



**EHSSB**  
**TRAUMA ADVISORY PANEL**

**SERVICES DIRECTORY**

**Disclaimer:**

Inclusion in this directory does not imply endorsement by the Eastern Health and Social Services Board (EHSSB), or EHSSB Trauma Advisory Panel.

Individuals seeking services should take responsibility for ascertaining the accreditation status of organisations.



## Services for People who have Experienced Traumatic Stress

How people react to a traumatic event or a series of events can vary greatly. Many people experience severe and distressing reactions including fear, feelings of helplessness, sadness, anger and guilt. There may also be physical and social impacts after trauma.

Most people cope with the help of family and friends, and the distressing psychological symptoms settle after a number of weeks. These are normal human reactions to abnormal situations.

In this document we focus on the needs of people whose problems are persistent and cause disruption to their personal and family life, and how they might be helped.

### Why might I need help?

You might need help if you are having ongoing problems such as those described below:

- Thoughts about the traumatic event continue to overwhelm you in intensity and frequency, making you feel exhausted
- You feel you must keep active in order to block out your feelings
- You still feel numb about the event or you sometimes have to pretend it did not really happen at all
- You continue to feel a strong sense of shame or guilt about the event or your reactions to it
- You feel you are becoming increasingly withdrawn from people in social situations
- You are continuing to have difficulties with sleep
- You are becoming more irritable and angry or are low in mood
- Your work performance is suffering
- There is no-one you can really talk to about how you feel
- You find you are drinking and smoking more or using drugs that are not prescribed for you to help you cope
- You are experiencing pain as a result of physical injury
- Your relationships are affected

### What help is available?

There is a growing range of support services and treatments available. These include drug therapy, psychological treatments (talking treatments), complementary therapies and different types of social interventions. Treatments can be used on their own, or in combination, depending on your particular needs. Again, depending on the individual, support may be provided by a counsellor, a psychiatrist, a psychiatric nurse, a befriender or volunteer, a social worker, a psychologist, an occupational therapist or psychotherapist.

### Can my General Practitioner (GP) help?

Your GP may be able to help you to deal with your difficulties without having to refer you on for more specialist support, and some GP practices offer counselling services. However, treatments and support for people who are traumatised are available through general mental health services, which are also accessible through your GP.

### How do I find out about services?

A range of support services is available through the health service, voluntary and community-based organisations, some of which offer specialist provision for individuals and families affected by the trauma of the 'Troubles'. Psychotherapy and counselling, training, befriending and social support are available. You can find a full list in this Services Directory.

### How do I find a Practitioner, and what can I expect from Counselling or Psychotherapy Services?

Many people feel embarrassed about admitting that they have emotional problems. It is important that you do not avoid seeking help for this reason. It can be difficult to focus on other issues at a time of distress, but you should think carefully about the following before visiting a practitioner.

The relationship formed between you and your counsellor must be based on a clear understanding that you have agreed together. With this in mind, you should be clear about **two issues** – the practitioner's qualifications and the service they will provide:

#### \* Ask about the practitioner's qualifications and experience

It is helpful to ask about the qualifications of your counsellor or practitioner and to use only those who are registered and who subscribe to their professional body's recognised code of ethics and professional practice. For example, ask if they are a member of one of the following:

- British Association for Counselling & Psychotherapy (BACP),
- Irish Association for Counselling & Psychotherapy (IACP),
- British Psychological Society (BPS),

- United Kingdom Council for Psychotherapy (UKCP),
- British Association for Behavioural & Cognitive Psychotherapists (BABCP).

\* **Be clear about the service to be provided.**

A professional practitioner should offer a full assessment of your needs and the opportunity to agree what you hope to achieve by engaging in the work.

There should be an agreement about the estimated number of sessions you might need, appointment times, cancellation procedures and so on. If you are paying for your counselling, costs and procedures for payment should also be agreed at the beginning.

Good practitioners should also be open and help you to decide if they are the appropriate source of support for you. They should be willing to refer you to a more specialist service if that is what you need.

**What are Self-help, Listening Ear and Befriending Services and what can I expect from them?**

Some people do not need counselling or psychotherapy. However, it can be reassuring to meet with people who have had experiences similar to your own. You may decide that other services – such as a support group, befriending or listening ear – can offer you the help you need. These are sometimes called ‘psycho-social’ services and should be provided by organisations whose volunteers and befrienders are trained ‘competent helpers’ with skills in Trauma Awareness and Traumatic Grief.

It is important to be aware that this is not counselling. A good competent helper should always be supportive of your needs, and should be able to refer you on to a more specialist service should you require more specialist assistance.

**Can Complementary Therapies help and what can I expect from these Services?**

A wide range of complementary therapies is now available, and the physical and psychological impact of traumatic stress (e.g. aromatherapy to help relaxation, massage to alleviate muscular pain etc) may be successfully managed through the use of such therapies - particularly in terms of relaxation and stress management. However, proceed with caution if you also have a physical injury and consult your GP for advice.

Most complementary therapies have accreditation boards and councils and we advise that you choose a practitioner who is a member of one of these. As with counselling and psychotherapy you should check the qualifications and accreditation of your complementary practitioner.

Where can I find support after physical injury, brain injury, burns injury, hearing speech or sight loss, amputation, chronic pain as a result of Troubles-related trauma? In general, first port of call for these sorts of concerns is your GP, who should discuss with you what options are available to particular needs.

Following an amputation, spinal or head injury, you will be referred to rehabilitation services, and your needs regarding for example, prostheses, wheelchairs and other equipment will be addressed. If you are receiving services from an HSS Trust, ask about Direct Payments. They can give you more control over how the services are delivered. You may wish to consider seeking financial assistance from the NI Memorial Fund.

Your GP can make a referral on your behalf to occupational therapy, physiotherapy, audiology, low vision, psychological therapy, and pain clinic services. Specialist community-based support organisations are listed in this directory and on our website (see below). Your GP can also refer you for a comprehensive assessment of the kind of support you or your family may need. If you have experienced sight, hearing or speech loss, you may wish to consider seeking help from one of the organisations listed in the Services Directory that have particular experience in this area.

