necessary. Please also **retain your ticket** throughout the journey and produce it for inspection when requested. When boarding, passengers can either buy their ticket from the bus driver or must show their ticket to the bus driver.

Items such as money, credit cards, travel/identity documents, photographic/computer equipment and study material should be kept **in your hand luggage** which you should keep with you at all times and never place in the luggage compartment of the coach.

If you are using a personal stereo while travelling by bus please **adjust the volume** so that it will not be a source of irritation or annoyance to other customers seated near you.

*Source: [www.buséireann.ie](http://www.buséireann.ie)*



## LUAS

The LUAS is a light rail system that provides high-speed, frequent transport in Dublin.

### LUAS runs on two tramlines:

**The Green Line** connects Sandyford to St Stephens Green, approximately 22 minutes total journey time.

**The Red Line** connects Tallaght to The Point.

### LUAS Commuter Tickets

All stops have ticket machines that accept coins, notes and credit cards. It is simple to purchase your ticket, just follow the instructions displayed on the machine. Tickets can also be bought at locations close to many Luas stops.

*(Details from <http://www.dublin.ie/transport/luas.htm>)*

## Iarnród Éireann

Iarnród Éireann (in English: “Irish Rail”) is the national railway system operator in Ireland.



The DART (Dublin Area Rapid Transit) is the rail line running along the coast of Dublin, from Malahide and Howth southwards as far as Greystones, Co Wicklow.

### Dart Tickets

Weekly tickets are available at all ticket offices at the train stations and also from the Travel Centre, 35 Lower Abbey Street.

*For more information about Dart stops and timetables see [www.irishrail.ie](http://www.irishrail.ie)*

InterCity services are long-distance routes radial mainly from Dublin. InterCity services from Dublin operate from two main stations:



- » Dublin - Waterford
- » Dublin - Ballina/Westport
- » Dublin - Galway
- » Dublin - Kildare
- » Dublin - Clonmel All intermediate stations are also served, check timetables for details.

**Buses from Station:** 25/A/X, 26, 51/D/X, 66/A/X, 67/X, 68, 69/X, 78, 79/A/X, 90 (IFSC/Connolly Station), 92 & 748 (Dublin Airport), Luas Red Line Conolly-Heuston-Tallaght

**Location:** Just 20 minutes walk from the city centre, 5 minutes walk from Guinness Brewery, and 15 minutes walk from Phoenix Park.

## Dublin Connolly

Connolly Station is the terminus for services to the north and north-west of Ireland.

### *Routes serviced:*

- » Dublin - Sligo
- » Dublin - Belfast
- » Dublin - Rosslare Europort
- » Dundalk - Drogheda - Dublin - Arklow

- » Dublin - Maynooth - Longford
- » D.A.R.T. Malahide/Howth – Greystones

**Buses From Station:** 20B, 27, 27/B/X, 29A, 31/B, 32B, 32A/X, 42A/B, 43, 51A, 53, 9 centre 0, 128, 129, 130, 142 & 748. Luas Red Line Conolly-Heuston-Tallaght

**Location:** 5 minutes walk from O'Connell Street.

The Belfast - Dublin service runs in conjunction with Northern Ireland Railways. Pearse is the terminus for much of the suburban network in the Greater Dublin area, but most also stop at Connolly station.

*Web: <http://www.irishrail.ie>*



## Pedestrian Road Rules

The most important rule for all pedestrians is to be careful, behave responsibly, exercise care and not endanger or inconvenience other users of the road. Walking beside or along a road if there is a footpath you must use it.

If there is no footpath, you must walk as near as possible to the side of the road (facing the oncoming traffic). Do not walk more than two side by side. If the road is narrow or carries heavy traffic, you should walk in single file. You should always wear reflective clothing at night when walking outside built-up areas. You should always carry a torch when walking at night time.

### Crossing the road

Follow the do's and don'ts below to make sure you cross the road safely.

Do's	Don'ts
Do look for a safe place to cross.	Don't cross at a corner or bend in the road.
Do stop and wait near the edge of the path. If there is no path, stand close to the edge of the road.	Don't cross near the brow of a hill.
Do look right and left and listen for traffic.	Don't cross near or at parked vehicles.
Do let any traffic coming in either direction pass, then look right and left again.	Don't cross where there are guard rails along the footpath.
Do walk briskly straight across the road when it is clear.	Don't hold onto or climb onto moving vehicles
Do continue to watch and listen for traffic while crossing.	Don't run across the road.

### Taking care near buses or trams

Take extra care if crossing a road where there is a bus lane (especially a contra flow bus lane ie: a bus lane that goes in the opposite direction of the normal traffic), cycle lane or tram track.



You should also be careful when getting on or off buses and when crossing the road at or near bus stops.

**REMEMBER:** never cross in front of a stopped bus!

## Safe crossing places:

### *Zebra crossing:*

This can be used to cross the road safely. It is marked by yellow flashing beacons. The actual crossing area is marked by black and white 'zebra' stripes.

Drivers must stop to let you cross. As they approach the crossing, they should slow and be prepared to stop. They must stop behind the stop line if there is one and must not enter any part of the crossing.

