



EXCHANGE HOUSE IRELAND
National Travellers Service

Strategic Plan

2019 - 2022



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Welcome from our Chairperson and Chief Executive Officer

Welcome to the Strategic Plan for Exchange House Ireland National Travellers Service 2019-2022. This plan marks our commitment to provide the best possible services to the Traveller community at a time when there are multiple challenges facing individuals and families. We believe in the commitment to create an Ireland where each Traveller in this country is fully valued and are able to access all services and supports equitably and without barriers or prejudice.

At Exchange House Ireland we are proud to be an organisation that has been working with the Traveller community for nearly 40 years. We are a staff group made up of Travellers and non-Travellers who endeavour to have our working environment reflect the wider society we would like to see. We are proud of our core principles of professionalism, equality, diversity and excellence. Each of these principles is a driving force behind the work we do and provide our motivation. They are reflected in our core values and we seek to live these values in all of our interactions both internally and externally.

This plan has been developed with full input from all stakeholders. It is a collaborative plan taking into accounts the views of service users, staff members, Directors, funders and all other stakeholders. It is very much a plan that is owned by everyone involved in Exchange House Ireland and together the delivery of it will be a shared achievement.

This plan provides a roadmap for the whole organisation as well as for the individual services. It will assist us in decision making and resource allocation for the next three years. It will allow all of us to live our vision and our mission and make sure the services we deliver are the best possible services for the Traveller community.

The 5 Strategic Priorities that run through the whole plan aim to bridge the gap between the current experience of the individuals and families we work with and the experience that they deserve in line with our vision. It is a commitment to invest in our expertise and use this to deliver professional services of excellence. It is also a commitment to work in partnership with others with the common aim of better outcomes for the Traveller community.

We would like to take this opportunity to thank our funders, partners and stakeholders who entrust us to deliver the work we set out in this plan. We recognise that it is only with this support that we are able to provide these vital services. We look forward to continuing to nurture our relationships for the betterment of the Traveller community.



Carmel Terry
Chairperson



Kevin Burn
Chief Executive Officer

Governance Structure



Exchange House Ireland

Background

Exchange House Ireland National Travellers Service is an organisation of Traveller and non-Travellers and a leading provider of front line and support services to some of the most marginalised Travellers in Ireland since 1980.

We are a multi-disciplinary frontline service provider offering Education and Training Services, Children and Young People Services, Family Support and Crisis Intervention Services, Addiction Services and the National Traveller Mental Health Service. We also deliver partnership services through training, provision of expertise and collaborative working with other organisations providing services to Travellers in Ireland. Our aim is to break down barriers and discrimination in order to facilitate Travellers to access the range of services they need in an equitable way. Exchange House Ireland has been providing a professional standard of practice that has been shown to produce good results with our client group for nearly 40 years.

Exchange House Ireland utilises a distinctive multi-disciplinary approach. Clients are facilitated to address their individual situation and needs under one roof where possible, and link them into additional services when this is beneficial. We work with a service user group who often face multiple social issues and barriers and have a skilled staff team throughout the organisation who can work with members of the Traveller community to facilitate positive outcomes.

Objectives

The main objectives of Tribli Company Limited by Guarantee, trading as Exchange House Ireland National Travellers Service, as set out in our constitution are:

- a) to provide a range of family support services for Travellers; to support Travellers in their struggle against oppression and discrimination in promoting equal opportunities for Travellers in the areas of health, education, training, accommodation, employment and enterprise and access to leisure opportunities of their choice.
 - b) with subsidiary objectives:
 - to act as agents, representatives, advisors, consultants for community organisations, whether voluntary or not, for companies, partnerships, firms and all those involved in the development of the above main objectives
 - to engage in providing facilities such as health and educational programmes, housing projects
 - the promotion and development of equal opportunities for Travellers
-

Exchange House Ireland

Vision, Mission and Core Principles

Our Vision

- To live in an Ireland where Travellers are fully valued as a distinct ethnic minority receiving equitable treatment and access to all supports and services without barriers

Our Mission

- Exchange House Ireland is an organisation of Travellers and non-Travellers working together to provide frontline services of excellence to the community. We also strive to work with partner agencies to improve service standards and accessibility for the Traveller community to all services

Core Principles

- In all of our work, we are guided by the principles of:
 - Professionalism
 - Equality
 - Diversity
 - Excellence
-

