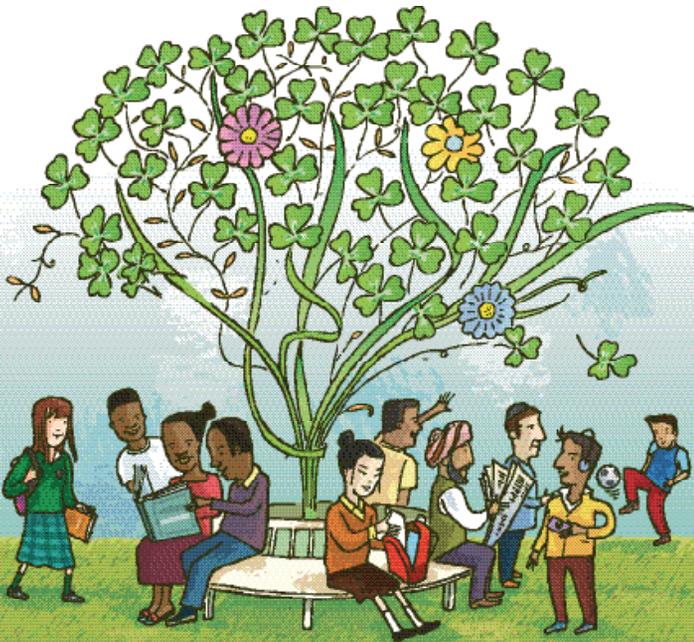


At Home in Ireland

An Integration Guide for Immigrant Youth and Parents



Integration and Social Inclusion Centre of Ireland *on behalf of*
Integrating Ireland – the Immigrant Network

First published 2009

Integration and Social Inclusion Centre of Ireland Ltd, on behalf of
Integrating Ireland – the Immigrant Network Ltd

1st and 2nd Floors
18 Dame Street
Dublin 2
Ireland

Board of Directors

Pat Montague, Yaw Dankwa, Elizabeth Joyce, Angela Long,
Jerry Moriarty, Loganathou Raju, Paul Rowe and Prashant Shukla

Chief Executive Officer

Josephine Ahern

© 2009 Integration and Social Inclusion Centre of Ireland Ltd, on behalf of
Integrating Ireland – the Immigrant Network Ltd
Company No. 4473318

Design by Identikit Design Consultants, Dublin

Illustration by Brian Fitzgerald, Dublin

Printed by Impress Printing Works, Dublin

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means electronic or mechanical including photocopying, scanning, recording or in any other form of storage or retrieval system without the prior written permission of the publishers.

Contents

Foreword	1
Acknowledgements	3
Introduction	7
Section 1 • Language Matters	13
> Teaching yourself	14
> Learning in a class	15
> English at home	17
> English in school	19
> Understanding accents and slang	19
> Keeping heritage languages alive	20
> Learning Irish	20
Section 2 • Family Matters	21
> Families in Ireland	22
> Families and the law	24
> Keeping cultural heritage alive	25
> Risks for young people	26
> Internet safety	28
> Help and support for young people	29
> Help and support for parents and families	30
Section 3 • Connecting Matters	31
> Know your area and people	32
> Join in	33
> Get involved in youth work	34
> Get active in sport	36

Section 4 • Education Matters	37
> Key features	38
> Types of secondary schools	39
> School fees and costs	40
> Help with costs	40
> School curriculum	41
> School examinations	41
> School terms, times and holidays in secondary schools	42
> School management	42
> Parents and schools	43
> School staff	44
> Choosing a school	44
> Getting a place in school	45
> Going to school in Ireland for the first time	46
> Help with English	47
> Homework	47
> Discipline	47
> Third level education, further education and training	48
Section 5 • Working Matters	51
> Preparing a CV	52
> Looking for a job	52
> Getting a paid job	54
> Working as a volunteer	55
> Knowing your rights	56
Section 6 • Respect Matters	57
> Bullying	58
> Discrimination	59
> Racism	60
Appendix • Useful Contacts and Information	61

Foreword

Pat Montague · Chairperson, ISICI

As Chairperson, I am pleased to introduce our inaugural publication, *At Home in Ireland – An Integration Guide for Immigrant Youth and Parents*. This landmark guide, the first of its kind in Ireland, provides a much needed sign post for first and second generation immigrants living in communities across this country to explore the ways in which they can more effectively address their integration needs.

As a non-government organisation whose vision is to ensure that immigrants, and their families and children are truly a part of Irish society, the Integration and Social Inclusion Centre of Ireland, established via the merger of Integrating Ireland – the Immigrant Network and the Refugee Information Service, has developed this unique guide to facilitate this complex process. As a collaborative project informed by the real life experiences of first and second generation immigrants on their journey towards making Ireland their new ‘home’, this integration guide has also been informed by the findings and recommendations from research conducted by Integrating Ireland – the Immigrant Network, *Towards Developing an Integration Toolkit for Immigrant Youth and Parents in Ireland*; and research commissioned by Integrating Ireland from Trinity College Dublin’s Children, Youth and Community Relations Project, *In the Front Line of Integration: Young People Managing Migration to Ireland*.

The need for this guide has never been more pressing, given Ireland's changing demographic profile since the mid-90s, when the overall experience was one of net emigration. Subsequent to that point, and with the expansion of the European Union and emergence of the Celtic Tiger, Ireland has experienced unprecedented levels of immigration. By the 2006 census, immigrants represented more than 11% of the population and more than 100,000 people were moving here each year. While this trend has declined, given the current global economic crisis, there were still close to 60,000 people who moved here in 2008/09, taking the estimated total number of first and second generation immigrants living in Irish communities to more than half a million people. Integration therefore continues to present significant challenges and opportunities in terms of the current and longer term contexts.

At Home in Ireland – An Integration Guide for Immigrant Youth and Parents is a comprehensive and user friendly guide for young people, their parents, families and friends. It is also intended as a resource for community, voluntary, statutory and non-statutory organisations working with immigrant youth and parents.

I commend this invaluable resource and gratefully acknowledge the support provided by the Office of the Minister for Integration, the European Union through the European Fund for the Integration of Third Country Nationals and Pobal Supporting Communities without which it could not have been published.

We look forward to an ongoing and proactive engagement on integration issues as they impact on immigrant and indigenous youth, parents, individuals, families and communities alike and we trust that this guide, in its own way, will contribute towards ensuring that all who reside in Ireland are better able to understand and access their rights and entitlements as well as the pathways available towards meaningful contributions to and participation in Ireland's social, economic and political infrastructure and institutions.

Acknowledgements

Josephine Ahern · CEO, ISICI

The Integration and Social Inclusion Centre of Ireland (ISICI), on behalf of Integrating Ireland – the Immigrant Network, gratefully acknowledges the professional and personal contributions of all who gave so generously towards the development and publication of this unique resource, *At Home in Ireland – An Integration Guide for Immigrant Youth and Parents*.

This guide has been made possible through the financial and other supports provided by the Office of the Minister for Integration, the European Union through the European Fund for the Integration of Third Country Nationals and Pobal Supporting Communities in Ireland. Our gratitude is due to each office and organisation for this.

This guide has been developed to facilitate the successful and sustained integration of young people and parents from immigrant backgrounds and in this regard we gratefully acknowledge the generosity of every person who gave of their time, experience and insights into the opportunities and challenges they face both as immigrants and in relation to integrating in a meaningful way. We are also grateful for the knowledge and expertise contributed by the many teachers, youth workers and representatives of statutory, non-statutory, community and voluntary organisations who participated in the extensive

consultation and research process undertaken over the last year to develop this rich resource.

Our thanks are due to Kensika Monshengwo, to Tracey Obasahan and to all involved in carrying out and assisting with the focus groups convened. Our gratitude and thanks is also due to Liz Chaloner for the training on the guide which she conducted on our behalf. We owe a debt of gratitude to Dr Jean-Pierre Eyanga Ekumeloko, former International Liaison and Research Co-ordinator, Integrating Ireland, for his role in coordinating the research underpinning this guide and that of the related report co-authored by Jana Weidhaase, ISICI's Youth Officer and Judy McGrath of Trinity College Dublin, *Towards Developing an Integration Toolkit for Immigrant Youth and Parents in Ireland*. The expertise of and collaboration with Professor Robbie Gilligan and Dr Philip Curry of the Children, Youth and Community Relations Project, Trinity College Dublin (TCD) has proven invaluable as has the opportunity to partner with TCD over a related research report commissioned as part of this project, *In the Front Line of Integration: Young People Managing Migration to Ireland* by Gilligan, R., Curry, P., McGrath, J. and Murphy, D.

We acknowledge and thank all who helped to shape the content and structure of the guide including Anne Walsh and Elaine Mahon of the National Youth Council of Ireland, Linda Kelly of the Union of Students in Ireland (USI) and Colin Tannam of the Irish Council of International Students (ICOS). In this regards, the contributions of Dr Merike Darmodi of the ESRI, Dr Paul Burgess of UCC, and Mary Higgins, Management and Social Policy Consultant were also invaluable.

