

New to Belfast?

A guide of support services



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www.belfastcity.gov.uk

New to Belfast?

A guide to support services

Welcome to our guide to support services for people who have migrated or are new to Belfast.

This guide has been produced by Belfast City Council with the support of the Belfast Migrant Forum, the Belfast Health and Social Care Trust and the North Belfast Ethnic Minority Support Network. The guide aims to raise awareness and provide information about the range of support services available to migrant communities in Belfast. We hope that you will find this to be a valuable resource, whether you are looking for help, or seeking to provide help to migrant communities.

How to use this guide

The guide covers information on a broad range of support services and in order to make it less complicated, we have introduced a series of symbols which will take the user through the complexity of services on offer.

The symbols that appear beside each entry indicate the main support services provided by the agency, however additional services may also be available; if in doubt please contact the agency to find out more.

In this guide you will also find a list of minority ethnic support organisations (section 2), related training available in Belfast (section 3) and useful guides on rights and entitlements for migrant communities (section 4).

Advocacy support



Business advice



Capacity building : Organisational support



Community safety



Education : Diversity training



Employment advice : Employment support



Family support services : Enrolment in school



Health information : Social care



Housing : Homelessness



Immigration advice



Language classes : Language for work



Legal assistance : Anti-discrimination guidance



Recreational activities



Specialised information



Section 1

Support services for migrant people living in Belfast

The following section lists details of support services for migrant people living in Belfast. Services are listed in alphabetical order. To make it less complicated, we have introduced a series of symbols which will take the user through the complexity of services on offer. The symbols that appear beside each entry indicate the main support services provided by that agency.

Afro Community Support Organisation Northern Ireland (ACSONI)



Contact address:

ACSONI, C/O MCRC, 9 Lower Crescent, Belfast, BT7 1NR

Telephone number: T: 028 90 244639 or M: 07704 612 045

Contact email: management@acsoni.org

General statement of your organisation:

Provide support for the Afro (African, Caribbean, European, Mixed Heritage and descendants) community in Northern Ireland.

Service area provided:

Information and advice; referral to other agencies, monthly socials for information and networking.

Information can be provided in the following languages:

- Ndebele, Shona,
- Zulu, Pidgin,
- Swahili, Kikuyu,
- Kiswahili, French Patois.

Barnardo's Tuar Ceatha Services



Contact address:

23 Windsor Avenue, Belfast, BT9 6EE

Telephone number: 028 9066 8766

Contact email: jennifer.collins@barnardos.org.uk

General statement of your organisation:

Provide a Family Support Service to the Black, Minority Ethnic, Refugee and Asylum Seeking Communities in the Greater Belfast and Eastern Board Areas.

Service area provided

Outreach and home based family support, parenting education, signposting and support with access to information on benefits, health issues, education and school enrolment.

Staff can communicate in English, Polish, Chinese, French, German, Slovak and Russian.

Belfast City Council - Community centres



Belfast City Council looks after 23 community centres across Belfast.

Activities at the centres include play groups, homework clubs, after-school groups, keep-fit sessions, parent and toddler clubs, drama and young people's groups.

They also include a range of meeting facilities and state-of-the-art computer equipment.

Some centres also organise seasonal activities for people living in the local area.

Some centres can provide community development advice.

For a full list of community centres see www.belfastcity.gov.uk/communitycentres

Email: development@belfastcity.gov.uk



Contact address:

Community Safety Unit, Cecil Ward Building, 4-10 Linenhall St.

Telephone number: 028 9032 0202

Contact email: mcclernonr@belfastcity.gov.uk

General statement of your organisation:

Belfast Community Safety Partnership is the body established to address community safety issues in Belfast on a multi agency basis. Our current priorities are Anti-Social Behaviour, Hate Crime, Alcohol Fuelled Violent Crime and Feeling Safer. The Partnership is led by Belfast City Council.

Service area provided:

Operates a Tension Monitoring group and reporting process that aims to understand and address community tensions.

Hate crime awareness

Provides small grants of up to £500 to support activity that reduces hate crime and raises awareness of relevant issues

Hate crime training

Healing Through Remembering have been commissioned to develop and deliver training to key groups and individuals on hate crime.



Contact address:

Economic Development Unit, Belfast City Council
Cecil Ward Building, 4-10 Linenhall Street, Belfast

Telephone number: 028 9027 0482

Contact email: economicdevelopment@belfastcity.gov.uk

General statement of your organisation:

The economic development unit delivers a range of programmes to help Belfast's Small business community.