You do not have the right-of-way over other traffic until you actually step onto the crossing. Never step onto the crossing if this would cause a driver to brake or swerve suddenly. If there is a central island, treat each side as a separate crossing.

Always watch carefully for approaching traffic. Place one foot on the crossing to indicate that you wish to cross. Wait until traffic has stopped before you start crossing.

### *Pedestrian lights*

Pedestrian lights consist of a set of traffic lights for drivers and a set of light signals for pedestrians. Usually there is a push button for pedestrians. When you press it, the traffic lights will turn to red after a short while.

- » Do not cross while the 'wait' or 'red man' light is showing.  
.....
- » Cross with care when the 'cross now' or 'green man' is showing.  
.....
- » If there is a central island at the pedestrian lights, the 'green man' or 'cross now' sign will let you cross only as far as that. You must then press the push button at another set of lights to cross the rest of the way.  
.....
- » For vision-impaired pedestrians an audible bleep signal and/or vibrating panel on the push button may be in place to indicate when it is safe to cross.  
.....

### *Pelican crossing*

At this crossing, amber light will flash for a short period after the red light for drivers goes out. Similarly, the 'green man' light for pedestrians will flash for a short time before changing to the 'red man' light. A flashing amber light at a pelican crossing which gives priority to pedestrians.

### Traffic lights

If you are crossing at traffic lights, but there are no signals for pedestrians, check the lights in both directions. When the traffic on the road you wish to cross is governed by a red light, cross carefully. Look out for traffic that might be turning onto the road you wish to cross and remember that some traffic lights allow traffic to proceed in some lanes when other lanes are stopped. Be especially careful at junctions with filter lanes.

### Uncontrolled crossing places

A traffic island is provided to help pedestrians. These are safer places to cross because the crossing is divided into two parts.

Don't cross the road in the area in front of a truck. This is a truck driver's blind spot.

**REMEMBER:** if you can't see the driver, the driver can't see you.

**NB** A lot of people J-walk (cross the road where they aren't meant to) – that doesn't mean you should.

*Source: Road Safety Authority [www.rulesoftheroad.ie](http://www.rulesoftheroad.ie)*





← best cup  
of coffee!



friends

# Leisure & Hangouts



# 4

## Hostel Tips

- » Sign in every night in your hostel
- » Food is different from home, so try and be open to tasting new foods, even if you miss your traditional food!
- » Cooking is not allowed in hostels unless otherwise stated.

### Basic necessities provided by the hostel

- » Towels
- » Toothbrushes
- » Shampoo
- » Toilet Paper

All cleaning agents are provided by the hostel/residential care unit



### **Get involved! Keep yourself busy! e.g. youth centres, different projects**

*(for more information on this please see the Supports Group section in this booklet)*



It's important to have a **mobile phone**. (These standard phones are so yesterday!) Meteor is relatively cheap compared to other networks. There are two types of mobile phone: a contract, or pay as you go.

With **Pay as You Go**, you only pay for the minutes you use calling other people, or per text. You pay a higher amount per minute than you would with a contract, but there is no set amount to pay each month. You top up in denominations of €5, €10 or more using a top up voucher. Whilst there might be an expiration date on the top-ups, if you are careful in how much you use your mobile, this offers a much cheaper option than a contract and allows you to budget how much you are spending really easily.

## Money / Allowance: if you live in a hostel you get a:

- » weekly allowance of €19.10
- » clothing allowance of €150 every 6 months
- » Back to school allowance in September is €305

If you are in a Residential care unit the figures can be different and may even depend on the house you live in.

## Internet

For Internet use there are cheap Internet cafes around the city centre that cost from €1 per hour. There is one on Parnell Street beside the pet shop, and many more around the city centre. Always ask how much it is before you use the computer! Also, most public libraries have free internet access

*(for more information on libraries please visit the education section in this booklet)*



## Weather

Always have an umbrella and a jacket; Irish weather is quite unpredictable! You can get every season in a day!

The clock goes **1 hour back** in winter and **ahead** in the summer which means shorter days in winter and longer days in the summer. 'Fall back, spring forward'. Time goes back one hour on the last Saturday of October and it goes forward one hour on the last Saturday of March.

## Always get a student card because it is good for discounts!

Always ask your social or project worker if you can take part in different activities, even if they cost money - as they may be able to apply for the money so that you can take part in the activity or trip.

Never feel shy to ask if you need anything - you never know unless you try! (If at first you don't succeed, try and try again!)

## Work and Volunteering

Asylum seekers are not allowed to work. You can only work if you have refugee status

but if you don't yet have refugee status you can always do voluntary work. Volunteering is a great way to integrate and meet new people; it looks good on your CV, is good work experience and looks good if you have to apply for humanitarian leave to remain. Also, it means that when you are looking for paid employment in the future you will already have some work experience.

**VSI is a great organisation to visit if you would like to volunteer.**

**VSI Ireland**

30 Mountjoy Square, Dublin 1

T: (01) 8551011



## Beaches

You and your friends could arrange to go to the beach for a day or an afternoon. For transport you can use your 7 day bus pass.