This project would also not have been possible without the professional input, expertise, guidance and insights provided by Aki Stavrou, former Director of Integrating Ireland. We remain grateful for his contribution and for that made by Catherine Kenny, former Head of Policy and Research, Refugee Information Service.

The staff of ISICI drew on our network of more than 230 member organisations nationwide to assist with focused consultation and training sessions and our thanks are due to this wonderful and diverse group of organisations and to Monica Anne Brennan, ISICI Network Coordinator; and our regional and information and advocacy team, Kathy O'Connor, Jipe Kelly, Seamus O'Leary, Niamh O'Sullivan and Ali Dennehy. Wale Mogaji, Head of Communications and Integration contributed his extensive knowledge of integration law, policy and practice at national and international levels which further strengthened the project and we remain indebted.

Our sincere thanks are due to Jana Weidhaase, ISICI's Youth Officer. Jana's unfailing dedication and determination to research and author this rich and invaluable resource will, in time, prove to be definitive in terms of good integration practice. We are grateful for the professional contributions made by Identikit Design Consultants, Brian Fitzgerald, illustrator and Impress Printing Works.

Finally, the vision and commitment of ISICI Chairperson, Pat Montague and of our Board of Directors ensures that initiatives such as this guide are not only possible but that they are made real for the many and diverse young people and parents now, *At Home in Ireland*.

Introduction

At Home in Ireland has been developed by by the Integration and Social Inclusion Centre of Ireland (ISICI) on behalf of Integrating Ireland and aims to provide an easy to use guide for new immigrants to Ireland. This is not a guide to every aspect of life in Ireland as there are already a number of these available either for immigrants specifically or for the population generally. It is designed to meet identified needs of young people and parents who have come to Ireland from countries outside of the EU.

The issues and needs addressed in this guide were identified by research and consultation with immigrant parents and young people. This research found that young people tended to integrate better than their parents and that both had some concerns. These were:

- > **Not being able to speak English** – especially for parents. This disempowered them and made them dependent on their children for interpretation, changing the power dynamics in the family and sometimes creating conflict

- > **Feeling isolated** – missing the support of close family and friends and not having a sense of belonging in Ireland
- > **Maintaining cultural identity** – it is difficult for parents to balance between maintaining their own culture and religion and also allowing their children to integrate into Irish society. Some young people find it difficult to balance the two cultures – thereby leading to family conflict
- > **Not having paid work** – a major problem for parents in terms of their own self worth and value and how they were perceived by their children
- > **A different education system** – both parents and young people said they experienced lower educational and disciplinary standards and a lack of recognition of children's capabilities when they came to Ireland
- > **Racism and discrimination** – not everyone felt safer in Ireland and both young people and their parents reported experiencing racism and discrimination

Research was also carried out on other countries' integration practice to find out what works well in supporting the integration of immigrant young people and the following recommendations emerged:

- > Best practice should target both immigrants and the existing population and be integrated with existing policy frameworks
- > Best practice should target both parents and children
- > Best practice should focus on one or two topics of most relevance and provide realistic solutions

In order to strengthen its strategic focus on second generation immigrants, ISICI on behalf of Integrating Ireland produced a report titled *Towards the Development of an Integration Toolkit for Immigrant Youth and Parents in Ireland* and also commissioned Trinity College Dublin to carry out research on immigrant youth, the outcome of which is the publication *In the Front Line of Integration: Young People Managing Migration to Ireland* by Gilligan, R., Curry, P., McGrath, J., and Murphy, D. These two reports informed the contents of this guide.

Developing the guide

Taking the findings of the research and the international evidence within the Irish context, a draft guide was developed. This was then tested in workshops with parents and young people held in five regions. Drawing on the experience in the workshops, the guide was amended and finalised.

Training sessions were then held with community and voluntary organisations working with immigrants. These sessions introduced the guide, explained how it could be used with immigrants and how parents or young people could be enabled to use the information and to take action in areas, such as learning English, volunteering, applying to a school or making a complaint.

Who should use it?

This guide is designed to be used firstly by individual immigrant youth and parents themselves. It refers to youth aged 12 to 18 or in secondary school. The terms young people and children are used as alternatives.

Recognising that English may not be the first language of many readers, it is written in a way that is simple and easy to follow. People who can't read English well enough will be able to profit from this guide if it is used in a group or with the help of a mentor who helps them understand the information. In this way, the guide can also be used by workers in organisations helping immigrants, by mainstream advice services, by immigrant groups or by teachers and trainers.

What's in the guide?

It gives practical information, offering tips on how to deal with issues and get around problems and signposts to further information and help. It is in six sections, with an appendix with useful contacts and information:

- 1 Language Matters
- 2 Family Matters
- 3 Connecting Matters
- 4 Education Matters
- 5 Work Matters
- 6 Respect Matters

About ISICI and Integrating Ireland

In 2009, Integrating Ireland merged with the Refugee Information Service and a new company, ISICI was established. ISICI's vision is that Ireland is an inclusive society and one where immigrants and their families are fully and equally involved.

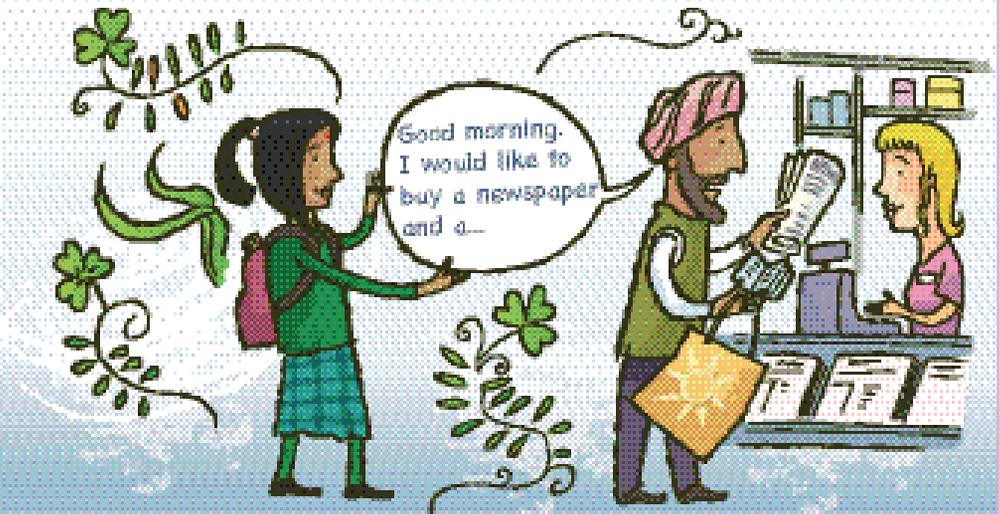
Integrating Ireland's vision for a just, diverse and inclusive Irish society that ensures the full participation and rights of immigrants, refugees and people seeking asylum will inform the work of ISICI.

The independent network of community and voluntary groups working to promote and realise the human rights, equality and full integration in Irish society of asylum seekers, refugees and immigrants will also be core to the work of ISICI.

Section 1

Language Matters

Ireland has two official languages, Irish or Gaelige and English, but it is English that you need to be able to understand and speak. This section will help you to find out how and where to learn and improve your English and how parents and young people can help each other.



Teaching yourself

There are a plenty of 'teach yourself' ways of learning English:

- > Listening to the radio will help attune your ear and help to expand your vocabulary
- > 'Phone in' shows on the radio are good to listen to because you can hear people talk 'live' and you get used to different accents
- > Listen to news bulletins – these are repeated during the day and help you so you get to hear the same information over and over
- > Listen to songs and learn the words. Reading the lyrics (words) can help
- > Get yourself a dictionary. Ones with pictures are helpful. They show the object and the name and usually explain how to pronounce the words
- > Read children's books
- > Watch films or DVDs in a language you understand with English subtitles
- > Listen to audio books – these allow you to stop and listen again to the same thing
- > Talk on the phone – this gives you the chance to practice without having eye contact or hand movements to help you understand
- > Join the library and borrow language learning books, CDs and DVDs. See www.library.ie or www.askaboutireland.ie/libraries for local libraries and to see what is available in your local library

- > Go online. There are good sites with tools and downloads so you can go at your own pace:
www.bbc.co.uk/worldservice/learningenglish/
and www.britishcouncil.org
- > If you don't have a computer at home, your local library will have computers for public use, although you may need to book in advance, depending on demand. Local community groups and services for immigrants may also be able to provide access to computers
- > If you don't know how to use a computer, the library will also provide training and there may be other help available locally. Check out the local volunteer centre at www.volunteer.ie and your local community or Vocational Education Committee (VEC) school. See www.ivea.ie for a list of VEC schools

Learning in a class

It may be easier to learn in a group or class. This can provide extra motivation and gets you to meet new people and develop friendships. To find out what's on in your area:

- > Ask about courses at the school, local public library, Citizens Information Centre or other community resource centres
- > Check out local community notice boards
- > See if the library has 'conversation exchanges' where people learning English meet English speakers to help each other and learn through conversation
- > Check with the National Adult Literacy Association at www.nala.ie

- > Contact the Advisory Council for English Language Schools at www.acels.ie for private classes. There will be a charge for these classes

If you can't find anything in your area maybe you could start something:

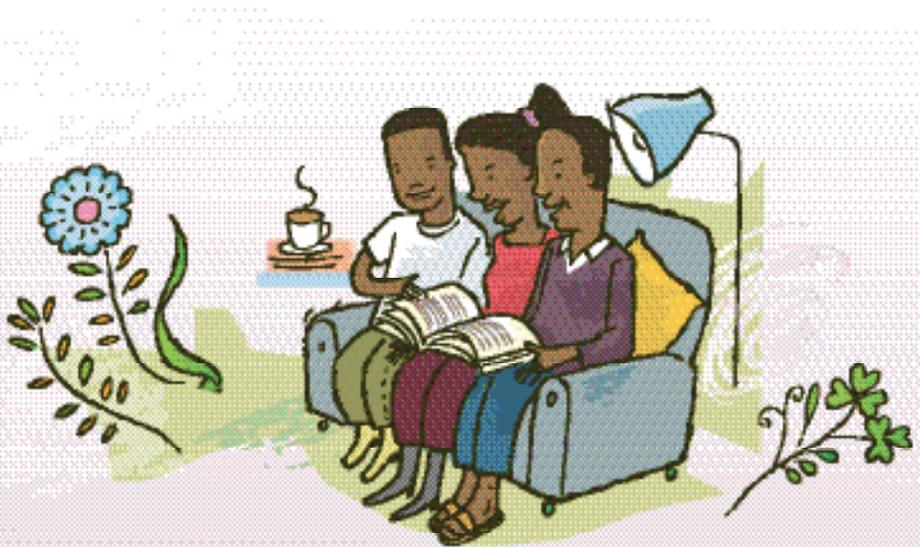
- > If there's a local business or factory, contact the manager and ask if any of the staff would be interested in helping you and some of your friends to learn English, either in a group or one to one. They might be happy to volunteer and to help in this way
- > Contact your local Vocational Education Centre (VEC). If there are enough people interested in a course, they will usually organise a class in response to demand – although this would be done during school terms only. See www.ivea.ie to get information on your local school
- > Contact your local volunteer centre and let them know that there is a demand for people to volunteer to help immigrants learn English. They may be able to match your need with the skills of people they know who want to volunteer



English at home

Young people and children learn English quicker than adults and so they can help parents learn. In order to improve English speaking, parents could:

- > Encourage English speaking at home
- > Do homework together with their children
- > Set aside special time for speaking English
- > Let children bring their friends home – everyone can learn from them



Parents, be careful not to become dependent on your children for English because:

- > This may result in them translating and interpreting in a language that may be above children's age. The situation may also not be right
- > You then stop learning English yourself
- > Not speaking English may isolate you and can lead to loss of confidence or sometimes loneliness and depression
- > Relying on children can make them feel over responsible and resentful
- > Relying on children will give them authority and parents authority can be undermined

If problems arise in your family about this, try and sort it out early. The longer you leave it the worse it will become. Talk to a friend or someone else you trust like a minister in your church, a teacher, a youth worker, or contact a local information service for help:

- > www.citizensinformation.ie
- > www.parentline.ie and www.onefamily.ie for parents
- > www.childline.ie, www.spunout.ie and www.teenline.ie for young people

English in school

- > Teachers are trained to teach students who do not have English as a first language
- > Special teachers might be available in a school where there are high numbers of students who are not English speakers
- > Activities like sport, music and drama will help to increase confidence and use of language by students
- > Youth clubs and groups will be responsive to the needs of young people who are not English speakers and will organise events and classes to help with this

Understanding accents and slang

- > There are lots of different accents and sayings used by Irish people in speaking English. This will vary from place to place and it can be difficult to understand at first but you'll be surprised at how quickly you get used to it
- > Slang is very common in Ireland and is like a different language on its own. Young people develop their own slang or 'in' way of speaking so they feel part of a group
- > If you don't understand what people are saying at first, just listen carefully and you'll get the idea – or just ask someone to explain
- > If you want to do more than that, a website that explains slang is: www.irishslang.ie

Keeping heritage languages alive

- > Immigrants will want to keep their own culture and heritage alive and speaking their home languages is an important way of doing this
- > Being able to speak more than one language is a good skill for young people and may prepare them for international jobs
- > Information about speaking more than one language is online at www.bilingualforumireland.com/parents.html
- > Children and young people may be embarrassed by their mother tongue and not want to speak it around other people because they want to fit in to their new community and not be different
- > Parents and children may need to make some agreement about this
- > If problems arise in your family because of this try and sort them out early and seek help if you need to



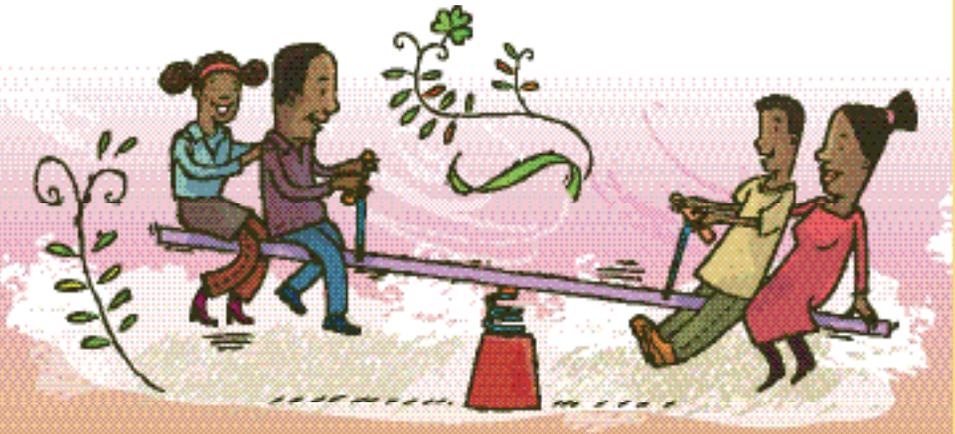
Learning Irish

Irish is taught in schools in Ireland. Extra classes for adults and children are available through the VEC and specialist Irish organisations such as Conradh na Gaeilge – www.cnag.ie and Foras na Gaeilge – www.forasnagaeilge.ie

Section 2

Family Matters

This section presents information that will help parents and young people in dealing with some of the challenges of living in a new country where the values and culture are different to those in the home country. First it looks at families in Ireland and what is expected in terms of behaviour by parents and children. Then it looks at some of the risks for young people and offers some help and further information.



Families in Ireland

There are different types of family:

- > Most are two parents married to each other with children
- > Some couples live together and have children without being married
- > Many women and some men live on their own with children
- > Some gay and lesbian couples live together and have children
- > Some families live in one home with grandparents or other relatives

Husbands and wives or partners are expected to:

- > Be equal
- > Treat each other with respect
- > Not cause physical, mental or sexual harm to one another
- > Share household duties
- > Bring up children together

Parents are expected to:

- > Protect their children from harm
- > Take care of their children by feeding, clothing, supporting and guiding them and not neglect them in any way
- > Be fair to their children
- > Send their children to school

- > Discipline their children without excessive physical punishment
- > Ensure that children under 14 are not left alone at home or anywhere

Anyone under 18 is a child in law. They are dependent on their parents until this age. Children and young people are expected to:

- > Respect their parents
- > Respect other adults
- > Respect their schools' rules and their teachers
- > Not cause harm to or bully other children

Children and young people are important in Irish society and treated with care and respect. Parents would normally:

- > Spend time with children
- > Listen to them and talk to them
- > Show an interest in what they do and who they are with
- > Set clear rules of behaviour
- > Be consistent about the rules but not be inflexible
- > Reward good behaviour
- > Encourage them to develop their own ideas and to take responsibility for their actions
- > Guide them in the right direction
- > Not resort to violence as a way of solving problems

Families and the law

Everyone who lives in Ireland is expected to keep to the laws of the land. Behaviours in families which break the law are:

- > Leaving children under 14 alone anywhere or neglecting a child for example by not feeding and clothing them: Anyone who thinks that a child is being left alone, neglected or abused is expected to report this to the Garda Síochána (police) or the health authorities. Each case is investigated by a Social Worker. Children can be removed from their parents in some cases
- > Failing to send a child to school: If a child misses 20 days in a school year, this will be reported to the Education Welfare Board. Each case will be investigated and help will be offered to the family. If the absences continue parents can be brought to court. See www.newb.ie
- > Committing physical, mental or sexual violence against a spouse or partner: A man or woman being abused or raped by their partner can go to court for a Protection Order which will prevent the abuser from making contact with them. Gardaí may bring charges in cases of assault, rape or breach of a Protection Order. See www.cosc.ie, www.womensaid.ie and www.rcni.ie

Keeping cultural heritage alive

Parents worry that they will lose their cultural heritage living in Ireland but there are many things that can be done to keep it alive. There is a pull between keeping the home culture alive and integrating into Irish culture, so it's important to get that balance right in the family and ensure the best of both cultures. If children are growing up in Ireland then they will feel a connection with Irish culture and norms. It is important to respect these while holding on to your own.