Service area provided:

Belfast Entrepreneurs Network (BEN)

BEN is a networking and discussion forum for small businesses in Belfast. We hold regular events to help you improve your business.

Smarter Procurement Programme

This programme helps small businesses identify and take advantage of new sales opportunities in the public and private sectors.

Belfast Enterprise Academy

This programme supports university students through a tailored mentoring programme to develop business ideas and plan business opportunities.



Sales Growth Programme

The programme aims to improve the selling skills of business owners and managers.

Strategy in Business Initiative

This programme helps small businesses to develop the practical skills necessary to think strategically and develop plans for future growth.

Pre-enterprise Social Economy Programme

This programme helps community organisations or individuals who want to find out more about becoming a social enterprise.

Franchising Initiative

This initiative is aimed at helping entrepreneurs and businesses to start or expand their businesses through franchising.



Contact address:

Good Relations Unit City Hall, Belfast, BT1 5GS

Telephone number: 028 9032 0202 Ext 6028

Contact email: dolanl@belfastcity.gov.uk

General statement of your organisation:

To support and promote the development of good relations within Belfast.

Service area provided:

- Provides advice and support to projects that promote good relations within the City
- Provides advice and support to migrant and minority ethnic projects
- Facilitates the interagency Belfast Migrant Forum
- Provides good relations small grants funding to projects that aim to improve good relations within Belfast
- Delivers migration awareness training and ending hate in our communities training.

Belfast City Council Leisure Facilities



Belfast City Council has 10 Leisure Centres across Belfast.

They have a leisure discount scheme called Boost and it offers a wide range of services and activities across the centres such as:

- General swimming and lesson
- Fitness Suite and classes
- Badminton
- Squash
- Table tennis
- Climbing wall
- Sauna/steam/spa, and
- Tennis

Discounts are available for under 17's, students in full-time education, families and 60+. Additional discounts are also available for those who live in Belfast and are in receipt of means tested benefits being:

- Income support
- Jobseeker's allowance (income-based)
- Tax credits and health exemption certificate (HCEC)
- Housing benefit
- Pension credit, or
- Employment and support allowance income related (ESAIR)

For a full list of all leisure facilities please visit www.belfastcity.gov.uk/leisure

Belfast City Council - Play centres



Contact address:

Belfast City Council Community Services

Cecil Ward Building 4-10 Linenhall Street Belfast BT2 8BP

Telephone number: 028 9027 0470

Contact email: play@belfastcity.gov.uk

General statement of your organisation:

The play service supports opportunities for children to play through a range of outreach projects and centre based provision.

Service area provided:

- After school services:
- Avoniel Playcentre
- Ballysillan Playcentre
- Loop River Playcentre
- North Queen Street Playcentre
- Olympia Playcentre
- Whiterock Playcentre

Outreach projects:

- Support for community based play projects
- Outdoor play projects
- Inclusion - multi-cultural after school clubs
- Support for projects working with children from a minority ethnic background.

Belfast Education and Library Board



Contact address:

40 Academy Street, Belfast, BT1 2NQ

Telephone number: 028 9056 4000

Contact email: info@belb.co.uk

General statement of your organisation:

Local Education Authority

Service area provided:

Education Services: Information on free school meals, school transport, student finance for further and higher education.

Belfast Health and Social Care Trust



Contact address:

Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8BH

Telephone number: 028 9056 4940

Contact email: Jennifer.yu@belfasttrust.hscni.net

General statement of your organisation:

The Community Development Unit in Belfast Health and Social Care Trust facilitates the minority ethnic health forum and organises health and information events for migrant workers.

Service area provided:

Health and information events for migrant and minority ethnic communities.

Belfast Health and Social Care Trust - Health Visiting service



Contact address:

Maureen Sheenan Centre, 106 Albert St, Belfast, BT 12 4HL

Telephone number: 028 9024 2816

Contact email: catherinedoherty@belfasttrust.hscni

General statement of your organisation:

Health visiting services

Service area provided:

General physical, mental and social health services.

Belfast Islamic Centre



Contact address:

38 wellington Park, Belfast, BT10 6DN

Telephone number: 028 9066 4465

Contact email: info@belfastislamiccentre.org.uk

General statement of your organisation:

Provides support to the Muslim Community in Northern Ireland.

Service area provided:

- Daily congregational prayers
- Arabic school and Islamic studies.
- Translation and Interpreting
- Offers support and guidance to new people coming to Northern Ireland.
- Operates a women's group, youth and children's activities.

