

# Directory of National and Local Anti-Racism Support Services

# CONTENTS

<b>SALAAM PROJECT: DIRECTORY OF NATIONAL &amp; LOCAL ANTI-RACISM SUPPORT SERVICES</b>	<b>3</b>
<b>HOW TO USE THE DIRECTORY</b>	<b>4</b>
<b>WHAT IS RACISM?</b>	<b>5</b>
<b>RACISM AND THE LEGAL FRAMEWORK IN IRELAND</b>	<b>6</b>
<b>THE IMPACT OF RACISM ON INDIVIDUALS AND COMMUNITIES</b>	<b>7</b>
<b>RESPONDING TO RACISM</b>	<b>8</b>
<b>HOW TO REPORT RACISM?</b>	<b>9</b>
<b>1. REPORTING SERVICES [RACISM AND DISCRIMINATION]</b>	<b>12</b>
<b>2. VICTIM SUPPORT SERVICES</b>	<b>15</b>
<b>3. GENDER-BASED VIOLENCE SUPPORT SERVICES</b>	<b>20</b>
<b>4. MIGRANT SUPPORT SERVICES</b>	<b>23</b>
<b>5. LGBTQI+ SUPPORT</b>	<b>27</b>
<b>6. COUNSELLING SERVICES</b>	<b>29</b>
<b>7. LEGAL &amp; INFORMATION SERVICES</b>	<b>32</b>
<b>8. GOVERNMENTAL SERVICES</b>	<b>35</b>
<b>9. INTERNATIONAL HUMANITARIAN ORGANISATIONS IN IRELAND</b>	<b>37</b>
<b>10. INTERPRETER &amp; TRANSLATION SERVICES</b>	<b>39</b>
<b>11. OTHER COMMUNITY SUPPORT SERVICES</b>	<b>41</b>
<b>USEFUL LINKS</b>	<b>44</b>
<b>APPENDIX 1:</b>	<b>46</b>
<b>EXAMPLES OF INDICATORS OF RACISM</b>	<b>46</b>
<b>BIBLIOGRAPHY</b>	<b>48</b>

# SALAAM PROJECT: DIRECTORY OF NATIONAL & LOCAL ANTI-RACISM SUPPORT SERVICES

This directory is a resource for local authority staff who would like and/or may need additional information or external services to help them better support victims of different forms of racism. This resource has been created as a part of the Sustainable Alliances Against Anti-Muslim Hatred (SALAAM) project. SALAAM (2022-24) is a project funded by the European Commission focused on fighting anti-Muslim hatred through the provision of improved supports to victims of racism, specifically anti-Muslim hatred as a form of racism<sup>1</sup>, however the resources listed here can be used by all communities and individuals that experience racism. The SALAAM project is led by Dr James Carr from the University of Limerick, in partnership with Doras, the Immigrant Council of Ireland, and the Irish Network Against Racism (INAR).<sup>2</sup>

This Directory of Services is primarily intended to support local authority staff who require further information or referral supports for individuals and communities they work with, focussing on the following categories of services:

1. REPORTING SERVICES [RACISM & DISCRIMINATION]
2. VICTIM SUPPORT SERVICES
3. GENDER-BASED VIOLENCE SUPPORT SERVICES
4. MIGRANT SUPPORT SERVICES
5. LGBTQI+ SUPPORT
6. COUNSELLING SERVICES
7. LEGAL & INFORMATION SERVICES
8. GOVERNMENTAL SERVICES
9. INTERNATIONAL HUMANITARIAN ORGANISATIONS IN IRELAND
10. INTERPRETATION & TRANSLATION SERVICES
11. GENERAL MAINSTREAM SERVICES

<sup>1</sup> Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union [granting authority: European Commission]. Neither the European Union nor the granting authority can be held responsible for them.

<sup>2</sup> Sustainable Alliance Against Anti-Muslim Hatred (SALAAM), University of Limerick, [Sustainable Alliances Against Anti-Muslim Hatred - SALAAM | University of Limerick \(ul.ie\)](https://www.sustainablealliancesagainstanti-muslimhatred.com/), Accessed on 22/1/2024

# HOW TO USE THE DIRECTORY

The following guidelines may facilitate more effective use of this directory:

- The organisations and services listed in this directory are drawn from publicly available sources and cover a range of supports and specialised issues. It is important to acknowledge that each individual has unique needs and circumstances, and these factors should be carefully considered when selecting the most suitable service.
- This directory includes contact information and details about services and organisations that provide relevant supports in Ireland. The inclusion of these services and organisations should not be considered a recommendation for/of same.
- The information provided in this directory is correct at the time of publication. For up-to-date contact information and ongoing projects, please visit the listed organisations' websites.
- Prescribed services, views, strategy, and opinions expressed by the organisations listed in this directory are their own. They do not reflect the opinion or views of SALAAM Project partners. Neither the SALAAM Project partners nor the European Commission as granting authority can be held responsible for them.
- In the case of an unsatisfactory experience in accessing such services, there is no liability on part of SALAAM project partners or funding body for any errors or omissions in the content of their websites or proposed services. The information contained in this Directory is provided on an 'as is' basis with no guarantees of completeness, accuracy, usefulness, or timeliness.
- Service providers will sometimes recommend or refer to other services depending on needs.

## Table 1. SALAAM DISCLAIMER

SALAAM recognises the need for psychosocial supports for some people who have experienced racism and racist discrimination. We also recognise that culturally specific and culturally sensitive and appropriate psychosocial supports can be better suited for some people who have experienced racism and racist discrimination. Having said this, it is not within our expertise to be able to recommend specific therapeutic supports to people. We recommend that people seeking psychological supports do so while exercising due diligence with regards to any therapist they engage. We recommend you check that any therapist you contact is registered with the Irish Association for Counselling and Psychotherapy (IACP) and/or the HSE, or other relevant professional governance bodies before engaging with them.

## WHAT IS RACISM?

There are multiple definitions of racism provided by academics, civil society organisations, national and international bodies. In the Irish context, the Anti-Racism Committee, the body formerly responsible for developing Ireland's National Action Plan Against Racism, offer the following definition:

*'Racism refers to a form of domination which manifests through those power dynamics present in structural and institutional arrangements, practices, policies, and cultural norms, which have the effect of excluding or discriminating against individuals or groups, based on race, colour, descent, or national or ethnic origin.'*

(National Action Plan Against Racism, 2023)<sup>3</sup>

At an international level, the United Nations define racial discrimination as follows:

*'Any distinction, exclusion, restriction or preference based on race, colour, descent, or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social, cultural or any other field of public life.'*

(United Nations International Convention on the Elimination of all Forms of Racial Discrimination, 1965)<sup>4</sup>

According to the Council of Europe's Commission against Racism and Intolerance (1993)<sup>5</sup> racism 'shall mean the belief that a ground such as "race", colour, language, religion, nationality or national or ethnic origin justifies contempt for a person or a group of persons, or the notion of superiority of a person or a group of persons or the notion of superiority of a person or a group of persons.'<sup>6</sup>

### Forms of racism in Ireland:

Racism can and has taken many forms in Ireland. This includes but is not limited to:

- Anti-Black racism;
- Anti-Traveller Racism;
- Anti-Roma Racism;
- Racism directed towards people perceived as migrants, sometimes referred to as 'xenophobia';
- Anti-Semitism;
- Anti-Muslim hatred.

Organisations such as the Irish Network Against Racism provide regular reports on experiences of racism in Ireland. For more information visit: <https://inar.ie/ireport-reports-of-racism-in-ireland/>.

