



# *Community Resource Handbook*

*Updated 15th September 2021*

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# ABUSE

- **Cuanlee Refuge**

Kyrls Quay, Cork.

021 4277698

General Enquiries: [info@cuanleerefuge.org](mailto:info@cuanleerefuge.org)

Support/Helpline: [support@cuanleerefuge.org](mailto:support@cuanleerefuge.org)

Domestic Abuse Quiz:

<https://cuanleerefuge.org/faq/the-relationship-doesnt-feel-right-but-how-do-i-know-it-s-domestic-abuse/>

Safe and secure crisis accommodation for women and children experiencing domestic abuse

*Some keys points to remember in developing your safety plan:*

- *Identify where you can go if you have to leave your home during an explosive incident. This may be at your local refuge or with a family member or friend.*
- *Plan how you will get there and have their phone number saved.*
- *Always ensure that your phone is topped up and charged.*
- *Know your escape route and practice how you will get out safely.*
- *Go to a room that has an exit where you can escape from and call the Gardaí. Avoid rooms where items can easily be used as weapons.*
- *Have a bag packed and keep it with someone you trust.*
- *If you cannot avoid being assaulted, curl into the fetal position, protecting your internal organs and your hands over your head.*

- **Domestic Violence Social Workers, HSE**

18 Liberty St., Cork.

021 4921728

- **Men's Aid National Support**

St Anne's Resource Centre, Railway Street, Navan, Co Meath.

01-5543811

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

<https://www.mensaid.ie/useful-services/>

Confidential Helpline Monday to Friday from 9:00am to 5:00pm. This helpline is often the first point of contact for men, and their concerned family or friends. One-to-one Support Sessions offered to men and their family members who require further information or support. During these sessions, men are offered an opportunity to:

- Discuss the nature and effects of their abuse in detail,
- Address their concerns in relation to the welfare of their children,
- Seek assistance with the completion of court forms and various types of paperwork; and explore their counselling needs.
- Counselling is also offered and is facilitated by skilled psychotherapists who have experience and knowledge in the area of domestic abuse.

Court Accompaniment Service is available and offered to men who require assistance in the District or Circuit Courts. Such assistance can be given with applications for Protection, Safety or Barring Orders; and Access, Custody and Guardianship applications

- **Mná Feasa "Wise Women"**

021 4211757

<https://mnafeasa.com/>

Monday, Wednesday, Thursday 10 am – 6pm

Tuesday and Friday 10 am – 4pm

Free services: Individual Appointments with 2 staff members for practical advice 1 hr sessions; Support Group once a week on Thursday morning between 11-1.30; Accompaniment Service for court or mediation or gardaí; School Programmes

- **One in Four**

01 662 4070

<https://www.oneinfour.ie/>

[info@oneinfour.ie](mailto:info@oneinfour.ie)

Ending the trauma of childhood sexual abuse

- **OSS Domestic Violence Resource Centre**

94 S Main St, Centre, Cork

(021) 422 2979

Freephone 1800 497 497

[advice@oss cork.ie](mailto:advice@oss cork.ie)

<http://www.oss cork.ie/>

Providing services to men and women who have or are currently experiencing domestic violence. The service is open for people of all nationalities (Interpretation may be arranged), sexual orientation, married / co-habiting couples or single people and is offered through telephone or one-to-one support sessions. All services provided free of

charge and confidentiality is assured - Information (legal); Support; Referral; Advocacy; Accompaniment

- **Sexual Violence Centre Cork**

5 Camden Pl, Shandon, Cork 1800 496 496

Website: <http://www.sexualviolence.ie/services/>

People make contact with the Centre for many reasons. They may have been assaulted or know someone who has been assaulted. Information, advice and support are available where someone finds themselves a victim of rape or sexual assault, for adult survivors of child sexual abuse, and those experiencing sexual harassment or domestic violence.

- **Specialist Enquiry Team (SIT)**

Duty Social Workers

Ground Floor, Aras Slainte, Wilton Road, Cork

021 4923791

HSE Duty Social Workers: Greta Harty / Colette O'Sullivan (087-9251946)

- **West Cork West Cork Women Against Violence**

1st Floor, Harbour View, Bantry, Co. Cork.

