



**Tallaght  
University  
Hospital**

Ospidéal  
Ollscoile  
Thamhlachta

An Academic Partner of Trinity College Dublin

**PATIENT  
INFORMATION  
BOOKLET**

# **Domestic Violence Support Pack**

**Departments of Social Work  
& Emergency Medicine**

**Before providing the patient with sensitive information, it is advisory to ask them the following information:**

Is it safe for you to receive leaflets or a paper trial of information? If it is safe, are you sure you are comfortable taking this information home or to an alternative accommodation?

If the patient does not deem it safe, please offer the following: Would you like to save the contact details in your mobile phone under a different identity? Could you save the information in an email address? How would you deem it safe to receive the information? Have you ever heard of the bright sky app for smart phones? It is paperless and looks like a weather app but when you click hold on the icon, all different emergency contact details become available.

If the victim requires outpatient follow up or they are in agreement for any onward referrals to the community, ensure to ask them the safest way to contact them, e.g phone call, text message, email, letter etc.

Respect the victim's decisions and reassure them you are here to support them.

Remember the most dangerous time for a victim of domestic abuse is when they are just about to leave the abuser.

Always act to safeguard children who are living with or being exposed to domestic abuse.

Take account of gender, sexuality and inter-generational issues.

Remember that both men and women can be both the victim and perpetrator of domestic abuse.



**If the victim is in immediate danger, encourage and support them to call 112 or 999**

## **Women's Refuge contact details**

***\*Please note even if you reside outside of the catchment area, you can still contact all of the helpline contact details below. Services are free and confidential and operate on a twenty four hour basis\*.***

### **Dublin**

Saoirse Domestic Violence  
Service: 01 463 0000  
Sonas Domestic Abuse:  
01 866 2015  
Aoibhneas Domestic Abuse  
support for women's and children:  
01 867 0701

### **Clare**

Clare Haven Services:  
065 682 2435

### **Cork**

Cuanlee Refuge: 021 427 7698

### **Donegal**

Donegal Domestic Violence  
Services: 1800 262 677

### **Galway**

COPE Galway Domestic Abuse  
Service: 091 565 985

### **Kerry**

Adapt Kerry Women's Refuge and  
Support Service: 066 712 9100

### **Kildare**

Teach Tearmainn: 045 527 584

### **Kilkenny**

AMBER, Kilkenny Women's  
Refuge: 0818 424 244

### **Limerick**

ADAPT Domestic Abuse Services:  
1800 200 504

### **Louth**

Drogheda Women's Refuge:  
041 984 4550

### **Mayo**

Mayo Women's Support Service:  
094 902 5409 / 087 656 9672

### **Meath**

Meath Women's Refuge and  
Support Services: 046 902 2393

### **Tipperary**

Cuan Saor Women's Refuge &  
Support Service: 1800 576 757

### **Waterford**

Oasis House Refuge:  
0818 272 372

### **Westmeath**

Esker House Refuge:  
0906 474 122

### **Wexford**

Wexford's Women's Refuge:  
1800 220 444

### **Wicklow**

Bray Women's Refuge:  
01 286 6163

## Outreach support services.

**These services do not operate 24/7. These services operate within working hours. Typically 09:00 until 17:00. They offer outreach support, court accompaniment and some other accompaniment appointments, advocacy, support and counselling. Professionals can make referrals and they accept self-referrals.**

- Saoirse – 087 998 2251 / 085 801 6720.
- Tusla Domestic Violence Support Service: 087 914 4625.
- Dublin 12 Domestic Violence Service: 01 400 2080 / 01 400 2085.
- Inchicore – 01 454 5239 / 085 833 1191 and 086 395 7296
- Saoirse Outreach: 087 998 2251 / 085 8016 720.
- Inchicore Outreach Violence against Women Centre: 01 454 5239.
- Aoibhneas Domestic Abuse Support for Women's and Children: 01 867 0701.
- Sonas Domestic Abuse: 01 866 2015.
- Women's Aid: 1800 341 900.
- Carlow's Women's Aid: 1800 44 944.
- Cavan Tearmann Domestic Violence Service: 047 2311.

- Cork Yana, North and East Cork Domestic Violence Project: 022 53915 / 0242 5389
- OSS Cork: 1800 497 497
- West Cork Beacon: 1800 203136
- Cork Mns Feasa: 021 42 1157
- Cuanlee Refuge: 021 427 7698
- Donegal Womens Centre: 074 912 4985
- Lifeline Inishowen: 074 9373232
- Galway Domestic Violence Response: 091 866 740
- Laois Domestic Violence Abuse Service: 057 867 1100
- Leitrim Domestic Violence Advocacy Service: 071 914 1515
- Longford Women's Link: 043 334 1511
- Monaghan Tearmann Domestic Violence Services: 047 72 311
- Offaly Domestic Violence Support Service: 057 935 1886
- Roscommon Safe Link Domestic Abuse Service: 071 966 4200
- Sligo Domestic Violence Advocacy Service: 071 914 1515
- Tipperary Ascend Domestic Abuse Service for Women: 0505 23 999
- Mens Aid Ireland: 01 554 3811
- Males Advice Line: 1800 816 588
- Anyman: 01 554 3811 / 01 539 4277

