

# National Centre for Guidance in Education

Setting up a network of support  
10<sup>th</sup> September 2020



Lárionad Náisiúnta *um* Threoir *san* Oideachas  
National Centre *for* Guidance *in* Education



An Roinn Oideachais  
agus Scileanna  
Department of  
Education and Skills

# The role of NCGE:



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**NCGE is an agency of the Department of Education.**

## Our role:

Develop, support and influence quality guidance provision in post-primary schools and further education settings as part of lifelong learning, in accordance with national and international best practice.



# Objectives of this webinar



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To highlight supports for Guidance Counsellors:

- school based
- local
- national
- international

For a Guidance Counsellor to create a comprehensive network of support.



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To highlight supports for Guidance  
Counsellors:

- school based
- local
- national
- international

For a Guidance Counsellor to create a  
comprehensive network of support.



Note: Two resources  
accompany this webinar



# Note



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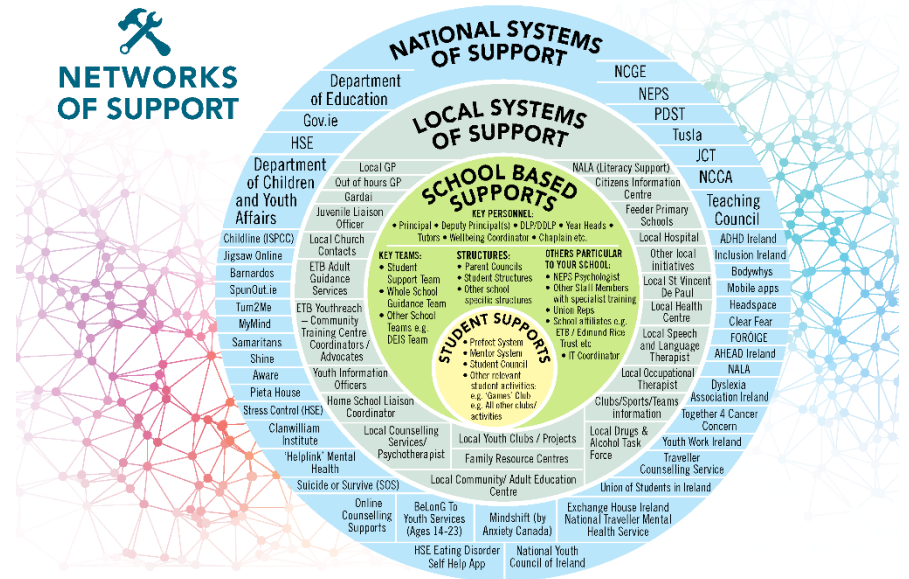
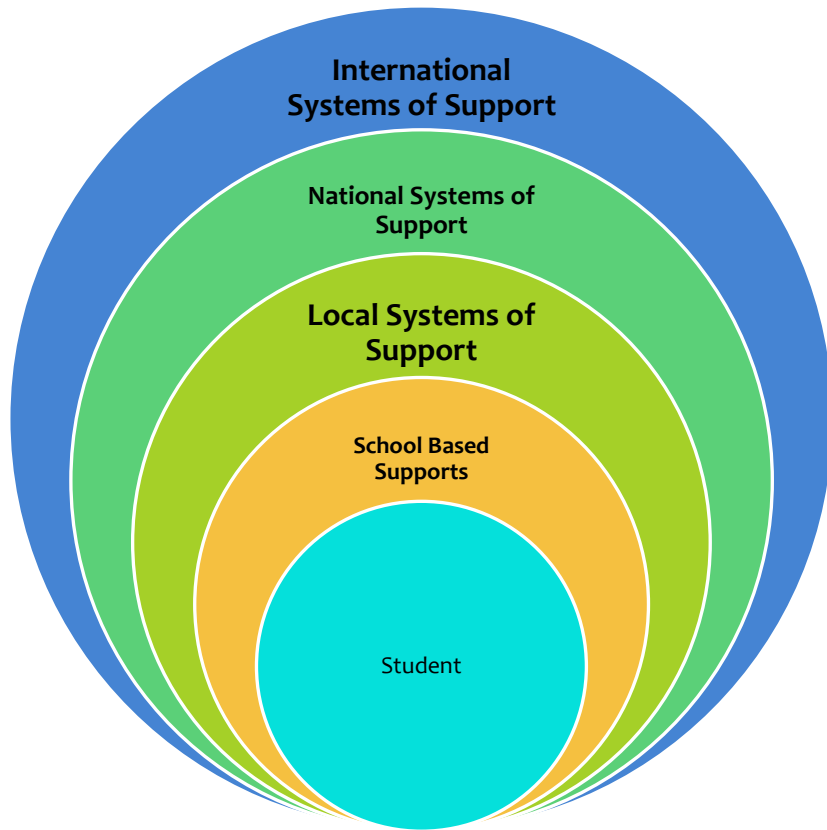
1. This is not a final nor exhaustive list of supports.....It will evolve continuously over time.
2. The accompanying resource can be appended to your whole school guidance plan / stuck to a notice board in Guidance office and/or staffroom.