027 53847

<https://www.westcorkwomensproject.ie/>

- **Women's Aid National Helpline**

10am-10pm 7 days per week

Freephone Helpline 1800 341 900

<http://www.womensaid.ie/>

- **Y.A.N.A (You Are Not Alone) North Cork Domestic Violence**

Parish Centre, 27/27 Bank Place, Mallow, Co Cork

Phone: 022-53915 [yana@eircom.net](mailto:yana@eircom.net)

Free Confidential, listening support, information and referral service for women experiencing abuse.

# CHILD & FAMILY

- **ISPCC Childline**  
listening to children  
[www.childline.ie](http://www.childline.ie)  
1800 66 66 66
- **Parenting Resources from Tusla**  
<https://www.tusla.ie/services/family-community-support/parenting-information/parenting-information-fsa/>
- **Parentline**  
supporting parents & families  
[www.parentline.ie](http://www.parentline.ie)  
1890 927277  
01 8733500
- **Tusla Child Protection Agency**  
<https://www.tusla.ie/children-first/parents-and-guardians/how-do-i-report-a-concern-about-a-child/>  
*"If you are concerned about a child but unsure whether you should report it to Tusla, you may find it useful to contact Tusla to informally discuss your concern. This provides an opportunity to discuss the query in general and to decide whether a formal report of the concern to Tusla is appropriate at this stage. If the concern is below the threshold for reporting, Tusla may be able to provide advice in terms of keeping an eye on the child and other services that may be more suitable to meeting the needs of the child and/or family."*

Portal for mandated reporting: <https://portal.tusla.ie/#/index>

Cork Dedicated Contact Points  
Tusla Child and Family Agency,  
Block 36,  
St. Finbarr's Campus,  
Douglas Road,  
Cork  
021 4923493

# COURT ORDERS

- **Protection Order**

*This is a temporary order intended to keep you safe until you can go into court for a longer-term order, such as a Barring or Safety order.*

- **Interim Barring Order**

*These also are temporary orders directing the perpetrator to leave the family home, given where there is extreme risk for the victim. The difference between them is in relation to who owns the property – if the victim doesn't have ownership rights, then they need to apply for the Emergency Barring Order. A court hearing for a Safety or Barring Order has to be heard within eight working days.*

- **Emergency Barring Order**

*An EBO provides short term emergency protection to partners who are living together but who do not have an equal or greater interest in the property. These orders will only last for 8 days*

- **Barring Order**

*A Barring order is an order which requires the violent person to leave the family home which can be granted for up to 3 years. To get a Barring order, you must attend a court hearing. If you are married and your spouse is violent towards you or your children, you can get an order no matter how long you have lived together. There is no minimum period of cohabitation required for couples who live together and who satisfy the property test (which means that the applicant must have an equal or greater interest in the property than the respondent).*

- **Safety Order**

*A Safety order is an order which does not require the violent person to leave the family home. It can last up to 5 years. As with a Barring order, you must attend a court hearing and, if you are married, you can get an order no matter how long you have lived together. If you are not married, you can get a Safety order if you have been living together for 6 out of the previous 12 months.*



- **Coercive control**

*This is a new offence which criminalizes psychological abuse/ controlling and coercive behaviour in an intimate relationship that causes fear of violence, or serious alarm or distress that has a substantial adverse. This pattern of behaviour creates domination of a person's life; using tactics like violence, intimidation, degradation, isolation and control; and the presence of ongoing oppressive behavior impact on a person's day-to-day activities.*

- **Forced marriage**

*Forced marriage is a new criminal offence, including removing a person from Ireland for the purpose of them being forcibly married. The current legislation that enables people under 18 to marry will be repealed.*

# Guardianship, Custody and Access

- **Child Custody Orders**

*Custody is the day to day care and control of the child and custody orders apply to children under the age of 18. You should apply for a custody order when you apply for a protection order. The judge decides which parent the child will live with. If you are not married to the father of your child, it is important to note that an unmarried father does not have automatic guardianship rights. He must apply to the court to get these rights.*