<sup>3</sup> National Action Plan Against Racism, Government of Ireland, 2023, pg.8, <https://www.gov.ie/en/publication/14d79-national-action-plan-against-racism/> Accessed on 21/1/2024

<sup>4</sup> 'International Convention on the Elimination of all Forms of Racial Discrimination', United Nations General Assembly Resolution 2106, 1965, pg. 2, <https://www.ohchr.org/en/instruments-mechanisms/instruments/international-convention-elimination-all-forms-racial>, Accessed on 21/1/2024

<sup>5</sup> European Commission against Racism and Intolerance (ECRI), [European Commissionz against Racism and Intolerance \(ECRI\) - Homepage - European Commission against Racism and Intolerance \(ECRI\) \(coe.int\)](https://www.ecri.org/), Accessed on 31/1/2024

<sup>6</sup> European Commission against Racism and Intolerance (ECRI), General Policy Recommendation No.7 (revised) on national legislation to combat racism and racial discrimination, 2017, pg. 5, [https://commission.europa.eu/system/files/2020-09/a\\_union\\_of\\_equality\\_eu\\_action\\_plan\\_against\\_racism\\_2020\\_-2025\\_en.pdf](https://commission.europa.eu/system/files/2020-09/a_union_of_equality_eu_action_plan_against_racism_2020_-2025_en.pdf)

# RACISM AND THE LEGAL FRAMEWORK IN IRELAND

Ireland's equality legislation aims to promote equality and protect people from discrimination on specific grounds, particularly with regards to employment<sup>7</sup> and the accessing of goods, services, facilities, and accommodation.<sup>8</sup>

Discrimination is when one person is treated less favourably than another in a comparable situation. In Ireland, discrimination is prohibited vis-a-vis accessing goods and services, accommodation and education. The following nine grounds are stipulated in equality legislation: gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller Community. Discrimination towards people in receipt of rent supplement, housing assistance, or social welfare payments in the context of accessing accommodation is also prohibited by the Equal Status Acts.<sup>9</sup>

According to the Irish Human Rights and Equality Commission, discrimination can be direct or indirect:<sup>10</sup>

- **Direct Discrimination** is when someone is treated less favourably than other people because of who they are, e.g., on the basis of the aforementioned nine grounds.
- **Indirect Discrimination** occurs where an apparently neutral provision would put a person at a particular disadvantage on any of the nine discriminatory grounds, provided this is not objectively justified by a legitimate aim, is appropriate and necessary.<sup>11</sup>

Public bodies in Ireland have a statutory duty to eliminate discrimination, promote equality, and protect the human rights of staff and service users. This statutory duty is underpinned by the Public Sector Equality and Human Rights Duty<sup>12</sup> (henceforth the Duty) as detailed in Section 42 of the Irish Human Rights and Equality Commission Act 2014.<sup>13</sup> The Duty requires public bodies to 'assess, address, and report' on issues relating to equality and discrimination, as noted in the following specific actions:

- Carry out an assessment of equality and human rights issues across functions;
- Develop policies, plans, and actions to address these issues;
- Report annually on progress and achievements in relation to those actions.;

According to the Irish Human Rights and Equality Commission: 'all public bodies in Ireland have responsibility to promote equality, prevent discrimination and protect the human rights of their employees, customers, service users and everyone affected by their policies and plans.'<sup>14</sup>

<sup>7</sup> 'Employment Equality, [Employment Equality - Workplace Relations Commission](#), Accessed on 31/1/2024

To learn more about the Employment Equality Acts, visit the Workplace Rights Commission: [https://www.workplacerelations.ie/en/what\\_you\\_should\\_know/equal-status-and-employment-equality/employment-equality/employment-equality/](https://www.workplacerelations.ie/en/what_you_should_know/equal-status-and-employment-equality/employment-equality/employment-equality/)

<sup>8</sup> To learn more about the Equal Status Acts, visit the Irish Human Rights and Equality Commission: <https://www.ihrec.ie/guides-and-tools/human-rights-and-equality-in-the-provision-of-goods-and-services/what-does-the-law-say/equal-status-acts/>

<sup>9</sup> Irish Human Rights and Equality Commission (2024) <https://www.ihrec.ie/guides-and-tools/human-rights-and-equality-in-the-provision-of-goods-and-services/what-does-the-law-say/equal-status-acts/> They cover the nine grounds, including membership of the travelling community.

<sup>10</sup> Irish Human Rights and Equality Commission (2024) <https://www.ihrec.ie/your-rights-old/i-have-an-issue-with-a-service/discrimination-in-relation-to-services/different-kinds-of-discrimination-in-relation-to-services/>

<sup>11</sup> Ibid

<sup>12</sup> 'Public Sector Equality and Human Rights Duty', Irish Human Rights and Equality Commission, <https://www.ihrec.ie/our-work/public-sector-duty/>, Accessed on 21/1/2024

<sup>13</sup> Irish Human Rights and Equality Act 2014: [https://www.ihrec.ie/app/uploads/2022/08/ihrec\\_act\\_2014.pdf](https://www.ihrec.ie/app/uploads/2022/08/ihrec_act_2014.pdf)

<sup>14</sup> Irish Human Rights and Equality Commission (2024b) <https://www.ihrec.ie/our-work/public-sector-duty/>

## Hate Crimes and Hate Incidents

At the time of producing this document, the new Incitement to Violence or Hatred and Hate Offences Bill 2022<sup>15</sup> is anticipated to be enacted in 2024 (Department of Justice, 2023).

With the introduction of the Criminal Justice (Incitement to Violence or Hatred and Hatred Offences) Bill 2022<sup>16</sup> Ireland is in the process of legislating against hate crime and hate speech. This new law is intended to replace the existing legislation that deals with incitement to hatred.

Ireland is one of the few EU countries without hate crime legislation. The Prohibition of Incitement to Hatred Act 1989<sup>17</sup> is the only existing legislation that specifically deals with hate incidents. This Act makes it an offence to communicate threatening, abusive, or insulting material that is intended to, or likely to, stir-up hatred against protected groups. It applies to spoken, written, broadcasted, or recorded communications.

## THE IMPACT OF RACISM ON INDIVIDUALS AND COMMUNITIES

Racism, whether experienced as hostility or discrimination, can leave a long-lasting impact on those affected. Long-term effects include depression, anxiety, and post-traumatic stress disorder (PTSD) amongst others.<sup>18</sup>

The impact of racism is not only restricted to the individual but can send a 'message' to the community of which the targeted person is part, spreading fear to all members of the community, on the basis that they may be the next to be subjected to racist hostility/discrimination. The impact of racism can be physical, psychological, financial, and social.<sup>19</sup>

**Physical:** Physical injuries; loss of or damage to property.

**Psychological:** Distress; PTSD; depression; insomnia; fear;

**Financial:** Loss of employment; moving house to avoid being a target; discrimination in accessing housing; low wages; prevented from accessing social welfare; avoiding public transport due to fear.

**Social:** Lack of trust; social isolation.

A person seeking information who was targeted in a racist incident may present themselves in a state of shock or emotional distress. They may express anger or frustration. It is important to acknowledge their right to their feelings and the impact of their experience on their mental well-being.

<sup>15</sup> Incitement to Violence or Hatred and Hate Offences Bill, 2022: <https://www.irishstatutebook.ie/eli/1989/act/19/enacted/en/print.html>

<sup>16</sup> Criminal Justice (Incitement to Violence or Hatred and Hate Offences) Bill 2022', Oireachtas.ie, [b10522d-p-c-sent.pdf](https://www.oireachtas.ie/en/bills/2022/b10522d-p-c-sent.pdf) (oireachtas.ie), Accessed on 22/1/2024

<sup>17</sup> Prohibition of Incitement to Hatred Act, 1989: <https://www.irishstatutebook.ie/eli/1989/act/19/enacted/en/print.html>

<sup>18</sup> 'The effects of racism on health and mental health', INAR Highlights, Spun-out, Accessed on 25th September 2023, <https://spunout.ie/life/bullying/the-effects-of-racism>

<sup>19</sup> Effects of Racism, INAR.ie, Accessed on 20th September 2023, <https://inar.ie/wp-content/uploads/2020/09/Effects-of-Racism-final.pdf>

## RESPONDING TO RACISM

Responding to and supporting victims of racism is crucial for those who have experienced a racist incident(s). The Irish Network Against Racism (INAR) reports that when people do not feel supported in any way by others during and following a racist incident, they are more likely to experience more severe psychological impacts (INAR, 2019). Individuals who have experienced racism can feel more alone, more isolated, and more vulnerable to racism in the absence of support.

### How to Support Victims of Racism?

Supporting victims of racism, during and following a racist incident can be challenging and distressing. Research reports show evidence that witnesses of racism often feel frozen and helpless during the incident, and as a result are unable to intervene or effectively support the victims.<sup>20</sup> This is sometimes referred to as the bystander effect.