### AND FINALLY....

If you need help, even if you are not sure what that help might be, ask for help and persist until you find it.

#### Contact:

EHSSB Trauma Advisory Panel,  
Champion House,  
12-22 Linenhall Street,  
BELFAST BT2 8BS

Direct Line: 028 9055 3958  
Switchboard: 028 9032 1313  
email: [bdevine@ehssb.n-i.nhs.uk](mailto:bdevine@ehssb.n-i.nhs.uk)  
website: [www.ehssb.n-i.nhs.uk/TraumaDirectory.nsf](http://www.ehssb.n-i.nhs.uk/TraumaDirectory.nsf)



Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
Ballymurphy Women's Centre	Voluntary	To promote and improve the lives of the community within the greater Ballymurphy area.	12 Glenalina Pass, Belfast BT12 7JZ TEL: 028 9022 3220 FAX: 028 9028 3500 EMAIL: ballymurphywc@btconnect.com	Music and Art Therapy; Counselling; After Schools Service; Youth and Health Outreach Office; Stress Centre; Alternative Therapies; Training Courses; Drop-in Centre	a) Support training to meet person's needs; b) Transformation and healing; c) Stress management; d) Relaxation. None of these is accredited.
Barnardos	Voluntary	To help disadvantaged children reach their full potential.	542/544 Upper Newtownards Road, Belfast BT4 3HE TEL: 028 9067 2366 FAX: 028 9067 2399 EMAIL: info.ni@barnardos.org.uk WEB: www.barnardos.org.uk Self Empowerment Project Email: Rosie.burrows@barnardos.org.uk	Although not exhaustive, services includes: Adolescent Support Service; Individual and group support to bereaved children and young people; Out of school learning for children and young people; Parenting education programmes; Professional Fostercare; Supported Lodgings Service; Young Carers' Service; Young Parents Network; Young People's Therapeutic Service; Self Empowerment Project, which offers training and research on trauma with children, young people, parents/carers.	Organisational member of BACP and works in accordance with their code of ethics and practice. Self Empowerment Project utilizes awareness raising, training and consultation using BACP award winning resource. Workers are Gestalt psychotherapists trained and supervised in body based approach, Somatic Experience.
Base 2	Voluntary	Base 2 is a crisis intervention service for individuals and families at risk from paramilitary violence.	Unit 5, Northern Whig Buildings, 3-10 Bridge Street, Belfast TEL: 028 9023 7707 FAX: 028 9024 1518 EMAIL: jeff@niacro.co.uk	Includes: Verification of threat; Mediation services; Relocation of individuals at risk; Re-integration.	
Belfast City Hospital Trust	Statutory	To provide high quality patient care irrespective of creed or class, whilst treating every one as an individual.	51 Lisburn Road Belfast, BT9 7AB TEL: 028 9032 9241 FAX: 028 9032 6614 WEB: www.bch.n-i.nhs.uk	Clinical services include: Neurology; Medicine; Palliative Medicine; Physiotherapy; Radiology; Research; Surgery; Cardiology; The Cancer Centre. This is not exhaustive.	

Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
Belfast Cognitive Therapy Centre	Voluntary	To provide excellence in standards of training and practice of trauma therapies.	39 Malone Road, Belfast BT9 6RX TEL: 028 9066 5570 FAX: 028 9066 5570 EMAIL: info@belfastCtcentre.com WEB: www.belfastCtcentre.com	Provides Cognitive Behavioural Therapy and EMDR, both of which are recognised as efficacious trauma treatments in the 2003 CREST report.	Accredited by the British Association for Counselling & Psychotherapy and the Irish Association for Counselling and Psychotherapy to train counsellors to professional level.
Belfast Education & Library Board	Statutory	The Belfast Education & Library Board is committed to providing a quality education, library and youth service which contributes to life-long learning for all the people of Belfast.	40 Academy Street, Belfast BT1 2NQ TEL: 028 9056 4004 FAX: 028 9056 4257 EMAIL: gaylen@belb.co.uk WEB: www.belb.org.uk	Educational psychology service; Education welfare; Decipher Listening service; Behaviour support team; Parenting programme; Extended schools.	Various.
Board of Social Witness Presbyterian Church in Ireland	Voluntary	To promote pastoral care in congregations; encourage individuals and congregations to work in community projects in their own localities; manage social action projects that are supported by statutory agencies and Presbyterians, through the United Appeal, Getting Things Done.	Church House, Fisherwick Place, Belfast TEL: 028 9032 2284 FAX: 028 9023 6605 EMAIL: BSW@presbyterianireland.org WEB: www.presbyterianireland.org.bsw	Provides residential and nursing care for elderly people; ministry to the deaf; education and treatment programmes for alcohol and drug addiction; marriage care counselling; accommodation for ex-prisoners; student accommodation and support for the unemployed	



Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
CARECALL	Voluntary	Carecall NI Ltd forms an interface between the Caring and Corporate communities, offering a unique, specialist understanding of both the organisational and individual dynamics of stress, and how these can impact positively and negatively on both individuals and organisations.	84 University Street, Belfast BT7 1HE TEL: 028 9024 5821 EMAIL: info@carecallsolutions.com WEB: www.carecallsolutions.com	Carecall's service is designed to meet the needs of employers in the management of the psychological well-being of staff in a wide range of Public, Voluntary and Private Sector Businesses. Carecall offer a range of Workplace Stress Management Solutions including: 24 hour telephone counselling; Counselling; Critical Incident Management; Consultancy; Training.	
Citizens Advice Bureau CENTRAL BELFAST	Charity	The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.	6 Callender Street, Belfast BT1 5BN TEL: 028 9024 3196 FAX: 028 9031 2336 WEB: www.citizensadvice.org.uk	Trained advisers (from all walks of life) can give general advice on anything at all from time shares and benefit claims to unfair dismissal, debt and housing rights	
Coiste na n-larchimi	Voluntary	Equality, Inclusion, Full citizenship and Emotional Well-being for Republican Ex-Prisoners and their families in Ireland.	10 Beechmount Avenue, Belfast BT12 7NA TEL: 028 9020 0770 FAX: 028 9043 5445 EMAIL: info@coiste.com WEB: www.coiste.com	Counselling; Advice/Welfare Rights; Youth Work; Family Support; Training; Appropriate Referral Systems; Advocacy.	
Combat Stress (Ex-Services Mental Welfare Society)	Charity	Combat Stress is a national charitable organisation which offers welfare support and clinical treatment to any ex-service (ex-RN, Army, RAF or Merchant Navy) person in need who has a stress condition related to their service.	NI War Memorial Building, 9-13 Waring Street, Belfast BT1 2DW TEL: 028 9023 3894 FAX: 028 9023 0329 EMAIL: bfws@combatstress.org WEB: www.combatstress.org.uk	The Belfast Office covers all of Ireland. All work is complementary to the NHS or other sources of support, and liaison between agencies is seen as vital to meet an individual's specific needs and generate suitable treatment.	

Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
Community Foundation for Northern Ireland	Statutory	To improve the quality of life through enabling communities to tackle social need and division.	Community House, City Link Business Park, Albert Street, Belfast BT12 4HQ TEL: 028 9024 5927 FAX: 028 9032 9839	Funding and supporting community based action; Fund raising; Influencing policy development	
Community Relations Council	Charity	To help the people of Northern Ireland to recognise and counter the effects of communal division.	6 Murray Street, Belfast BT1 6DN TEL: 028 9022 7500 FAX: 028 9022 7551 EMAIL: info@nicrc.org.uk WEB: www.nicrc.org.uk	Includes: Providing support (finance, training, advice, information) for local groups and organisations; Developing opportunities for cross-community understanding; Increasing public awareness of community relations work; Encouraging constructive debate.	
Corpus Christi Services	Community	To provide one to one and group counselling and support to those bereaved, traumatised or injured as a result of the 'Troubles'	2b Springfield Drive, Belfast BT12 7SH TEL: 028 9043 4233 (counselling line) TEL: 028 9024 0653 (general line) FAX: 028 9024 0653 EMAIL: pat@corpuschristiservices.co.uk	One to One Counselling; Group Work; Supervision; Welfare Advice; Advocacy; Community Care Programme; Training Courses; Job Placement.	Computer Training; Assertiveness Training; Personal Development.
Conflict Trauma Resource Centre	Voluntary	To contribute to alleviating the pain, suffering and trauma experienced as a result of the violent conflict in and about Northern Ireland by way of cooperation and partnership across and between many boundaries to improve the quality of peoples lives.	Unit 9 Northern Whig House, 3-10 Bridge Street, Belfast BT1 1LU TEL: 028 9092 6060 FAX: 028 9029 6050 EMAIL: snoddon-martin@utvinternet.com	a) Connectivity; b) Research; c) Support; d) Advocacy; e) Training; f) Off-line supervision	Specifically tailored training programmes designed and delivered with the client focus.
Contact Youth	Voluntary	Contact Youth Counselling Services provides therapeutic counselling to 11-25 year olds throughout NI.	The Bridge, 139 Ravenhill Road, Belfast BT6 8DR TEL: 028 9045 7848 FAX: 028 9045 5656 EMAIL: info@contactyouth.org WEB: www.contactyouth.org	Provides a therapeutic counselling service to 11-25 year olds. Operates a telephone counselling helpline called Youthline Tel: 0808 808 8000, and a specialist substance abuse service for 8-18 year olds, called CHILL Project.	

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Corrymeela Community	Voluntary	A Christian community committed to reconciliation through the healing of social, religious and political divisions.	7 Upper Crescent, Belfast BT7 1NT TEL: 028 9050 8080 FAX: 028 9050 8070 EMAIL: belfast@corrymeela.org WEB: www.corrymeela.org	Primarily works with families, young people, schools, churches and community groups on a community based and/or on residential. Offers a safe space to share experiences, hopes and fears; Works in partnership with others towards the building of a society whose priorities are mutual respect, the participation of all, and the sharing and stewardship of resources.	
CRUSE Bereavement Care (Belfast Area)	Voluntary	Cruse Bereavement Care is a national organisation which exists to promote the well-being of bereaved people and to enable anyone suffering a bereavement caused by death to understand their grief and cope with their loss.	10 College Green, Belfast BT7 1LN TEL: 028 9043 4600 FAX: 028 9023 2695 EMAIL: crusebelfast@btconnect.com WEB: www.crusebereavementcare.org.uk	Provides a range of bereavement support services including counselling, helpline, information, advice, literature and training.	Bereavement Support Training and Bereavement Awareness Training. Neither of these are accredited at present.
Daneo Human & Spiritual Development Services	Voluntary	To provide Psychological and Spirituality Services to individuals and groups within the greater Belfast area.	537 Antrim Road, Fortwilliam, Belfast BT15 3BU TEL: 028 9077 2842 EMAIL: daneo@utvinternet.com WEB: www.daneo.org	Includes: Pastoral Supervision Spiritual Direction, Marital Therapy; Psychotherapy, Clinical Supervision and Pastoral Supervision for various individuals and groups. This is not exhaustive.	Pat Duffy is an accredited Focusing Trainer and co-ordinator. Has completed Level I EMDR; Kathleen Savage has completed Level I & II EMDR; John Friel has completed Level I & II EMDR.
Down Lisburn HSS Trust	Statutory	Down Lisburn Health and Social Services Trust offers integrated health and social care to a population of about 180,000.	Lisburn Health Centre, 25 Linenhall Street, Lisburn BT28 1LU TEL: 028 9266 5181 FAX: 028 9266 5179 WEB: www.dlt.n-i.nhs.uk	We provide acute hospital, primary care, mental health and disability services, including social services.	