Good ways to keep the home culture alive are:

- > Speaking your language at home as well as English
- > Telling your children about the home country history, customs and traditions
- > Cooking traditional food
- > Honouring traditional occasions and rites
- > Having strong links with any people from your area who are in Ireland
- > Reading or telling stories and legends
- > Staying in touch with relatives and friends at home
- > Keeping in touch with what's happening in the country through newspapers and websites



Risks for young people

With good reason, all parents worry that their teenage children will become involved in behaviour that is a risk to their health and well being such as smoking, drinking alcohol and having unsafe sex. These are serious matters and research has shown may have possible life long consequences:

- > Alcohol use can lead to poor school performance, anti social behaviour and mental health problems
- > Smoking causes premature death, heart disease and stroke and impairs physical fitness
- > Unsafe sex can lead to unwanted pregnancy and sexually transmitted infections

Research also shows that where parents talk to their children about these issues, it can prevent these behaviours. These issues are also discussed in school during Social, Personal and Health Education classes. These classes aim to ensure that young people are informed, understand the risks, are capable of making sensible decisions and accept responsibility for them.

Parents discussing these risky behaviours openly reinforces these messages and ensures that young people:

- > Get the information from sources other than magazines or their friends
- > Understand how parents feel about the behaviours and why
- > Are aware of the risks in the behaviour
- > Know what behaviour parents expect from young people and what the boundaries are
- > Know what the consequences of breaching the boundaries are
- > Can take a stand with their peers on these issues
- > Feel they can talk about the issues at home if they are concerned or afraid about anything

Teenagers will come under pressure from their friends and peers on these issues and research suggests that if they have considered the arguments against them it makes it easier for them to resist peer pressure.



Internet safety

Using the internet gives you plenty of opportunities to communicate with others and to learn and find information. But there are dangers as well. Here are some basic tips to avoid dangers:

- > Be careful with your private contact details (especially on social networking sites, e.g. Bebo, Myspace, Facebook)
- > Don't meet anybody that you know only through the internet
- > Don't share your passwords with anyone, always log out of websites on public computers and don't let them remember your password automatically
- > Don't bully or let someone bully you online

Tips for parents:

- > Be aware of what internet pages your children are using
- > Learn to use the internet yourself, your children might even help
- > Agree with them what pages they can use and how long to use it

- > Parental control software (www.netnanny.com, www.cybersitter.com) helps to prevent young people from going on websites that are not suitable for their age
- > Have the computer in a place in the home where you can see what is going on

Search engines (e.g. Google) and social network sites (e.g. Myspace, Facebook) offer help to use the internet safely. On www.internetsafety.ie you can get more advice and find links to helpful internet safety sites.

Help and support for young people

Young people who have concerns about any of these issues should talk to their parents, a teacher a youth worker or contact one of these helplines:

- > **Childline:** call 1800 666 666 (24h service), go online at www.childline.ie or text 'list' to 50101
- > **Teen-Line:** call 1800 833 634 or go online at www.teenline.ie

Or check out these websites:

- > www.barnardos.ie/teenhelp.html – information for teenagers about difficult situations in life, e.g. wellbeing, separation, death
- > www.spunout.ie – support and information for young people on health and safety and many other life issues
- > www.letsomeoneknow.ie – information and interactive tools for teens on mental health, wellbeing and related problems (e.g. peer pressure, drinking)

Help and support for parents and families

There are problems in all families from time to time and there is nothing wrong with looking for help when you need it. Go to someone you know and trust for help or contact services to help you:

- > **Family Resource Centres** – meet other parents, get advice, information, counselling, parenting training; www.familyresource.ie
- > **One Family** – for those parenting alone. Advice, information, counselling, parenting support and training, job training. Helpline 1890 66 22 12; Email: support@onefamily.ie; www.onefamily.ie
- > **Parentline** – advice, information and support. Helpline 1890 927 277. Parenting training, counselling and support. Email: info@parentline.ie; www.parentline.ie
- > **Barnardos** – family support centres, advice, counselling, support; www.barnardos.ie
- > **ISPCC** – help and advice for families, information pack for immigrant parents; www.ispcc.ie

Section 3

Connecting Matters

Being active, being engaged in social activities in the local community are all important ways for parents and teenagers to network, to meet new people, make friends, lead full and active lives and to become integrated.



Know your area and people

The neighbourhood where you live will have a lot of different services and amenities in it. Check them out and use them:

- > Get to know the information and advice services – find out which one you like best and which one you can rely on for help if you need it
- > Shop locally – the shop owners will appreciate your custom and get to know what you like – you'll get to know which shops have best value, you'll get to know the shop owners and you'll meet people as you go around
- > Go for walks in the park – you'll get to know the place and it's a way to meet people who live around it
- > Let your children spend time outside – they will get to know the area and people in it – they're usually very good at making connections and picking up information



- > Let your children's friends come into your house – you can keep an eye on them, get to check out the friends and get to know about them

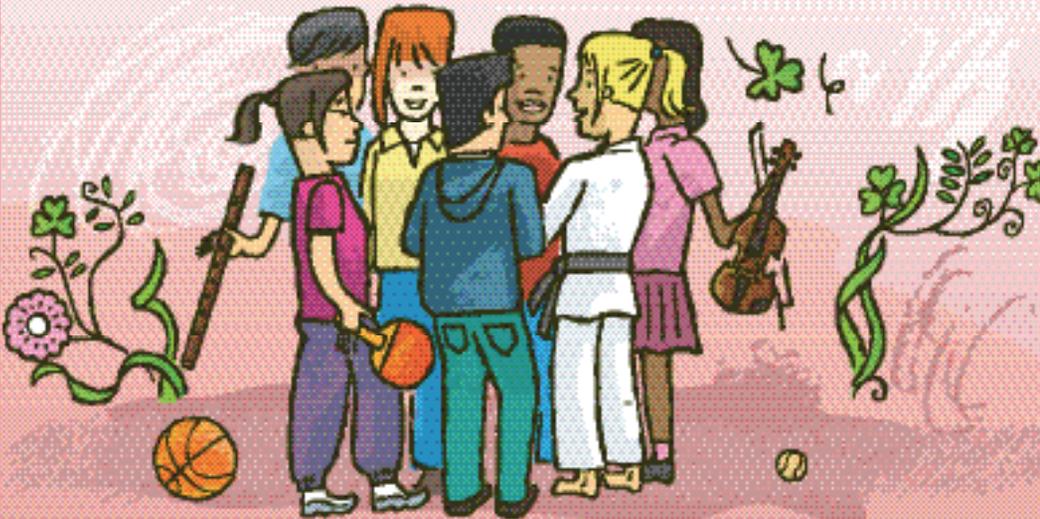
Join in

In all communities there are a range of groups and clubs that are open to new members:

- > Check with your local Citizens Information Centre – www.citizensinformation.ie, public library, church, supermarket notice board or local newspaper to see if there are any groups advertised
- > Go to public meetings – from time to time public meetings will be held in local areas about issues or local concerns or just of general interest. These are a good way of meeting people, getting to know what's going on around you and finding out new things
- > There may be a choir in the local church or school, drama group or art group
- > Volunteer – offer to help in your children's school or volunteer in one of the groups in the neighbourhood. See www.volunteer.ie
- > Candidate for the 'parents council' or 'students council' in your school – to play an active role in the school community and to represent other parents' and students' interests in the schools decision making process
- > Start a group yourself – ask around, put a notice up in the supermarket or the local school and see if other people might be interested too

Get involved in youth work

- > Youth work provides a variety of opportunities for young people to develop new skills
- > Youth work is open to all girls and boys aged between 10 and 25 and run by fully qualified and vetted volunteers and paid workers
- > It is provided by a number of voluntary youth work organisations and can be described as a youth club or youth group, a youth project or youth service
- > Activities complement school education and 'start where the young people are at', building on their own interests and ambitions
- > Groups usually meet once a week for 2–3 hours
- > There is a nominal charge for activities; a lack of money should not hold you back from getting involved



To find out about groups in your community:

- > Call into a Youth Café or Youth Centre if you have one in your community
- > Check out notices in your local shops, churches or other places of worship
- > Ask teachers and friends at school or work
- > Drop into a local Youth Information Centre and ask about local youth groups – www.youthinformation.ie
- > Ask to speak to the Youth Officer at your county VEC – www.ivea.ie – who will give you details about local youth groups
- > Search a list of youth organisations from www.youth.ie/members
- > If you live in Dublin check out the City of Dublin Youth Service Board – www.cdysb.ie for a list of youth groups
- > Search www.comhairlenanog.ie for information on getting involved in Ireland's young people's parliament where you can debate issues that are of concern to young people
- > Search your local county community forum website which will list all the community based organisations in your county

Get active in sport

- > Sport is a healthy way to get involved. It helps to develop new skills, practice English, see more of Ireland and get fit! Sport can include football, hill walking, climbing, hurling, camogie, tennis, golf and a host of other things
- > This an area where there are probably more opportunities for young people than for parents but parents could think about becoming involved in training youth teams, driving them to matches or supporting on the side lines
- > Information on sports amenities and facilities in your area will be available from youth services, county councils, Citizens Information Service, and specialist national web sites. Here are a few:
 - > www.irishsportscouncil.ie – find your local partnership or national organisation for all sports activities
 - > www.teenspace.ie/Sport – a list of different sports and other recreational activities with contact details
 - > www.fai.ie – for football (see appendix for more details on how to find your local club)
 - > www.gaa.ie – for national Irish sports

Section 4

Education Matters

This section looks at the education system in Ireland, in particular the secondary school level. It describes how schools are organised and what they do, the subjects studied in school, how to get into a school and where to get more information and help. It also introduces higher and further education.