### *Bray Beach*

Get the DART to the south from Tara street station or Pearse street station all the way to Bray. Or bus 45 from Merrion Square.

**Having fun doesn't have to cost you too much money.** A day at the beach can be very cheap!

You and your friends could arrange to go to the beach for a day or an afternoon! For transport you can use your 7 day bus pass if it works at weekends or if you have a 5 day one then arrange to go on your half day from school and use bus 45. **Or, buy a ticket – it's**

**not that expensive** You can make sandwiches, and snacks/fruits in the hostel/residential care unit. You might be able to get some drinks from there too. If not, you can each put in a little bit of money and buy a large bottle of Coke or a healthier drink, in a shop before you leave!

You can use your own towels for the beach and bring a spare change of clothes in case you play in the water! **If it's sunny don't forget to wear a hat and sunscreen and drink lots of water.**

*(For more information on sun protection go to the Irish Cancer Society <http://www.cancer.ie/sunsmart/>)*

There is also a great beach by Killiney dart station and another one in Greystones – which are all on the DART route.

There is also a great beach out in Clontarf – Dollymount Strand. Take the 130 bus from Lower Abbey Street and ask to get out at the 'wooden bridge on the coast road'. You will have to walk out this wooden bridge and then turn left along the beach. It's lovely!

Other great places to visit that you can get to easily is Howth village, where there is a fishing harbour. To get there you can take the DART from town to Howth station, or take a bus! You can take Bus 31, 31b, 31c

## Museums / Art Galleries

### The National Museum of Ireland has 3 sites in Dublin:

*Archaeology, Kildare Street, Dublin 2*

The National Museum of Ireland - Archaeology is the national repository for all archaeological objects found in Ireland and home to over two million artefacts.

#### Getting there:

##### **On Foot**, approximately:

- 2 minutes walk from Grafton Street or St Stephen's Green
- 15 minutes walk from O'Connell Street or Dublin Docklands

##### **Public Transport**

- Bus: 7, 7A, 10,11,13 (O'Connell Street), Museum Link (172) operated by Dublin Bus has a drop off and pick up stop at the three Dublin sites
- Luas: Green Line Luas (tram). Two minutes walk from 'St Stephen's Green' stop
- Train: Five minutes walk from 'Pearse' station on Westland Row

### *Decorative Arts & History, Collins Barracks, Benburb Street, Dublin 7*

The National Museum of Ireland - Decorative Arts & History is home to a wide range of objects, which include weaponry, furniture, silver, ceramics and glassware; as well as examples of Folklife and costume.

#### Getting there

##### **On Foot**, approximately:

- 30 minutes walk from O'Connell Street
- 45 minutes walk from Grafton Street
- 5 minutes walk from Smithfield, Heuston Station or Phoenix Park

##### **Public Transport**

- Bus: 90 (Aston Quay), 25, 25A, 66, 67 (Wellington Quay)
- Luas: Red line Luas (tram) - dedicated 'Museum' stop

### *Natural History, Merrion Street, Dublin 2*

The National Museum of Ireland - Natural History is closed as part of a major restoration project on this 150 year old building.

Source: [www.museum.ie](http://www.museum.ie)

## National Gallery of Ireland,

*Merrion Square West, Dublin 2*

The National Gallery of Ireland houses the national collection of Irish and European fine art. Admission to the Gallery is free.

### Gallery Opening Hours:

- Monday to Saturday 9.30am-5.30pm  
Thursday 9.30am-8.30pm  
Sunday 12pm-5.30pm
- Closed 24-26 December and Good Friday.
- Shutdown of exhibition galleries starts 15 minutes before closing time.

Source: [www.nationalgallery.ie](http://www.nationalgallery.ie)

## Dublin City Gallery, the Hugh Lane

*Charlemont House, Parnell Square North, Dublin 1*

Located in Dublin's city centre, the Hugh Lane Gallery, which is funded by Dublin Corporation, houses one of Ireland's foremost collections of modern and contemporary art. Admission to the Gallery is free.

### Opening Hours

- Tuesday to Thursday 10.00am- 6.00pm  
Friday & Saturday 10.00am-5.00pm  
Sunday 11.00am-5.00pm
- Closed Mondays

Source: [www.hughlane.ie](http://www.hughlane.ie)

## Parks

### Garden of Remembrance

Parnell Square East, Dublin 1

At the northern end of Parnell Square is a small, peaceful park, dedicated to the men and women who have died in pursuit of Irish freedom.

### Fitzwilliam Square

Fitzwilliam Square, Dublin 2

Much smaller than Merrion square, it was one of the last Georgian squares to be laid out in central Dublin.

### Merrion Square

Merrion Square, Dublin 2

Merrion Square is one of Dublin's largest and grandest Georgian squares. On three sides are Georgian Houses and on the other the garden of Leinster House, and two museums. The attractive central park features colourful flower and shrub beds.



### Iveagh Gardens

Clonmel St, Off Harcourt St, Dublin 2

These fine gardens were designed in 1863; and they include a rustic grotto, cascade, fountains, maze, rosarium, archery grounds, and woodlands.