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Disabled Police Officers' Association	Voluntary	To provide welfare and recreational services to injured police officers (who meet our criteria) and their families.	Seapark, 151 Belfast Road, Carrickfergus BT38 8PL TEL: 028 9070 0719/21 FAX: 028 9070 0728 EMAIL: info@dpoani.org WEB: www.dpoani.org	Welfare provided to members province wide	All forms of training can be arranged.
Droichead an Dóchais (Bridge of Hope)	Community	Aims to assist the North Belfast community towards better mental health, with a particular emphasis on those who are suffering stress and trauma as a result of the political conflict in the North.	Ashton Centre, 5 Churchill Street, Belfast BT15 2BP TEL: 028 9074 2255 FAX: 028 9035 1326 EMAIL: irene@ashtoncentre.com WEB: www.thebridgeofhope.org	Complementary Therapy (Reflexology, Aromatherapy, Aromatherapy Massage, Indian Head Massage, Therapeutic Massage); Welfare Rights and Advice; Training (Accredited and Non-Accredited)	Currently delivering: Reflexology, Swedish Body Massage, Indian Head Massage and Thermal Auricular Therapy, all accredited by VTCT. Other ongoing training includes: Trauma Training, Meditation, Relaxation
Ex-Prisoners Interprative Centre (E.P.I.C)	Voluntary	To identify the needs of political prisoners and prisoners families' during the post release period and provide resources and facilities that will help the process of reintegration into family and community.	Central Services, 33a Woodvale Road, Belfast BT13 3BN TEL: 028 9074 8922 WEB: www.epic.org.uk	Drop-In Centre; Welfare Rights Officer; Youth Group; Mediation.	
Families Achieving Change Together	Voluntary	FACT is a registered charity working to rehabilitate families from all religions, directly affected by the 'Troubles'.	74 Bachelors Walk, Lisburn BT28 1XN TEL: 028 9266 0077 FAX: 028 9267 8871 EMAIL: info@factni.co.uk	We provide Alternative Therapies, Day Trips/Social events, Training & Education, Drop-in Centre, welfare advice and support and much more. Our counselling provision is provided through NOVA counselling service.	Offers IT Training. All training is accredited
Family Trauma Centre, South & East Belfast HSS Trust	Statutory	To provide a therapeutic service to individuals and families who have been affected by trauma, primarily 'Troubles' related trauma.	1 Wellington Park, Belfast BT9 6DJ TEL: 028 9022 4700 FAX: 028 9022 4729 EMAIL: arlene.healey@sebt.n-i.nhs.uk	The Family Trauma Centre provides a regional service including: Family Therapy; Consultation; Training and Teaching; Promoting Public Awareness	a) Impact of trauma on children, young people and families; b) Raising awareness regarding the impact of the 'Troubles'. These are not accredited.

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Greenpark HSS Trust	Statutory	Green Park Healthcare Trust provides specialist orthopaedics and rehabilitation services to people from all over Northern Ireland.	Musgrave Park Hospital, 20 Stockman's Lane, Belfast BT9 7JB TEL: 028 9090 2000 FAX: 028 9038 2008 WEB: www.greenpark.n-i.nhs.uk	Clinical services include: Brain Injury Rehabilitation; Elderly Care Services; Neurorehabilitation; Medical Services. This list is not exhaustive.	
HAVEN	Voluntary	To give help and advice to those who have suffered as a result of the conflict.	171a Donegall Road, Belfast BT6 8RW TEL: 028 9031 4080 FAX: 028 9024 3493 WEB: haven@donegallroad.freeserve.co.uk	Befriending; Counselling; Advice and Support	
Healing Through Remembering	Voluntary	To identify and document possible mechanisms and realisable options for healing through remembering for those people affected by 'The Troubles'	Alexander House, 17a Ormeau Avenue, Belfast BT2 8HD TEL: 028 9073 9601 FAX: 028 9073 9602 EMAIL: info@healingthroughremembering.org	Undertaking a range of in-depth discussions with organisations, communities, politicians and individuals on the issues of truth-telling and healing.	
Holy Trinity Centre	Voluntary	Offers services and programmes in an attempt to meet the educational, health & well being, emotional social and cultural needs of the Upper Springfield community. A specialised community counselling service is also offered.	26 Norglen Gardens, Belfast BT11 8EL TEL: 028 9020 0557 FAX: 028 9022 0557	Professional Counselling Services; Education Classes; Social Events / Programmes; Health Clinics	Offers IT Training, which is not accredited.
Institute for Counselling & Personal Development (ICPD)	Voluntary	To empower people of all ages and to respond to identified individual and community needs	Interpoint, 20-24 York Street, Belfast BT15 1AQ TEL: 028 9033 0996 FAX: 028 9033 0997	Counselling services; Research department; Training courses; Supervision	Introduction to Counselling, which is in the process of being accredited by Central School of Counselling Training (CSCT)

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Lenadoon Counselling Project	Voluntary	Provides professional counselling to parents and young people living in Lenadoon and surrounding areas. We offer counselling to those who have suffered in one way or another as a result of the 'Troubles'.	41a Suffolk Road Belfast BT11 9PE TEL: 028 9060 0641 FAX: 028 9061 5319 EMAIL: lenadooncounsellingproject@yahoo.com	Provides individual counselling for; Trauma; Sexual Abuse; Relationship Difficulties; Eating Disorders; Domestic Violence; Couple Counselling. We also run regular workshops on various themes e.g. Domestic Violence, Assertiveness Training, Parenting etc.	Counselling Certificate Courses accredited by Central School of Counselling and Therapy (CSCCT)
Mater Hospital Trust	Statutory	To provide high quality patient care irrespective of creed or class, whilst treating every one as an individual.	45-51 Crumlin Road, Belfast BT14 6AB TEL: 028 9074 1211 FAX: 028 9074 1342 EMAIL: info@mater.n-i.nhs.uk WEB: www.mater.n-i.nhs.uk	Services include: General Outpatients; Maternity; Clinical; Surgical; Medical; Occupational Therapy. This is not exhaustive.	
Mediation Northern Ireland	Voluntary	Mediation Northern Ireland offers creative approaches to better relations. The organisation provides services which enable individuals, groups and communities to maintain good relations, manage disputes, foster understanding and work towards reconciliation.	10 Upper Crescent, Belfast BT7 1NT TEL: 028 9043 8614 FAX: 028 9031 4430 EMAIL: info@mediationnorthernireland.org WEB: www.mediation-network.org.uk	a) Mediation; b) Negotiation; c) Conciliation; d) Social Development; e) Consultancy.	a) Handling Life's Conflicts (either 2 days with a certificate from Mediation Northern Ireland; or 3 days accredited with NI Open College Network at level 1 and level 2); Foundation Training in Mediation (6 days course accredited with NIOCN at level 2); Group Mediation Skills (6 day course accredited with NIOCN at level 3); Building Good Relations (10 evening course accredited with NIOCN at level 2). Other topics available include, Principled Negotiation, Handling Aggression, Facilitated Decision-making, and related subjects which can be tailored to meet the specific needs of the participant group.



