



# Community Welcome Pack



**Northern Ireland Community Welcome Pack**

**February 2017**

**Housing**Executive





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Please note that this document may be available on request in Braille, Large Font and DAISY (Digital Accessible Information System), Audiocassette or Computer Disc and may be translated into a range of Minority Ethnic Languages.

If you need this Welcome Pack translated or if you need an interpreter when visiting the local office please contact the Housing Executive.

### Polish

Jeśli potrzebne jest przetłumaczenie niniejszego powitalnego pakietu informacyjnego lub konieczna jest pomoc tłumacza podczas wizyty w lokalnym oddziale, należy skontaktować się ze specjalistą ds. Mieszkaniowych (Housing Executive)

Parts of this Booklet are currently available in Polish and English – see NIHE website for details



## **Introduction**

Arriving in a different community or country can be an exciting but also a challenging experience. Many aspects of daily life and services may be different here compared to the place you previously lived. To help you in settling into the local community this Welcome Pack will try to give you basic information about services and how to access them.

This community is very much committed to promoting equality of opportunity and good relations between the citizens in the local area. There is a vast amount of information already available and translated so this Welcome Pack aims to “signpost” the reader to where further information is available.

This Welcome Pack can be:

- Given to new tenants as part of their sign up by the Housing Executive
- Given to new residents by the local community association
- Given to local Libraries, drop-in centres, doctor’s surgeries, advice and support providers, dentists, post offices, religious centres and any other community gathering place.

## **Disclaimer**

Whilst the Housing Executive has made every attempt to ensure the accuracy and reliability of the information contained in this document this information should not be relied upon as a substitute for formal advice from the original organisations.

The Housing Executive will not be responsible for any loss, however arising, from the use of, or reliance on this information.

You should not assume that this publication is error-free or that it will be suitable for the particular purpose which you have in mind when using it. The Housing Executive assumes no responsibility for errors or omissions in this publication or other documents which are referenced by or linked to this publication.



## **Good Neighbour Agreement**

The Housing Executive asks all its tenants to treat their neighbours with respect and look out for them in times of need. We should be especially vigilant in the care of the vulnerable and elderly in our community.

We believe that by being a good neighbour you will not only be helping us to stop nuisance and anti-social behaviour but you will be contributing to a more positive, confident and outward looking community.

### **What can you do to be a good neighbour?**

There are many things you can do to help prevent nuisance and anti-social behaviour:

- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, sexual orientation, ability, culture or political belief.
- Care for the elderly, the lonely, the less fortunate and vulnerable in the community.
- Accept that everyone is different and be tolerant of the lifestyles of others, particularly with regard to noise levels.
- Be responsible for the behaviour of your children and anyone visiting your home.
- Respect the rights of children and young people to play and meet in a safe and happy environment.
- Respect the environment in which you live through upkeep of a clean and tidy neighbourhood free from anti-social behaviour.
- Recognise that a good community spirit benefits all, through healthy interaction and mutual support in dealing with local problems.
- If any problem arises, every resident has the right to approach any constituted group set up by the residents, the Housing Executive or any other statutory body, so that the problem may be sorted out amicably and to the satisfaction of all concerned.
- Within the Good Neighbour Agreement, people have the right to choose the extent to which they engage with the community.



## Housing Information

Housing in this area can be privately owned, privately rented or social housing which is rented from the Housing Executive or a housing association. You can get information and advice on different types of private rented accommodation, housing rights and rules, and tenant and landlord responsibilities from the Law Centre, from Housing Rights Service or from the Housing Executive (see Contact Details). Generally, social rented housing is cheaper than private rented housing.

If you wish to apply for social housing, one single application form will allow you to be considered by all social landlords who have housing in the areas in which you want to live. You can get the General Housing Application Form from the Housing Executive's website [www.nihe.gov.uk](http://www.nihe.gov.uk) or you can get one from your local Housing Executive office.

The form must be completed, signed and returned to the Housing Executive with proof of your identity as detailed on the NIHE website. Language and other support can be provided by the Housing Executive when completing this form.