### St. Stephen's Green

Dublin 2

Is a beautiful park at the top of Grafton Street. An ideal place to rest after a day shopping in town and the lake, trees, and plants make it an ideal place to walk around.

### Phoenix Park

Dublin 8

The Phoenix Park is one of the largest and most magnificent city parks in Europe. A lively and entertaining exhibition on the history and wildlife of the Phoenix Park is on display in the Visitor Centre. It is situated just under 3km from the city centre, and is over 700 acres! (This is really big!) Ornamental gardens, nature trails, and broad expanses of grassland, separated by avenues of trees, including oak, beech, pine, chestnut, and lime. You might even be lucky and

see some deer or horses! The Zoo is also located in Phoenix Park (*for information on the zoo see below*).

To get there, take buses 66, 25, 67, get off at the Phoenix park stop

### Dublin Zoo

Phoenix Park, Dublin 8

Established in 1830, this is the third-oldest zoo in the world (after London and Paris), it is in the Phoenix Park, about 3km west of the city centre. There are tigers, hippos, bats, lions, rare monkeys, gorillas, orangutans, chimpanzees and red pandas to name but a few of the amazing animals you'll find waiting for you around every corner.

*Single Tickets: Adult: €15.00 Student: €12.50*

*Source: <http://www.dublintontourist.com/>*

### All parks are free to hang out in, and it's worth making the effort to visit a nice park!

- » If you want to take a walk or go for a run ask the staff in your hostels for parks around your hostel. There is probably one near by! Or make the effort and jump on a bus to go to Phoenix Park or a beach, for example.  
.....
- » Go with a friend!  
.....

- » For buses and how to get there have a look at the Transport section in this booklet (p43).

## 4.6

# Shopping

## Ethnic Food and Hair Salons

For different **ethnic shops**, Moore Street is the best place to visit! It is the best place to get hair extensions. There are Afro Caribbean hair saloons, African shops, Halal shops, Chinese shops, etc.

Always do your window shopping first! Compare prices before buying your item because shops sometimes stock the same item for less money!

## Clothes/Other accessories

PENNEY's has **cheap clothing** however some of the quality of the clothes is not very good – so look at it closely before you buy it! (Check

the labels to see what it is made of!) You can get good quality cotton t-shirts, jeans, socks.

**Charity shops** are good for cheap prices, and sometimes you can find clothes that have not even been worn. Some second hand shops include:

- » Oxfam
- » St Vincent de Paul
- » Cancer research Society
- » Barnardos and many more!

Try, if possible, to save your clothing allowance until the **sales seasons** because then you save yourself lots of money! Some shops sometimes off 70% off the original prices!

The other thing to remember about your clothing allowance is that if you only get it twice a year you need to plan and think about what clothing you need for the next **6 months**. For example, if it is going to be winter time you will need a coat, **hat, scarf and gloves!**

TK Maxx: Located in the Stephens Green Shopping Centre has brand name labels at bargain prices.

Most shops do **seasonal sales** but the Christmas sale is the biggest one in the year and is known as the Boxing Day sale. It starts on the 26th of December. However, the dates shops start their sales can vary.

### There are some weekend markets:

- » Liberty market in Meath Street opens Thursday-Saturday take bus 78,123.
- » Mount Joy Square market opens Saturday and Sunday 8-10pm (near Veronica's office – the Community Welfare Office)

## Clothes size Chart

### Women's sizes

#### European

32	34	36	38	40
42	44	46	48	50

#### UK

4	6	8	10	12
14	16	18	20	22

**USA**

2	4	6	8	10
12	14	16	18	20

**USA LETTER**

XS	S	S	M	M
L	L	XL	1X	2X

**Women's Shoes****European**

34	35	35.5	36	37	37.5
38	38.5	39	40	41	42

**UK**

2	2.5	3	3.5	4	4.5
5	5.5	6	6.5	7	7.5

**USA**

5	5.5	6	6.5	7	7.5
8	8.5	9	9.5	10	10.5

## Jackets, Shirts, and Outerwear Measurements for Men

### Garment Size

Small	Medium	Large	X-Large	XX- Large
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### Jacket Chest Size

36	38	40	42	44
46	48	50	52	54

### Pant Waist Size

30	32	34	36	38
40	42	44	46	48

### Shirt Neck Size

14 <sup>1/2</sup> "	15"-15 <sup>1/2</sup> "	16"-16 <sup>1/2</sup> "	17"-17 <sup>1/2</sup> "	18"-18 <sup>1/2</sup> "
---------------------	-------------------------	-------------------------	-------------------------	-------------------------

### Arm Length from CB\*

33"	33 <sup>1/2</sup> "-34 <sup>1/2</sup> "	34 <sup>1/2</sup> "-35"	35 <sup>1/2</sup> "-36"	36 <sup>1/2</sup> "-37"
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## Boys shoe sizes

### British

11	11.5	12	12.5	13	13.5	1
2	2.5	3	3.5	4	4.5	

### European

29	29.7	30.5	31	31.5	33	33.5
34	34.7	35	35.5	36	37	37.5

### American

11.5	12	12.5	13	13.5	1	1.5
2	2.5	3	3.5	4	4.5	

## Useful websites where you can get things for free!

All you have to do is call the person and arrange to pick up the item! People list things on this website that they want to give away, such as things that they no longer need or want.