Services available in Arabic.

Bulgarian Association NI



Contact address:

C/O NICEM

Ascot House, Shaftesbury Square, Belfast

Telephone number: 028 9023 8645

Contact email: bulgarianassociation@abc.bg

General statement of your organisation:

To develop the capacity and the skills of members of the Bulgarian community in Northern Ireland and those who are preparing to come to Northern Ireland.

Service area provided:

Support to Bulgarians living in Northern Ireland.

Business in the Community



Contact address:

Bridge House, Paulette Avenue, Belfast, BT5 4HD

Telephone number: 028 9046 0606

Contact email: deborah.mcconnell@bitcni.org.uk

General statement of your organisation:

To help businesses act responsibly and make a positive impact on their local communities.

Service area provided:

- Diversity and equality training.
- Guidance and advice to employers relating to best practice for employing migrant workers.

Consular Association of Northern Ireland (CA-NI)



Contact address:

Consular Association of Northern Ireland (CA-NI)
16-18 Glen Road, Comber, Co. Down, BT23 5EL

Telephone number: T: 028 9187 4697 M: 07803 897 487

Contact email: secretariat@ca-ni.org

General statement of your organisation:

The Consular Association was established as an association of both Career and Honorary Consuls working in Northern Ireland to discuss Consular issues and matters concerning their respective Nationals and countries.

Service area provided:

Consuls are official representatives of the country appointed by their government and accredited by the Foreign and Commonwealth Office.

Central contact for all countries having official Consular representation in Northern Ireland.

Develop economic, commercial, educational, cultural and scientific relations between countries.

Consular services may vary between countries (passport, visa, immigration, advice, assistance, notarisisation, registration of births/deaths, etc).

Chinese Welfare Association



Contact address:

Chinese Resource Centre

1 Stranmillis Embankment, Belfast, BT7 1GB

Telephone number: 028 9028 8277

Contact email: echanhu@cwa-ni.org

General statement of your organisation:

Support organisation for Chinese people living in Northern Ireland.

Service area provided:

- Advocacy support
- Housing Information
- Employment advice
- Community Safety Advice
- Crime Prevention Advice

The following services have a charge:

- Childcare support
- English Language Classes
- Diversity Training
- Specialised Training, including health and safety
- Language classes in mother tongue.

Services can be provided in Cantonese, Mandarin and Hakka.



Contact address:

Central Belfast CAB

Merrion Business Centre, 58
Howard St, Belfast, BT1 6PJ

T: 028 9026 1970

North Belfast CAB

40-44 Duncairn Gardens,
Belfast, BT15 2GG

T: 028 9035 7990

Suffolk and Andersonstown CAB

208 Andersonstown Road,
Belfast, BT11 9EB

T: 028 9030 1916

Shankill CAB

268 Shankill Road, Belfast,
BT13 2BL

T: 028 9026 2890

Falls CAB

8 Springfield Road, Belfast,
BT12 7AG

T: 028 9020 5432

East Belfast CAB

The Arches Centre, 1a
Westminster Ave North,
Belfast, BT4 1NS

T: 028 9022 3747

General statement of your organisation:

Citizens Advice Belfast offers free, confidential and impartial advice.

Service area provided:

Advice is provided in the following areas: communications, travel, immigration, administration of justice, education, employment, human rights, family, social security, health, housing, taxes, consumer and money advice and leisure. Representation at tribunals is also offered when resources allow.



Contact address:

C/O The Bridge, 135 Ravenhill Road, BT6 8DR

Telephone number: 028 9022 1221

Contact email: kippax@fsmailnet

General statement of your organisation:

Developed to enable groups within East Belfast to share information in relation to minority ethnic communities.

Service area provided:

The network has developed an information pack on services within East Belfast. English language classes are also available through the network.

East Belfast Filipino Community



Contact address:

C/O 17 Halstein Drive, Belfast, BT5 6JQ

Telephone number: 028 9047 1437

Contact email: kaa2310173@yahoo.com

General statement of your organisation:

To promote the Filipino culture and support the welfare of Filipinos by working in partnership with local authorities and the Philippine embassy.

Service area provided:

Relaying consular and other concerns of Filipinos in Northern Ireland to the Philippine Embassy.

East Belfast Independent Advice Centre



Contact address:

85 Castlereagh Street, Belfast, BT5 4NF

Telephone number: 028 9096 3003

Contact email: advice@ebiac.org

General statement of your organisation:

To ensure the community in East Belfast does not suffer from lack of advice and information as to their rights and responsibilities.