There is a range of translated information available on the Housing Executive website at [www.nihe.gov.uk](http://www.nihe.gov.uk)

## Homelessness

Homelessness does not just describe people sleeping on the streets. It can happen to anyone, for any number of reasons. Even if you have a roof over your head you may still be homeless. If you have no home or are in danger of losing your home you should phone your local Housing Executive Office on 03448 920 900 or contact the Homeless Services Centre 32 -36 Great Victoria Street, Belfast, BT2 7BA.

The level of support the Housing Executive can give you depends on your particular circumstances. The help may range from advice and assistance to providing or helping you find temporary or permanent accommodation.





## **Housing Benefit**

Housing Benefit is a social security benefit paid by the Housing Executive to eligible people. It helps people on a low income pay their rent and rates. You do not need to be unemployed to get Housing Benefit. Anyone who has to pay rent or rates for their home can apply. If this is the case, the Housing Executive will then compare your income with the amount that the government says you need to live on to decide how much Housing Benefit you may be entitled to. (Tel Housing Executive 03448 920 902)

We recommend that you complete and send in a Housing Benefit Application Form in all cases, to allow the Executive to fully consider your circumstances and make a decision.

## **Maintenance**

The Housing Executive publishes a booklet on Maintaining your Home which is useful for anyone looking after a home. It gives advice on how to look after your home and keep repairs to a minimum. It also has some useful telephone numbers. The booklet can be downloaded from the Housing Executive website at [www.nihe.gov.uk/maintaining\\_your\\_home](http://www.nihe.gov.uk/maintaining_your_home)

## **Housing Rights Service**

Housing Rights Service provides specialist housing information in Northern Ireland. They aim to help people find the best possible solution to their housing problems by providing free, confidential advice and representation on a wide range of housing issues. [www.housingadviceNI.org](http://www.housingadviceNI.org) is a website providing free, reliable and practical information to the public on housing and homelessness issues.

There is a section dedicated to the housing rights and concerns of migrant workers in Northern Ireland and information is available in a range of languages. [www.housingadviceni.org/migrant-workers.html](http://www.housingadviceni.org/migrant-workers.html)



## **Employment Rights**

The general rule is that whatever your nationality, you should not be treated differently from your colleagues. Employment rights can be enforced legally in a special employment court, called an Industrial Tribunal. Where possible, you should attempt to resolve problems at your place of work first by talking to your employer. You can also talk to your trade union, the Labour Relations Agency, your local Citizens Advice Bureau or other advisory bodies for help in understanding your rights (see Contact Details).

You could speak to a Trade Union; for example, you could contact the Irish Congress of Trade Unions' Migrant Workers Support. Or you can check the Law Centre's Encyclopaedia of Rights: [www.lawcentreni.org/EoR/employment.html](http://www.lawcentreni.org/EoR/employment.html)

## **Jobs and Benefits Office/Job Centre/Social Security Office**

The Jobs and Benefits (JBO) offices deliver services to people looking for work, claiming benefits or both. Their main business is to help people into paid work and to help employers fill their vacancies and assess and pay social security benefits.

Benefits Freephone number 0800 022 4250

Employment Services phone number: 0300 200 7822

Text number: 028 9446 5905 (for customers with hearing difficulties only)

When you visit your local office, arrangements can be made for the provision of translation and interpretation facilities if required. If you have a disability or your health significantly affects the kind of work you can do, the Disablement Employment Adviser can provide specialist employment help.

You will need a National Insurance number (NINO) if you are intending to work otherwise your tax contributions will not be recorded. You do not need to be in employment in order to receive a National Insurance number.

If you do not have enough money, you may be able to get help through state benefits, known as social security benefits. When claiming benefits you will normally have to show your National Insurance number. The Social Security Agency provides a National Insurance Allocation Service on behalf of the Inland Revenue.

Tax Credits and Child Benefit are dealt with by Her Majesty's Revenue and Customs.

## **Immigration Advice**

You may get independent immigration advice from the Law Centre (NI) and some Citizens Advice Bureaux.

You can also get information from the Home Office website:  
<https://www.gov.uk/government/organisations/home-office>

and from Home Office enquiries 0871 976 0980



## **Education**

The Department of Education (DE) is responsible for the state education system. It governs local departments called Education and Library Boards which are responsible for the running of schools and colleges in a particular geographical area. The boards can give you information on schools and colleges in your area and on how to enrol.