**When you are going to pick something up, always bring a friend with you!**

[www.dublinwaste.ie/free\\_trade.php](http://www.dublinwaste.ie/free_trade.php)

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

[www.gumtree.ie](http://www.gumtree.ie)









# Religion & Spirituality

# 5



Ireland has traditionally been a predominately Catholic country. However, in recent years there has been an increase in the practice of many other religions.

*Population classified by religion and nationality 2006*

Nationality	Irish	Non-Irish	UK	Rest of EU	Rest of Europe
Total	3,706,683	419,733	112,548	163,227	24,425
Catholic	3,409,381	213,412	54,214	112,806	4,002
Church of Ireland (incl. Protestant)	86,990	31,197	22,511	3,388	412
Other Christian Religion	16,327	11,484	1,667	1,551	1,082
Presbyterian	13,628	7,741	3,621	990	263
Muslim (Islamic)	9,761	21,613	620	777	1,924
Orthodox	2,881	16,845	117	3,666	11,776
Methodist	5,077	5,612	2,053	293	52
Other Stated Religions	22,497	31,118	4,167	7,284	1,824
No Religion	105,356	68,444	21,851	27,529	2,101
Not Stated	34,785	12,267	1,727	4,943	989



Africa	Asia	America	Other Nationalities	Not Stated	Total
35,326	46,952	21,124	16,131	45,597	4,172,013
8,530	12,443	13,229	8,188	22,172	3,644,965
2,467	648	722	1,049	761	118,948
4,553	1,482	738	411	217	28,028
1,649	259	549	410	127	21,496
6,909	10,649	128	606	405	31,779
196	731	64	295	268	19,994
2,330	407	281	196	79	10,768
6,337	8,792	1,866	848	418	54,033
917	10,187	2,661	3,198	1,452	175,252
1,438	1,354	886	930	19,698	66,750

If you would like information about places of worship close to where you live ask your social worker or at your hostel. Otherwise you could contact any of the following organisations:

### **Islamic Foundation of Ireland**

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

### **Jewish Community Office**

01-4923751

### **Catholic Church parishes in Dublin**

[www.dublindiocese.ie](http://www.dublindiocese.ie)

### **Church of Ireland**

<http://dublin.anglican.org>

### **Presbyterian Church in Ireland**

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



## Methodist Church Ireland

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



## Buddha Network Ireland

[www.buddha.ie](http://www.buddha.ie)



## The Orthodox Church

See: [www.dublinchurches.com](http://www.dublinchurches.com)







# Support Groups



## Important People

### Social Worker/Project Worker

Social workers and project workers work to **promote positive health and social development** of separated children through working directly with them and facilitating access to other appropriate services.

Both the project worker and social worker work together to introduce the young person to the daily living arrangements of their accommodation and local facilities.

They **assist the young people** in facilitating access to a range of relevant medical and social services including psychologist, hospital, GP's, dentist, etc and maintain contact with these services in the interest of the young person.

They identify immediate language and educational needs and, in partnership with the educational agencies, arrange for appropriate school placements.

Both the social worker and the project worker support and facilitate the young person in appointments with the **Refugee Legal Service, Office of the Refugee Application Commissioner and Refugee Appeals Tribunal.**

Project workers and social workers are there to **listen and give advice** to the young people.

The project workers work with other community services to identify appropriate cultural, religious, social, and recreational services for the young people.

Project workers are assigned to the hostels and visit the young people regularly to maintain a **supportive relationship** with them, to monitor their progress and to contribute to **safeguarding their welfare.**



## Organisations that offer support to young people

### VEC Parnell square

It's an education centre which helps separated children and young people aged 10 to 21. The service consists of two projects; **Back to Education Initiative (BTEI)** and an **outreach service**.

#### Separated Children Education Service - CDVEC

T: (01) 8786662

Address: Parnell Adult learning centre,  
Parnell Square, Dublin 1

#### Vincentian Refugee Centre

T: (01) 8102580

Address: St.Peter's church, Phibsboro, Dublin 7  
(It's in the Church beside Chester house if you don't know where this is ask the staff in the hostel)

- » Provides a place of welcome and hospitality

- » Seeks a decent quality of life and living circumstances for people seeking asylum,
- » Acts to lessen the difficulties toward integration
- » Works for Social Justice

#### *Support for unaccompanied minors*

- » Homework club
- » Social activities

#### *Education*

- » English language classes
- » Computer training
- » Advice with asylum process

#### *Services are:*

- » Informal and friendly
- » Professional
- » Confidential
- » Accessible
- » Free



## Dun Laoghaire refugee project

**To join** Dun Laoghaire refugee project you need to go to the project office on a **Monday**. Staff from the project will have a chat with you in order to understand where you are in the asylum process, you will be registered and you will be required to attend their meeting every **Monday week from 7:00 to 9:00pm**. If you attend their meetings continuously you will be provided with a bus pass each week that you do attend. There is often food at the meetings. The DRP run different activities which are suitable for **all nationalities**, it is a mixed event, and there are people present who can help you with forms or questions about the asylum process.