There are many ways to support victims of racism, such as encouraging and supporting people to report racist incidents, providing information on support services, and providing emotional support and solidarity. The following general points are important to bear in mind:

**Believe victims:** Take complaints of racism seriously. Let victims know that they are believed and that their feelings are valid. Reassure victims that you are there to listen and help.

**Assist with reporting (see below):** Share information on rights and redress options using the information outlined above as a reference. You can also report racist incidents as a witness on [www.ireport.ie](http://www.ireport.ie), particularly if the victim is unwilling or unable to do so themselves.

**Provide contact details for support services:** There are numerous support services in Ireland that provide dedicated supports to victims. The Crime Victims Helpline is a national support service for victims of crime in Ireland that can answer questions about the criminal justice system, provide information about rights, and can provide referrals to local or specialist victim support services. You can also use the directory below to find the most relevant local or specialist support service.

**Offer interpreter services:** If the victim is a native speaker of a language other than English, they may require an interpreter to effectively communicate with you and/or the authorities. Interpreter services can be particularly helpful in a time of crisis when communicating in an additional language might be more challenging. Contact details of a selection of local interpreter services are listed below in the directory of services.

<sup>20</sup> For more information, visit the Challenging Racism Project: [https://www.westernsydney.edu.au/challengingracism/challenging\\_racism\\_project](https://www.westernsydney.edu.au/challengingracism/challenging_racism_project)



## HOW TO REPORT RACISM?

Racist incidents are significantly underreported in Ireland.<sup>21</sup> Reporting racism helps to facilitate access to justice, support, and aids in building the evidence base for change in policy and practice.<sup>22</sup> Racism can manifest in many different forms. Identifying what form of racism you have witnessed or experienced will help to determine how the incident should be reported. For example, discrimination in the workplace can be reported to the Workplace Relations Commission for advice and redress, while An Garda Síochána should be contacted in relation to criminal offences with a perceived racist motivation/characteristic. Always, in the case of an emergency, please contact An Garda Síochána on 999 or 112.

It is important to note that there are a number of ways to report experiences of racism, if you have experienced it yourself or if you have witnessed it (in-person or online). In the following pages you will find contact information for a list of bodies to which racism can be reported. Before going to the list, here's some brief general guidance that you might find useful in determining how to proceed.

### Racist crime: An Garda Síochána

Racist crime can include assault, verbal abuse, damage to property, and the dissemination of material that could incite hatred. Racist crimes can be reported to the emergency services in cases of serious injury or risk (call 999 or 112), or to An Garda Síochána at any local station.<sup>23</sup>

At the local Garda station, staff will prepare and document a report of the incident. The report will be assigned a PULSE incident number, which you should request and use for following up on your report. You can also contact staff at the Garda National Diversity & Integration Unit<sup>24</sup> and/or request to speak with a Garda Diversity Officer for advice and support if preferred. Alternatively, you can report a hate crime online<sup>25</sup> via An Garda Síochána website: <https://www.garda.ie/en/reports/hatecrime/>. You can also contact the Garda Confidential line on 1800 666 111.

### Online racist incident reporting system: iReport.ie

All racist incidents can be reported online via INAR<sup>26</sup> reporting system, which documents, monitors, and analyses incidents nationwide. This reporting mechanism can be accessed at [www.ireport.ie](http://www.ireport.ie).<sup>27</sup> Importantly, INAR is a civil society organisation independent of government.

<sup>21</sup> 'Racism experienced by two-thirds of international students in Ireland, ICOS report shows', ICOS, <https://www.internationalstudents.ie/news/racism-experienced-two-thirds-international-students-ireland-icos-report-shows>, Accessed on 22/1/2024

<sup>22</sup> 'Why Report Racism', INAR, <https://www.ireport.ie/>, Accessed on 22/2/2024

<sup>23</sup> 'Station Directory', An Garda Síochána, [Station Directory - Garda](#), Accessed on 22/1/2024

<sup>24</sup> Garda National Diversity Unit, An Garda Síochána, Ireland's National Police and Security Service, [Garda National Diversity Unit - Garda](#), Accessed on 22/1/2024

<sup>25</sup> 'Hate Crime Online Reporting', An Garda Síochána, Ireland's National Police and Security Service, [Hate Crime Online Reporting - Garda](#), Accessed on 22/1/2024

<sup>26</sup> IREPORT.IE, [About iReport - iReport](#), Accessed on 22/1/2024

<sup>27</sup> Ibid

## **Discrimination: Irish Human Rights and Equality Commission and the Workplace Relations Commission**

The Irish Human Rights and Equality Commission<sup>28</sup> can provide information on your rights and redress options in relation to cases of racist discrimination. Discrimination cases relating to employment can be taken to the Workplace Rights Commission.<sup>29</sup>

### **Racism in the media:**

If you identify racism in the local or national media in Ireland, you can make a complaint to the relevant authority. For racism on television or radio, please direct complaints to the broadcaster and if you are not satisfied with the response, a complaint can be referred to Coimisiún na Meán.<sup>30</sup> For racism in newspapers, please make your complaint to the editor of the newspaper in the first instance, after which you can direct a complaint to the Press Ombudsman<sup>31</sup> if you are not satisfied with the response.

### **Online racist hate speech: Social media providers/ Office for Online Safety**

You can report racist hate speech online directly to social media providers and also report it via INAR's online reporting mechanism at [www.ireport.ie](http://www.ireport.ie). Racist online material may also be reported via Hotline<sup>32</sup> which is supervised by the Office for Internet Safety under the Department of Justice in Ireland. Further information regarding online safety can be accessed via Coimisiún na Meán.<sup>33</sup>

### **Further information:**

For more information about how to report different forms of racism in Ireland, please refer to INAR's Responding to Racism Guide.<sup>34</sup>

<sup>28</sup> Irish Human Rights and Equality Commission, [Home - IHREC - Irish Human Rights and Equality Commission](#), Accessed on 22/1/2024

<sup>29</sup> Workplace Relations Commission, [Making a Complaint - Workplace Relations Commission](#), Accessed on 22/1/2024

<sup>30</sup> Coimisiún na Meán (2024), <https://www.cnam.ie/>, Accessed on 29/2/2024

<sup>31</sup> Press Council of Ireland, [Press Council of Ireland - Office of the Press Ombudsman](#), Accessed on 22/1/2024

<sup>32</sup> 'Irish National Centre Combatting Illegal Content Online', Hotline.ie, [Hotline.ie - Home](#), Accessed on 22/1/2024

<sup>33</sup> See <https://www.cnam.ie/online-safety/>

<sup>34</sup> 'Responding to Racism, Guide to Report Racism and Where to Find Help', INAR, [00-BOOK.indb \(inar.ie\)](#). Accessed on 22/1/2024

# 1. Reporting Services [Racism And Discrimination]

# 1. REPORTING SERVICES [RACISM AND DISCRIMINATION]

## An Garda Síochána

To report a racist crime, go to your local Garda Station.<sup>35</sup> If preferred, at the time of reporting you can request to speak with a Garda Diversity Officer<sup>36</sup> in your local station. Crimes with a perceived racist motivation/character can also be reported online<sup>37</sup> and crimes can be reported via the Garda confidential helpline if you prefer. In case of emergencies, always contact the emergency services.

Contact details for local Garda stations are listed here: Local Garda Station Directory<sup>38</sup>. Contact details for Garda Diversity Officers are also listed online.<sup>39</sup> The Garda National Diversity Unit<sup>40</sup> is responsible for monitoring suspected racist crime and racist incidents, third party referrals, and complaints. You can contact this unit if you require advice or a liaison support between you and your local station.

**Tel:** 01 6663150 (Garda National Diversity Unit) // 1800 666 111 (Garda confidential helpline) // 999/112 (Emergency services)

**Email:** [diversity@garda.ie](mailto:diversity@garda.ie)

**Address:** Garda Community Relations Bureau, 6 Ely Place Upper, Dublin 2, D02 TY02

**Web:** [www.garda.ie](http://www.garda.ie)

## Hotline.ie

Racist online content can be reported online via [Hotline.ie](http://Hotline.ie), as well as other content such as financial scams, child sex abuse images, and non-consensual sharing of intimate photos. Reports are only taken through their website.