# Networks of Support



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# School Based Supports





# School based resources: Brainstorm



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## Key Personnel:

- Principal
- Deputy Principal(s)
- DLP/DDLP  
(see [Child Protection Procedures for Primary and Post-Primary Schools 2017](#))
- Year Heads
- Tutors
- Wellbeing Coordinator
- Chaplain etc.

## Key Teams:

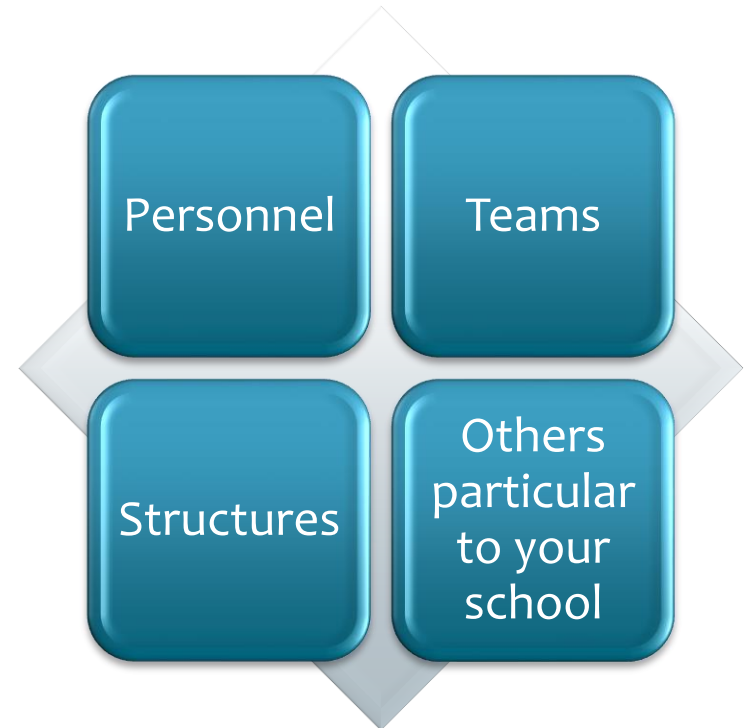
- Student Support Team
- Whole School Guidance Team
- Other School Teams e.g. DEIS Team

## Structures:

- Parent Councils
- Student Structures (next slide)
- Other school specific structures

## Others particular to your school:

- NEPS Psychologist
- Other Staff Members with specialist training
- Union Reps
- School affiliates e.g. ETB / Edmund Rice Trust etc
- IT Coordinator





# School based resources: Student Systems

## Student Systems

- Prefect System
- Mentor System
- Student Council
- Restorative practice groups led by peers
- Other relevant student activities:  
e.g. 'Games' Club  
e.g. All other clubs/activities



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# Local Supports





# Local Supports: Brainstorm



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- Local GP
- Out of hours GP
- Gardai
- Juvenile Liaison Officer
- Local Church Contacts
- ETB Adult Guidance Services  
[www.ncge.ie/ncge/aegi-contact-details](http://www.ncge.ie/ncge/aegi-contact-details)
- ETB Youthreach – Community Training Centre Coordinators / Advocates
- Youth Information Officers  
<https://www.youthworkireland.ie/what-we-do/youth-information>
- Local Counselling Services/Psychotherapist
- Home School Liaison Coordinator
- \* Local Community/ Adult Education Centre
- NALA (Literacy Support)
- Citizens Information Centre
- Feeder Primary Schools
- Local Hospital
- School Completion Teams / Activities
- Local HEI Initiatives
- Other local initiatives e.g. Homework Clubs

# Local Supports: Brainstorm Continued!

What additional local supports are relevant for the staff/  
students in your school:

- Local St Vincent De Paul
- Local Health Centre
- Local Speech and Language Therapist
- Local Occupational Therapist
- Clubs/Sports/Teams information
- Local Youth Clubs / Projects
- Family Resource Centres
- Local Drugs & Alcohol Task Force

# A note on your local AEGI

- \* May be especially helpful this year for students over 16 who are choosing to leave post-primary education.
- \* Some parents may also benefit from the AEGI services... maybe as identified by HSCL representative (an example of Whole School Guidance)



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# National Supports





# National Supports: Brainstorm



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Key Agencies to be aware of and websites to 'check in' with:

- Gov.ie
- Department of Education
- Department of Children and Youth Affairs
- PDST
- NEPS
- NCGE
- HSE
- Tusla
- JCT
- NCCA
- Teaching Council

And of course...