From town to Dun Laoghaire, you will need to get bus number 46A or 7 and 746, or get the DART.

## Ombudsman for Children's Office

The Ombudsman for Children Office (OCO) is an independent organisation which was created to **safeguard and promote the rights and welfare** of all children and young people under eighteen in Ireland, and to make sure that the government and other people who make decisions about what

young people really think about what is best for young people. The **duty extends** to all **children who are living in Ireland**, including those seeking asylum. A child is any young person up to the age of 18 years.

### Ombudsman for Children Office

T: Free phone 1800 202040

Address: Millennium House,  
52-56 Great Strand Street Dublin 1

### Drugs Awareness Programme

Dap aims to provide quality **drug education, training and support service** which develop knowledge and skill in order to competencies and capacities in a variety of settings and sectors.



#### Services they offer:

Drug education and training information and support counselling and consultancy

### National drugs and HIV Helpline

Helpline: 1800459459 T: (01)8360911 Fax: (01)8360745

E-mail: [info@dap.ie](mailto:info@dap.ie) Web Address: [www.drugs.ie](http://www.drugs.ie)

Address: The Red House, Clonliffe College  
(Holycross College), Drumcondra, Dublin 3

## Samaritans

Provide completely **emotional support 24 hours a day** by telephone, email, face to face or letter to people in distress and at risk of suicide and aims to make emotional health more of a mainstream issue.

Samaritans vision is for a social where fewer people die by suicide. It wants to help create a society where people are able to talk about their feeling **openly** and people are able to **respect** the feeling of others

### Samaritans

Helpline: 1850 609090, 24 hours a day

T: (01) 6710071 Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Web Address: [www.samaritans.org](http://www.samaritans.org)

Address: 112 Marlborough Street, Dublin 1



## AkiDwA

Akina dada was Africa (AkiDwA), Swahili for **African sisterhood**, is a national network of African and migrant women living in Ireland. A non-governmental organisation with charitable status, AkiDwA was established in August 2001 to address the need of the



expanding population of African women resident in Ireland. It is a representative body for African migrant and Irish women living in Ireland, irrespective of their nation or ethnic background, tradition, religious, belief or socio-economic or legal status. AkiDwA provides training, consultative workshops, information provision, support and research to **help migrant and Irish women** develop a secure foundation for their lives in Ireland. The organisation also **encourages** and supports migrant women to engage in decision-making processes. Areas of focus include **health and domestic violence, employment and gender equality**.

#### AkiDwA

T: (01) 8148582

Email: [info@akidwa.ie](mailto:info@akidwa.ie)

Web Address: [www.akidwa.ie](http://www.akidwa.ie)

Address: 9b Lower Abbey Street  
Dublin Central Mission, Dublin 1

## ISPCC

The Irish Society for the **Prevention of Cruelty to Children** (ISPCC) was founded in 1889. It is Ireland's oldest and most well-known children's charity. The ISPCC has a long, proud history of service delivery and advocacy on behalf of children. Ensure all children are given the **chance to feel love and happiness** Stop discrimination and exclusion of children end cruelty and **injustice to children**.

### ISPCC

**Free phone childline: 1800 666 666, 24hours.**

Email: [ispcc@ispcc.ie](mailto:ispcc@ispcc.ie)

Web Address: [www.ispcc.ie](http://www.ispcc.ie)

Address: 29 Lower Baggot Street, Dublin 2

9:00AM-5.30PM, Mon to Fri

T: (01)6767960 Fax: (01)6789012

## Childline

Childline provides a **24 hour listening service** for all children up to the age of 18. Childline seeks to **empower and support** children using the medium of telecommunications and information technology.

The service is available **24 hours a day**, 7 days a week, 365 days a year; Childline receives thousands of calls every year. These are answered by volunteers and staff who are trained to **listen and understand** young people. Young people contact the service for a wide range of reasons such as bullying, sexuality, everyday chat and lots of other issues.



### Childline

T: 1800 66 66 66

Web Address: [www.childline.ie](http://www.childline.ie)

## Teen focus

The Teen focus service provides a comprehensive **support service**, including out of hour's access, to teenagers aged 13-18 years who are experiencing **emotional or behavioural difficulties**.

Teenfocus aims to support young people, who may be **feeling isolated**, and gives the necessary supports to overcome the difficulties.

### Teenfocus

T: (01) 676 7960

Email: [ispcc@ispcc.ie](mailto:ispcc@ispcc.ie)

## YMCA Youth Work

The City of Dublin YMCA has a long history of providing **youth work programmes** and in this pursuit founded some of the oldest sports clubs in the country. Youth workers provide a **safe and caring environment** of mutual respect in which they explore the issues which face our young people.

They provide **training programmes**, after school support, homework clubs, sports clubs, personal development opportunities, coping skills, cookery and budgeting classes, bereavement support and thematic debates. Providing opportunities for young people to own their youth club, to input on their needs and preferences and share in the design and administration of all of our youth work programmes.