**Tel:** 01 2945280

**Email:** [general.enquiries@hotline.ie](mailto:general.enquiries@hotline.ie)

**Address:** 25 Sandyford Office Park, Blackthorn Avenue, Dublin, D18 XN28

**Web:** [www.hotline.ie/contact-us/report](http://www.hotline.ie/contact-us/report)

## Irish Human Rights and Equality Commission (IHREC)

IHREC provides information, advice, and legal support around equality and discrimination cases to individuals and service providers.

**Tel:** 01 8589601

**Email:** [info@ihrec.ie](mailto:info@ihrec.ie)

**Address:** IHREC, 16 – 22 Green Street, Dublin 7, D07 CR20

**Web:** [www.ihrec.ie](http://www.ihrec.ie)

<sup>35</sup> 'Station Directory', An Garda Síochána, [Station Directory - Garda](#), Accessed on 22/1/2024

<sup>36</sup> 'Garda Diversity Officers List', An Garda Síochána, [garda-diversity-officers-feb-23.pdf](#)

<sup>37</sup> 'Hate Crime Online Reporting', An Garda Síochána, [Hate Crime Online Reporting - Garda](#), Accessed on 22/1/2024

<sup>38</sup> 'Station Directory', An Garda Síochána, [Station Directory - Garda](#), Accessed on 22/1/2024

<sup>39</sup> 'Garda Diversity Officers List', An Garda Síochána, [garda-diversity-officers-feb-23.pdf](#)

<sup>40</sup> Garda National Diversity Unit, An Garda Síochána, Ireland's National Police and Security Service, [Garda National Diversity Unit - Garda](#), Accessed on 22/1/2024

## Irish Network Against Racism (INAR)

INAR provides an online third-party reporting mechanism called ireport.ie. Using iReport, victims and/or witnesses can report racist incidents anonymously online. INAR also provide training, advocacy and support to organisations and groups around anti-racism issues. To report a racist incident that you have experienced or witnessed, visit ireport.ie or use the iReport App.

**Tel:** 01 8897110

**Email:** info@inar.ie

**Address:** 28 North Great George's Street, Dublin 1

**Web:** [www.ireport.ie](http://www.ireport.ie) // [www.inar.ie](http://www.inar.ie)

## Workplace Relations Commission (WRC)

The Workplace Relations Commission is responsible for providing information on employment rights and dealing with discrimination cases relating to employment. Employment discrimination complaints and disputes can be reported as detailed below:

**Tel:** 0818 80 80 90 (LoCall) // 059 9178990

**Address:** Workplace Relations Commission, O'Brien Road, Carlow, R93 E920.

DX Number: 271001 Carlow 2

**Web:** [www.workplacerelations.ie](http://www.workplacerelations.ie)

## 2. Victim Support Services

## 2. VICTIM SUPPORT SERVICES

### Accompaniment Support Services for Children (ASSC)

ASSC provides accompaniment support for all young people and their families through the criminal justice system in Ireland.

**Tel:** 083 203 0209

**Email:** [support@assc.ie](mailto:support@assc.ie)

**Address:** 15 Adare Green, Coolock, Dublin 17, D17 PW68

**Web:** [www.assc.ie](http://www.assc.ie)

### AkiDwA

AkiDwA is a migrant women's organisation that provides a specialised support service for victims of domestic abuse, racism, discrimination, early or forced marriage, and human trafficking.

**Tel:** 01 8349851

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

**Address:** Unit 2 Killarney Court, Buckingham Street, Dublin 1

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

### Crime Victims Helpline

The Crime Victims Helpline is operational from Monday to Saturday, providing information, referrals, and supports to victims of crime.

**Tel:** Call 116006 or text 0851337711

**Email:** [info@crimevictimshelpline.ie](mailto:info@crimevictimshelpline.ie)

**Address:** Harcourt Centre, Block 2, 50-53 Harcourt Road, Dublin 2

**Web:** [www.crimevictimshelpline.ie](http://www.crimevictimshelpline.ie)

### Doras

Doras provides a dedicated Migrant Victim Support service, which is contactable via a 24-hour helpline, by email and in person at the Limerick office. Specialised victim support services include information, referral, accompaniment, and support to people from a migrant and refugee background in Ireland who have experienced crimes, including racism, human trafficking, and domestic violence.

**Tel:** 0830086391 (Migrant Victim Support 24-hour helpline) // 061310328 (Main office)

**Email:** [mvs@doras.org](mailto:mvs@doras.org) (Migrant Victim Support) // [info@doras.ie](mailto:info@doras.ie) (General Doras queries)

**Address:** 51a O'Connell Street, Limerick

**Web:** [www.doras.org](http://www.doras.org)

## Garda Victim Service

The Garda Victim Service aims to keep victims of crime informed on the progress of their case. The service is staffed by personnel who have received specialised training and it is available locally nationwide. Contact details for Local Victim Service Offices are listed here: [Local Victim Service Office](#).

**Table 2. Cork Victim Service Offices**

Garda Victim Service Office	Address	Phone Number	Email
Cork City - Anglesea St	Garda Victim Service Office, Anglesea Street, Cork, T12 K244	021-4548524	<a href="mailto:CorkCity.gardaservice@garda.ie">CorkCity.gardaservice@garda.ie</a>
Cork North - Fermoy	Garda Victim Service Office, Courthouse, Fermoy, Co. Cork, P61 RF38	025-82158	<a href="mailto:CorkNorth.VictimService@garda.ie">CorkNorth.VictimService@garda.ie</a>
Cork West - Bandon	Garda Victim Service Office, Weir Street, Bandon, Co. Cork, P72 AK02	023-8852295	<a href="mailto:CorkWest.VictimService@garda.ie">CorkWest.VictimService@garda.ie</a>

**Table 3. Dublin Victim Services Offices**

Garda Victim Service Office	Address	Phone Number	Email
Dun Laoghaire -	Garda Victim Service Office, 34/35 Corrig Avenue, Dun Laoghaire, Co. Dublin, A96 N299	01-6665063	<a href="mailto:DMREast.VictimService@garda.ie">DMREast.VictimService@garda.ie</a>
DMR North Central - Store Street	Garda Victim Service Office, Store Street, Dublin 1, D01 W773	01-6664463	<a href="mailto:DMRNorthCentral.VictimService@garda.ie">DMRNorthCentral.VictimService@garda.ie</a>
CDMR North - Ballymun	Garda Victim Service Office, Ballymun, Dublin 9, D09 F9C5	023-8852295	<a href="mailto:DMRNorth.VictimService@garda.ie">DMRNorth.VictimService@garda.ie</a>
DMR South Central - Kevin Street	Garda Victim Service Office, Kevin Street, Dublin 8, D08 PW26	01-6669474	<a href="mailto:DMRSouthCentral.VictimService@garda.ie">DMRSouthCentral.VictimService@garda.ie</a>
DMR South - Crumlin	Garda Victim Service Office, Crumlin, Dublin 12, D12 C588	01-6666263	<a href="mailto:DMRSouth.VictimService@garda.ie">DMRSouth.VictimService@garda.ie</a>
DMR West - Finglas	Garda Victim Service Office, Finglas, Dublin 11, D11 HF29	01-6667505	<a href="mailto:DMRWest.VictimService@garda.ie">DMRWest.VictimService@garda.ie</a>



**Table 4. Galway Victim Service Offices**

Garda Victim Service Office	Address	Phone Number	Email
Galway - Gort	Garda Victim Service Office, Gort, Co. Galway, H91 HK76	091-636495	<a href="mailto:Gaillimh.VictimService@garda.ie">Gaillimh.VictimService@garda.ie</a>

**Table 5 Limerick Victim Service Office**

Garda Victim Service Office	Address	Phone Number	Email
Limerick -	Garda Victim Service Office,	061-212496	<a href="mailto:Limerick.VictimService@garda.ie">Limerick.VictimService@garda.ie</a>

## Irish Tourist Assistance Service

The Irish Tourist Assistance Service provides information and support to tourists who have been victims of crime or have experienced traumatic events in Ireland.