- NCGE



# National Supports: Brainstorm



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## Childline (ISPCC)

Ireland's 24-hour national listening service for young people up to the age of 18  
Freephone 1800 666 666 (any time, day or night)  
Text 50101 (from 10am to 4pm every day) · Chat online at [www.childline.ie](http://www.childline.ie) (from 10am to 4pm every day)  
Childline exempt from consent requirements.

## BeLoNG To Youth Services (Ages 14-23)

Provide support for lesbian, gay, bisexual, transgender, and intersex (LGBTI+) young people in Ireland between the ages of 14 – 23 years  
Text LGBTI+ to 086 1800 280 to chat in confidence with a trained crisis volunteer (anytime day or night, standard SMS rates may apply) · Visit [www.belongto.org](http://www.belongto.org) for more information

## Jigsaw Online (Ages 12-25)

The Jigsaw Support Line is available for free mental health support and advice to young people aged 12 to 25 years old, and parents or concerned adults in Ireland  
Freephone 1800 544729 (from 1pm to 5pm Monday to Friday)  
Text CALL ME to 086 180 3880, giving your preferred day and time for a call (from 9am to 5pm Monday to Friday)  
Email [help@jigsaw.ie](mailto:help@jigsaw.ie) (for responses from 9am to 5pm Monday to Friday)  
Visit [www.jigsaw.ie](http://www.jigsaw.ie) or [www.jigsawonline.ie](http://www.jigsawonline.ie) for more information





# National Supports: Brainstorm



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## Barnardos

Barnardos provide a national telephone support service for parents, in response to the challenges they are facing during the Covid-19 pandemic.

Freephone 1800 910 123 (from 10am to 2pm, Monday to Friday)

Barnardos also provide a children's bereavement helpline service, for all members of the public seeking information and support in relation to bereavement.

Telephone 01 473 2110 (from 10am to 12pm, Monday to Thursday) .

Referrals will be accepted for children up to the age of 18 who have parental/carers consent.

## SpunOut.ie

SpunOut.ie provides a wide range of articles and information for young people aged between 16 – 25 years, on many different topics, including mental health

Text SPUNOUT to 086 1800 280 to chat to a trained volunteer (standard message rates may apply) · Visit [www.spunout.ie](http://www.spunout.ie) for more information

More online supports The YourMentalHealth.ie website provides information and signposting on all mental health supports and services that are available nationally & locally provided by the HSE and its funded partners. You can also call the freephone YourMentalHealth Information Line to find supports and services 1800 111 888 (any time, day or night). The supports and services are listed and can be searched using age profile or location of service.

## Online counselling supports

Crisis Textline (text 50808)

Text HELLO to 50808 provides a safe space where you're listened to by a trained Crisis Volunteer. The Crisis Volunteer will introduce themselves, reflect on what you've said, and invite you to share at your own pace. You'll text back and forth, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place.



# National Supports: Brainstorm continued



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## Turn2Me

Provides a 3 tiered approach to supporting mental well-being - self help, support groups and professional support for young people aged between 12 – 17 years.

Online services include counselling and support groups. [www.turn2me.ie](http://www.turn2me.ie)

## MyMind

MyMind provides free online counselling, psychotherapy services for children, adolescents and adults under the COVID-19 project. Clients of age 16 and above can use free of charge online counselling. However, the suitability of online sessions for children under 16 is limited, work in some cases may be more focused on parents (parental support), not directly with minors.

If you would like to book an appointment you can do so by contacting MyMind through email at [hq@mymind.org](mailto:hq@mymind.org) or calling the office at 0766 80 10 60.

For more information, please visit [mymind.org](http://mymind.org) [www.mymind.org](http://www.mymind.org)

## Samaritans

The Samaritans telephone service is available 24 hours a day.

For confidential, non-judgmental support:

Freephone 116 123

Email [jo@samaritans.ie](mailto:jo@samaritans.ie)

Visit [www.samaritans.ie](http://www.samaritans.ie) for details of the nearest branch

# National Supports: Brainstorm Continued

## Shine

Remote support and an outreach service to people who use Shine services by phone and email.