Key features

- > Every child and young person in Ireland is entitled to free primary and secondary education
- > There is an application process for schools. Students can't just turn up on the first day but must be enrolled
- > Schools are part of the public service system and paid for by taxes
- > By law, children and young people must attend school and parents can be prosecuted if they don't. Find out more at the National Education Welfare Board – www.newb.ie
- > Physical punishment by teachers is illegal
- > Children go to primary school from 4 to 12 years
- > Young people go to secondary school from 12 to 18 years
- > Secondary school has a junior cycle for 12 to 15 year old students and a senior cycle for 16 to 18 year olds
- > After secondary school students can continue with higher education or further education courses
- > The Department of Education and Science (DES) – www.education.ie – sets the curriculum for schools, provides funding to schools and monitors and evaluates their performance



Types of secondary schools

- > Secondary schools are also called post-primary schools
- > There are voluntary secondary, vocational, community and comprehensive schools
- > All schools follow the same state curriculum, take the same state exams, but are different in their ownership, funding structure and in the way they are managed
- > Voluntary secondary schools are denominational – of a religion – and most of these are Catholic
- > Some schools are non-denominational – of no religion
- > Educate Together Schools – www.educatetogether.ie – are multi-denominational primary schools, secondary schools are planned for the near future
- > Vocational, community and comprehensive schools are usually coeducational – both boys and girls
- > Many secondary schools are single sex, for either boys or girls
- > In Gaelscoils all subjects are taught through the Irish language

School fees and costs

- > State schools are funded through a grant from the Department of Education which pays for teachers, running costs and administration
- > Private schools are funded through a grant from Department of Education which pays for teachers. Fees from parents cover other costs
- > State schools are free but most expect a yearly contribution from parents
- > School books and uniforms are not free
- > Trips and outings for children are paid for by the parents
- > There may be a charge for any extra curricular activities
- > There is a fee for public exams (Junior and Leaving Certificates)

Help with costs

- > Families on social welfare may qualify for help with paying for books and school uniforms from a Community Welfare Officer who is based in the local health centre – www.hse.ie. For details ask in your local health centre or local Community Officer
- > Some schools have a book rental or loan scheme
- > Subsidised school transport is available where children live more than two miles from school, provided by Bus Éireann – www.buseireann.ie. Dublin Bus – www.dublinbus.ie – provides concession fares for school children

School curriculum

- > The curriculum aims to provide a broad range of experiences for students and to address their development in a holistic way
- > The curriculum has a combination of arts, science, physical, technical and personal development subjects
- > Students can choose from a wide range of subjects in secondary school but must do Irish, English and Maths
- > A student who has not studied Irish before going to secondary school will not be obliged to study it
- > Subjects can be studied at different levels (higher, ordinary or foundation). Foundation level is only applicable for Irish, English and Maths
- > The curriculum for junior and senior cycles can be seen at www.curriculumonline.ie

School examinations

- > There are two public examinations for school students
- > Junior Certificate is held at the end of the junior cycle in secondary school at age 15
- > Results of the Junior Certificate will influence subjects taken for the senior cycle
- > Leaving Certificate is held at the end of the senior cycle in secondary school at age 18
- > Results of the Leaving Certificate will influence entry to third level education and professions
- > End of term exams are held in secondary schools

School terms, times and holidays in secondary schools

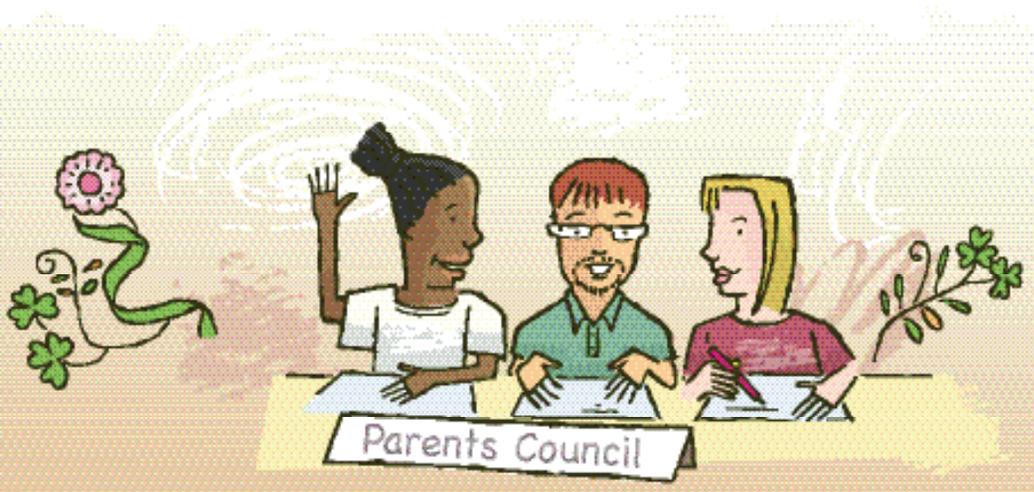
- > The school year starts in the first week in September
- > Secondary schools finish in early June
- > There are holidays of about two weeks at Christmas and again at Easter
- > Mid term breaks take place in October and February
- > The school day usually begins at 8.45am and finishes at 4.00pm

School management

- > Schools are run by a Board of governors which has representation from parents, students and teachers and the local church, if it is a denominational school
- > Most secondary schools have a student council to represent the views of students on the Board
- > Each school must prepare an annual plan setting out its objectives, curriculum, how it will deal with special needs and its policies
- > Schools are required to have written policies on admissions, bullying, child protection, access and equality and internet use

Parents and schools

- > Different schools have different levels of parental involvement
- > Schools have a 'parents council' which is elected by the parents and is represented on the school governing board which makes decisions about the school policies and activities
- > Schools usually hold 'parent teacher meetings' where parents are invited to talk to the teachers about their children's progress in the school
- > Parents are free to request other meetings but need to make an appointment for this
- > Parents are often involved in schools on a voluntary basis, helping with extra curricular activities and fundraising



School staff

- > Schools are managed by a principal who may also teach
- > Each school has a secretary, responsible for school administration
- > Some schools have special needs assistants to help students who would otherwise not be able to participate in class
- > Home school liaison teachers are available in schools in socially deprived areas to work with families and schools to help students stay in school
- > Secondary schools have a careers guidance counsellor to help students think about what they will do after school and to choose subjects for Junior and Leaving Certificates
- > In secondary schools there is usually a form teacher or tutor who is responsible for the welfare of students in that class
- > In secondary school each subject has a different teacher so that students have a number of different teachers

Choosing a school

- > All schools are listed on the Department of Education website at www.education.ie
- > Be clear about what you want from a school. Things to think about are: size, location, subjects, sports and other facilities, extra curricular activities, ethos, religion, reputation and profile of students

- > Be prepared to compromise because you may not get everything you want in one school
- > If you can, visit some schools, talk to the principal or other teacher and get an idea of what it is like. Bring someone with you if you need support or help with English

Getting a place in school

- > Help with finding a school place is available from the National Education Welfare Board – www.newb.ie
- > Parents of primary school pupils will be advised about secondary schools and application processes by the school
- > All schools have a written application policy which describes how it allocates places in the school
- > Applications need to be made well in advance. It depends on the school and it is best to contact them directly
- > If your child is in secondary school age when you come to Ireland, an application for a place in a school has to be made as soon as you arrive
- > Most schools will give priority to brothers or sisters of existing students
- > Secondary schools will have a number of 'feeder' primary schools and pupils in those schools will be given priority
- > Denominational schools will give priority to children of their religion

- > Some schools have ring fenced places for students with special needs
- > If there are places left after priority groups have been enrolled, other applications will be considered, usually on the basis of length of time waiting – ‘first come first served’
- > Where applications are made to join a school in a year other than the first year in the cycle allocation will be based on space in that year and the reasons for the application
- > Making an application is no guarantee of a school place so apply to more than one school to take account of this