Development of the Strategic Plan



Strategic Priorities



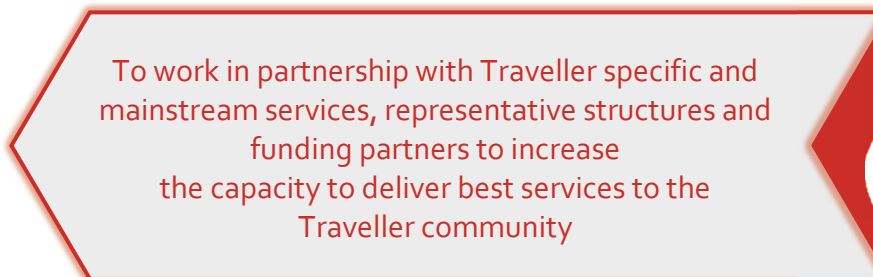
To deliver frontline services of excellence to the Traveller community that are professional and trusted



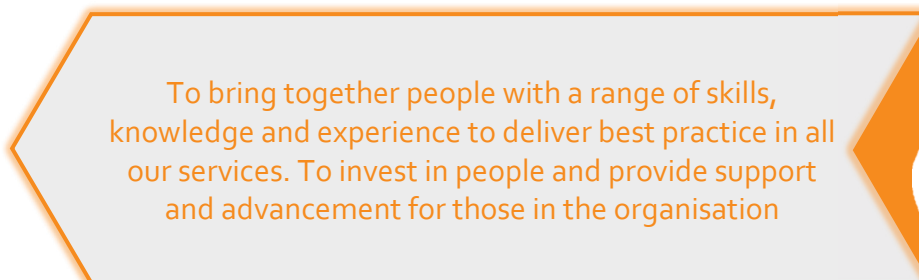
To provide information and promote our services as one of expertise and best practice in our field



To provide services including advocacy for individuals and families in the Traveller community and celebrate their achievements



To work in partnership with Traveller specific and mainstream services, representative structures and funding partners to increase the capacity to deliver best services to the Traveller community



To bring together people with a range of skills, knowledge and experience to deliver best practice in all our services. To invest in people and provide support and advancement for those in the organisation



Governance & Board of Management

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>1. The CEO / Board of Management to provide clear and decisive leadership for Exchange House Ireland and deliver on this Strategic Plan</p>	<ul style="list-style-type: none"> ■ AGM ■ Well attended Board meetings. ■ Strong Sub-Committees concentrating on key priorities. ■ CEO report updating Board members on actions. ■ Board interaction with staff and services and involvement in delivery of strategic priorities on the ground. 	<ul style="list-style-type: none"> ■ A minimum of 6 Board meetings a year and an AGM. ■ Board members to have 70% attendance. ■ Sub-committees to meet 4 times annually and report to the full Board of Management and bring key progress or deficits to its attention. ■ Members of the Board to take opportunities to interact with the service as a whole and be a recognised active part of the organisation.
<p>2. The CEO / Board of Management to promote the valuable work that Exchange House Ireland does as an organisation.</p>	<ul style="list-style-type: none"> ■ Engage in organised training and events with Exchange House Ireland and when appropriate promote these externally. ■ Strategic Plan and Annual reports to be distributed with key partners. ■ Exchange House Ireland to roll out new membership scheme to increase service user and partner involvement and representation in the organisation. 	<ul style="list-style-type: none"> ■ Exchange House Ireland has increased recognition with external partners and increased attendance at key events. ■ Increased knowledge amongst partner organisations around our priorities and achievements. ■ Greater Traveller community representation on the Board of Directors as well as increased involvement in the AGM and other committees. ■ A greater pool of expertise for the organisation to draw upon from community members and partners.
<p>3. The CEO / Board of Management to help implement and evaluate best practice throughout the organisations services and make sure Travellers needs are represented by each service.</p>	<ul style="list-style-type: none"> ■ Have a full and up to date understanding of what constitutes best practice in each of the service areas. ■ Have a full overview of risk in each service area and the plan to mitigate these risks. ■ Regularly evaluate service areas and indicate areas of improvement in each service. ■ Liaise with service users to establish needs and barriers to services. 	<ul style="list-style-type: none"> ■ Each service to be reviewed by CEO and service manager annually against strategic and operational plans ■ Risk register to be established and reviewed quarterly for each service and annually by the Board of Management. ■ Targeted evaluation of individual cases annually to look at positive outcomes and potential areas for improvement.