Service area provided:

- Benefit advice, assistance with form completion.
- Advice on rights and entitlements.
- Representation at tribunals.

Education Welfare Service



Contact address:

Ulidia resource centre, Somerset St, Belfast, BT7 2GS

Telephone number: 028 9069 0360

Contact email: rogerk@belb.co.uk

General statement of your organisation:

Support pupils and carers with school related difficulties

Service area provided:

- Individual pupil support programme
- Support with school enrolment.

EMBRACE NI



Contact address:

48 Elmwood Avenue, Belfast ,BT9 6AZ

Telephone number: 028 9066 3415

Contact email: info@embraceni.org

General statement of your organisation:

EMBRACE is a voluntary group of Christians working together to promote a positive response to people seeking asylum, refugees, migrant workers and minority ethnic people in Northern Ireland.

Service area provided:

EMBRACE has an emergency fund, administered through other NGOs, that assists foreign nationals with emergency needs, where there are no other funds available.

EMBRACE also has a project, administered through voluntary groups, that facilitates churches in helping destitute migrant workers by supplying clothes and toiletries.

EMBRACE resources, including information updates and a myth-busting leaflet, can be accessed at www.embraceni.org/category/about-us/embrace-resources



Contact address:

7-9 Shaftesbury Square, Belfast, BT2 7DP

Telephone number: 028 9089 0890

Contact email: information@equalityni.org

General statement of your organisation:

The Equality Commission's role is to advance equality, promote equality of opportunity, encourage good relations and challenge discrimination through promotion, advice and enforcement.

Service area provided:

Provides free information, advice and guidance on discrimination issues.

Provides policy advice in relation to racial equality issues and Section 75 NI Act 1998.

Provides legal assistance and representation to a select number of discrimination cases in Industrial Tribunals and in the County Courts.



Contact address:

2nd. Floor Ascot House, 24-31 Shaftesbury Square, Belfast, BT2 7DB

Telephone number: 028 9033 2313

Contact email: maeve.mckeag@gemsni.org.uk

General statement of your organisation:

Minority Ethnic Employability Support Project (MEESP) provides one-to-one career guidance tailored to meet individual needs. This includes an introduction to the recruitment process, assisted job search, assistance to complete application forms, develop Curriculum Vitae's and interview skills including practice interviews.

Service area provided:

Provides Learning Language for Work programme for people whose first language is not English enabling them to engage in the local recruitment process.

Provides a Language in Work Programme which is a tailor made programme to support migrant staff integrate into the workforce. As part of the Learning Language for Work Programme the participants can attend a weekly conversation class.

Provides a Living in Belfast Integration programme which aims to support black, minority ethnic and migrant people integrate into Belfast.



Contact address:

Unit 9 Wolfhill Centre, 148 Ligoniel Road, Belfast, BT14 8DT

Telephone number: 028 9071 2266

Contact email: caroline.milligan@belfasttrust.hscni.net

General statement of your organisation:

Services for families with children aged 0-3 living in Ardoyne, Cliftonville and Ligoniel.

Service area provided:

Parenting support, child care support, and general advocacy support.



Contact address:

109 Botanic Avenue, Belfast, BT7 1JP

Telephone number: T: 028 9024 8521 M: 07857 332 264

Contact email: homeplus.manager@yahoo.co.uk

General statement of your organisation:

To meet the needs of all vulnerable homeless people who are sleeping rough.

Service area provided:

Street Outreach facility for rough sleepers, including homeless migrant workers 8pm - 11 p.m.

Provides food, sleeping bags, blankets, clothes, transport, basic first aid, and help with access to emergency accommodation.

Drop-In centre for homeless migrant workers from 10 a.m. - 2 p.m. Monday - Friday, and 11.30 a.m. - 2 p.m. Saturday and Sunday. Provides free interpretation facilities for clients, meals, clothes, shower facilities, weekly health care clinic, assistance with accessing accommodation/benefits, help with completing forms, assistance to return home, job searches, and transport.

Services can be provided in other languages.

Invest NI - Provision of services for migrants living in Belfast



General statement of your organisation:

Invest Northern Ireland and its enterprise partners deliver a range of programmes which provide encouragement, advice and information on business start up.

Service area provided:

The Go For It programme provides services for the early stage entrepreneur thinking about starting a business and the person at the start up stage, ready to take their business idea forward.

Early stage enterprise seminars cover a range of business start up concerns and can be tailored to suit the issues faced by ethnic minorities. The start up programme includes training, workshops and business clinics.