**Tel:** 01 6669354

**Email:** [info@itas.ie](mailto:info@itas.ie)

**Address:** Pearse Street, Garda Station, Dublin 2, D02W289

**Web:** [www.itas.ie](http://www.itas.ie)

## Irish Traveller Movement

The Irish Traveller Movement is a national membership organisation representing Travellers and Traveller organisations across Ireland since its establishment in 1990. They work collectively to represent the views of Travellers and to develop policies, actions, and innovative programmes to bring about change for Travellers in Ireland.

**Tel:** 01 6796577

**Email:** [info@itmtrav.ie](mailto:info@itmtrav.ie)

**Address:** Pearse Street, Garda Station, Dublin 2, D02W289

**Web:** [www.itmtrav.ie](http://www.itmtrav.ie)

## Pavee Point Traveller and Roma Centre

Pavee Point is a national NGO comprised of Travellers, Roma, and majority population that works at local, regional, national, and international levels to address Traveller and Roma inequalities and promote human rights.

**Tel:** 01 8780255

**Email:** [info@pavee.ie](mailto:info@pavee.ie)

**Address:** 46 Charles Street Great, Dublin 1, DO1XC63

**Web:** [www.paveepoint.ie](http://www.paveepoint.ie)

## Spirasi

Spirasi offers victim rehabilitation support service to refugees and asylum seekers who have experienced torture.

**Tel:** 018389664

**Email:** [info@spirasi.ie](mailto:info@spirasi.ie)

**Address:** 213 North Circular Road, Phibsborough, Dublin 7

**Web:** [www.spirasi.ie](http://www.spirasi.ie)

## Support After Crime Services (SACS)

The SACS victim support service is available to people living in Cork, Limerick, Tipperary and Clare. The service provides a free and confidential information and support service and a court accompaniment service to people affected by crime.

**Tel:** 021 432 0555

**Email:** [info@supportaftercrimeservices.ie](mailto:info@supportaftercrimeservices.ie)

**Address:** 4 Anglesea Villas, Anglesea Street, Cork

**Web:** [www.supportaftercrimeservices.ie](http://www.supportaftercrimeservices.ie)

## Victim Support at Court (VSAC)

VSAC is dedicated to providing court accompaniment services for victims of crime, their families, and witnesses.

**Tel:** 01 872 6785

**Email:** [info@vsac.ie](mailto:info@vsac.ie)

**Address:** Áras Uí Dhálaigh, Four Courts, Dublin 7

**Web:** [www.vvac.ie](http://www.vvac.ie)

# 3. Gender-Based Violence Support Services

## 3. GENDER-BASED VIOLENCE SUPPORT SERVICES

### Adapt Domestic Abuse Services (Limerick)

Adapt provides support and refuge accommodation to women survivors of domestic abuse and their children.

**Tel:** 061412 354

**Email:** [info@adaptservices.ie](mailto:info@adaptservices.ie)

**Address:** ADAPT House, Rosbrien, Limerick

**Web:** <https://www.adaptservices.ie/>

### Aoibhneas Women's Refuge (Dublin)

Aoibhneas Women's Refuge provides 24-hour support in the form of information and referral services, as well as access to safe accommodation for women and children forced to leave their home due to domestic abuse.

**Tel:** Office: (01) 8670805 Helpline: (01) 8670701 – 24 hours

**Email:** [admin@aoibhneas.org](mailto:admin@aoibhneas.org)

**Web:** [www.aoibhneas.ie/](http://www.aoibhneas.ie/)

### COPE Galway (Galway)

COPE Galway provides services in the areas of homelessness and domestic abuse. It is also dedicated to helping older people who need social and nutritional support.

**Tel:** 091 778 750

**Email:** [info@copegalway.ie](mailto:info@copegalway.ie)

**Address:** Calbro House, Tuam Road, Galway

**Web:** <https://www.copegalway.ie/>

### Dublin 12 Domestic Violence Service (Dublin)

The Dublin 12 Domestic Violence Service provides a confidential telephone helpline to support women who are experiencing violence/abuse in their home. It also provides educational and referral support services, as well as court accompaniment for victims of domestic abuse.

**Tel:** 01-4002080 or 01-4002085

**Email:** [admin@d12dvs.ie](mailto:admin@d12dvs.ie)

**Address:** Dublin 12 Domestic Violence Service, PO Box 11713, Crumlin, Dublin 12

**Web:** <http://www.d12dvs.ie/>

## Men's Aid (National)

Men's Aid provides support to men who have experienced domestic violence.

**Tel:** National Support Line: 01-5543811

**Email:** [hello@mensaid.ie](mailto:hello@mensaid.ie)

**Address:** St Anne's Resource Centre, Railway St, Navan, Co. Meath, C15 W0YX

**Web:** <https://www.mensaid.ie/>

## Saoirse Domestic Violence (Dublin)

SAOIRSE Women's Refuge provides refuge, accommodation and support for families experiencing domestic violence and abuse, through outreach and prevention services, training, and workshops.

**Tel:** 01-4630400 (Outreach) // 087-1049863 (WhatsApp)

**Email:** [helpline@sdvs.ie](mailto:helpline@sdvs.ie) // [outreach@sdvs.ie](mailto:outreach@sdvs.ie)

**Address:** Saoirse Housing Association CLG, PO Box 10819, Tallaght, Dublin 24

**Web:** <https://sdvs.ie/>

## Sexual Violence Centre Cork (Cork)

Sexual Violence Centre Cork provides supports to victims of rape, child sexual abuse, and sexual assault. They also offer legal and counselling and advice in regards to victim impact reports and can accompany the victims in court.

**Tel:** (021) 427 6676

**Email:** [info@sexualviolence.ie](mailto:info@sexualviolence.ie)

**Address:** 16 Peter's St, Centre, Cork, T12 DX73

**Web:** <https://www.sexualviolence.ie/>

## Women's Aid (National)

Women's Aid provides support to women who have experienced domestic violence. Multilingual advice is available in more than 240 languages.

**Tel:** 1800341900 (24-hour helpline)

**Email:** [helpline@womensaid.ie](mailto:helpline@womensaid.ie)

**Address:** 5 Wilton Place, Dublin 2, D02RR27

**Web:** [www.womensaid.ie](http://www.womensaid.ie)

## 4. Migrant Support Services

## 4. MIGRANT SUPPORT SERVICES

### AkiDwa

AkiDwa is a migrant women's organisation that provides capacity building and integration support to migrant women in Ireland. Their services include support for victims of domestic abuse, female genital mutilation (FGM), and human trafficking.

**Tel:** 01 8349851

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

**Address:** Unit 2 Killarney Court, Buckingham Street, Dublin 1

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

### Cork Migrants Centre

Cork Migrants Centre is an organisation that provides English language classes, psychological support, and information to migrants.

**Tel:** 083 208 1678, (021) 4193587 or (086) 0137616

**Email:** [info@nanonagleplace.ie](mailto:info@nanonagleplace.ie)

**Address:** Evergreen St, Cork, T12 XPX8

**Web:** <https://corkmigrantcentre.ie/>

### Crosscare

The Crosscare Migrant Project is a Dublin-based service providing information and advocacy support to people who have moved to Ireland.

**Tel:** +353 (0)1 873 2844

**Email:** [migrantproject@crosscare.ie](mailto:migrantproject@crosscare.ie)

**Address:** 2 Saint Mary's Place North Dublin 7. D07 Y768

**Web:** [www.migrantproject.ie](http://www.migrantproject.ie)

### Doras

Doras provides information, advice, and support to people from a migrant and refugee background in Ireland. Specific supports include migrant victim support, racism reporting, and education and employment support.

**Tel:** 061310328

**Email:** [info@doras.ie](mailto:info@doras.ie)

**Address:** 51a O'Connell Street, Limerick

**Web:** [www.doras.org](http://www.doras.org)

## Galway Migrant Service

The Galway Migrant Service is managed by Galway City Partnership. It provides information, guidance, and support on rights and entitlements, immigration, and integration issues.