Governance & Board of Management

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>4. The CEO / Board of Management to resource and maintain the best possible services in Exchange House Ireland and to work in partnership with both Traveller specific and mainstream services to increase positive outcomes for the community.</p>	<ul style="list-style-type: none"> ■ All services to have yearly operational plans with key performance indicators built in and clearly linked to the Strategic Plan. ■ All staff members to have individual yearly plans to include continuous professional development linked to the operational and strategic plans. ■ Exchange House Ireland to be represented on key local, regional and national bodies. ■ Exchange House Ireland to be involved in appropriate EU projects that bring added value to our strategic aims. 	<ul style="list-style-type: none"> ■ Operational Plans are actively used in each service to measure performance. ■ Staff members feel valued and are clear in their roles and in their goals with the organisation. ■ Exchange House Ireland is seen as an active contributor on key decision making bodies both within Traveller specific and service specific bodies. ■ Exchange House Ireland delivers the expected positive outcomes in EU projects.
<p>5. Exchange House Ireland maintains a strong Board of Management with key expertise and representation.</p>	<ul style="list-style-type: none"> ■ Annual Board audit to take place. ■ Exchange House Ireland continues to have excellent financial management and reporting overseen by the Financial and Audit Sub-Committee ■ Exchange House Ireland promotes excellence in governance and risk management through the relevant sub-committee and full organisation involvement. ■ Exchange House Ireland continues to improve HR and staffing resources as overseen by the relevant sub-committee. 	<ul style="list-style-type: none"> ■ Board audit identifies improvements that can be made on the Board of Management and these improvements are incorporated into an improvement plan. ■ Sub-committees meet at least 4 times annually. ■ An organisational risk register is created and maintained on a quarterly basis and reviewed by the Board of Management annually. ■ Additional resources for HR and operational needs are sourced and implemented.

Education & Training Service

- This service provides many different adult education programmes, from one-to-one literacy to third level support courses.
- The service operates from a learner directed approach, providing adult Travellers with a range of educational opportunities and progression routes to further education, training and employment.
- As a Quality and Qualifications Ireland (QQI) assured centre, we deliver QQI accredited programmes from levels 1 to 5.
- We recognise that learners come with experience, knowledge and skills which can be developed into formal educational qualifications and progression options.
- Learning is tailored to suit each individual learner, whether they want to learn to read and write, access third level education or gain employment.

Services include:

- Local Training Initiative
- Community Employment Scheme
- Exchange House Ireland National Educational Achievement Award
- Adult Basic Education
- QQI certified courses, levels 4 and 5
- Third Level support
- European Union Partnership Projects

Funding for this Service comes from the Department of Education and Social Protection; the Department of Education and Skills via SOLAS via the City of Dublin Education and Training Board (CDET); and other small gratuities.

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>1. To provide quality Traveller specific education whilst promoting routes for service users into further education, training and employment.</p>	<ul style="list-style-type: none"> ■ Continue to provide and improve current education provisions. ■ Deliver quality homework club provision in targeted areas ■ Undertake annual evaluations of services and initiate improvement plans. ■ Undertake case study evaluations of learning plans for individual service users on an annual basis ■ Identify all third level education, further training and employment routes and provide best quality information to service users. ■ Liaison with local employment services. ■ Development of career coaching and identification of quality work experience placements. 	<ul style="list-style-type: none"> ■ Good feedback from funding and oversight bodies on our programme delivery. ■ Young people accessing homework club provision show improved engagement and achievement in education. ■ High rates of successful achievement in our education programmes year on year. ■ Positive feedback from individuals in regards to their experience on our programmes. ■ Year on year increase on percentage of young people moving on to further education, training or employment. ■ There is an increase in members of the Traveller community in third level training and in employment.