- **Child Contact Orders**

*Child contact is usually known as access. It is the right to see and communicate with a child. When you have custody of your child, the other parent will usually be given access, unless there is a proven risk to the child, and even then, supervised access may be given. Access can be arranged in different ways.*

- **Maintenance Order**

*A maintenance order is designed to give financial support for you and your children. You do not have to be living apart or intending to separate. If your spouse/partner is unemployed, you can still apply for maintenance as a maintenance order may be important for applying for social welfare.*

- **Legal Separation**

*A legal separation is a written contract through which married couples agree to separate. It covers maintenance, custody of children, ownership and occupation of the family home. In a legal separation the spouses can decide the terms of separation rather than have the terms imposed by the court and usually a solicitor or mediator can help negotiate an agreement. However, when there has been domestic violence and abuse, it is unlikely that the perpetrator will be concerned about the best interests of the victim and negotiating a fair agreement will be difficult. In this case a judicial separation may be necessary, and a judge decides on these issues.*

*To apply for a Barring or Safety Order you must go to your local District Court Office. If you need a Protection order or an Interim Barring order the District Court Judge will usually hear your case on the day you make the application for a Barring order or Safety order. If you do not want a Protection order or an Interim Barring order immediately, you can seek one at any time before your case for a Barring or Safety order is heard.*

# FINANCIAL SUPPORT

For information about your income entitlements, contact your local Citizens Information Service, or your local DEASP representative (formerly known as Community Welfare Officer) can advise you of the many different financial supports appropriate to your situation for example there are various payments for working families, single parent families and rent supplements among others.

## **From the Courts**

Making an application for a Maintenance Order may be important when applying to the Department of Social Protection for One Parent Family Payment. Maintenance order

- **Citizens Information Centre**

Lo-call: 1890 777 121

CIC : 076 107 4000

[http://www.citizensinformationboard.ie/services/citizens/citizens\\_centres.html](http://www.citizensinformationboard.ie/services/citizens/citizens_centres.html)

- **MABS**

Helpline: 0818 07 2000

Mon - Fri 9am - 8pm

<https://mabs.ie/offices/cork-mabs-cork-city/>

Cork MABS, Cork City

Ground Floor, 101 North Main Street, Cork, T12 AKA6

0818 07 2090

[cork@mabs.ie](mailto:cork@mabs.ie)

- **Social Welfare Intreo Support**

Cork Social Welfare Office

Hanover Quay, Cork City

(021) 480 6800

<http://www.welfare.ie/>

## HOUSING / ACCOMMODATION

- **Good Shepherd Services**  
Edel House, Grattan St., Cork.  
021 4274240
- **Cork City Council**  
Accommodation Placement Service - 10:00 - 12:00 and 14:00 - 16:00 Monday to Friday. Anderson's Street and Lower Oliver Plunkett Street  
<https://www.corkcity.ie/en/council-services/services/housing/homeless-services/homeless@corkcity.ie>  
(021) 492 4248
- **Cork County Council**  
<https://www.corkcoco.ie/en/housing/housing@corkcoco.ie>  
North - Council Offices, Annabella from 10am to 4pm  
South - Floor 4 County Hall from 10am to 4pm  
West - Council Offices, Kent Street from 9am to 5pm  
The Out of Hours and Emergency Number is 021 4800048 and is available 5pm - 9am, weekends and bank holidays.
- **Cork Simon Community**  
Outreach Team  
(021) 427 8728
- **Rent Allowance for Private Rental**  
HSE Community Welfare Officer  
[https://www.citizensinformation.ie/en/housing/renting\\_a\\_home/housing\\_assistance\\_payment.html](https://www.citizensinformation.ie/en/housing/renting_a_home/housing_assistance_payment.html)
- **Threshold**  
22 S Mall, Centre, Cork  
021 – 4278848  
<https://www.threshold.ie/>  
(Provides free housing advice and support to people with housing problems).