**Tel:** 091 773 466

**Email:** [esther@gcp.ie](mailto:esther@gcp.ie)

**Address:** 3 The Plaza, Headford Road, Galway

**Web:** <https://gcp.ie/programmes-supports/support-for-communities/communities-by-interest/mi-grants/>

## Immigrant Council of Ireland (ICI)

The ICI operate an independent law centre, providing legal representation for people with complex immigration cases, as well as an immigration helpline.

**Tel:** 01 674-0200

**Email:** [admin@immigrantcouncil.ie](mailto:admin@immigrantcouncil.ie)

**Address:** Immigrant Council of Ireland, 7 Red Cow Lane, Dublin 7, D07 XN29

**Web:** [www.immigrantcouncil.ie](http://www.immigrantcouncil.ie)

## Irish Refugee Council (IRC)

The Irish Refugee Council is an independent law centre for people seeking international protection in Ireland. They also operate an information, referral, and support service. Additionally, they provide assistance with housing, employment, and access to education.

**Tel:** (01) 764 5854

**Email:** [info@irishrefugeecouncil.ie](mailto:info@irishrefugeecouncil.ie)

**Address:** 37 Killarney Street, Mountjoy, Dublin 1

**Web:** [www.irishrefugeecouncil.ie](http://www.irishrefugeecouncil.ie)

## Migrant Rights Centre of Ireland (MRCI)

The Migrant Rights Centre of Ireland provides a free and confidential information service on immigration, human trafficking for labour exploitation, employment and housing.

**Tel:** 01 889 7570, 083 075 53 87

**Email:** [info@mrci.ie](mailto:info@mrci.ie)

**Address:** 13 Lower Dorset Street, Dublin 1, D01 Y893

**Web:** [www.mrci.ie](http://www.mrci.ie)



## Nasc – Migrant & Refugee Rights Centre

Nasc provides personal advocacy and legal support to migrants, refugees, and their families on immigration, accommodation issues for international protection applicants, family reunification, visas and citizenship.

**Tel:** 021 427 3594

**Email:** [reception@nascireland.org](mailto:reception@nascireland.org)

**Address:** 34 Paul St, Centre, Cork, T12 W14H

**Web:** [www.nascireland.org](http://www.nascireland.org)

## New Community Partnership (NCP)

New Community Partnership provides social and integration support to migrants, refugees, and their families through different projects.

**Tel:** +353 (0) 1 872 7842

**Email:** [info@newcommunities.ie](mailto:info@newcommunities.ie)

**Address:** 53 Upper Dorset St. Dublin 1

**Web:** [www.newcommunitiespartnership.ie](http://www.newcommunitiespartnership.ie)

## Vision Community, Cork

Vision Community offer Migrant and Refugee Support Services within the areas of advocacy, information, training, and citizenship application support.

**Tel:** 021-2410060, 0899666768

**Email:** [info@visioncss.org](mailto:info@visioncss.org)

**Address:** 55 North Main St, Centre, Cork, T12 XKR7

**Web:** [www.visioncss.org](http://www.visioncss.org)

## 5. LGBTQI+ Support

## 5. LGBTQI+ SUPPORT

### BelongTo

BelongTo provide an advice and support service to young people who identify as LGBTQI+.

**Tel:** 01 670 6223

**Email:** [info@belongto.org](mailto:info@belongto.org)

**Address:** Parliament House, 13 Parliament Street, Dublin 2, D02 P658, Ireland

**Web:** <https://www.belongto.org/>

### LGBT Ireland

LGBT Ireland offer a national LGBT helpline, online support groups, family support helpline and online chat support.

**Tel:** +353 1 685 9280

**Email:** [info@lgbt.ie](mailto:info@lgbt.ie)

**Address:** First Floor, 80 Dame St., Dublin 2, D02 RH42, Ireland

**Web:** <https://lgbt.ie/>

### Spirasi

Spirasi facilitates peer support groups and befriending programmes for people from a refugee background who identify as LGBTQI+ and are victims of torture or have experienced severe trauma.

**Tel:** 018389664

**Email:** [keith@spirasi.ie](mailto:keith@spirasi.ie) (LGBTQ+ Inclusion Support Worker) // [info@spirasi.ie](mailto:info@spirasi.ie) (General Spirasi queries)

**Address:** 213 North Circular Road, Phibsborough, Dublin 7

**Web:** [www.spirasi.ie](http://www.spirasi.ie)

## 6. Counselling Services

## 6. COUNSELLING SERVICES

### Black Therapists Ireland

Black Therapists Ireland offers the option for people of any background to work with a Black therapist as part of a culturally sensitive therapy service.

**Tel:** +353 83- 825-4160

**Email:** [support@blacktherapistsireland.ie](mailto:support@blacktherapistsireland.ie)

**Address:** Talk Therapy Dublin, Argus House, Greenmount Office Park, Harold's Cross, Dublin 6

**Web:** [www.blacktherapistsireland.ie](http://www.blacktherapistsireland.ie)

### HSE National Counselling Service

The HSE National Counselling Service is available free of charge to all residents in Ireland who have a medical card. Time limited counselling is available to adult medical card holders who are experiencing mild to moderate mental health difficulties. The service is accessible by self-referral or by referral through a GP.

**Web:** Full contact details for local services can be found at <https://www.hse.ie/eng/services/list/4/mental-health-services/national-counselling-service/contact-us/>

### Insight Matters

Insight Matters provides culturally sensitive and inclusive services to people who have experienced prejudice, racism, and discrimination. The counselling, psychotherapy, and wellness centre is available to children, adolescents, and adults via in-person and online sessions.

**Tel:** 018910703 // 0852031487

**Email:** [info@insightmatters.ie](mailto:info@insightmatters.ie)

**Address:** 106 Capel Street, Dublin 1, D01WY40

**Web:** [www.insightmatters.ie](http://www.insightmatters.ie)

### MyMind

MyMind is a low-cost counselling service available in multiple languages for in-person and online sessions.

**Tel:** 0818500800 // 0868006633 (WhatsApp)

**Email:** [hq@mymind.org](mailto:hq@mymind.org)

**Address:**

CORK: 6 South Bank, Crosse's Green, T12 NR02

DUBLIN: 137 Rathmines Road Lower, Dublin 6, D06V3Y8

LIMERICK: 50 O'Connell Street, Limerick, V94C6XR

**Web:** [www.mymind.org](http://www.mymind.org)

## Pieta House-Cork

Pieta House helps clients through providing information and therapy in situations of self-harm and suicidal feelings. They also operate a 24/7 crisis helpline.

**Tel:** 24 Hour Freephone Crisis Helpline: 1800 247 247, text HELP to 51444, (021) 4395333

**Email:** [info@pieta.ie](mailto:info@pieta.ie)

**Address:** Shanakiel, Sunday's Well, Cork T23 P865

**Web:** <https://www.pieta.ie/>

## Samaritans

The Samaritans offer emotional support 24 hours a day, 365 days a year, to anyone who is in distress, lonely, or struggling to cope with suicidal feelings.

**Tel:** 116 123, +353 1 6710071

**Email:** [jo@samaritans.ie](mailto:jo@samaritans.ie)

**Address:** Samaritans, 4-5 Usher's Court, Usher's Quay, Dublin 8

**Web:** <https://www.samaritans.org/ireland/samaritans-ireland/>

## 7. Legal & Information Services

## 7. LEGAL & INFORMATION SERVICES

### Citizen's Information Board (CIB)

The Citizens Information Board provides an extensive online information resource on rights, entitlements, and support services. They also offer a phone service and have a network of local Citizens Information Centres across the country.

**Tel:** 0818 07 4000 (Citizens Information Phone Service)

**Email:** [info@ciboard.ie](mailto:info@ciboard.ie)

**Address:** Citizens Information Board, Ground Floor, George's Quay House  
43 Townsend St, Dublin 2, D02 VK65

**Web:** [www.citizensinformation.ie](http://www.citizensinformation.ie)

### Community Law & Mediation (Limerick & Dublin)

The CLM is an independent community law centre, based in Dublin and Limerick, that provides free legal advice, advocacy, mediation, and education services.