Education & Training Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>2. To look at reengagement of the Quality Qualifications Ireland (QQI) Accreditation that we currently hold for our Education and Training Services</p>	<ul style="list-style-type: none"> ■ Identify the benefit of this accreditation to our service users in relation to current education, training and employment trends. ■ Continue to develop and improve modules that are offered with input from service users and professionals including in-house staff. ■ To work with QQI to understand the process of reengagement and what is expected of us as an organisation. 	<ul style="list-style-type: none"> ■ Feedback from service users that our accredited qualifications are helping them to progress in further education, training and employment. ■ Positive feedback from funding and oversight bodies on the quality of modules delivered. ■ Positive feedback from service users on the modules that are delivered. ■ A full understanding from all levels of the organisation of what reengagement is ■ Involvement from all levels in undertaking this if it meets the requirements we set out as an organisation.
<p>3. To organise and deliver the National Traveller Education Achievement Awards annually and to continually improve the quality of the event.</p>	<ul style="list-style-type: none"> ■ To promote the NTEAA at every available opportunity and to seek involvement from Travellers nationally. ■ Obtain feedback from past participants on ways to improve future events ■ Sit on relevant committees such as the Traveller Pride committee. 	<ul style="list-style-type: none"> ■ Traveller education and achievement are celebrated ■ Individuals' feedback shows positive outcomes for award recipients ■ Attendance at the event by the Traveller community and by partners improves yearly.
<p>4. To provide intercultural awareness training and to support partner agencies to deliver more equitable services to members of the Traveller community.</p>	<ul style="list-style-type: none"> ■ Attend Education and Employment NTRIS sub-groups. ■ To deliver the intercultural training programme to partner agencies. ■ To work with other Traveller organisations to improve culturally competent training resources in the sector. ■ To contribute to the Traveller History in Education Strategy. 	<ul style="list-style-type: none"> ■ The wealth of experience, knowledge and skills that are held in Exchange House Ireland influence national policy. ■ Mainstream services begin to recognise and break down some of the barriers that can exclude members of the Traveller community. ■ Traveller organisations work together for the improvement of education, training and employment for the whole community.

Education & Training Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>5. For the Education and Training service to have a commitment to continual professional development.</p>	<ul style="list-style-type: none">■ Annual individual plans for each staff member highlight areas for continual professional development.■ The organisation to show commitment and provide resources to invest in the employees in the Education and Training Service.■ Formal supervision to be provided on a regular basis to all staff.	<ul style="list-style-type: none">■ Increased staff morale measured by staff feedback.■ Individual skills improvement and professional development results in service improvements.

Children & Young Peoples' Service

- Our Children and Young Peoples' Service is the main provider of Youth Services to the Traveller Community in the greater Dublin Area.
- In 1987, with funding from the Department of Education and Science (Youth Affairs Section) and the Department of the Environment and Local Government the 'Dublin Committee for Travelling People - Youth Affairs' was established. This was dissolved in 1996 and the project changed its name to Travellers Youth Service (TYS).
- Using the Critical Social Education Model the Service respects, encourages and supports the young people we work with, most of whom are at risk of early school leaving, drugs, poverty and social exclusion. Through social and personal education we aim to ensure that young Travellers are able to participate in youth activities. We run programmes that create opportunities, challenging them to take responsibility, use their talents and increase their chances to stay in the education system. The ultimate goal is to enable them to take a greater control of their own life and participate in their own community and the wider society. The primary target age group is 10- 25 years, both male and female.

Exchange House Ireland Youth Service runs the following of programmes:

- After-Schools Programme in Labre Park, Ballyfermot
- After-Schools Programme in St. Oliver's Park/Bridgeview, Clondalkin
- Back-up Youth Support Programme
- Comhairle na nÓg / Dáil na nÓg
- Children's Equality Commission Advisory Group
- Gaisce Awards Detached Youth Work
- Personal Development Programmes
- Healthy Lifestyle Choices Programmes
- Inter-Site Youth Co-operation
- Cyber Safety Workshops
- On-Site Youth Services
- Outreach Services
- Stay-In-School Programme

The catchment area for the youth service is the greater Dublin area, including:

- Dublin City Council Area
- Labre Park & Kylemore Grove (Ballyfermot)
- Bluebell
- St. Margaret's Park & Carton Estate (Ballymun)
- St. Oliver's Park & Bridgeview (Clondalkin)
- St. Vincent's Street West & Myra Close (Inchicore)
- Street Work

Currently we work with nearly 500 young people in our catchment area providing integrated recreational, educational and developmental programmes.

Funding for this Service comes from the Department of Children and Youth Affairs via the City of Dublin Education and Training Board (CDETB) via the City of Dublin Youth Service Board (CDETB); The Dormant Accounts Fund via Pobal; and the School Completion Project funds in Ballyfermot and Clondalkin.