Going to school in Ireland for the first time

- > A child going to school for the first time in Ireland will be assessed by the school
- > The assessment will take account of age, previous education and level of English
- > The assessment will allow the school to decide the most appropriate starting level for each child
- > This is done to ensure that children are given the best possible chance to be successful in their studies
- > This may mean that children will repeat a class or level they have already completed in their home country
- > This will be kept under review by the school

Help with English

- > By taking part in classes and other school activities children and young people learn English very quickly
- > Teachers trained in teaching English are available when there is a need for additional support
- > A maximum of two years support is allowed for each pupil

Homework

- > All pupils, at what ever stage will be expected to do homework
- > This is corrected by teachers and allows them to assess whether children understand lessons
- > Most schools have a system of homework journals so you can see what homework is expected
- > It is important for parents to encourage children to do homework and to ensure that there is some quiet time and space at home to do this

Discipline

- > All schools have a 'code of behaviour' and this will be given to pupils when they begin school
- > This will set out the behaviour expected in the school and how breaches of it will be dealt with
- > In general schools aim to encourage positive behaviour in order to prevent breaches of the code

- > Where unacceptable behaviour occurs action will be taken by the school which may result in suspension (child barred from attending for a period) or expulsion (barred for ever)

Third level education, further education and training

Post secondary school education and training in Ireland can be categorised in the following way:

- > **Third level or higher education** are courses in Colleges, Universities and Institutes of Technology
- > **Further Education and training** courses, e.g. Post Leaving Certificate (PLC) courses, help to develop skills for work and for further education in different disciplines. PLC courses are less academic than higher education courses

When considering **third level or higher education** you should know the following:

- > Admission to third level education is based on legal/immigration status (of the individual), the Leaving Certificate results (points achieved) and the subjects studied in secondary level. In some circumstances, the results earned at Leaving Certificate level in other countries may be accepted
- > There may also be an interview process for some of the private colleges or particular courses

When considering **further education** you should consider the following:

- > Further education and training is an option to continue education after secondary school or as an adult
- > Admission to further education courses may be based on legal/immigration status (of the individual). The secondary school results may not be required. Requirements vary from course to course and should be checked before you apply
- > Most FETAC (Further Education and Training Award Council) courses are not fee based – www.fetac.ie
- > Some agencies provide industry specific training – e.g. FÁS, Fáilte Ireland and Teagasc
- > For more information on further education and training contact your local VEC – www.ivea.ie or FÁS – www.fas.ie – and check the following websites for finding a course: www.qualifax.ie and www.education.ie

Section 5

Working Matters

Working will provide you with an income and other benefits. A job is a good way of getting to meet new people, learn new skills and to feel a part of society. Even if you work as a volunteer without pay, you may still get these benefits.



Preparing a CV

- > A Curriculum Vitae (CV) is a good starting point to getting work. It provides your name, address, date of birth, details on your education, qualifications and work experience
- > Usually a CV will have two referees
- > Referees are usually former employers but if you haven't worked before, someone such as a teacher, youth worker or other professional would be accepted as one
- > Referees will vouch for your good character and ability so make sure they have a good opinion of you and that you have their permission to put them down on your CV
- > You can get help with preparing a CV from Youth Information Centres, some Citizens Information Centres, immigrant services and other local community services

Looking for a job

Before you start, some legal issues to be aware of:

- > People under 14 are not allowed to work
- > 14–15 year olds are allowed to work outside school term time only
- > 15–16 year olds can work during the school term
- > Not all foreign qualifications are recognised in Ireland so check yours with the National Qualifications Authority at www.qualificationsrecognition.ie

- > In general, if you are from outside the EU, you will need a work permit or green card, unless you are a full-time student or received residency. For more information see: www.ris.ie, www.entemp.ie/labour/workpermits/, www.citizensinformation.ie, www.mrci.ie and www.immigrantcouncil.ie

Whether you're a parent or a young person looking for full time or part time work the same steps apply:

- > Ask around – not all jobs are advertised
- > If you want to do casual work – for example in bars and restaurants simply walk in and drop your CV and look at notice boards in community centres and at shop notice boards
- > Check local newspapers and listen to local radio stations for local jobs
- > Register with FÁS, the National Training and Employment Agency which has information on jobs and can help with finding work or training
- > Visit www.irishjobs.ie for general jobs and www.publicjobs.ie for jobs in public services
- > Check the Evening Herald on Thursday, The Irish Times on Friday and the Sunday Independent
- > Register with a private employment agency



Getting a paid job

If you see a job you'd like and are able to do, you will have to **apply** for it and probably be **interviewed**. For a casual job in a bar or a shop, this will be informal – you'll probably just give in your CV and talk to the manager. Better paid jobs will be more formal, with an application form and one or two interviews with more than one person.

Whatever the job, an interview is your chance to show that you are the right person for the job so be prepared:

- > They will want to know that you can do the job, that you will fit in with the organisation and that you will be a committed and reliable employee
- > Think about what they might ask and plan your answers
- > Ask a friend or relative to pretend that they are interviewing you so you can get some practice
- > Put on formal clothes, stay calm and do your best!
- > If you impress the interviewers and get the job, they will check out references before they offer you the job

Working as a volunteer

If you would like to work as a volunteer there are many opportunities to do so in voluntary and community organisations. Finding a volunteer position is like looking for a job:

- > Contact voluntary and community groups in your area to see if they need volunteers
- > If they don't have something for you the first time, leave your CV and go back again
- > Register with your local Volunteer Centre, details on www.volunteer.ie. They will know of organisations that are looking for help
- > If you have a professional qualification, register at www.boardmatch.ie to bring your skill to a voluntary governing board
- > Become a local activist – there will be groups looking for people to be involved in local issues. Check out with the Citizens Information Centre
- > Get involved with local sports clubs

You don't need a work permit to be a volunteer but you might need to get Garda vetting if you are going to be in contact with children, young people or vulnerable adults.

Knowing your rights

Workers and employers have rights and obligations that are set out in law and information is available at www.employmentrights.ie, www.entemp.ie and www.citizensinformation.ie

As a worker you are entitled to:

- > A written contract of work
- > A written record of wages paid and any deductions made
- > Breaks from work during the day
- > Holidays and holiday pay
- > Receive at least the minimum wage
- > Be free from discrimination on the grounds of disability, race, sexuality, gender, age, religion, marital status or membership of the Travelling community

More websites

- > www.ris.ie
- > www.integratingireland.ie
- > www.mrci.ie
- > www.justice.ie
- > www.inis.gov.ie
- > www.revenue.ie
- > www.welfare.ie



Section 6

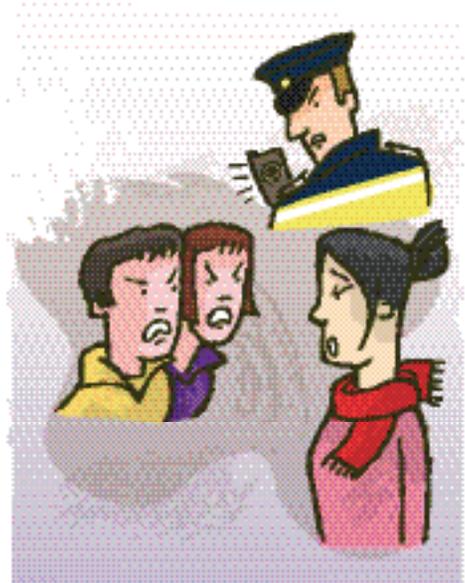
Respect Matters

Bullying, discrimination and racism are not acceptable. There are laws and government initiatives in Ireland to promote and protect the rights of individuals to be free from such attacks and to punish those who commit them.



Bullying

- > Bullying is repeated aggressive behaviour by one person or a group of people against other individual(s). Such behaviour can be physical, verbal or psychological
- > Bullying can happen in schools, at work, or in any other place including online 'cyber bullying'. It can happen to both young and adults alike
- > Schools and work places have anti-bullying policies in place to protect people from being bullied
- > If you feel bullied or victimised in school, always tell someone e.g. your parents, a teacher or anyone else you trust
- > If you feel bullied or victimised at work, you should start by making it very clear to the person concerned that you find his or her behaviour unacceptable and undermining
- > If the issue remains unresolved, you should make a formal complaint to your manager. Your employer is required by law to have an anti-bullying policy in place, which will explain to you how your complaint will be investigated



- > If you feel that the issue can't be solved within your workplace you can do the following:
 - > If the bullying is related to discrimination, you can make a complaint under the Employment Equality Acts using form EE1 which is available from the Equality Tribunal – www.equalitytribunal.ie
 - > If your workplace does not have a sufficient anti-bullying policy, you can make a formal complaint about this to the Workplace Contact Unit of the Health and Safety Authority (HSA) – www.hsa.ie
 - > If you are bullied in relation to your rights under the Safety, Health and Welfare at Work Act, contact the Labour Relations Commission – www.lrc.ie
 - > Further information on bullying in the workplace can be obtained from www.citizensinformation.ie

Discrimination

- > Discrimination means that a person is treated less favorably than others on the grounds of gender, marital status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community
- > If you suffer discrimination, contact the Equality Tribunal – www.equalitytribunal.ie



Racism

- > Racism is a specific form of bullying or discrimination against cultural and ethnic minorities
- > Immediately report any incident involving racism to your local Garda (police) station, where you can make a statement of complaint
- > You are also encouraged to contact the Garda Racial and Intercultural Unit – www.garda.ie. Note that they have a list of Ethnic Liaison Officers located around Ireland
- > If you need to make a complaint against the Garda (police), then contact the Garda Síochána Complaints Board which will deal confidentially with your complaint
- > Alternatively, call the National Crime Victims helpline 1850 211 407

Appendix

Useful Contacts and Information

This is a directory of organisations and websites that you can contact for help, support and advice. First you find general contacts which are relevant to all topics, followed by contacts listed in alphabetical order under the same heading as used in the guide. Cross over's in topics are possible.