### City of Dublin YMCA

T: (01) 478 2607

Email: [info@ymca.ie](mailto:info@ymca.ie)

Web Address: [www.ymca.ie](http://www.ymca.ie)

Address: Dublin YMCA, Aungier Street, Dublin 2







# Services Providers



## An Garda Síochána

'An Garda Síochána' is Irish for 'guardians of the peace'.

*What happens to a young person who gets in trouble with the law? e.g.: fighting, possession of illegal substance etc.*

Since the enactment of the Children's Act 2001, a young person who is under the age of 18, on the date a crime is committed, is dealt with under the juvenile diversion programme. When a young person gets into trouble and breaks the law, the Garda dealing with the case sends a **referral** form to the national juvenile office in Harcourt square. There are a number of options available to deal with the incident. These are

- » (a) Informal caution
- » (b) Formal caution
- » (c) Restorative caution
- » (d) Prosecution



Young people can get another identification card apart from the **ORAC Identity Card** eg: a National Age Card. In order to get an age card you will need to go to your local Garda station and ask for the necessary documents. A National Age Card can be used to prove your age.

### *Gardaí don't carry guns*

Approximately 2,000 members of An Garda Síochána are licensed to carry firearms. These members work in plain clothes in units such as Detective Units. However, no uniformed member of An Garda Síochána can carry a firearm.

### *If you are mistreated by a Garda, how can you make a complaint?*

All **complaints** against members of An Garda Síochána can be made on an informal level to the Supervisor of the Garda who mistreated you. The **Garda Síochána Ombudsman Commission** (GSOC) was set up in 2007 to investigate official complaints against any Garda Síochána and is tasked with independently investigating complaints against any member of An Garda Síochána.

### *What does the garda racial and intercultural unit do?*

**GIRO** was set up to deal with the increasing number of foreign nationals living in Ireland and to **assist** them and An Garda Síochána in dealing with each other and being pro-active in dealing with issues that may arise. They have regular meetings with minority and ethnic groups. In most urban based Garda Stations there are Gardaí known as **Ethnic Liaison officers** who as part of their work, liaise with people living within their area and can be a more personal face of this work.

### *How do the Gardaí handle language barriers with non English speakers?*

**Translators** are used when language difficulties arise in serious cases or when a person is arrested. Garda Síochána will have in place a system that would in all circumstances that may arise cover **all the languages spoken in Ireland**.

### *What do the Gardaí carry on their waist belts?*

Each operational member is issued with a 'utility belt' on which Gardaí carry their handcuffs, first aid kit, official Garda notebook, ASP baton, torch, etc. Gardaí may also carry extra items such as a map, evidence bags and a multi-tool instrument depending on their duties and their location.

### *What's the procedure for interviewing/interrogating/questioning minors?*

If a person under 18 years of age is arrested they can only be interviewed in the presence of an appropriate adult. This is usually a parent, but it can also be another adult if the parents are not available or if the parent was also involved in the crime. However, this rule can be set aside if there is an immediate risk to the life of another person. The remaining procedures during detention are the same as for adults.

### *If a minor commits a crime will they have a criminal record? How long does it stay on your record?*

A young person (under 18 years) is dealt with under the Juvenile Diversion Programme. If a person is convicted in court a record is always held indefinitely. If the young person is acquitted in court then no record is kept.

## **Contact**

If you want to call a local Garda station there is a direct number for each station. Your hostel/residential centre will know which Garda station is closest to where you live.

### Emergency services

112 or 999

### Garda Racial and Intercultural Office

T: (01) 666 3150

Address: Harcourt Square, Dublin 2

### Crime stoppers

Free phone: 1800 250 025



## 7.2

# Refugee Legal Service

## What is the Refugee Legal Service?

The Refugee Legal Service is an office established by the Legal Aid Board to provide **confidential** and **independent** legal services to persons applying for asylum in Ireland. **Legal aid** and advice is also provided in appropriate cases on immigration and deportation matters.

### *Independence*

The Legal Aid Board is an independent statutory body providing legal services in civil matters.

## Confidentiality

The Refugee Legal Service provides a confidential service to all persons who contact it.

## How can the Refugee Legal Service help you?

A person who makes an application for **legal services** will be furnished with **assistance** as soon as possible. Assistance will be provided in the following way:

- » RLS generally assist in **applications** for asylum by providing advice to you before you submit your questionnaire to the Office of the Refugee Applications Commissioner or before you attend your interview in the Office of the Refugee Applications Commissioner.
- » RLS can provide **interpreters** for appointments with your solicitor.
- » RLS can make **written submissions** to the Office of the Refugee Applications Commissioner in support of your application for asylum.
- » RLS can provide **representation** before the Refugee Appeals Tribunal.
- » Where refugee status is refused, RLS

can assist generally in the submission of applications pursuant to the Immigration Act 1999 and matters arising therefrom.

- » RLS can assist in relation to **deportation** orders and Judicial Review procedures.

## **What does the Refugee Legal Service require of you?**

If you become a client of the Refugee Legal Service you must:

- » Keep us advised at all times of your current address.
- » Attend at all appointments made with your caseworker or solicitor in the Refugee Legal Service. Strict time limits apply at all stages of the asylum process and failure to attend appointments in a timely fashion may result in the Refugee Legal Service being unable to provide a service to you.