# Safety Planning Check List

## – things to consider



- ☐ Speak with a neighbour you know and trust. Ask them to contact the guards if they hear or suspect violence or abuse.
- ☐ If you are in assisted living, speak to a carer or other person you trust about what is happening.
- ☐ Have a safe place to go if you need to leave.
- ☐ List of phone numbers you can call in an emergency – guards, refuges, helplines, taxi, friend or family etc.
- ☐ Download the bright sky app to your mobile phone to connect to local services.
- ☐ If possible, have a spare mobile phone with prepaid credit. This will mean you can contact support people and services without being monitored through phone bills or call logs. Keep your phone charged. All phones will be able to call 999 even without plan/minutes.
- ☐ Consider getting a new phone with a different number.
- ☐ Turn off Location on mobile phone and on all apps that have location finder.
- ☐ Pack an escape bag in case you need to leave the house quickly. Think about leaving the spare bag at a friend/family home or at work.
- ☐ Have an escape plan ready for when you feel that it's not safe to stay where you are. Plan 3-4 places you could go if you leave your home (including nearest police station, fire station or public place like a store or restaurant)

# Safety Planning Check List – cont'd

- ☐ Keep spare money, credit cards, or open a separate account that abuser does not have access.
- ☐ Create a network of people to assist in emergency, create code word/phrase for them to get you help if needed.
- ☐ Make a habit of backing your car into the driveway. Try to always have some gas. Have a copy of the car key made and hide one in the car.
- ☐ Seek legal advice and consider obtaining a legal order. Keep a copy on you, near door, with family member/neighbour/at work, in your car. Give a copy to the children's school.
- ☐ Medication.
- ☐ Money.
- ☐ Change locks.
- ☐ Install security lighting, if possible.
- ☐ Install alarm system, if possible.
- ☐ Keep a written list of important phone numbers with you.
- ☐ Make sure your children know how to call 999.



## During a domestic violence incident

- ✓ Stay away from the kitchen where the abuser has access to weapons.
- ✓ Stay away from bathrooms, closets, or small spaces where the abuser can trap you.
- ✓ Get to a room with a phone to call 999 for help.
- ✓ Get medical attention.
- ✓ Take pictures of bruises, scrapes, cuts, etc.
- ✓ Contact the guards / 24 hour helpline.

## Safety after leaving a violent situation

Look at ways to increase security at home, like outdoor lights, extra window or door locks, or gates, if you can. Consider changing your mobile phone number and setting it to 'private'. Use email if you need to stay in contact with the perpetrator. This is also an easier way to keep a record of your conversations. If you see the perpetrator, get into a public or busy place as soon as possible. After leaving, try to change your normal routines. Talk to a domestic and family violence service, and the guards about getting a legal order if you don't already have one.

Tell your employer of any protection orders that prevent the abuser from coming near your work if you wish. Keep a copy of your order at work or in your bag. Stay at a refuge until it is deemed safe to leave. Liaise with your local housing authority to request a housing transfer. Speak with a staff at a refuge and explore a safe house.

## Accessing a legal order

To apply for a Protection Order, Barring Order or a Safety Order you must go to your local District Court Office. You can find out where your local family district court sits online or by ringing 01 8886000. When you get to the District Court Office, the District Court Clerk will help you to fill out the correct form.

## Other useful contact details:

### Rape Crisis Centres

The [National Sexual Violence Helpline](#) (also known as the National Rape Crisis Helpline) offers a free, confidential listening and support service for people who have been raped, sexually assaulted, sexually harassed or sexually abused at any time in their lives. Advice and referral to other services will also be provided.

### National Sexual Violence

**Helpline:** 1800 778 888, available 24 hours a day, 7 days a week

**Helpline interpreting service:** 1800 778 888, available Monday – Friday, 8am – 6.30pm

**Text service for people who are deaf and hard of hearing:** 086 823 8443, available Monday – Friday, 8am – 6.30pm

**Pieta House 24 hour helpline:** 1800 247 247

### Dublin Sexual Assault

**Treatment Unit (SATU) Rotunda**

**Hospital Campus:** 01 817 1736

weekdays from 8am to 5pm.

Phone: 01 817 1700 after 5pm and weekends, ask for SATU.

**Ruhama Fight Sexual Exploitation, Prostitution and Human Trafficking:** 1800 020202 between Monday – Friday

**The Village Counselling Service:** 087 904 9497.

**Tusla Out of Hours:** 0818 776 315, weekdays between on Saturdays, Sundays and bank holidays.

**Tusla Dublin South West, Kildare West Wicklow:** 01 468 6289

**Tusla Dublin South Central:** 01 640 0650