### **Qualifications**

If you need some qualifications, training or work experience, there are a wide variety of courses and programmes available. The Jobs and Benefits (JBO) office can help identify the best option for you.

### **Conversion of qualifications**

Employers have to treat equivalent qualifications from other countries in the same way as local qualifications and cannot discriminate on the basis of equivalent qualifications. You can get an assessment on how the standard of your qualifications compare to local qualifications by contacting the exam board for Northern Ireland called the Council for the Curriculum, Examinations and Assessments (CCEA) or refer to the National Recognition Information Centre for the United Kingdom, (the UK NARIC). This second service can be accessed through the internet but it is not free.

### **Adult Education**

Along with two universities (Queen's University Belfast and the University of Ulster), there are a number of 'further' and 'higher' education institutes in Northern Ireland and a broad range of community and other non-governmental organisations that offer training. These will have a wide variety of courses including English language courses. Some courses require the payment of fees, although some will be low cost or free.

For guidance on what is available, contact the organisations directly. The Educational Guidance Service for Adults (EGSA) is a non-governmental organisation that offers free, confidential advice on training options.

### **Learning English**

For a list of classes in Belfast go to Embrace NI: [www.embraceni.org/english-classes](http://www.embraceni.org/english-classes)

Belfast Metropolitan College

[www.belfastmet.ac.uk](http://www.belfastmet.ac.uk)





## Health and Social Care Services

There is a public health service in Northern Ireland and most health care is provided free of charge by the Health and Social Care services and paid for through general taxation which means that you do not have to pay to see a doctor nor do you need your own health insurance if you are eligible. This is the Northern Ireland equivalent of the National Health Service (NHS), which operates in England, Scotland and Wales. There is some private sector health care but the public health service is used by the vast majority of people.

Health and Social Care services are a group of government agencies that are completely separate from social security authorities and operate under different rules of eligibility.

All Health and Social Care services organisations have access to interpreters who are trained professionals. Interpreters are provided free of cost and will maintain strict confidentiality.

## Accident and Emergency Treatment

In the case of a serious accident or need for emergency medical treatment, you should go to a hospital Accident and Emergency Department (A&E). If an ambulance is needed you can call 999, the emergency phone number in the UK. You can also dial 112, which is the equivalent for the European Union.

Emergency and immediately necessary treatment is provided free of cost to everybody regardless of nationality and immigration status. This refers to all healthcare services in a major acute hospital Accident and Emergency Department or its equivalent in a local hospital.

Generally, you should visit A&E if you're injured or seriously ill or in emergencies:

- loss of consciousness
- pain that is not relieved by simple analgesia
- acute confused state
- persistent / severe chest pain
- breathing difficulties

Major A&E departments offer access 365 days a year and usually open 24 hours a day. Be aware that not all hospitals have an A&E department. [www.nhs.uk](http://www.nhs.uk)

## Routine treatments (non-emergency services)

Routine treatments are provided free of cost to persons who live in Northern Ireland. Some visitors (tourists, family visitors, etc.) may be asked to pay for some routine treatment. To be eligible for full access to free treatment you need to be lawfully living in Northern Ireland and this includes all asylum seekers, refugees, migrant workers,



resident family members, most students (except those on short courses), and other persons who are settled in the UK.

If you are a migrant worker from the European Union, the European Economic Area or are working in Northern Ireland on any type of work permit, or under the points based system you are entitled to free routine treatment.

NHS Helpline (0800 224488) details + NHS 24 (08454 242424)

### **About your local Doctor (General Practitioner GP)**

It is very important to register with a GP as it is the GP who will often arrange first contact with other health and social services except possibly emergency services. Registration is with a GP's Practice (also known as a Health Centre, Doctor's Surgery or Medical Centre, etc.), rather than with an individual GP.

When you first register with a GP Practice you will have to fill in a form which you can get in any GP surgery or from the Business Service Organisation (BSO) (formerly Central Services Agency (CSA)). The BSO have the application form online in English, Portuguese, Polish, Latvian, Czech, Lithuanian, Russian, Slovak, Irish, Bulgarian, Romanian and other languages on: <http://www.hscbusiness.hscni.net/index.html>

### **Entitlement to NHS services and first time registration with a GP in the United Kingdom**

Once you are accepted by a GP, he/she will sign the form and send it to the Business Service Organisation. You will then receive a Northern Ireland Medical Card. You can use this card to register with a dentist or to register with another GP if you move to another area. You can get a list of GPs from the Business Service Organisation or from your local Citizens Advice Bureau. If a GP practice says it cannot register you, it is best to seek advice.