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New Life Counselling Service	Voluntary	New Life Counselling Service is a dynamic voluntary Counselling Service that is committed to meeting the emotional and psychological needs of individuals and families. It supports, guides and enables them in their journey to reach their full potential. The service supports people managing the effects of the Troubles, Trauma, Relationship breakdown, depression, bullying, domestic violence, bereavement, self harm and issues of abuse.	25 Ardoyne Road Belfast BT14 7HX TEL: 028 9039 1630 FAX: 028 9072 9131 EMAIL: newlifecservice@btconnect.com	Cross Community, individual and group based Counselling offered in 4 projects - Child (5-11 yrs), Youth (12-24yrs), Family Units, and Adult. Also offered are Parent Support, Women and Mens Groups. Services are available during daytime and on 3 evenings a week by appointment only. Also delivers an outreach service in local schools and community settings.	Organisational member of BACP and works in accordance with their code of ethics and practice.
New Voices	Voluntary	To understand how conflict & peace affect us; to network with other individuals, groups and organisations in the community to promote wider tolerance and understanding.	Unit 2, Dairy Farm Centre, Stewartstown Road, Belfast BT17 0AW TEL: 028 9060 0290 or 078 1361 3963 FAX: 028 9060 0290 EMAIL: z.molyneaux@dairyfarmtraining.com WEB: www.dairyfarmtraining.com	A single identity group meets for 12 weeks for a programme which includes creative activities and the opportunity to meet and work with a group from a different political / religious background.	
North & West Belfast Health and Social Services Trust	Statutory	The purpose of the Trust is to provide, in partnership with the community, a wide range of high quality health and social services which are responsive to local need and within easy access for local people and patients in Muckamore Abbey Hospital.	Glendinning House, 6 Murray Street, Belfast BT1 6DP TEL: 028 9032 7156 FAX: 028 9082 1285 EMAIL: info@nwb.n-i.nhs.uk WEB: www.nwb.n-i.nhs.uk	We provide a range of services including: Community based ; Physical disability, Hearing and Visual Impairment ; Elderly; Mental Health; Learning disability; Family and Child Care; Community Nursing; Health Promotion and Disease; Addiction. We also provide more specialist services.	
North & West Belfast HSS Trust Trauma Resource Centre	Statutory	The Trauma Resource Centre is a multi-disciplinary team of professional staff who provide a person-centred, holistic range of services for victims and survivors of the Troubles who are aged 18 years and over.	Everton Complex, 585-589 Crumlin Road, Belfast TEL: 028 905 10511 FAX: 028 9074 9299 EMAIL: mary.corry@nwb.n-i.nhs.uk	The centre is staffed by a number of professionals who have specialised in the field of trauma. Professional backgrounds include: Counselling; Nursing; Occupational Therapy; Psychology; Psychotherapy;	

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Northern Ireland Association for Mental Health (NIAMH)	Charity	Our aim, as an organisation is to help hold out the beacon or lamp of hope for those who are vulnerable due to their mental health needs. We also aim to reduce the incidence of mental health problems where possible, by the promotion of positive mental health in a range of different settings.	80 University Street, Belfast BT7 1HE TEL: 028 9032 8474 FAX: 028 9023 4940 EMAIL: info@niamh.co.uk WEB: www.niamh.co.uk	Provides local support for those with mental health needs in locations across Northern Ireland. A wide range of services are offered including housing schemes, a variety of day care provision and advocacy. Also raises awareness of mental health issues in the wider community through training and events.	
Northern Ireland Centre for Trauma and Transformation	Charity	Treating trauma, advancing knowledge and contributing to transformation.	2 Retreat Close, Killyclogher Road, Omagh BT79 0HW TEL: 028 8225 1500 FAX: 028 8225 5899 EMAIL: mail@nictt.org WEB: www.nictt.org	Production of Information Resource Packs and revised Services Directory; Scoping paper on future needs of communities affected by the conflict in a post settlement environment	Training Programmes (certificate and diploma)
Northern Ireland Community Addiction Service	Charity	NICAS is a registered charity working at community level providing a service for people who are abusing alcohol and drugs and dealing with people who are concerned about alcohol and drugs.	40 Elmwood Avenue, Belfast BT9 6AL TEL: 028 9066 4434 FAX: 028 9066 4090 WEB: http://www.patient.co.uk	The treatment service provides individually tailored treatment programmes to individuals and, if necessary, their family. All counsellors are professionally trained and offer counselling on a one-to-one basis.	
Northern Ireland Memorial Fund Grants Office	Statutory	To provide help and support to those who have suffered as a result of the 'Troubles' in Northern Ireland in a practical and meaningful way.	Grant Administration Office, 24 Mount Charles, Belfast BT7 1NZ TEL: 028 9024 5965 or 028 9025 4949 FAX: 028 9024 5048 EMAIL: nimfgao@belfast.org.uk WEB: www.nimemorialfund.org.uk	Grant aid available for Education and Training, wheelchairs, prosthetic limbs, chronic pain treatments, essential household items, school uniforms. Respite breaks are also available.	

Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
NI Music Therapy Trust	Voluntary	To provide a music therapy service to various schools, units, individuals and organisations in the community.	Graham House, Knockbracken Healthcare Park, Saintfield Rd, Belfast BT8 8BH TEL: 028 9270 5854 FAX: 028 9270 5854 EMAIL: <a href="mailto:info@nimtt.org">info@nimtt.org</a> WEB: <a href="http://www.nimtt.org">www.nimtt.org</a>	Music therapy provision to children, young people and adults with a range of communication disorders and difficulties. Including trauma, mental health problems and disability. Music making forms the basis of the therapeutic relationship but no musical experience on the part of the client is required.	All NIMTT therapists are post graduate trained, state registered clinicians approved by the UK Health Professions Council. This is the statutory regulatory body for all Allied Health Professionals.
Northern Ireland Police Fund	Charity	To cover all aspects of the care of Police officers in Northern Ireland, and their families, who have been directly affected by terrorist violence.	Maryfield Complex, 100 Belfast Road, Holywood BT18 9QY TEL: 028 9039 3556 FAX: 028 9039 3555 EMAIL: <a href="mailto:admin@nipolicefund.org">admin@nipolicefund.org</a> WEB: <a href="http://www.nipolicefund.org">www.nipolicefund.org</a>	Covers all aspects of the care of Police Officers in Northern Ireland, and their families, who have been directly affected by terrorist violence.	
Northern Ireland Retired Police Officers Association (NIRPOA)	Voluntary	To address the needs of the Retired Police Family and dependents.	Maryfield Complex, 100 Belfast Road, Holywood BT18 9QY TEL: 028 9039 3568 FAX: 028 9042 2601 WEB: <a href="http://www.nirpoa.org">www.nirpoa.org</a>	To provide Support Services to members. Maintains a Voluntary Visitors Scheme for the benefit of the entire Retired Police Family.	
NOVA (A Barnardos Project)	Voluntary	To directly provide therapeutic services to children and their families suffering trauma as a result of the Northern Ireland 'Troubles', and to assist groups within communities in developing the capacities to meet their own needs in this area.	Bocombra Lodge, 2 Old Lurgan Road, Portadown BT63 5SG TEL: 028 3833 5173 FAX: 028 3836 1968 EMAIL: <a href="mailto:ni.nova@barnardos.org.uk">ni.nova@barnardos.org.uk</a> WEB: <a href="http://www.barnardos.org.uk/nova.htm">www.barnardos.org.uk/nova.htm</a>	NOVA offers a range of supports and services to meet children, young people, and adults' needs, including: Therapeutic Counselling Support; Therapeutic groupwork; Creative art therapies; Training and consultation in trauma work; Staff/volunteer support and supervision.	
Parents Advice Centre	Voluntary	Parents Advice Centre offers support and guidance to family members experiencing relationship, behavioural and emotional problems.	Franklin House, 12 Brunswick Street, Belfast BT2 7GE TEL: 0808 8010 722 FAX: 028 9031 2475 EMAIL: <a href="mailto:parents@pachelp.org">parents@pachelp.org</a> WEB: <a href="http://www.pachelp.org">www.pachelp.org</a>	The service is free and confidential. Parents Advice Centre also runs five projects : The Mens Project, The Parenting Project, The Parenting Forum, Alternatives to Physical Punishment Training, and the Human Organs Enquiry Line.	All PAC Helpline Volunteers complete NIOCN accredited training in Parent Support & Guidance and receive ongoing in-service training. PAC also offers accredited and non-accredited parenting courses through its Parenting Project.



Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
Police Ombudsman	Statutory	We provide an independent, impartial police complaints system for the people under the Police (Northern Ireland) Acts 1998, 2000 and 2003.	New Cathedral Building, St Anne's Square, 11 Church Street, Belfast BT1 1PG TEL: 028 9082 8600 or 0845 6012931 FAX: 028 9082 8659 EMAIL: <a href="mailto:info@policeombudsman.org">info@policeombudsman.org</a> WEB: <a href="http://www.policeombudsman.org">www.policeombudsman.org</a>	Deals with and investigates complaints about how the police behave when they are doing their job.	
Police Rehabilitation and Retraining Trust (PRRT)	Statutory	Offers services to retired officers of the police service and those preparing for retirement.	Maryfield Complex, 100 Belfast Road, Holywood, BT18 9QY TEL: 028 9042 7788 FAX: 028 9042 3566 EMAIL: <a href="mailto:info@prrt.org">info@prrt.org</a>	Offers free Healthcare and Retraining services to retired and retiring police officers and their families. Psychological Therapies - Adult and Child and Adolescent Services.	
Prisoner Release Victim Information Scheme	Statutory	Provides victims of prisoners with information on the final discharge and temporary release of prisoners.	Room 306, Dundonald House, Upper Newtownards Road, Belfast BT4 3SU TEL: 0845 247 0002 WEB: <a href="http://www.niprvis.gov.uk">www.niprvis.gov.uk</a>	The Scheme provides victims of prisoners with information on the final discharge and temporary release of prisoners; Victims will have the opportunity to provide their concerns and tears when a prisoner's temporary release is being considered; The Scheme applies to most prisoners sentenced to 6 months or more; This is a voluntary scheme and only those who choose to will receive the relevant information.	
Prison Service Trust	Charity	The PST has been established to address the needs of the wider Prison Service family	Hydebank YOC, Hospital Road, Belfast BT8 8NA TEL: 028 9064 9628 FAX: 028 9064 9630 EMAIL: <a href="mailto:trust.manager@nics.gov.uk">trust.manager@nics.gov.uk</a> WEB: <a href="http://www.pst-ni.co.uk">www.pst-ni.co.uk</a>	We provide healthcare, life planning and support services to benefits, clients and their families	PC Classes; ECDL; Digital Photography; Painting & Crafts. All fun courses aimed at the social aspect of training.

Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
Public Records Office of NI including Coroners' Records	Statutory	We aim to select and preserve those records which provide a legal and historical record of the past and to make these available to the public for consultation and research.	66 Balmoral Avenue, Belfast BT9 6NY TEL: 028 9025 5905 FAX: 028 9025 5999 EMAIL: proni@dcalni.gov.uk WEB: proni.nics.gov.uk	Collects, catalogues and preserves any documents that provides a legal or historical record of the past, and makes these available to the public for consultation and research.	
Relate Northern Ireland	Voluntary	Relate's role is to help people build better couple relationships. Relate aims to deliver its services with cultural sensitivity and without Discrimination.	3 Glengall Street, Belfast BT12 5AB TEL: 0870 242 6091 FAX: 028 9031 5298 EMAIL: office@relateni.org WEB: www.relateni.org	Helping people build better couple relationships	
Relatives For Justice	Voluntary	We provide support for people affected through the conflict either being bereaved, injured or imprisoned. We mainly deal with people affected by state and state sponsored violence.	235a Falls Road, Belfast BT12 4PE TEL: 028 9022 0100 FAX: 028 9022 0101 EMAIL: enquires@relativesforjustice.com WEB: www.relativesforjustice.com	Counselling; Befriending; Complementary Therapies; General Advice Surgeries; Classes & Courses available	a) Befriending skills, b) Complementary Therapies, c) Facilitation skills; d) Vocational and Non-Vocational Training.
Royal Group of Hospitals & Dental Hospital HSS Trust	Statutory	To provide the highest quality cost-effective health care as outstanding acute general hospitals and tertiary referral centres through exceptional service to our patients, staff and community in an environment of education, teaching and research.	274 Grosvenor Road, Belfast BT12 6BA TEL: 028 9024 0503 WEB: www.royalhospitals.org	Includes: Cardiology; Dentistry; ENT; Eyes; Maternity; Medical; Neurosciences; Occupational Health; Clinical Services; Radiology; Surgical; Paediatric. This list is not exhaustive.	

Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
Royal National Institute for Deaf People (RNID)	Charity	RNID's vision is a world where deafness and hearing loss are not barriers to opportunity and fulfilment	Wilton House, 5 College Square North, Belfast BT1 6AR TEL: 028 9023 9619 or Textphone 028 9031 2033 FAX: 028 9031 2032 EMAIL: information.nireland@mid.org.uk WEB: www.rnid.org.uk	RNID provides a wide range of services to individuals and organisations. We support deaf and hard of hearing people at home and at work, providing help, advice, equipment and even supported housing. We also work with organisations so that they can provide the highest standards of service to deaf and hard of hearing customers. RNID also offer courses for people who are interested in working with deaf people.	Provides information, advice and training services to individuals who are deaf and hard of hearing to improve their job prospects, and to employers concerned about their staff and customers. Offers a range of courses including deaf awareness, IT, literacy and numeracy, and basic sign language. Free deaf awareness training can be applied for if you are a small company or non profit organisations with less than 250 employees.
Samaritans	Voluntary	Samaritans offer confidential emotional support to individuals who are in distress, despair or at risk of taking their own lives.	5 Wellsley Avenue, Belfast BT9 6DG TEL: 028 9066 4422 FAX: 028 9068 3962 EMAIL: admin.belfast@samaritans.ie WEB: www.samaritans.org.uk	Confidential, emotional support	
Shankill Stress and Trauma Group	Voluntary	To provide a service locally for those who suffer any manifestation of Post Traumatic Stress Disorder; mental ill-health; stress or trauma	5 Ballygomartin Road, Belfast BT13 3LA TEL: 028 9020 5300 or 028 9020 5305 FAX: 028 9020 5307 EMAIL: inkycore@hotmail.com	One to One Counselling & Psychotherapy; Anger Management; Self Help Groups; Stress Relief; Alternative Therapies; Assertiveness Training; Personal Development; Carers Support Group (Mental Health); Youth Wing; Arts and Crafts; History Programmes; Citizenship Programmes; Men Only Group; Anger Management	Staffed by BACP / IACP Accredited Counsellors and Psychotherapists. Organisational members of BACP, working to BACP's Code of Ethics and Practice.



Service Provider Organisation	Type	Summary	Contact Details	Services	Training / Accreditation
Solas NI	Voluntary	To provide a variety of services and activities for bereaved and injured victims of the conflict in Belfast and the Greater Belfast area.	324a Upper Newtownards Road, Belfast TEL: 028 9065 9987 EMAIL: info@solasni.com WEB: www.solasni.com	Grants and pension advice; Benefits and pension advice; Activities, events and trips; Vocational training; Alternative therapies; Counselling; Advocacy and lobbying	
South Eastern Education & Library Board	Statutory	To raise the standards of learning and levels of achievement of the people of the Board's area through the provision of high quality education, library and youth services	Grahamsbridge Road, Dundonald BT15 2HS TEL: 028 9056 6200 FAX: 028 9056 6266/7 EMAIL: info@seelb.org.uk WEB: www.seelb.org.uk	Education, youth & Library services	Various.
South & East Belfast HSS Trust	Statutory	South and East Belfast Trust provides community services and in-patient mental health support for around 205,000 people living in the south and east Belfast and Castlereagh areas.	Knockracken Healthcare Park, Saintfield Road, Belfast BT8 8BH TEL: 028 9056 5656 FAX: 028 9056 5813 EMAIL: consumer.relations@sebt.n-i.nhs.uk WEB: www.sebt.n-i.nhs.uk	Provides services in 4 main areas: Adults & Elderly; Children; Mental Health; Disability. Please refer to the website for more detail.	
Survivors Of Trauma	Voluntary	A Victims Group to help those who have been directly affected by the conflict through education and holistic therapies	151 Cliftonville Road, Belfast BT14 6JP TEL: 028 9074 9944 FAX: 028 9075 1740 EMAIL: survivors95@btinternet.com	Education classes, holistic therapies, music, children's programme, drop-in centre	Reflexology, reiki, indian head massage, aromatherapy - accredited by VTCT. ITC courses - OCR
TMR Health Professionals	Private	To help people overcome their limiting thoughts, emotions and behaviours that deny them the opportunity to live a fulfilled life.	Pinewood House, 46 Newforge Lane, Belfast BT9 5NW TEL: 028 9066 1110 FAX: 028 9066 1110 WEB: www.trauma-stress.co.uk	Psychological Therapies; Consultancy and training; Clinical expertise in psychology, psychiatry, psychiatric nursing; counselling and occupational health. This is not exhaustive	
The Cross Group	Voluntary	To befriend those people who have lost a loved one through bomb or bullet	6a Cumberland Park, Dundonald, Belfast BT16 2AY TEL: 028 9087 4750	Befriending	