Additional information and a selection of useful resources such as leaflets, booklets and other materials are mentioned below the contact details. You need to check all websites regularly to get the most up to date information. Most of the following organisations are national organisations but they usually have local offices around the country.

General Information

Citizens Information Board

Lo-Call: 1890 777 121

Website: www.citizensinformation.ie

Citizens Information provides information and advice on any aspect of life in Ireland. It has an excellent website and phone service. Check out the website for your local information centre.

Crosscare Migrant Project

1 Cathedral Street, Dublin 1

Tel: 01 873 2844

Fax: 01 872 7003

Email: migrantproject@crosscare.ie

Websites: www.migrantproject.ie; www.livinginireland.ie

Crosscare Migrant Project offers immigration information and advocacy for migrants. A guide for new residents called *Living in Ireland* is available in Arabic, English, Chinese, Polish and Russian to download and as a website.

Integration and Social Inclusion Centre of Ireland Ltd (Integrating Ireland and Refugee Information Service)

1st and 2nd Floor, 18 Dame Street, Dublin 2

Tel: 01 645 3070

Fax: 01 677 0061

Email: info@integratingireland.ie and info@ris.ie

Websites: www.integratingireland.ie and www.ris.ie

Go to the Integrating Ireland website for a list of local community and voluntary groups under 'members' and the RIS website for information about rights and entitlements.

Office of the Minister for Integration

Dún Aímhirgin, 43–49 Mespil Road, Dublin 4

Tel: 01 647 3236

Fax: 01 647 3119

Email: info@integration.ie

Website: www.integration.ie

A wealth of useful information for immigrants on a number of topics from a–z can be found on the website.

Office of the Ombudsman

18 Lr. Leeson Street, Dublin 2

Tel: 01 639 5600

Lo-call: 1890 223 030

Fax: 01 639 5674

Email: ombudsman@ombudsman.gov.ie

Website: www.ombudsman.gov.ie

Contact the Ombudsman to make a complaint about public services from government departments, the Health Service Executive (HSE), local authorities and An Post.

www.newtotown.ie

This is a forum for immigrants coming to work and live in Ireland. Immigrants can ask questions and moderators or other users will answer these questions.

Language

Advisory Council for English Language Schools Ltd. (ACELS)

Sandford Lodge, Sandford Close, Sandford Road, Ranelagh, Dublin 6

Tel: 01 529 2450

Fax: 01 529 2499

Email: info@acels.ie

Website: www.acels.ie

ACELS ensures quality of English language schools and can be contacted to find out about private English course providers in your local area.

AONTAS – The National Adult Learning Organisation

(see Education for contact details)

Conradh na Gaeilge

6 Harcourt Street, Dublin 2

Tel: 01 475 7401

Fax: 0 1 475 7844

Email: eolas@cnag.ie

Website: www.cnag.ie

Foras na Gaeilge

7 Merrion Square, Dublin 2

Tel: 1850 325 325

Tel: 01 639 8400

Email: eolas@forasnagaeilge.ie

Website: www.forasnagaeilge.ie

National Adult Literacy Agency (NALA)

76 Lower Gardiner Street, Dublin 1

Tel: 01 855 4332

Fax: 01 855 5475

Freephone: 1800 202 065

Email: info@nala.ie

Website: www.nala.ie; www.literacytools.ie

NALA can be contacted to find out about English classes in your area.

Trinity Integration Initiative

English Language Support Programme

Trinity College Dublin, Dublin 2

Website: www.elsp.ie

The Initiative's website offers online activities for secondary students to improve their language and subject skills.

www.bilingualforumireland.com

Information about bilingualism can be found on this website.

Family

Barnardos

Christchurch Square, Dublin 8

Tel: 01 453 0355

Callsave: 1850 222 300

Fax: 01 453 0300

Email: info@barnardos.ie

Website: www.barnardos.ie

Barnardos offers information for teenagers about difficult situations in life if you follow the link 'Teenhelp' on their website.

Childline

Freephone: 1800 666 666 (24h)

Website: www.childline.ie

This is a helpline phone and internet service for children under 18 years.

Crisis Pregnancy Agency

4th Floor, 89–94 Capel Street, Dublin 1

Tel: 01 814 6292

Fax: 01 814 6282

Email: info@crisispregnancy.ie

Website: www.crisispregnancy.ie

The Crisis Pregnancy Agency provides resources for parents on how to talk about sexuality with children in the ages of 10–17 years.

Department of Health and Children

Website: www.dohc.ie

Department of Justice, Equality and Law Reform

Website: www.justice.ie

Department of Social and Family Affairs

Website: www.welfare.ie

Family Resource Centre National Forum

c/o DHR Communications, 101 James's Street, Digital Hub, Dublin 8

Tel: 01 488 5808

Email: info@familyresource.ie

Website: www.familyresource.ie

Contact them to find your local Family Resource Centre.

Irish Family Planning Association (IFPA)

Head Office, 60 Amiens Street, Dublin 1

Tel: 01 806 9444

Fax: 01 806 9445

Email: post@ifpa.ie

Website: www.ifpa.ie

IFPA is an organisation providing information about sexual health and family planning.

Irish Society for the Prevention of Cruelty to Children (ISPCC)

Tel: 01 676 7960

Website: www.ispcc.ie

ISPCC offers services for children, youth and parents. An information pack for immigrant parents on parenting and living in Ireland can be downloaded from their website.

Ombudsman for Children's Office (OCO)

Millennium House, 52–56 Great Strand Street, Dublin 1

Freephone: 1800 20 20 40

Lo-call: 1890 654 654

Website: www.oco.ie

A child friendly version of the UN Declaration of Children's Rights is available amongst other publications.

One Family

Cherish House, 2 Lower Pembroke Street, Dublin 2

Tel: 01 662 9212

Fax: 01 662 9096

Lo-call: 1890 66 22 12 (Infoline)

Email: info@onefamily.ie

Website: www.onefamily.ie

One Family is an organisation that offers advice, information, counselling, parenting support and training as well as job training for lone parents.

Rape Crisis Network Ireland (RCNI)

Quay Street, Galway

Tel: 091 563 676

Email: info@rcni.ie

RCC National Helpline 1800 77 88 (for victims, family and friends)

This organisation can be contacted for information on sexual violence and to find out your local centre for support.

Teen-Line Ireland

Freephone: 1800 833 634

Website: www.teenline.ie

This is a free phone service for young people who need somebody to talk to about any issue they are concerned about.

The Sexual Health Centre

16 Peters Street, Cork

Tel: 021 427 5837

Helpline: 021 427 6676

Email: parents@sexualhealthcentre.com

Website: www.sexualhealthcentre.com

On their website youth and parents find information on sexuality and sex education – e.g. the *Sexual Times* e-book for young people or a leaflet for parents.

Women's Aid

Everton House, 47 Old Cabra Road, Dublin 7

Tel: 1800 341 900

Email: helpline@womensaid.ie

Website: www.womensaid.ie

This organisation helps mainly women and children who are experiencing violence in the home (domestic violence).

www.families.ie

This website provides regional information about services and support for families, mainly for the North West of Ireland.

www.teenspace.ie

This website provides information on recreational activities for young people aged 10–18.

www.spunout.ie

This is a website that provides support and information for young people on health, safety and life related issues from a–z.

Connecting

Comhairle na nÓg (Youth Councils)

Website: www.comhairlenanog.ie

These are local forums for children and young people to discuss local and national issues of relevance to them.

Football Association of Ireland (FAI)

National Intercultural Coordinator

Des Tomlinson

Mobile: 086 859 0524

Email: des.tomlinson@fai.ie

Website: www.fai.ie

To find the contact details for development officers who also help you to get involved in a local club, follow these links on the FAI website: 'domestic and grassroots', 'technical department'.

Gaelic Athletic Association (GAA)

Croke Park Stadium, Dublin 3

Tel: 01 836 3222

Website: www.gaa.ie; www.museum.gaa.ie

Find your local club on the website by using the club finder.

Irish Sports Council

Website: www.irishsportsCouncil.ie

Use the contact finder to find your local sports partnership; they then can give you information about local sports clubs.