**Tel:** 061536100 (Limerick) // 018477804 (Dublin)

**Email:** [limerick@communitylawandmediation.ie](mailto:limerick@communitylawandmediation.ie) (Limerick) //  
[info@communitylawandmediation.ie](mailto:info@communitylawandmediation.ie) (Dublin)

**Address:** Limerick Social Services Centre, Henry Street, Limerick // Northside Civic Centre, Bunratty Road, Coolock, Dublin 17

**Web:** [www.communitylawandmediation.ie](http://www.communitylawandmediation.ie)

### Doras

Doras provides a free and confidential information service to people from a migrant and refugee background in Ireland on a range of issues including immigration, international protection, racism and discrimination, social welfare, health, education and employment.

**Tel:** 061310328

**Email:** [info@doras.ie](mailto:info@doras.ie)

**Address:** 51a O'Connell Street, Limerick

**Web:** [www.doras.org](http://www.doras.org)

### Free Legal Advice Centres

FLAC provide free and confidential legal advice by telephone and in-person at [local FLAC Legal Advice Centres](#).

**Tel:** +353 1 906 10 10 (Legal information lines)

**Email:** [eap@flac.ie](mailto:eap@flac.ie)

**Address:** 85/86 Dorset Street Upper, Dublin 1, Ireland, D01 P9Y3

**Web:** [www.flac.ie](http://www.flac.ie)



## Immigrant Council of Ireland (ICI)

The ICI provides an immigration helpline and legal representation for people with complex immigration issues.

**Tel:** 01 674 0200

**Email:** [admin@immigrantcouncil.ie](mailto:admin@immigrantcouncil.ie)

**Address:** 7 Red Cow Lane, Dublin 7, D07 XN29

**Web:** [www.immigrantcouncil.ie](http://www.immigrantcouncil.ie)

## Irish Refugee Council (IRC)

The IRC operate an independent law centre for people seeking international protection in Ireland, providing legal representation and advice on complex and strategic cases.

**Tel:** (01) 764 5854

**Email:** [lawcentre@irishrefugeecouncil.ie](mailto:lawcentre@irishrefugeecouncil.ie)

**Address:** 37 Killarney Street, Mountjoy, Dublin 1

**Web:** [www.irishrefugeecouncil.ie](http://www.irishrefugeecouncil.ie)

## Irish Traveller Movement

The Irish Traveller Movement is a national membership organisation representing Travellers and Traveller organisations across Ireland since its establishment in 1990. They work collectively to represent the views of Travellers and to develop policies, actions, and innovative programmes to bring about change for Travellers in Ireland.

**Tel:** 01 6796577

**Email:** [info@itmtrav.ie](mailto:info@itmtrav.ie)

**Address:** Pearse Street, Garda Station, Dublin 2, D02W289

**Web:** [www.itmtrav.ie](http://www.itmtrav.ie)

## Legal Aid Board

The Legal Aid Board are an independent statutory body that provides civil legal aid, advice, and representation to people who cannot afford to pay for a solicitor. Legal aid is also provided to applicants of international protection. Applications for legal aid can be made online.

**Tel:** 0818615200 (LoCall) // 0669471000

**Email:** [info@legalaidboard.ie](mailto:info@legalaidboard.ie)

**Address:** Quay Street, Cahirciveen, Co. Kerry V23RD36

**Web:** [www.legalaidboard.ie](http://www.legalaidboard.ie)

## Pavee Point Traveller and Roma Centre

Pavee Point is a national NGO comprised of Travellers, Roma, and majority population that works at local, regional, national, and international levels to address Traveller and Roma inequalities and promote human rights.

**Tel:** 01 8780255

**Email:** [info@pavee.ie](mailto:info@pavee.ie)

**Address:** 46 Charles Street Great, Dublin 1, DO1XC63

**Web:** [www.paveepoint.ie](http://www.paveepoint.ie)

# 8. Governmental Services

## 8. GOVERNMENTAL SERVICES

### Garda National Immigration Bureau (GNIB)

The GNIB are a unit within An Garda Síochána that manages registration for immigration permission in Ireland, renewal of GNIB cards, as well as deportations and border control. The Burgh Quay Registration Office serves Dublin residents and local GNIB offices for non-Dublin residents located across the country.

**Tel:** 01 666 9100/1

**Email:** [burghquayregoffice@justice.ie](mailto:burghquayregoffice@justice.ie) (Dublin residents) // [gnib\\_dv@garda.ie](mailto:gnib_dv@garda.ie) (Non-Dublin residents)

**Address:** GNIB Registration Office, 13-14 Burgh Quay, Dublin 2 D02 XK70 (For Dublin residents) // Local GNIB offices are listed here: Local Garda Station Directory (Non-Dublin residents)

**Web:** [www.garda.ie/en/about-us/organised-serious-crime/immigration-gnib/](http://www.garda.ie/en/about-us/organised-serious-crime/immigration-gnib/)

### Immigration Service Delivery (ISD)

The ISD is a government service that manages applications for visa's, family reunification, and other immigration-related matters.

**Tel:** 01 616 7700

**Email:** [immigrationsupport@justice.ie](mailto:immigrationsupport@justice.ie)

**Address:** Immigration Service Delivery, Department of Justice, 13-14 Burgh Quay, Dublin 2 D02 XK70

**Web:** <https://www.irishimmigration.ie/contact-immigration-service-delivery/>

### International Protection Accommodation Service (IPAS)

IPAS manages the accommodation provided to applicants for international protection in Ireland.

**Tel:** 01 418 3200

**Email:** [ipasinbox@equality.gov.ie](mailto:ipasinbox@equality.gov.ie)

**Address:** Department of Children, Equality, Disability, Integration and Youth, Miesian Plaza, Lower Baggot Street, Dublin 2

**Web:** <https://www.gov.ie/en/publication/32a25-accommodation-services/>

### International Protection Office (IPO)

The IPO is the Government unit that deals with applications for international protection.

**Tel:** 01 602 8000

**Email:** [info@ipo.gov.ie](mailto:info@ipo.gov.ie)

**Address:** IPO, 79-83 Lower Mount Street, Dublin 2, Ireland, D02ND99,

**Web:** <http://www.ipo.gov.ie/>

## 9. International Humanitarian Organisations In Ireland

## 9. INTERNATIONAL HUMANITARIAN ORGANISATIONS IN IRELAND

### International Organisation of Migration (IOM) Ireland

IOM Ireland is an intergovernmental organisation which provides crisis migration assistance, integration, family reunification, resettlement, and assistance for people who wish to voluntarily return to their country of origin.

**Tel:** 1800 406 406 (Freephone) // 01 676 0655 (Phone)

**Email:** [iomdublin@iom.int](mailto:iomdublin@iom.int)

**Address:** 116 Lower Baggot Street, Dublin 2, Ireland

**Web:** <https://ireland.iom.int/>

### Irish Red Cross

The Red Cross is an international humanitarian organisation dedicated to providing critical humanitarian assistance to individuals during times of crisis. This includes services such as helping individuals locate missing family members overseas, and managing the register for pledging accommodation to refugees in Ireland.

**Tel:** +353 (0)1-642-4600

**Email:** [info@redcross.ie](mailto:info@redcross.ie)

**Address:** 16 Merrion Square, Dublin 2, D02 XF85, Ireland

**Web:** [www.irishredcross.ie](http://www.irishredcross.ie)

### United Nations High Commissioner of Refugees (UNHCR) Ireland

UNHCR assists the Government and refugees on matters related to asylum applications, resettlement, and family reunification.

**Tel:** 01-6314510 // 089 247 2984 (WhatsApp)

**Email:** [iredu@unhcr.org](mailto:iredu@unhcr.org)

**Address:** 102 Pembroke Road, Ballsbridge, Dublin 4, D04 E7N6.

**Web:** [www.unhcr.ie](http://www.unhcr.ie)

# 10. Interpreter & Translation Services

## 10. INTERPRETER & TRANSLATION SERVICES

### Access Translations

Access Translations provides document translation and interpreter services.

**Tel:** 021-4316022

**Email:** [info@access-translations.com](mailto:info@access-translations.com)

**Address:** 5 Bruach na Laoi, Union Quay, Cork, Ireland

**Web:** [www.access-translations.com](http://www.access-translations.com)

### Interling Translation

Interling Translation provides document translation and interpreter services.