## **Complaints**

A complaints mechanism does exist. For more information see contact details below.

## Contact Details for Refugee Legal Services Offices

**Freephone: 1800 229 222**

Timberlay House, 79/83 Lwr. Mount St., Dublin 2  
T: (01) 6310800 Fax: (01) 6615011

**Freephone: 1800 23 83 43**

48/49 North Brunswick Street, Georges Lane, Dublin 7  
T: (01) 6469600 Fax: (01) 6710200

**Freephone: 1800 202420**

Address: North Quay House, Popes Quay, Cork  
T: (021) 4554634 Fax: (021) 4557622

*Taken from [www.legallaidboard.ie](http://www.legallaidboard.ie)*



## About the HSE

The Health Service Executive (HSE) is responsible for providing Health and Personal Social Services for everyone living in the Republic of Ireland.

The HSE provides thousands of different services in hospitals and communities across the country. It is now the single body responsible for ensuring that everybody can access cost effective and consistently high quality health and personal social services.



Between 1998 and 2008, over 5,000 separated children have been identified in Ireland. Statistics indicate that the number of separated children presenting to the HSE has diminished significantly since figures peaked in 2001 (1,085 in 2001 to 340 in 2007).





## Services for Separated Children Seeking Asylum

Separated children seeking asylum are **defined** as “children **under eighteen** years of age who are outside their country of origin, who have applied for asylum and are **separated** from their **parents** or their legal/customary **care giver**”.

Separated children seeking asylum are a relatively new phenomenon to Ireland with the first separated child arriving in Ireland for the purpose of seeking asylum being identified in 1996.

The immediate and ongoing needs of separated children seeking asylum relating to accommodation, medical and social needs as well as their application for refugee status are the responsibility of the HSE in accordance with the Refugee Act, 1996 (as amended) and the Child Care Act, 1991.

### The main responsibilities of the HSE are:

- » The decision as to whether it is in the best interests of the child to make an application for asylum
- » If so, to support the child through the application process

- » To provide for the immediate and ongoing needs and welfare of the child through appropriate placement and links with health, psychological, social and educational services

Between 1998 and 2008, over **5,000** separated children have been identified in Ireland. Statistics indicate that the number of separated children presenting to the HSE has diminished significantly since figures peaked in 2001 (1,085 in 2001 to 340 in 2007). There are approximately **180** separated children currently in the care of the Health Service Executive (HSE).

*(From [www.hse.ie](http://www.hse.ie))*



## The Reception and Integration Agency

The Reception and Integration Agency (RIA) was established on 2nd April 2001.

The RIA is **responsible** for coordinating the **provision of services** to both **asylum seekers** and **refugees**, coordinating the implementation of integration policy for all refugees and persons granted leave to remain in the State and responding to crisis situations which result in large numbers of refugees arriving in Ireland within a short period of time.

The Reception and Integration Agency was also assigned responsibility for supporting the repatriation, on an ongoing basis.

RIA will only be of relevance to separated children once they turn **18yrs** because before that separated children are in the care of the HSE.

## Functions of the Agency

### *The Reception and Integration Agency:*

- » Sources suitable accommodation and sites throughout Ireland for accommodating asylum seekers
- » Co-ordinates the preparation of sites at which temporary accommodation for asylum seekers is to be provided
- » Monitors the operation of accommodation centres on an on-going basis
- » Disperses asylum seekers from reception centres in Dublin to accommodation centres around the country
- » Co-ordinates the provision of services at accommodation centres
- » Provides training and support to proprietors and management of centres

### **What RIA does not do?**

- » The Agency is not directly responsible for the delivery of services such as health, education and welfare to asylum seekers

and refugees. Direct responsibility for the provision of these services rests with the health boards and education authorities

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- » The Agency has no role in the initial asylum application process or in the appeal process

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- » The Agency has no involvement in decisions made by the Office of the Refugee Applications Commissioner or the Refugee Appeals Tribunal on applications for asylum

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- » The Agency has no role in the deportation of failed asylum seekers

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- » The Agency has no role in the provision of legal services for asylum seekers or refugees

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- » In the interest of privacy and security, the Agency does not reveal the details of individual asylum seekers resident in its accommodation centres

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- » The Agency is not responsible for accommodating unaccompanied minors, separated children. This is a matter for the HSE

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BUS 16A



MEETING AT 10am



← best cup  
of coffee!



# Your Notes

You can use the following pages to write down any **additional information**, like your **appointments**, your friend's **contact numbers**, some new **recipes**, the addresses of places you like to go to, new **English words** or Irish expressions you have learnt...



*friends*





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For more information on  
the **Separated Children Project**,  
or to request copies of the **Guide Book**  
or the **Project Report**, please contact  
the **Ombudsman for Children's Office**

Millennium House  
52-56 Great Strand Street  
Dublin 1  
Ireland



You can call us on **01 865 6800**  
or Free-phone **1800 20 20 40**

Our email address is **oco@oco.ie**

Our website is **www.oco.ie**