You can choose to register with a male or female doctor as you wish. They will decide if you need any other health services (for example maternity care and so on). If a GP decides you need medication, they will give you a prescription, which you would then take to any chemist or pharmacy to collect the medication. Without it your pharmacist cannot give you medicines, except for some very simple medicines such as painkillers, which you can also get in supermarkets and other stores. Medicines dispensed with a prescription are currently free of charge. This includes medication, wigs and surgical appliances. You do not need to do anything to qualify for free prescriptions as everyone is automatically entitled if you have registered with a GP.

All GP Practices will provide medical treatment in an emergency or when it is immediately necessary, even if you are not registered with them.

GP practices usually open Monday to Friday during working hours. If you need urgent medical care for nights, weekends and public holidays; you can use the local Out of Hours Service. Find your nearest Doctor (GP), dentist or other health service at <http://:servicefinder.hscni.net>



## Domestic Violence Support

Domestic Violence isn't just about physical abuse. It can involve a whole range of controlling and abusive behaviours including, making threats, undermining and degrading another person, sexual violence and assault.

The 24 Hour Domestic & Sexual Violence Helpline is open to anyone affected by domestic violence regardless of gender, sexuality, disability, age or ethnicity. Domestic Violence helpline: 0808 802 1414

## Police Service Northern Ireland

The PSNI want to help build a safe, confident and peaceful Northern Ireland. We will prevent crime, detect offenders and protect the most vulnerable in our society.



The PSNI is committed to providing a quality service for all members of the community by reducing crime, reducing the fear of crime and tackling anti-social behaviour and by treating all members of the public with courtesy, respect and fairness.

The Police Service operates 24 hours a day. [www.psni.police.uk](http://www.psni.police.uk)

- 999 – used for Emergency situations where there is a danger to life, a threat of violence or a serious crime.
- 101 – Used for NON EMERGENCY
- Report hate crime at [www.urzone.com/hatecrime/hatecrime.asp](http://www.urzone.com/hatecrime/hatecrime.asp)

## Driver Vehicle and Licensing

You must have a valid driving licence for the type of vehicle that you are driving. Under normal circumstances, up to age 70, you can use an EU or EEA ordinary driving licence in Northern Ireland until your licence expires. If you are resident in Northern Ireland when your licence expires you must apply for a Northern Ireland driving licence. Details are in the Law Centre Guide or from the Driver and Vehicle Agency at [www.dvni.gov.uk](http://www.dvni.gov.uk) ☎ 0300 200 7861

Insurance is a legal requirement in the UK and each driver, not the vehicle, must be insured separately for a named car.

Every person in a motor vehicle must wear a seat belt when travelling unless a doctor has certified that a medical condition prevents him or her from doing so.

For further details on the legal requirements for driving in Northern Ireland and a list of local Vehicle Licensing Offices visit the Driver and Vehicle Agency of Northern Ireland website at: [www.dvni.gov.uk](http://www.dvni.gov.uk)



## **Citizens Advice Bureau**

Citizens Advice Bureaux provide free, confidential and independent advice from many locations including in bureaux, GP surgeries, hospitals, colleges, prisons and courts.

Advice is available face-to-face and by telephone. Most bureaux offer home visits and some also provide email advice. Some bureaux have specialist migrant worker advisors.

Their advice aims to help people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems and is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion.

Visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) for practical, reliable, up-to-date information including frequently asked questions in English, Welsh, Bengali, Gujarati, Punjabi, Urdu and Chinese on a wide range of topics and fact sheets to download.

## **Applying for a certificate of residence**

### **European nationals**

If you are a worker, you can apply for a Registration Certificate that will show your right to live in the UK. Your dependants can apply for Residence Cards (or Family Permits if they are from outside the EU). For information see:  
[www.ukba.homeoffice.gov.uk/eucitizens](http://www.ukba.homeoffice.gov.uk/eucitizens)\*

### **Croatians and non-EU nationals**

The rules for working and residing in the UK are more complex. See: Croatian national:  
[www.ukba.homeoffice.gov.uk/eucitizens/croatia](http://www.ukba.homeoffice.gov.uk/eucitizens/croatia)\*

Non-EU national: [www.ukba.homeoffice.gov.uk/visas-immigration](http://www.ukba.homeoffice.gov.uk/visas-immigration)\*

Seek advice from Belfast Migrant Centre, Citizens Advice or Law Centre (NI).