Children & Young Peoples' Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>1. To provide inclusive and sustainable programs that improves individual and community well-being to Traveller young people in the Greater Dublin area that</p>	<ul style="list-style-type: none"> ■ Full youth service programs are delivered in key areas. ■ Programs and services are made available to parents and the wider community to compliment the work that is being delivered to children and young people. 	<ul style="list-style-type: none"> ■ Increased numbers of those engaging in services. ■ Positive feedback from children and young people engaged in the services. ■ Positive feedback from parents and the wider community in relation to the services being delivered. ■ Case studies that show the qualitative impact of the services provided. ■ Annual service reviews looking at quality of service provision.
<p>2. Improve the quality of education participation and attainment of Traveller children and young people in the Greater Dublin area.</p>	<ul style="list-style-type: none"> ■ Identify and monitor children at risk of poor participation or attainment in education. ■ Provision of targeted activities to individuals and groups to increase confidence and investment in education. ■ Bringing together of all relevant stakeholders to tackle early school leaving and to look at positive steps that can be done to reduce this issue. ■ Provision of targeted and good quality homework club services in targeted areas. 	<ul style="list-style-type: none"> ■ Improved school attendance in schools where services are provided. ■ Improved school attainment in schools where provision is targeted. ■ High levels of participation from targeted young people. ■ Improved involvement from key partners in tackling school attendance issues. ■ Young people accessing homework club provision show improved engagement and achievement in education.
<p>3. Children and young people have involvement in designing, delivering and evaluating the services of the Children and Young People Services as well as having a say on issues effecting Traveller young people in a wider sense.</p>	<ul style="list-style-type: none"> ■ Provide regular planning sessions and evaluation sessions with the children and young people engaged in services. ■ Engage children and young people in the delivery of services. ■ Engage young people on Comhailre na nOg and other youth participation bodies. ■ Support young people to have a voice in their communities. ■ Run programmes that spark interest and encourage young people to push themselves and continually improve 	<ul style="list-style-type: none"> ■ Clear notes, minutes and/or reports that show children and young people involvement in all stages of services. ■ Representation from the children and young people from our service on key forums. ■ Young people are seen to start taking roles in local organisations. ■ Increased participation in programs.

Children & Young Peoples' Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>4. Work with the City of Dublin Youth Service Board and other stakeholders to deliver on the National Quality and Standards Framework.</p>	<ul style="list-style-type: none"> ■ Involve partners, service users and the Board of Management in the delivery of NQSF. ■ Provide all relevant evidence and reporting to the standards body. 	<ul style="list-style-type: none"> ■ Good feedback on quality of service and the improvements that are made at different points in the NQSF cycle. ■ Positive feedback from all stakeholders involved in the process.
<p>5. The Children and Young People's Service to have a commitment to continual professional development.</p>	<ul style="list-style-type: none"> ■ Annual individual plans for each staff member highlight areas for continual professional development. ■ The organisation to show commitment and provide resources to invest in the employees in the Children and Young People's Service. ■ Formal supervision to be provided on a regular basis to all staff. 	<ul style="list-style-type: none"> ■ Increased staff morale measured by staff feedback. ■ Individual skills improvement and professional development are seen in service improvements.

Family Support & Crisis Intervention Service

The goal of the service is to provide a comprehensive multi-disciplinary holistic approach to our clients and empower them to make decisions and act independently.

The services provided are:

- Social Work
- Family Support Work
- Addiction Service
- Duty Service
- Outreach Service
- Child Protection / Safeguarding / Children in or at Risk of Care Support
- Accommodation Support
- Parenting and Child Development Work
- Court and Legal Work
- Domestic Violence Programme
- Support with Sexual Abuse Cases
- Resource and Information Service On-site in Labre Park
- Prison Work

Using the following models:

- Crisis intervention
- Solution focused approach
- Group work
- Holistic multi-disciplinary approach
- Motivational interviewing
- Cognitive Behavioural approach
- Harm reduction
- Psychodynamic approach
- Integrative approach
- Relational approach
- Systems theory

Funding for this Service comes from the HSE Social Inclusion Unit, the HSE Addiction Services via the South Dublin Inner City Local Drugs Task Force, and other small gratuities.