Interpreter services can be made available if required.

Enquiries can be made to the Call Centre or the delivery partner in the Belfast area:

Call centre:

T: 0800 027 0639
www.goforitni.com

Delivery partners:

East Belfast Enterprise Park, 308 Albertbridge Road, Belfast
T: 028 9045 5450

Invest NI - Provision of services for migrants living in Belfast (continued)



North City Business Centre

2 Duncairn Gardens, Belfast
T: 028 9074 7470

Ormeau Enterprises Ltd

Ormeau Business Park, Belfast
T: 028 9033 9906

Ortus - The West Belfast Enterprise Board

Twin Spires Centre, Belfast
T: 028 9031 1002

Townsend Enterprise Park Ltd

28 Townsend Street, Belfast
T: 028 9043 5778

Work West Enterprise Agency

301 Glen Road, Belfast
T: 028 9061 0826

Irish Congress of Trade Unions - Migrant Branch



Contact address:

4 - 6 Donegall Street Place, Belfast, BT1 2FN

Telephone numbers: **Helpline:** 028 9031 9644 **T:** 028 9024 7940

Contact email: kasia.garbal@ictuni.org or kevin.doherty@ictuni.org

General statement of your organisation:

Congress is the single umbrella organisation for trade unions in the Republic of Ireland and Northern Ireland. Trade unions represent the interests of working people seeking to improve the pay and working conditions of their members and campaigning for better living standards for working people.

Service area provided:

Migrant Workers Support Unit offers support, advice and representation for migrant workers with employment problems.

Provides employment rights clinics for migrant workers and training seminars for organisations to increase awareness of employment rights and the benefits of membership in trade unions.

Services available in other languages.

Indian Community Centre



Contact address:

86 Clifton Street, Belfast, BT13 1AB

Telephone number: 028 9024 9746

Contact email: info@iccbelfast.com

General statement of your organisation:

The Indian Community Centre provides welfare and outreach activities to promote relations between Indian and Non-Indian people.

Service area provided:

Advocacy support services

Services available in Hindi and Punjabi



Contact address:

2-8 Gordon Street, Belfast, BT1 2LG

Telephone numbers:

Employment Rights Helpline: 028 9032 1442

Service updates: 028 9033 7425

Contact email: tommy.wright@lra.org.uk

General statement of your organisation:

Statutory duty to improve industrial relations in Northern Ireland.

Service area provided:

- Employment rights advice.
- Webpage and helpline are available in other languages.



Contact address:

Central office, 124 Donegall Street, Belfast

Telephone number: 028 9024 4401

Contact email: admin.belfast@lawcentreni.org

General statement of your organisation:

To promote social justice through the provision of specialist legal services.

Service area provided:

OISC registered to provide immigration advice.

Multi-Cultural Resource Centre (MCRC)



Contact address:

First Floor; 9 Lower Crescent, Belfast, BT7 1NR

Telephone number: 028 9043 9226

Contact email: margaret@mcrc-ni.org

General statement of your organisation:

The Multi-Cultural Resource Centre works with migrant workers, refugees and the majority white community and established black and minority ethnic communities.

Service area provided:

- Advocacy support
- Health and welfare advice
- Housing Information.
- English Language Classes
- Diversity Training there is a charge for this training.

Northern Ireland Community of Refugees and Asylum Seekers



Contact address:

136 University Street, Belfast, BT7 1HH

Telephone number: 028 9024 6699

Contact email: nicras@hotmail.co.uk

General statement of your organisation:

To provide information and advice to asylum seekers and refugees and to support the integration of these communities.

Service area provided:

- Advice and support service for asylum seekers and refugees including:
- Benefits, welfare and education advice
- Liaison with solicitors
- Provides purposeful activities including volunteering, recreational activities, education, training, English and IT classes
- Training and awareness raising for external organisations in diversity and refugee issues
- Training for refugee community in areas such as citizenship.

Services can be provided in the following languages Somali, Arabic, Shona, French.

Northern Ireland Council for Ethnic Minorities (NICEM)



Contact address:

3rd Floor Ascot House, 24-31 Shaftsbury Square, Belfast, BT2 7DB

Telephone number: 028 9023 8645

Contact email: jolena@nicem.org.uk

General statement of your organisation:

NICEM is a regional organisation working on behalf of minority ethnic communities in Northern Ireland.

Service area provided:

Assists public authorities in devising policy and practice in relation to migrant workers.