## **Opening a bank account**

Go to a local bank, building society or Post Office. It can take several weeks. You need to show documents that prove your identity and residence.

To help you open a bank account go to Citizens Advice or Money Advice Service website:

[www.moneyadviceservice.org.uk/en/articles/how-to-choose-the-right-bank-account](http://www.moneyadviceservice.org.uk/en/articles/how-to-choose-the-right-bank-account)



## Government Services in Northern Ireland

NIDIRECT is the official Government website for Northern Ireland citizens. It aims to make it as easy as possible for people to access and use government information and services. There are also online transactions for you to do business with government at a time that suits you. [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

It has information on:

- Motoring (Buying and selling a vehicle, Driver Licensing, owning a vehicle)
- Property and housing (Buying, selling and renting, your council and rates, social housing, planning)
- Employment (Jobseekers, redundancy, employers)
- Travel and transport (Planning your journey, public transport, highway code)
- Environment and greener living (Your local environment, waste and recycling, energy and water saving)
- Crime, justice and the law (Going to court, the judicial system, victims of crime)
- Money, tax and benefits (Benefits and financial support, taxes, tax credits and child benefits)
- Home and community (Leisure and recreation, support and safety in your home, technology and online services)
- Education and learning (Qualifications explained, 14 to 19, University and Higher Education)
- Health and Well Being (Health and social care, healthy living, find a local GP)
- Government, citizens and rights (Support after a major incident, death and bereavement, your rights and responsibilities)

## Register to Vote

You can register to vote if you are a Commonwealth citizen (all elections) or European Union citizen (local, Assembly and European elections), over 18, and resident in Northern Ireland for at least three months. Once you are registered, you can apply for an electoral card which is an official form of identification.

Electoral Office for Northern Ireland 2nd Floor, St Anne's House, 15 Church Street, BT1 1ER  
☎ 028 9044 6688 [www.eoni.org.uk](http://www.eoni.org.uk)



## Harassment and Anti-social Behaviour

The Housing Executive aims to provide a safe environment within our estates where residents, their families and visitors can live in peace and quiet, free from the effects of harassment, intimidation and anti-social behaviour.

Anti-social behaviour is when the behaviour of households or individuals in a neighbourhood adversely affects other people's use and enjoyment of their home.

A Hate Harassment Toolkit is available from the Housing Executive to help those who are experiencing or know someone who is experiencing harassment, and in particular hate harassment. That is, harassment, intimidation or abuse on the grounds of their actual or perceived ethnicity, sexual orientation, religion, political opinion or disability. In an Emergency situations where there is a danger to life, a threat of violence or a serious crime phone PSNI on 999.

Examples of harassment, intimidation or abuse include:

- Assault, ranging from pushing to physical attacks and grievous bodily harm
- Verbal abuse such as offensive remarks and insulting comments
- Abusive or insulting graffiti
- Objects being thrown at people or their property
- Arson

The Housing Executive is committed to dealing quickly and positively with any hate harassment within our estates whether it amounts to a crime or not. We will use the full range of remedies available to take action against perpetrators.

We can also take a range of actions against any individual who is causing a nuisance on a Housing Executive estate even if they are not Housing Executive tenants. A range of further information is available from the Housing Executive relating to Anti-social Behaviour.

If there has been physical damage to your property through hate harassment the Housing Executive may be able to provide some support through our local Offices.

There are a range of practical support schemes operating across Northern Ireland so contact your local Office for current information. There may also be support available for non-Housing Executive tenants and owner occupiers.

If you have a specific complaint about anyone causing harassment in your Housing Executive area, contact your local Office as soon as possible. Even reporting low level harassment that is not a crime allows us to identify underlying trends and to spot tensions early on. This information can be used to prevent further harassment or further escalation in the local area.