Family Support & Crisis Intervention Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>1. Provide the best quality one to one and group work services to all Travellers who present in crisis or with ongoing social issues.</p>	<ul style="list-style-type: none"> ■ To provide a full duty service during working hours Monday to Friday. ■ To take referral from individuals or from other services. ■ Provide follow up support and appropriate intervention from the multi-disciplinary team. ■ To provide professional Social Work, Family Support and Addiction services to service users. ■ Team members to carry full caseloads and to offer in house and outreach appointments. 	<ul style="list-style-type: none"> ■ To have over 350 duty referrals annually. ■ For duty referrals to be responded to within 24 hours. ■ Positive feedback from service users accessing the range of services from the multi-disciplinary team. ■ Service users to receive interventions within Exchange House Ireland and on an outreach basis based on need.
<p>2. To promote our professional and trusted frontline Traveller specific services to the target population and to partner organisations.</p>	<ul style="list-style-type: none"> ■ Raise awareness of Exchange House Ireland services to increase referrals and collaborative work. ■ Dissemination of key information to partner organisations. ■ Promotion of services at external meeting and key forums. ■ Feature articles in relevant publications. ■ Promote services to future professionals through annual workshops at partner universities and colleges. 	<ul style="list-style-type: none"> ■ Increased referrals and increased opportunities in partnering with other agencies. ■ Other organisations having increased knowledge on services provided and how to access services for service users. ■ Articles promoting all Exchange House Ireland services in publications such as Traveller Voice and the ITM newsletter. ■ Links with universities to grow and provide increased cultural competence and understanding of the services provided at Exchange House Ireland.
<p>3. To provide advocacy for individuals and families who are experiencing social issues and trying to navigate services and systems that are traditionally difficult for Travellers to access equitably.</p>	<ul style="list-style-type: none"> ■ Provide one to one support and holistic assessments for all service users. ■ Individual SMART care plans to be prepared and delivered in collaboration with all service users. ■ Work to be provided with family members and key support networks when agreed and appropriate. ■ Work collaboratively with key services and break down restrictive barriers to service provision. 	<ul style="list-style-type: none"> ■ Good quality assessments on case management system. ■ Good quality care plans on case management systems. ■ Clear and robust case notes on case management system. ■ Service user feedback to be sought and used to improve systems. ■ Good feedback from partner agencies on the work that is completed in partnership and the support given to improve Traveller access to partner agencies.

Family Support & Crisis Intervention Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>4. Provide collaborative support to partner agencies to increase their accessibility for the Traveller community and break down actual and perceived barriers to accessibility.</p>	<ul style="list-style-type: none"> ■ Perform as lead professional in cases with Traveller families who are involved with multiple agencies in trying to address complex social issues. ■ To support services to provide culturally competent services and to augment services to allow for more equitable access for the Traveller population. ■ To provide multi-agency support plans and be a point of contact for other professionals. 	<ul style="list-style-type: none"> ■ Service user feedback ■ Improved accessibility to mainstream services and reduction of barriers to access. ■ Feedback from partner agencies on improved ability to provide services to Travellers.
<p>5. For the Family Support and Crisis Intervention Service to have a commitment to continual professional development.</p>	<ul style="list-style-type: none"> ■ Annual individual plans for each staff member highlight areas for continual professional development. ■ The organisation to show commitment and provide resources to invest in the employees of the Family Support and Crisis Intervention Service. ■ Formal supervision to be provided on a 6 weekly basis as well as appropriate case management. 	<ul style="list-style-type: none"> ■ Increased staff morale measured by staff feedback. ■ Individual skills improvement and professional development are seen in service improvements.

Addiction Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>1. To provide quality addiction counselling services to individuals and groups from the Traveller community.</p>	<ul style="list-style-type: none"> ■ To engage service users in counselling services to facilitate growth in ways which respect the persons values, resources and self-determination. ■ Commitment to facilitate lifelong recovery for individuals and groups. ■ Services to be offered in house and on an outreach basis. ■ Services offered to individuals in prison. 	<ul style="list-style-type: none"> ■ Positive feedback from service users. ■ Increased engagement in counselling services. ■ Continued support and people returning for additional support when necessary even if they have previously disengaged from service. ■ Good feedback from partners involved in service provision.
<p>2. To provide quality information and promote professional in house and partner services to the Traveller community.</p>	<ul style="list-style-type: none"> ■ Increase knowledge and raise awareness of current issues and trends that are observed in addiction services. ■ Provide drug and alcohol sessions to Traveller services and other partner agencies that have Travellers accessing them. ■ Deliver youth focussed drug and alcohol awareness. 	<ul style="list-style-type: none"> ■ Positive feedback from service users and increased knowledge base. ■ Positive feedback from partner agencies. ■ Young people increasingly accessing services.
<p>3. To provide advocacy for individuals and families who are experiencing, or are affected by, addiction issues trying to navigate services and systems that are traditionally difficult for Travellers to access equitably.</p>	<ul style="list-style-type: none"> ■ Provide one to one support and addiction assessments for all service users. ■ Individual SMART care plans to be prepared and delivered in collaboration with all service users. ■ Work to be provided with family members and key support networks when agreed and appropriate. ■ Work collaboratively with key services and break down restrictive barriers to service provision. 	<ul style="list-style-type: none"> ■ Good quality assessments on case management system. ■ Good quality care plans on case management systems. ■ Clear and robust case notes on case management system. ■ Service user feedback to be sought and used to improve systems. ■ Good feedback from partner agencies on the work that is completed in partnership and the support given to improve Traveller access to partner agencies.