Offers assistance to new emerging communities to set up their own community organisations and access funding.

The NICEM Belfast Migrants Centre provides one-stop shop services with bi-lingual staff. Provides advice to migrant workers on employment related issues, benefits and access to public services.

Provides support and advocacy to victims of racial crime.

OISC registered to provide immigration advice and representation.

Northern Ireland Housing Executive



Contact address:

Community Cohesion Unit, Northern Ireland Housing Executive,
2 Adelaide Street, Belfast, BT2 8PB

Telephone numbers:

General enquiries on services for migrant workers: 028 9031 8236

General Housing Executive enquiries: 03448 920 900

Housing Benefit enquiries: 03448 920 902

Contact email: Linda.hutchinson@nihe.gov.uk

General statement of your organisation:

To ensure everyone has access to decent affordable housing, and to work with communities and other organisations to meet the housing needs of existing and future generations.

Service area provided:

Housing Information. The 35 Housing Executive District Offices across the Province are the main points of contact between the Housing Executive and the public.

District offices provide a range of services including: Maintenance, Repairs, Housing benefit, Rent collection, Allocations, Transfers, Housing Management, Consultation on schemes, Work with Community Groups, Community Safety issues, Dealing with Anti-Social Behaviour.

If you become homeless, or are at risk of becoming homeless, a telephone referral service when offices are closed and during holiday periods is available at 028 9056 5444.

Police Service of Northern Ireland



Contact address:

Community Safety Branch HQ

PSNI Lisnasharragh, 42 Montgommery Road, Belfast , BT6 9LD

Telephone numbers:

Non emergency - 0845 6008000

Text phone users - 18000

Emergency - 999

Contact email: community.safety@psni.pnn.police.uk

www.psni.police.uk

General statement of your organisation:

The Police Service of Northern Ireland's purpose is to make Northern Ireland safer for everyone through professional, progressive policing. We achieve this goal through policing with the community. This proactive, community-driven approach sees the police and local community working together to identify and solve problems.

Service area provided:

The police are working hard to tackle hate crime throughout Northern Ireland but our success will mostly depend on you. We need you to recognise when a hate crime occurs and report it.

- Telephone 0845 600 8000
- In person at any police station.
- Online at www.psni.police.uk.

Polish Association Northern Ireland



Contact address:

7 North Street, Belfast, BT1 1NH

Telephone numbers: T: 079 30 476649 M: 028 9032 1232

Contact email: maciek@polishassociation.org

General statement of your organisation:

Polish Association supports the needs of Polish people living in Northern Ireland.

Service area provided:

Drop In Centre - opening hours

Wednesday 9 am - 5 pm

Thursday 9 am - 5 pm

Friday 9 am - 5 pm

English classes

Thursday - 6.30 pm

Saturday - 10.00am

Alcohol Anonymous group

Sunday 5 pm - 7 pm

Psychologist's consulting hours

Tuesday 6 pm - 7 pm

Bi Lingual community safety advocacy scheme

Policing and housing advice.

Services available in English and Polish.

Simon Community



Contact address:

57 Fitzroy Avenue, Belfast, BT7 1HT

Telephone number: 028 9023 2882

General statement of your organisation:

To strengthen communities by leading the way in addressing homelessness.

Service area provided:

Provides accommodation and support for people who become homeless.

Smile Surestart



Contact address:

168 -170 Duncairn Gardens, Belfast, BT15 2GN

Telephone number: 028 9075 6654

Contact email: mandy.mculty@belfasttrust.hscni.net

General statement of your organisation:

To improve social and emotional development, health and wellbeing and to strengthen families and communities.

Service area provided:

Provides support for families and children under the age of four living in the area of Duncairn , Mountvernon, Newlodge and Waterworks.

South Belfast Roundtable



Contact address:

23 University Street, Belfast, BT7 1FY

Telephone number: 028 9024 4070

Contact email: denise.wright@sbrtr.org.uk

General statement of your organisation:

To tackle racism and promote diversity in South Belfast.

Service area provided:

Diversity, Anti Racism and Migration Awareness Training
Operates a weekly Friendship Club.

Stepping Stone Project



Contact address:

240 Newtownards Road, Belfast, BT4 1HB

Telephone number: 028 9073 8211

Contact email: j.millar@steppingstoneni.org

General statement of your organisation:

To provide information, advice and guidance on training, education and employment opportunities to unemployed people living in East Belfast.

Service area provided:

Information, advice and training on employment opportunities.