## Contact Details for Housing Executive

All Housing Executive Local Offices have access to a telephone interpreting service 24 hours a day and/or face to face interpreters. The Housing Executive can also offer a loop system at each District Office for people with a hearing related disability.

### How to get in touch:

General enquiries                      03448 920 900 (8.30am to 5.00pm)

Housing Benefit enquiries   03448 920 902 (8.30am to 5.00pm)

### Out-of-hours contact numbers

Homeless?                                028 9504 9999

The Regional Emergency Social Work Service (RESWS) provides an emergency out of hours service for us.

When you contact this service your call will be answered by a Switchboard Operator who will take a few details from you such as your contact details and the nature of your call. The telephonist will then pass your details to one of the Social Workers who will ring you back. All Social Workers are experienced in dealing with emergency and crisis situations.

If you have hearing difficulties you can communicate with the service by e-mail or text.

Tel: 028 95049999

Text: 07799 867698 (sms only)

Email: [resws1@belfasttrust.hscni.net](mailto:resws1@belfasttrust.hscni.net)

After 5pm, homelessness assistance may be accessed through the Out-of-Hours service as detailed above.

Housing Executive tenants with emergency repairs may contact the emergency repairs service 03448 920 901

These numbers are to be used in emergencies only when the local offices are closed. Less serious repairs should be reported in the normal way.



## Contact Details/Useful Addresses

Organisation name	Address	Contact details
Equality Commission for Northern Ireland	Equality House, 7-9 Shaftsbury Square Belfast BT2 7DP	Tel: 028 9089 0890 email: <a href="mailto:information@equalityni.org">information@equalityni.org</a> web: <a href="http://www.equalityni.org">www.equalityni.org</a>
Samaritans - 24 hour support for those in distress or despair or suicidal	5 Wellesley Avenue, Belfast BT9 6DG	(National Support Helpline): 0845 790 9090  Tel: 028 9066 4422 or 028 7126 5511
STEP (Migrant Worker Support Project)	Unit T7, Dungannon Business Park, 2 Coalisland Road, Dungannon BT71 6JT	Tel: 028 8772 9002
National Minimum Wage Helpline	Beaufort House 31 Wellington Place Belfast BT1 6BH	Infoline: 0845 650 0207 Tel: 0845 302 1469 Fax: 028 9053 2682
ICTU Migrant Branch	4-6 Donegall Street, BT1 2FN <input type="checkbox"/>	Advice on employment rights 028 9031 9644 <a href="http://www.ictuni.org/migrantworkers">www.ictuni.org/migrantworkers</a>
Housing Rights	Middleton Buildings Fourth Floor 10-12 High Street, Belfast BT1 2BA	Tel: 028 9024 5640 <a href="http://www.housingadviceni.org">www.housingadviceni.org</a>
Independent advice centres	Get the address of your local independent advice centre from: <a href="http://www.adviceni.net/advice">www.adviceni.net/advice</a>	Advice on housing, benefits, employment, money advice
Jobs and Benefits Office	Connor Buildings 107 Great Victoria St, Belfast	Tel: 028 9054 5500
Community Relations Council	6 Murray Street Belfast BT1 6DN	Tel: 028 9022 7500