# LGBTQI+, SEXUALITY & GENDER

- **BelonG To**  
LGBT youth support  
[www.belongto.org](http://www.belongto.org)  
01 670 6223
- **LGBT Ireland**  
Supporting LGBT people  
[www.lgbt.ie](http://www.lgbt.ie)  
National LGBT helpline 1890 929 539
- **TENI**  
Transgender Equality Network Ireland  
10 Ellis Quay, Arran Quay, Dublin, Ireland  
+353 (0)1 873 3575  
<https://www.teni.ie/>  
<https://www.teni.ie/guides/>

# LEGAL

- **Accompaniment Services**

See AMEN, OSS, West Cork Woman's Project, Cuanlee, Mensaid websites for more information.

- **Criminal Law**

If you are at risk of any crimes, you can contact the Gardaí for help.

- Garda Stations

<https://www.garda.ie/en/contact-us/station-directory/bishopstown.html>

- Citizens Information Website

<https://www.citizensinformation.ie/en/justice/>

Whether you live with an abusive person or not, you are entitled to protection under the law. Breach of court orders, threats to kill or cause serious harm, criminal damage, harassment, assault, assault causing harm, assault causing serious harm, rape, sexual assault, abduction of children and false imprisonment are crimes.

- **Citizens Information Centre**

Lo-call: 1890 777 121

Cork City Centre CIC

13-15 Cornmarket Street, Cork City, T12 F773

0818 07 6950

[http://www.citizensinformationboard.ie/services/citizens/citizens\\_centres.html](http://www.citizensinformationboard.ie/services/citizens/citizens_centres.html)

- **Free Legal Advice Centre (FLAC)**

*Free Legal Advice by appointment*

*LoCall number – 1890 350 250*

FLAC Website <http://www.flac.ie/gethelp/legaladvicecentres.html>

- **Legal Aid Board - Cork**

<https://www.legalaidboard.ie/en/our-services/>

Popes Quay Law Centre

North Quay House

Popes Quay

Cork

South Mall Law Centre

1A South Mall

Cork

T12 R7WC

T23 HV26

(021) 4551 686skype logo

Mobile: 087 2911611 / 087 7995129

Email: [lawcentrecorknorth@legalaidboard.ie](mailto:lawcentrecorknorth@legalaidboard.ie)

Tel: (021) 4275 998

Mobile: 087 6434732 / 087 1493579

Email: [corksouth@legalaidboard.ie](mailto:corksouth@legalaidboard.ie)

Offering civil legal aid and advice as well as free mediation services to navigate separation. To qualify for Legal Aid representation, (low cost) your income must be below a certain level. If you qualify for Legal Aid after speaking with them, you can only be represented for the matter you applied for. You cannot add on another application later. As Protection, Barring, and Safety Orders are emergency orders, once you qualify for Legal Aid, you should be granted legal representation quickly. Custody, Access and Maintenance Orders are not deemed emergencies, so you will go on a waiting list for a solicitor. Being granted representation for a Separation can take a year or more. If your partner is already a client of the Legal Aid office and there is only one in your area, they cannot also represent you, so you will have to apply to Legal Aid in another area. Legal Aid made the decision to disregard the financial fee on application for Domestic Violence Orders in the District court. All applicants for legal aid still need to meet the eligibility criteria and satisfy a means test. Other proceedings (e.g.: access, maintenance, separation) are not included in this exemption

- **Solicitors**

<http://www.lawsociety.ie/Pages/Find-a-Firm/>

The Law Society of Ireland has a list of Solicitors available. Private Solicitors tend to specialise in different areas of law, and while they will all have knowledge of family law, some will be more experienced than others. Before you decide to use the services of a private solicitor, it is worthwhile asking them about this and about the fees you are likely to pay.

# MENTAL HEALTH SERVICES

- **Aware**  
depression & bipolar disorder  
[www.aware.ie](http://www.aware.ie)  
1890 303 302
- **Bodywhys**  
eating disorders support  
[www.bodywhys.ie](http://www.bodywhys.ie)  
1890 200 444
- **Living Links**  
bereaved by suicide  
[www.spunout.ie/help/service/living-links](http://www.spunout.ie/help/service/living-links)  
086 937 1030
- **The Samaritans**  
116 123 (freephone)for Cork Samaritans  
Text: 087 2609090  
Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.
- **Pieta House**  
1800247247  
*Free support for those in suicidal distress or engaging in self-harm.*