**Tel:** 01 887 8788 // 087 121 5909

**Email:** [mail@interling.ie](mailto:mail@interling.ie)

**Address:** 22 B Howth road, Sutton, Dublin 13

**Web:** [www.interling.ie](http://www.interling.ie)

### Translate Ireland

Translate Ireland is different to other translation services in that it provides multilingual video messaging on topics like health and other services in Ireland. They work with public bodies, NGOs, and community groups, including the HSE, to ensure access to information on vital services. The full list of resources is available on the Translate Ireland website.

**Tel:** 01 7008077

**Email:** [info@translateireland.ie](mailto:info@translateireland.ie)

**Address:** DCU Language Services, Invent Building, DCU Glasnevin Campus, Collins Avenue Extension, Dublin 9, D09 PH2K

**Web:** [www.translateireland.ie](http://www.translateireland.ie)

### Word Perfect Translations

Word Perfect Translations provide document translation and interpreter services.

**Tel:** 01 872 0008 // 086 863 1337 (Dublin/ National) // 061 318 900 (Limerick) // 021 4273420 (Cork)

**Email:** [translations@wordperfect.ie](mailto:translations@wordperfect.ie) (Dublin/ National) // [limerick@wordperfect.ie](mailto:limerick@wordperfect.ie) (Limerick) // [cork.translations@wordperfect.ie](mailto:cork.translations@wordperfect.ie) (Cork)

**Address:** 22 Ormond Quay Upper, Dublin 7 (Dublin) // 32 Cecil Street, Limerick (Limerick) // 125 Patrick Street, Cork (Cork)

**Web:** [www.wordperfect.ie](http://www.wordperfect.ie)

# 11. Other Community Support Services



## 11. OTHER COMMUNITY SUPPORT SERVICES

### Cork City Partnership

Cork City Partnership provides community development, employment, business, and education support services.

**Tel:** +353-21-4302310

**Email:** [info@partnershipcork.ie](mailto:info@partnershipcork.ie)

**Address:** Cork City Partnership, Retail Park, Blackpool, Cork City

**Web:** [www.corkcitypartnership.ie](http://www.corkcitypartnership.ie)

### Dublin South City Partnership

Dublin South City Partnership provides community development, employment, business, and education support services.

**Tel:** 014732196

**Email:** [reception@dscp.ie](mailto:reception@dscp.ie)

**Address:** 3-4 St Agnes Road, Dublin D12 PCV4

**Web:** [www.dublinsouthcitypartnership.ie/](http://www.dublinsouthcitypartnership.ie/)

### South Dublin County Partnership

South Dublin County Partnership provides community development, employment, business, and education support services.

**Tel:** 01 4649300

**Email:** [info@sdcpartnership.ie](mailto:info@sdcpartnership.ie)

**Address:** Block 3, Belgard Square, North Tallaght, Dublin 24

**Web:** <https://sdcpartnership.ie/>

### Dublin Northwest Partnership

Dublin Northwest Partnership provides community development, employment, business, and education support services.

**Tel:** 018361666

**Email:** [info@dublinnorthwest.ie](mailto:info@dublinnorthwest.ie)

**Address:** DNP Finglas (Head Office), Rosehill House, Finglas Road, Dublin 11, D11 T6Y7

**Web:** [www.dublinnorthwest.ie/](http://www.dublinnorthwest.ie/)

### Southside Partnership DLR

Dublin Northwest Partnership provides community development, employment, business, and education support services.

**Tel:** 0170 0100

**Email:** [info@sspship.ie](mailto:info@sspship.ie)

**Address:** The Old Post Office, 7 Rock Hill, Main Street, Blackrock, Co. Dublin

**Web:** <https://southsidepartnership.ie>

### Galway City Partnership

Galway City Partnership provides community development, employment, business, and education support services.

**Tel:** 091 773466

**Email:** [info@gcp.ie](mailto:info@gcp.ie)

**Address:** 3 The Plaza, Headford Road, Galway City.

**Web:** [www.gcp.ie](http://www.gcp.ie)

## Irish Traveller Movement

The Irish Traveller Movement is a national membership organisation representing Travellers and Traveller organisations across Ireland since its establishment in 1990. They work collectively to represent the views of Travellers and to develop policies, actions, and innovative programmes to bring about change for Travellers in Ireland.

**Tel:** 01 6796577

**Email:** [info@itmtrav.ie](mailto:info@itmtrav.ie)

**Address:** Pearse Street, Garda Station, Dublin 2, D02W289

**Web:** [www.itmtrav.ie](http://www.itmtrav.ie)

## Northside Partnership (Dublin)

Northside Partnership provides community development, employment, business, and education support services.

**Tel:** 01 848 5630 (Coolock) // 01 832 0995 (Kilbarrack)

**Email:** [info@northsidepartnership.ie](mailto:info@northsidepartnership.ie)

**Address:** Coolock Development Centre, Bunratty Drive, Coolock, Dublin 17, D17 WP30.

**Web:** [www.northsidepartnership.ie](http://www.northsidepartnership.ie)

## PAUL Partnership (Limerick)

PAUL Partnership provides community development, employment, business, and education support services.

**Tel:** 061 419388

**Email:** [info@paulpartnership.ie](mailto:info@paulpartnership.ie)

**Address:** Unit 25 A, Tait Business Centre, Dominic Street, Limerick, V94WY42

**Web:** [www.paulpartnership.ie/](http://www.paulpartnership.ie/)

## Pavee Point Traveller and Roma Centre

Pavee Point is a national NGO comprised of Travellers, Roma, and majority population that works at local, regional, national, and international levels to address Traveller and Roma inequalities and promote human rights.

**Tel:** 01 8780255

**Email:** [info@pavee.ie](mailto:info@pavee.ie)

**Address:** 46 Charles Street Great, Dublin 1, DO1XC63

**Web:** [www.paveepoint.ie](http://www.paveepoint.ie)

# Useful Links

## USEFUL LINKS

Report Racism Online via Irish Network Against Racism

(Third Party Reporting System): <https://inar.ie/ireport-reports-of-racism-in-ireland/>

Report to An Garda Síochána online: <https://www.garda.ie/en/reportahatecrime/#:~:text=If%20you%20are%2C%20or%20have,to%20report%20Hate%20Crimes%2FIncidents>

Responding to Racism Guide (Irish Network Against Racism): <https://inar.ie/reporting-racism-in-ireland/>

Know your rights (Equality and Discrimination) - Irish Human Rights and Equality Commission: <https://www.ihrec.ie/your-rights/>

# Appendix 1: Examples of Indicators of Racism

# APPENDIX 1: EXAMPLES OF INDICATORS OF RACISM<sup>41</sup>

## 1. Discriminatory Behaviour Based on Racial, Ethnic, Gender and/or Cultural Differences

- When the perpetrator discriminates against an individual due to differences in race, religion, ethnicity, national origin, disability status, gender identity, expression, or sexual orientation.
- When the targeted person or group is seen as belonging to a minority group significantly outnumbered by members of another group in the particular location where the incident takes place.
- When there is a history of hostility between the perceived group of the targeted individual and the perceived group of the offender.

## 2. Written, Verbal, or Non-Verbal Gestures

- When the perpetrator engages in expressions of bias, which can manifest as derogatory comments, written statements, or gestures.

## 3. Presence of Bias-related Drawings, Markings, Symbols, or Graffiti

- When bias-related drawings, markings, symbols, or graffiti are discovered at the location of the incident.

## 4. Organised Hate Groups

- When objects or paraphernalia associated with hate groups, such as white hoods, burning crosses, or hate graffiti, are found at the scene of the incident.
- When there are clear indications of hate group involvement, including the group claiming responsibility for the act, or having a visible presence in the neighbourhood.

## 5. History of Bias Crimes or Incidents

- When the targeted individual or group is associated with a location where previous bias crimes had been committed against members of the same group.
- Where multiple accounts of bias-motivated incidents occurred in the same area, and the targeted individuals are members of the same group, suggesting a pattern of discrimination in that area.

<sup>41</sup> 'Hate Crime & Bias-Motivation Incident Indicators' University of Puget Sound, [Hate Crime & Bias-Motivated Incident Indicators | University of Puget Sound](#), Accessed on 25/1/2024

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