Addiction Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>4. To nurture existing links with other addiction services and to create new relationships with key services while providing collaborative support to partner agencies to increase their accessibility to the Traveller community and break down actual and perceived barriers to accessibility.</p>	<ul style="list-style-type: none"> ■ Create positive working relationships through liaison and co-working of cases. ■ Create good referral pathways and make sure that these are understood by service users and partner agencies. ■ Make sure the referral pathways above work and that there are no blockages or barriers. ■ Where blockages or barriers exist work collaboratively to break these down. ■ Co-ordinate in service presentations from other addiction related services to the Exchange House Ireland staff group. ■ Offer information sessions to traveller Primary Health Care teams. 	<ul style="list-style-type: none"> ■ Positive feedback from partner services. ■ Positive feedback from service users. ■ Positive outcomes for service users facing addiction and a willingness to engage in our service. ■ Increased seamless referrals so that barriers do not delay or impede service users accessing required partner services. ■ Presentation delivered from partner Agencies resulting in increased partnership work and an increased number of appropriate referrals. ■ An increasingly positive relationship with Primary Health Care workers and an increased knowledge and skill set of their vital work.
<p>5. For Addiction Counsellors to have a commitment to continual professional development.</p>	<ul style="list-style-type: none"> ■ Annual individual plans for each staff member highlight areas for continual professional development. ■ The organisation to show commitment and provide resources to invest in the employees of the Family Support and Crisis Intervention Service. ■ Formal supervision to be provided on a 6 weekly basis as well as appropriate case management. 	<ul style="list-style-type: none"> ■ Increased staff morale measured by staff feedback. ■ Individual skills improvement and professional development are seen in service improvements.

National Traveller Mental Health Service

- There are two main areas of this service – Suicide Prevention & Mental Health Promotion, and Direct Mental Health Support.
- The suicide prevention aspect of the service is a resource to Traveller organisations, suicide prevention and mental health services, raising awareness and promoting suicide prevention within the Traveller community. The service promotes and supports the development of initiatives which reduce the stigma associated with mental health and promotes suicide prevention in a coordinated way. It is our aim to reduce the rate of suicide in the Traveller community.
- The direct mental health support aspect of the service aims to reduce the stigma around mental health and suicide in the Traveller community. It was developed to support individualised recovery plans/programmes with Travellers experiencing mental health issues. The service has developed a culturally appropriate recovery model using a community development approach. We will address inequalities by working with Travellers and service providers to deepen their understanding, improve referral pathways and aid recovery

The benefits:

- Travellers will get the support they need to aid their recovery from mental health issues.
- We will work with people offering them the time and dedication required to support them.
- Travellers will become more informed, confident and supported in their recovery and in using other services.
- Services will be better informed, supported, effective and confident in responding to the needs of Travellers.
- Stronger and more responsive pathways will be forged with services.
- Culturally appropriate personal recovery plans will be developed which will be a resource for other services.

How we do it:

- We work with Travellers on a one-to-one basis to support their journey in recovery.
- Each person's recovery plan is unique to them and they are the expert in how they travel their journey.
- We work with a range of other agencies and value partnership working.
- We work within a framework of human rights and equality.

Funding for this Service comes from the HSE National Office for Suicide Prevention; and other small gratuities.