Visit [shine.ie/covid-19](https://shine.ie/covid-19)  
[phil@shine.ie](mailto:phil@shine.ie)

## Suicide or Survive (SOS)

Free online wellness workshops and programmes  
Visit [suicideorsurvive.ie](https://suicideorsurvive.ie)

## Stress Control

Stress control classes to learn new stress management skills and mind your mental health from HSE Health and Wellbeing. The programme is for 3 weeks on Mondays and Thursdays and commences again from Monday 8 June 2020.

Visit [HSE Health and Wellbeing](https://www.hse.ie/eng/health/andwellbeing/) for more information.

## The Irish Childhood Bereavement Network

Founded in 2012 to act as a hub for those working with bereaved children, young people and their families. [01 679 3188](tel:016793188)  
[icbn@hospicefoundation.ie](mailto:icbn@hospicefoundation.ie)

## Helplink Mental Health

Free low-cost online counselling services and educational resources.  
Visit [helplink.ie](https://helplink.ie)

## Pieta House

Telephone and text-based support counselling for people who are suicidal or engaging in self-harm.  
Freephone 1800 247 247 every day 24 hours a day  
Text HELP to 51444 - standard message rates apply  
Visit [pieta.ie](https://pieta.ie)

## Aware

Information and support to anyone over 18. Issues relating to mood or the mood of a friend or family member, or who has depression or bipolar.

Phone 'Support and Self Care Peer Group' for people experiencing:

- \* anxiety
- \* mild to moderate depression
- \* bipolar disorder
- \* mood-related conditions

Freephone support line 1800 80 48 48 10am to 10pm every day  
[supportmail@aware.ie](mailto:supportmail@aware.ie)  
Visit [aware.ie](https://aware.ie)

# National Supports continued

## Irish Hospice Foundation

A freephone bereavement support line providing information, connection, comfort and support.

Phone [1800 807 077](tel:1800807077) Monday to Friday from 10am to 1pm.

Visit [hospicefoundation.ie](http://hospicefoundation.ie) for more information.

## Text 50808

A free 24/7 text service, providing everything from a calming chat to immediate support for people going through a mental health or emotional crisis.

Text HELLO to 50808, anytime day or night.

Visit [www.text50808.ie](http://www.text50808.ie) for more information.

## LGBT Ireland

LGBT+ helpline 1890 929 539 every day

Gender identity family support line 01 907 3707

Online instant messaging support 6.30pm to 10pm Monday to Thursday, 4pm to 10pm Friday and 4pm to 6pm Saturday and Sunday.

Visit [info@lgbt.ie](mailto:info@lgbt.ie) for support or information

Visit [lgbt.ie](http://lgbt.ie)

## HSE Mental Health Recovery Colleges

Recovery education colleges and services provide mental health recovery education.

Timetables have been developed to support people through recovery education.

Visit [Recovery Education](http://Recovery Education)

## GROW Mental Health Recovery

Information line 1890 474 474

Six-week guide on coping with COVID19, consisting of podcasts, practical resources and information.

Visit [grow.ie](http://grow.ie)

[info@grow.ie](mailto:info@grow.ie)

## Alone

COVID-19 support line for older people.

Phone 0818 222 024 8am to 8pm everyday.

Visit [alone.ie](http://alone.ie)

## The Alzheimer Society of Ireland

Information and emotional support and information on supports and services.

Freephone 1800 341 341 Monday to Friday 10am to 5pm and Saturday 10am to 4pm

Visit [helpline@alzheimer.ie](mailto:helpline@alzheimer.ie)

The Dementia Resource Hub provides sign-posting to information and on-line resources for people with dementia, families and carers.

Visit [alzheimer.ie](http://alzheimer.ie) or [understandtogether.ie](http://understandtogether.ie)

## Seniorline

Confidential listening service for older people provided by trained older volunteers.

Call 1800 804 591 from 10am to 10pm everyday

Visit [thirdageireland.ie](http://thirdageireland.ie)

## Age Friendly Ireland

A list of all Local Authority Community Response Forums and their contact helpline numbers to support vulnerable members of communities affected by COVID-19 restrictions.

Visit [agefriendlyireland.ie/](http://agefriendlyireland.ie/)

# National Supports Continued

## **Together 4 Cancer Concern**

Telephone support with cancer counsellors. Links to nationwide community cancer support centres and a team of clinical psychologists.

Freephone 1800 200 700

Visit the [HSE National Cancer Control Programme](#) for more information.

## **ADHD Ireland**

Support and information for young people and adults with ADHD and their carers and families.