Irish Vocational Education Association (IVEA)

(see Education for contact details)

National Youth Council of Ireland (NYCI)

3 Montague Street, Dublin 2

Tel: 01 478 4122

Fax: 01 478 3974

Email: info@nyci.ie

Website: www.youth.ie or www.intercultural.ie

A leaflet about intercultural Youth Work translated in different languages is available at www.intercultural.ie.

www.youthinformation.ie

Find your local Youth Information Centre, follow the link 'Ireland' on this website.

Education

AHEAD – Association for Higher Education Access and Disability

East Hall, UCD, Carysfort Avenue, Blackrock, Co. Dublin

Tel: 01 716 4396

Email: ahead@ahead.ie

Website: www.ahead.ie

This organisation provides information about education and disability to students, parents and all others.

AONTAS – The National Adult Learning Organisation

2nd Floor, 83–87 Main Street, Ranelagh, Dublin 6

Tel: 01 406 8220/1

Fax: 01 406 8227

Email: mail@aontas.com

Website: www.aontas.com

This organisation runs an information and referral service about adult education and providers (including English language classes).

Central Applications Office (CAO)

Tower House, Eglinton Street, Galway

Tel: 091 509 800

Fax: 091 562 344

Website: www.cao.ie

This is where you apply for most higher education courses in Ireland.

Department of Education and Science (DES)

Dublin Office, Marlborough Street, Dublin 1

Tel: 01 889 6400

Lo-Call: 1890 40 20 40 (for regional offices)

Email: info@education.gov.ie

Website: www.education.ie

This Department offers information about school dates around the school year, intercultural materials (AIM) and information for newcomer parents and students.

Irish Council for International Students (ICOS)

41 Morehampton Road, Dublin 4

Tel: 01 660 5233

Fax: 01 668 2320

Email: office@icosirl.ie

Web: www.icosirl.ie

This organisation provides information for international students and informs them about their rights and entitlements in third level education.

Irish Vocational Education Association (IVEA)

McCann House, 99 Marlborough Road, Donnybrook, Dublin 4

Tel: 01 496 6033/ 496 6248

Fax: 01 496 6460

Email: info@ivea.ie

Website: www.ivea.ie

This is the representative body for all local VECs – Vocational Educational Committees. Contact IVEA to find your local VEC for further education, training and language classes.

Jesuit Refugee Service Ireland

Ground Floor, 13 Gardiner Place, Dublin 1

Tel: 01 814 8644

Fax: 01 873 4680

Email: communitylinks@jesuit.ie

Website: www.jrs.ie

The JRS published a booklet called *Your child and schools in Ireland*, translated into seven languages, which describes the education system or immigrant parents.

National Council for Curriculum and Assessment (NCCA)

24 Merrion Square, Dublin 2

Tel: 01 661 7177

Fax: 01 661 7180

Email: info@ncca.ie

Website: www.ncca.ie, www.curriculumonline.ie

The NCCA websites offer information on curriculum and assessments for parents and subject fact sheets are very useful.

National Educational Welfare Board (NEWB)

16–22 Green Street, Dublin 7

Tel: 01 873 8700

Lo-call: 1890 363 666

Fax: 01 873 8798

Email: info@newb.ie

Website: www.newb.ie

A booklet called *Don't let your child miss out* (in 18 languages) has information about attendance of students in schools and what parent's are expected to do.

National Parents Council Post-primary (NPCpp)

Unit 5, Glasnevin Business Centre, Ballyboggan Road, Dublin 11

Tel: 01 830 2740 / 830 2747

Fax: 01 830 2752

Email: npcpp@eircom.net

Website: www.npcpp.ie

Parents can find information about how to set up a parents council in your school, *Starting Second Level School* booklet and a helpline on Leaving Certificate results.

National Youth Council of Ireland (NYCI)

(see Connecting for contact details)

Office of the Minister for Integration

(see General for contact details)

Intercultural materials on education are available for immigrant parents and students.

Irish Second-Level Students' Union (ISSU)

First Floor, 3–4 St Agnes Road, Crumlin, Dublin 12

Tel: 01 443 4461

Email: studentvoice@issu.ie

Web: www.issu.ie

Union of Students in Ireland (USI)

3–4 St Agnes' Road, Crumlin, Dublin 12

Tel: 01 709 9300

Fax: 01 709 9302

Email: enquiries@usi.ie

Website: www.usi.ie

This is the national representative body of third level students in Ireland. Their Equality Officer looks after the needs of minority groups.

www.educationireland.ie

This website provides information for students from overseas.

www.qualifax.ie

This is a web database which provides information about all existing further education, training and third level courses in Ireland.

www.studentfinance.ie

This website gives very comprehensive information on fees and entitlements for students.

Youthreach

Curriculum Development Unit, Captains Road, Crumlin, Dublin 12

Tel: 01 453 5487

Fax: 01 453 7659

Email: youthreachinfo@cdu.cdvec.ie (General Enquiries)

Email: yrnco@cdvec.ie (National Co-ordinator)

Website: www.youthreach.ie

Youthreach is Ireland's education and training programme for early school leavers.

Work

Boardmatch Ireland

35 Exchequer Street, Dublin 2

Tel: 01 671 5005

Email: info@boardmatchireland.ie

Website: www.boardmatchireland.ie

An organisation that brings voluntary and community organisations together with volunteers for their board of management.

Department of Enterprise, Trade and Employment

Website: www.entemp.ie

Department of Justice, Equality and Law Reform

Website: www.justice.ie

Immigrant Council of Ireland

2 St Andrew Street, Dublin 2

Tel: 01 674 0200 (Information Service)

Website: www.immigrantcouncil.ie

Irish National Organisation of the Unemployed (INOU)

Tel: 01 856 0088

Fax: 01 856 0090

Email: welfareinfo@inou.ie

Website: www.inou.ie

On their website you find a number of publications on how to look for work, social welfare benefits and unemployment, some are translated into different languages.

Irish Naturalisation & Immigration Service (INIS)

13–14 Burgh Quay, Dublin 2

Lo-call: 1890 551 500

Website: www.inis.gov.ie

Irish Tax and Customs

Website: www.revenue.ie

Migrants Rights Centre Ireland (MRCI)

55 Parnell Square West, Dublin 1

Tel: 01 889 7570

Fax: 01 889 7579

Email: info@mrci.ie

Website: www.mrci.ie

National Employments Rights Authority (NERA)

Information Services, O'Brien Road, Carlow

Lo-call: 1890 808 090 (from 9.30am to 5.00pm)

Email: info@employmentrights.ie

Website: www.employmentrights.ie

NERA offers a free information service on employment rights and provides information in different languages on their website

National Qualifications Authority of Ireland

5th Floor, Jervis House, Jervis Street, Dublin 1

Tel: 01 887 1500

Fax: 01 887 1595

Email: info@qualificationsrecognition.ie

Website: www.qualificationsrecognition.ie

National Training and Employment Authority (FÁS)

Website: www.fas.ie

FÁS offers job seeking services and further education and training courses throughout the country. On their website you can find available courses and also contact details for local offices.

Volunteer Centres Ireland

DMG Business Centre, 9–13 Blackhall Place, Dublin 7

Tel: 01 799 4519

Email: info@volunteer.ie

Website: www.volunteer.ie

Contact them to find your local volunteer centre.

www.careersportal.ie

This is a website for career guidance for students and adults.

Respect

Equality Tribunal

3 Clonmel Street, Harcourt Street, Dublin 2

Tel: 01 477 4100

Email: info@equalitytribunal.ie

Website: www.equalitytribunal.ie

Lo-Call: 1890 344 424

Garda Racial & Intercultural Office

Community Relations & Community Policing

Garda Headquarters, Harcourt Square, Dublin 2

Tel: 01 666 3150

Fax: 01 666 3801

Website: www.garda.ie

A booklet called *Your police service in Ireland* is available in different languages.

Garda Síochána Complaints Board

Block 1, 5th Floor, Irish Life Centre, Lower Abbey Street, Dublin 1

Tel: 01 872 8666

Health and Safety Authority

Workplace Contact Unit, The Metropolitan Building,
James Joyce Street, Dublin 1

Lo-Call: 1890 289 389

Fax: 01 614 7020

Email: wcu@hsa.ie

Website: www.hsa.ie

The Labour Relations Commission

Tom Johnson House, Haddington Road, Dublin 4

Tel: 01 613 6700

Lo call: 1890 220 227

Fax: 01 613 6701

Email: rightscomm@lrc.ie

Website: www.lrc.ie



This project is co-financed by the European Fund for the Integration of Third Country Nationals



Office of the Minister for Integration
Oifig an Aire Lámháiriúcháin



Integration and Social Inclusion Centre of Ireland *on behalf of*
Integrating Ireland – the Immigrant Network

1st and 2nd Floors
18 Dame Street
Dublin 2, Ireland

T 01 645 3070
E info@integratingireland.ie
W www.integratingireland.ie