The Welcome Organisation



Contact address:

Mill House, Twin Spires,
155 Northumberland Street, Belfast BT13 2JF

Telephone number: 028 9024 0424

Contact email: sandra.moore3@btopenworld.com

General statement of your organisation:

The welcome organisation delivers support services to migrant workers who become or are homeless.

Service area provided:

Support ranges from practical immediate interventions such as food, clothes, showers, laundry facilities with a view to encouraging engagement which allows further interventions and access to other services.

Whiterock Children's Centre



Contact address:

91 Whiterock Road, Belfast, BT12 7PG

Telephone number: 028 9043 8438

Contact email: familylearning@hotmail.co.uk

General statement of your organisation:

The centre aims to provide accessible childcare, family learning and family support.

Service area provided:

Provides free English classes with free childcare for minority ethnic communities. (Subject to availability)

Provides home based support, registration with doctors and schools, liaison with other organisations on behalf of migrants.

- Integration workshops for migrant parents
- Workshops with teachers
- Advocacy support.

Windsor Women's Centre



Contact address:

136-144 Broadway, Belfast, BT12 6HY

Telephone number: 028 9022 35451

Contact email: windsorwomans@yahoo.co.uk

General statement of your organisation:

To support the diverse needs of all Women within the South Belfast Village Area.

Service area provided:

Provides advice, education and training, child care and counselling services for women.

Provides English language classes.

Women's Aid



Contact address:

Belfast and Lisburn, 30 Adelaide Park, Belfast, BT9 6FY

Telephone number: 0800 9171 414

Contact email: admin@belfastwomensaid.org.uk

General statement of your organisation:

Provides confidential support, information and emergency accommodation for women and children affected by domestic violence.

Service area provided:

Provides temporary refuge for women and their children suffering mental, physical or sexual abuse within the home. Provides support and advice to any woman who asks for it, whether or not she is living in a refuge, and to offer supportive aftercare to women leaving the refuge.

Section 2

Section 2.1

Contact details of minority ethnic support organisations in Belfast

The following section contains contact details of the main minority ethnic support organisations in Belfast.

ACSONI (Afro Community Support Organisation Northern Ireland)

T: 028 9024 4639

9 Lower Crescent, Belfast, BT7 1NR

An Munia Tober (Traveller Support Group)

T: 028 9043 8265

Unit 3, Blackstaff Complex, 77 Springfield Road, Belfast, BT12 7AE

ArtsEkta Ltd

T: 028 9023 1381

Philip House, Level 2, Suite 2, 127-137 York Street, Belfast, BT15 1AB

Belfast Islamic Centre

T: 028 9066 4465

38 Wellington Pk, Belfast, BT9 6DN

Belfast Jewish Community

T: 028 9077 7974

Wolfson Centre, Somerton Road, Belfast, BT15 4EE

Bulgarian Association

T: 028 90 238 645

C/O NICEM, Ascot House, Shaftesbury Square

Chinese Chamber of Commerce

T: 028 9028 8222

17 Eblana Street, Belfast, BT7 1LD

Chinese Welfare Association

T: 028 9028 8277

1 Stranmillis Embankment, Belfast, BT7 1GB

Consular Association of Northern Ireland (CA-NI)

T: 028 9187 4697

Secretariat, c/o Consulate of St. Vincent and the Grenadines

16-18 Glen Road, Comber, Co. Down, BT23 5EL

Czech/Slovak Support Organisation

T: 028 9032 1232

7 North Street, Belfast, BT1 1NH

East Belfast Filcom

T: 07796 787513

C/O 17 Halstein Drive, Belfast, BT5 6JQ

East Belfast Ethnic Support Network

T: 028 9022 1221

The Bridge, 135 -139 Ravenhill Road, Belfast, BT6 8DQ

Indian Community Centre

T: 028 9024 9746

86 Clifton Street, Belfast, BT13 1AB

Multicultural Group - Windsor Women's Centre

T: 028 9023 0684

Windsor Women's Centre, 136 -144 Broadway, Belfast, BT12 6HY

Multi-Cultural Resource Centre

T: 028 9024 4639

www.mcrc-ni.org

Address: 9 Lower Crescent, Belfast, BT7 1NR

NICEM (Northern Ireland Council for Ethnic Minorities)

T: 028 9023 8645

www.nicem.org.uk

3rd floor Ascot House, 24-31 Shaftsbury Square, Belfast, BT2 7DB

Northern Ireland Muslim Family Association

T: 07768 028072

www.nimfa.org

4 Thornhill Manor, Belfast, BT17 9RB

Members of the Korean, Latin American, Portuguese and Vietnamese communities can contact:

Multi-cultural Resource Centre

T: 028 9024 4639

www.mcrc-ni.org

9 Lower Crescent, Belfast, BT7 1NR

Polish Association Northern Ireland

T: 07930 476649

7 North Street, Belfast, BT1 1NH

South Belfast Roundtable

T: 028 9024 4070

23 University Street, Belfast, BT7 1FY

Sudanese Community

T: 078 8673 4491

Section 2.2 Organisations working with refugees and asylum seekers

NICRAS (Northern Ireland Committee for Refugees and Asylum Seekers)

T: 028 9024 6699

Address: Unit 2, 136 University Street, Belfast, BT7 1HN

One Stop Service - Asylum and Refugee Advice and Support Service

T: 028 9023 8645

C/O Northern Ireland Council for Ethnic Minorities (NICEM),
24-31 Shaftesbury Square, Belfast, BT2 7DB

National Asylum Support Service

T: 028 9058 5971

58 Howard Street, Belfast, BT1 6PD.

Family Trauma Centre

T: 028 9020 4700

1 Wellington Park, Belfast, BT9 6DJ

British Red Cross

T: 028 9073 5350

12 Heron Road, Sydenham Business Park, Belfast, BT3 9LE

Section 3

Training available in Belfast

The following section contains information on training available on matters relating to English language classes, diversity, equality, anti-racism and cultural awareness.

Please refer to section 1 for contact details on the training providers listed below

English language classes

Belfast Metropolitan College

- Chinese Welfare Association
East Belfast Minority Ethnic Support Network
Multicultural Resource Centre
- Polish Association
Whiterock Children's Centre
- Windsor Women's Centre

Diversity training

- Chinese Welfare Association
- EMBRACE
Multicultural Resource Centre
Northern Ireland Council for Ethnic Minorities
NI Housing Executive
South Belfast Roundtable

Diversity and equality training for businesses

- Business in the Community

Ending hate in our communities training

- Belfast City Council
- South Belfast Roundtable

Training on immigration and asylum issues

- Northern Ireland Community for Refugees and Asylum Seekers

Language for work training

- GEMS NI - Learning Language for Work Programme

Migrant awareness training

- Belfast City Council
- Northern Ireland Housing Executive
- South Belfast Roundtable

Awareness and understanding of equality laws

- Equality Commission for Northern Ireland

Employment rights

- Irish Congress of Trade Unions

Inter -Cultural awareness training

- Chinese Welfare Association
- Belfast Islamic Centre
- Indian Community Centre
- Northern Ireland Housing Executive

Section 4

Useful guides for people who have migrated to Belfast

The following section contains links to 5 useful guides for migrant people living in Belfast.

Your rights in Northern Ireland

The Law Centre (NI), together with the Northern Ireland Human Rights Commission, has produced a series of guides for migrant workers which explain the different rights and entitlements migrants have while working and living in Northern Ireland.

This guide can be downloaded from the Law Centre website: www.lawcentreni.org/publications

Living in Belfast

GEMS Northern Ireland has produced a pocket size guide with information for new communities living in Belfast. This guide contains information on integration issues relating to health, housing, education, banking, transport, leisure, recycling, community safety and individual rights.

This guide can be downloaded from www.gemsni.org.uk/livinginbelfast

Living and working in Northern Ireland

The Department for Employment and Learning has produced a short guide, Living and Working in Northern Ireland, with useful information for anyone living abroad but considering moving to Northern Ireland.

The guide can be downloaded from the Department for Employment and Learning website www.delni.gov.uk/living-and-working-in-northern-ireland

Employment Law; Your rights at work

The Irish Congress of Trade Unions has published information on employment law which is available in Polish, Lithuanian, Slovak, Portuguese, Russian, Chinese, Romanian and Bulgarian.

Contact ICTU for further details 028 9024 7940

A-Z of Belfast City Council services

Belfast City Council has translated an A to Z directory of Council services available in Polish, Cantonese and Slovakian.

This guide can be downloaded at www.belfastcity.gov.uk/atoz

See also the official government website for information on Northern Ireland

www.nidirect.gov.uk

This guide has been produced as part of the Belfast Peace Plan funded under Priority 1.1 of the Peace III Programme for Northern Ireland and the Border Region. It is intended to be a resource to ensure that information is available to people who have migrated to Belfast and to help create shared cultural space in the city.