



## Vision

Exchange House Ireland is a provider of Traveller specific frontline services of excellence in an Ireland where the distinct ethnicity, identity and experience of Travellers is acknowledged, celebrated and respected.

## Mission

We provide a range of Traveller specific frontline services and supports to, with and for individuals, families and communities with care and integrity.

## Core Principles

In all of our work we are guided by the principles of:

- Professionalism
- Excellence
- Equality
- Diversity



Our Family Support and Crisis Intervention Programme is resourced and supported by:

- **The Health Services Executive**
- **The South Inner City Local Drugs Task Force**
- **The Dormant Accounts Board**
- **The Genio Trust**
- **The HSE National Office of Suicide Prevention**
- **The European Union**

## Contact Us

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Follow us on Twitter  
[@ExchangeHouseIr](https://twitter.com/ExchangeHouseIr)

# Talk With Us

**Family Support and Crisis  
Intervention Service**



## Exchange House Ireland

Exchange House Ireland has over 35 years' experience providing Traveller specific, professional, front-line family support, crisis intervention, education, training and children and young people's services in Ireland. This "best practice" model is funded by the Health Services Executive, Department of Social Protection, the Education and Training Board, City of Dublin Youth Services Board, Department of Children and Youth Affairs, SOLAS, Pobal (Dormant Accounts Fund), the European Union and a variety of charitable trusts.

We hold the contract from the HSE National Office for Suicide Prevention to deliver the National Traveller Suicide Prevention Service and are funded by the Genio Trust to deliver Ireland's only Traveller specific mental health service "Travelling to Well-Being".

Exchange House Ireland holds Quality Qualifications Ireland (QQI) accreditation, and is approved by FETAC to design, develop, deliver, quality assure and accredit education and training courses.

Annually, we work with over 8,000 Travellers, almost one quarter of the Traveller population in Ireland, making us the largest Traveller specific service provider in the country.

## Family Support and Crisis Intervention Service

Exchange House Ireland offers a suite of Traveller specific, integrated, multi-disciplinary family support and crisis intervention services on an outreach basis across Dublin.

- Social Work
- Family Support
- Accommodation Advocacy and Support
- Addiction Counselling
- Alternative Therapies
- Prison Service
- Counselling Service
- Sexual Abuse Survivor Support and Advocacy
- Court Accompaniment
- Domestic Violence Response Programme
- National Traveller Pre/Post Release Prison Service
- Evidenced Based Parenting Programmes
- Alcoholics Anonymous

Our team of dedicated professionals provide practical and advocacy support to individuals and families in crisis. In addition, our National Traveller Suicide Prevention Service and Traveller Specific Mental Health Service is accessed by clients throughout Ireland.

## Duty Service

Exchange House Ireland operates a full-time duty service which can be accessed in person at our Dublin office, by telephone (01 872 1094) or by email [talkwithus@exchangehouse.ie](mailto:talkwithus@exchangehouse.ie). This service is accessed by clients from Dublin and throughout Ireland.

## Partnership Work

Exchange House Ireland works with a variety of service providers (statutory and voluntary and community) to ensure that our clients have access to the multi-disciplinary services and supports they require. We also provide a series of cultural awareness trainings for partners working with Travellers.

## European Projects

Exchange House Ireland takes a leadership role in designing, developing and delivering Europe wide good practice around gender based violence, family support and diversity management in frontline crisis intervention service provision.