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Ulster Community & Hospitals Trust	Statutory	Provides treatment, care and support from a range of locations throughout the area	The Health & Care Centre, 23-25 Regent Street, Newtownards, BT23 4AD TEL: 028 9181 6666 FAX: 028 9182 0140 EMAIL: <a href="mailto:public.relationships@ucht.n-i.nhs.uk">public.relationships@ucht.n-i.nhs.uk</a> WEB: <a href="http://www.n-i.nhs.uk/ucht">www.n-i.nhs.uk/ucht</a>	Includes: Children's Services; Disability Services; Health Centres; Elderly Centres; Community Services; Mental Health; Hospitals. This list is not exhaustive.	
Victim Support Northern Ireland	Voluntary	To provide emotional support, practical help, information and, where appropriate, onward referral for victims of crime. To promote the needs and rights of crime within criminal justice policy.	Annsage House, 70-74 Ann Street, Belfast BT1 4EH TEL: 028 9024 4039 FAX: 028 9031 3838 EMAIL: <a href="mailto:info@victimsupportni.org.uk">info@victimsupportni.org.uk</a> WEB: <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>	Provides emotional support, practical help and information and onward referral	Offers training in listening skills and trauma training, neither of which is accredited.
Victims & Survivors Trust (VAST)	Voluntary	Aims to remove isolation and address related health problems for victims and survivors and provide a mechanism to enable people to tell their stories and rebuild self-esteem and their sense of identity.	1a Rockmore Road, Belfast BT12 7PD TEL: 028 9022 2181 FAX: 028 9022 6262 EMAIL: <a href="mailto:contact@victimsandsurvivorstrust.com">contact@victimsandsurvivorstrust.com</a> WEB: <a href="http://www.victimsandsurvivorstrust.com">www.victimsandsurvivorstrust.com</a>	Information Resource Centre; Drop-in facility; Trauma Therapy sessions; Film-making facilities; Arts and Crafts, Respite Care	Offers training in Craft and Art, Children Trauma, Creative Writing and Calligraphy. None of which is accredited.
WAVE Trauma Centre	Voluntary	To provide help and support to people bereaved or traumatised as a result of the 'Troubles' in Northern Ireland	5 Chichester Park South, Belfast BT15 5DW TEL: 028 9077 9922 FAX: 028 9078 1165 EMAIL: <a href="mailto:admin@wavebelfast.co.uk">admin@wavebelfast.co.uk</a> WEB: <a href="http://www.wavebelfast.co.uk">www.wavebelfast.co.uk</a>	Befriending - centre and on an outreach basis; Counselling & Psychotherapy; Youth Programmes; Advice / Welfare; Peer Group Support; Trauma Training; Practical Training; Complementary Therapies; Lobbying and Advocacy; Research / Publicity	a) Trauma & The Helping relationship accredited by Open College Network (OCN) Level II; b) Trauma Training, which is awaiting accreditation by QUB; and a range of practical courses.
Wider Circle	Voluntary	To reduce the impact of Post Traumatic Stress and facilitate a process of self healing.	76-78 Hamill Street, Belfast BT12 4AA TEL: 028 9024 5595 EMAIL: <a href="mailto:info@widercircle.org">info@widercircle.org</a> WEB: <a href="http://www.widercircle.org">www.widercircle.org</a>	Provides Trauma Publications including The Sky Before The Storm, and runs free structured self-help trauma programmes.	Offers free structured self-help trauma programmes.

## Other Useful Organisations

- **Victims Unit at the Office of the First Minister and Deputy First Minister**  
Block B.3, Castle Buildings, Stormont Estate, Belfast BT4 3SR  
TEL: 028 9052 3445  
FAX: 028 9052 8354  
EMAIL: [info@victimsni.gov.uk](mailto:info@victimsni.gov.uk)  
WEB: [www.victims.gov.uk](http://www.victims.gov.uk)
  
- **Eastern Health and Social Services Board Trauma Advisory Panel**  
4th Floor, Champion House, 12-22 Linenhall Street, Belfast BT2 8BS  
TEL: 028 9055 3958  
FAX: 028 9055 3620  
EMAIL: [scampbell@ehssb.n-i.nhs.uk](mailto:scampbell@ehssb.n-i.nhs.uk)
  
- **Northern Health and Social Services Board Trauma Advisory Panel**  
Rockfield Medical Centre, Doury Road, Ballymena BT43 6JD  
TEL: 028 2565 4170  
EMAIL: [s.sheerin@btopenworld.com](mailto:s.sheerin@btopenworld.com)
  
- **Western Health and Social Services Board Trauma Advisory Panel**  
Foyleville, Academy Road, Londonderry BT48 7LE  
TEL: 028 7136 5806  
EMAIL: [sheena.funston@foyletrust.n-i.nhs.uk](mailto:sheena.funston@foyletrust.n-i.nhs.uk)
  
- **Southern Health and Social Services Board Trauma Advisory Panel**  
Ballybot House, 28 Cornmarket, Newry BT35 8BG  
TEL: 028 3083 3074  
EMAIL: [traumaadvisory@btconnect.com](mailto:traumaadvisory@btconnect.com)





**EHSSB TRAUMA ADVISORY PANEL**

PSSD, 4th Floor, Champion House,  
12-12 Linenhall Street, Belfast BT2 8BS  
Tel: 028 9055 3958/028 9032 1313  
Email: [scampbell@ehssb.n-i.nhs.uk](mailto:scampbell@ehssb.n-i.nhs.uk)