# Community Welcome Pack



Victim Support	Annsagate House 70/74 Ann Street Belfast BT1 4EH	Tel: 028 9023 2523 web: <a href="http://www.victimsupport.org">www.victimsupport.org</a>
Chinese Welfare Association	1 Stranmillis Embankment, Belfast BT7 1GB	Tel: 028 9028 8277
An Munia Tober	12/2 Blackstaff Complex 77 Springfield Road Belfast BT12 7AE	Tel: 028 9043 8265
Belfast Islamic Centre	38 Wellington Park, Belfast BT10 6DN	Tel: 028 9066 4465 E-mail: <a href="mailto:info@belfastislamiccentre.org.uk">info@belfastislamiccentre.org.uk</a>
Belfast Jewish Community Centre	The Wolfson Centre 42 Somerton Road Belfast BT15 3LH	Tel: 028 9077 7974
Cara-Friend - Support for Lesbian and Gay community	PO Box 44, Belfast, BT1 2FT	Tel: 028 9027 8636 Web: <a href="http://www.cara-friend.org.uk">www.cara-friend.org.uk</a>
ChildLine Northern Ireland	1st Floor Queens House 14 Queen Street Belfast BT1 6ED	ChildLine 0800 1111
Disability Action	189 Airport Road West, Belfast BT3 9ED	Tel: 028 9029 7880 Web: <a href="http://www.disabilityaction.org">www.disabilityaction.org</a>
Family Support NI	Details of organisations providing family support services from the statutory and Community/ voluntary sector.	<a href="http://www.familysupportni.gov.uk">www.familysupportni.gov.uk</a>  Tel: 0845 600 6483 E-mail <a href="mailto:info@familysupportni.gov.uk">info@familysupportni.gov.uk</a>
Law Centre (NI)	124 Donegal Street Belfast BT1 2GY	Tel: 028 9024 4401 E-mail: <a href="mailto:admin.belfast@lawcentreni.org">admin.belfast@lawcentreni.org</a> web: <a href="http://www.lawcentreni.org">www.lawcentreni.org</a> Encyclopaedia of Rights <a href="http://www.lawcentreni.org/EoR">www.lawcentreni.org/EoR</a>
Citizen's Advice Bureau	Get the address of your local CAB from: <a href="http://www.citizensadvice.co.uk/en/Where-We-Are">www.citizensadvice.co.uk/en/Where-We-Are</a>	(Advice on housing, benefits, employment, immigration, money advice etc)



The Rainbow Project - support organisation for the Lesbian and Gay community	9-13 Waring Street, Belfast, BT1 2DX 12A Queen Street Derry/Londonderry BT48 7EG	Tel: 028 9031 9030 Tel: 028 7128 3030 Web: <a href="http://www.rainbow-project.org">www.rainbow-project.org</a>
LASI - Lesbian Advocacy Services Initiative	Belfast LGBT Centre 2nd Floor 9-13 Waring St Belfast BT1 2DX	028 9024 9452 <a href="mailto:info@lasionline.org">info@lasionline.org</a>
Rethink Mental health membership charity	Wyndhurst Knockbracken Healthcare Park Belfast BT8 8BH	Tel: 028 9040 2323 Web: <a href="http://www.rethink.org">www.rethink.org</a>
Action on Hearing Loss	Harvester House 4-8 Adelaide Street Belfast BT2 8GA	Tel: 028 9023 9619 Textphone: 028 9024 9462 Fax: 028 9031 2032  <a href="http://www.actiononhearingloss.org.uk">www.actiononhearingloss.org.uk</a>
Educational Guidance Service for Adults	EGSA, 4th Floor, 40 Linenhall Street, Belfast, BT2 8BA	T: 028 9024 4274
Horn of Africa People's Aid	83 University Street, BT7 1HP 028 9043 6445	Support for asylum seekers and refugees and people from the Horn of Africa <a href="http://www.hapani.org">www.hapani.org</a>
Northern Ireland Community of Refugees and Asylum Seekers (NICRAS)	143a University Street, BT7 1HP	028 9024 6699 <a href="http://www.nicras.btck.co.uk">www.nicras.btck.co.uk</a>
Bryson Intercultural (One-stop shop)	28 Bedford Street, BT2 7FE 028 9032 5835 <a href="http://www.mcrc-ni.org">www.mcrc-ni.org</a>	Support for asylum seekers and refugees
Migrant Help	078 1114 3159 or 075 4582 2244 <a href="http://www.migranthelp.org">www.migranthelp.org</a>	Information and practical support for people who have been trafficked. Women who have been trafficked can also contact Women's Aid: 0808 802 1414

# Community Welcome Pack



NI Strategic Migration Partnership		Useful guide at <a href="http://www.migrationni.org/living-in-northern-ireland">www.migrationni.org/living-in-northern-ireland</a>
Belfast Friendship Club	Thursday 7-9 pm at Common Grounds Cafe, 22-24 University Avenue, BT7 1GY	Meeting people <a href="http://www.belfastfriendshipclub.org">www.belfastfriendshipclub.org</a>

Notes:

If you note an error in this publication or have updated or relevant information please contact [linda.hutchinson@nihe.gov.uk](mailto:linda.hutchinson@nihe.gov.uk)

If you have any suggestions to improve this Northern Ireland Community Welcome Pack please let us know at the above email address.



## Northern Ireland Community Welcome Pack

February 2017

**Housing**Executive