National Traveller Mental Health Service

STRATEGIC PRIORITY	ACTIONS	INDICATOR OF SUCCESS
<p>1. To build individual, family and community resiliency to suicide and self-harm within the Traveller population through mental health services based on best practice and cultural considerations.</p>	<ul style="list-style-type: none"> ■ Increase access and availability of Exchange House Ireland services to reach the largest number of participants as possible. ■ Support other Traveller organisations to set up and deliver mental health and suicide prevention services in their communities based on best practice. ■ Provide positive peer opportunities within our service and in partnership opportunities. ■ Deliver groups looking at positive mental health outcomes. ■ St. Patrick's Mental Health Service – CBT provision in Exchange House Ireland. ■ Support engagement with necessary HSE Mental Health Teams and other statutory agencies ■ Workers will be lead professional linking in with multiple agencies involved in delivery of care for individuals and families ■ Provision of Individual Support from qualified Social Workers, Mental Health Workers, Addiction Counsellors and Family Support Workers. 	<ul style="list-style-type: none"> ■ Crisis intervention – risk assessments completed, implemented and evaluated on mental health crisis interventions ■ Engaging Travellers with mainstream services ■ Full assessments and individual care plans completed on all cases that remain open beyond immediate crisis. ■ Case studies completed for each quarter to show detailed improvements in people's lives. ■ Quarterly information on outcomes made available.
<p>2. Build and enhance the national remit of the National Traveller Mental Health and Suicide Prevention Service.</p>	<ul style="list-style-type: none"> ■ Delivery of public awareness provisions and partnership works across Ireland. ■ Enhance partnerships with Traveller agencies. ■ Enhance partnerships with Mental Health agencies. ■ Support the development and success of National LGBT traveller and Roma working Group. 	<ul style="list-style-type: none"> ■ Greater awareness of mental health and mental ill health ■ Information on recovery ■ Community and service capacity building ■ Stigma reduction ■ Positive benefits of community involvement ■ Information distributed to traveller populations in all CHO areas.

National Traveller Mental Health Service

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<p>3. To enhance opportunities to improve mental health and reduce stigma connected to mental illness.</p>	<ul style="list-style-type: none"> ■ Improve the Traveller community awareness of signs/symptoms of mental health / illness through the provision of Safetalk, Assist and Mental Health First Aid. ■ Use community development approaches to explore cultural appropriate ways to increase awareness and reduce stigma. ■ Deliver Traveller Mental Health Cultural Awareness Training. ■ Deliver WRAP in partnership with S.O.S. Suicide or Survive. 	<ul style="list-style-type: none"> ■ Interaction with mainstream mental health services ■ Accessible pathways document to be completed and distributed effectively ■ Increase cultural competency skills among mental health professionals – complete evaluations and provide follow up feedback sessions ■ Improved understanding of mental health, wellbeing and recovery ■ Sign-posting of relevant services ■ Traveller community have access to a recognised wellness recovery tool
<p>4. Partner with local and national Traveller organisations to enhance crisis response services.</p>	<ul style="list-style-type: none"> ■ Guideline document on responding to a crisis in Traveller community ■ Participate with other Traveller organisations in the development, launch and delivery of crisis response services. ■ Train and develop a local crisis response team to react quickly and within best practice guidelines to crisis situations in the catchment area. 	<ul style="list-style-type: none"> ■ Active partnerships and multi-agency action plan ■ Reduced response time to crisis in the community and a much more structured response. ■ Better outcomes to crisis in the community and implementation of learning from past incidents.
<p>5. For the National Traveller Mental Health and Suicide Prevention Service to have a commitment to continual professional development.</p>	<ul style="list-style-type: none"> ■ Annual individual plans for each staff member highlight areas for continual professional development. ■ The organisation to show commitment and provide resources to invest in the employees of the National Traveller Mental Health and Suicide Prevention Service. ■ Formal supervision to be provided on a 6 weekly basis as well as appropriate case management. 	<ul style="list-style-type: none"> ■ Increased staff morale measured by staff feedback. ■ Individual skills improvement and professional development are seen in service improvements.

Core Values

At Exchange House Ireland:



We oppose racism in all forms and are committed to challenging it



We value all people, their culture and their identity



We recognise and celebrate people's strengths and skills



We seek to celebrate Traveller culture and history



We seek to understand the Traveller community in the modern context and celebrate cultural themes that unite the community



We work in partnership with individuals, families and partner agencies in a collaborative and respectful manner



We are professional and accountable for our work on an individual and organisational level



We provide a caring and safe work place



We are proud to work for Exchange House Ireland National Traveller Service





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