Phone 01 874 8349 from 9am to 5.30pm Monday to Friday

Visit [adhdireland.ie](http://adhdireland.ie)

[info@adhdireland.ie](mailto:info@adhdireland.ie)

## **Inclusion Ireland**

The National Association for People with an Intellectual Disability. Easy-read guides on coronavirus. These include one about good mental health for people with intellectual disabilities.

Visit [inclusionireland.ie](http://inclusionireland.ie)

## **Exchange House Ireland National Traveller Mental Health Service**

Telephone and online services and supports are available while face-to-face and group services have stopped.

Call 01 8721094 and press 1 from 9am to 5pm every day

Visit [exchangehouse.ie](http://exchangehouse.ie)

## **Traveller Counselling Service**

Online counselling to members of the Traveller community who need support during this time.

Visit [travellercounselling.ie](http://travellercounselling.ie)

## **Bodywhys**

BodywhysConnect - online support groups for adults with eating disorders.

YouthConnect - online support groups for young people aged 13-18.

Helpline 01 2107906 Monday, Wednesday and Sunday from 7.30pm to 9.30pm and Saturday from 10.30am to 12.30pm

Visit [bodywhys.ie](http://bodywhys.ie)

[alex@bodywhys.ie](mailto:alex@bodywhys.ie) for support

## **Union of Students in Ireland**

Tips and resources to keep your mind healthy.

Visit [usi.ie](http://usi.ie)

# National Supports Continued

## Mobile apps

These mobile apps can help you manage anxiety. They have been approved for listing here by the HSE Mental Health Group.

The app developers are solely responsible for their compliance and fitness for purpose. These apps are not supplied by the HSE and the HSE is not liable for their use.

### **Mindshift (by Anxiety Canada)**

MindShift CBT teaches about anxiety, helping users to engage in healthy thinking and to take action. Users check in each day to track their anxiety and work with tools in the app.

Get it in the [App Store](#) or on [Google Play](#)

### **Headspace**

Headspace is a well-known mobile app that teaches meditation and easy to use mindfulness skills. Map your journey and track your progress and 'buddy up' with friends and motivate each other.

Get it in the [App Store](#) or on [Google Play](#).

### **Clear Fear**

For teenage mental health charity Stem4. The app uses CBT to focus on learning to reduce the physical responses to threat by learning to breathe, relax and be mindful as well as changing thoughts and behaviours and releasing emotions. You can personalise the app and track your progress.

Get it in the [App Store](#) or on [Google Play](#)

### **HSE Eating Disorder Self Help App**

- A self-care app for people:
  - with an eating disorder
  - caring for someone with an eating disorder
  - worried about developing an eating disorder
  - diagnosed or are recovering from an eating disorder
  - From the HSE National Clinical Programme for Eating Disorders and Bodywhys.
- [Read more about the HSE Eating Disorder Self Help App.](#)

- Youth Work Ireland: <https://www.youthworkireland.ie/what-we-do/national-programmes>
- FOROIGE <https://www.foroige.ie/>
- National Youth Council of Ireland <https://www.youth.ie/>
- AHEAD Ireland <https://www.ahead.ie/>
- \* NALA <https://www.nala.ie/>
- \* Dyslexia Association Ireland <https://dyslexia.ie/>

## **Messaging support service**

A new mental health messaging support service is available 24 hours a day, 7 days a week. It provides in-the-moment anonymous support when you need it most.

This service aims to connect you with a trained volunteer in less than 5 minutes.

Text YMH to 086 1800 280

All services above are confidential and free to access.

Counselling interventions or other therapeutic supports are available to all aged 18 and over. However, those under 18 can avail of interventions with parental consent or through referral from a GP or patient advocate (i.e., Jigsaw keyworker).



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# International Supports



# International Supports

- \* Mobility Support and International Guidance Networks

<https://euroguidance.ie/useful-links>

<https://euroguidance.ie/tools-help>

<https://ncge.ie/ncge/international-guidance>

- Detail on euroguidance network and other international guidance networks
- Information on national organisations that support mobility
- Useful tools and services

[Mobility Webinar coming up on October 13th]



# Important Note

- \* Additional supports identified for youth will be identified in the coming weeks through the HSE psychosocial group.
- \* Important to be clear on referral procedures within the school where DLP/DDLP and/or teacher referral to Tusla is concerned



# Supports for the Guidance Counsellor



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## School Based:

Guidance Counsellor in same school?  
School Principal / Deputy Principals?

## Local:

Guidance Counselling Supervision: 5 sessions per year, paid for by Department of Education. Access through IGC Branch / Monaghan Education Centre.

## National:

Professional body

The new employee assistance scheme **Spectrum Life**

[www.gov.ie/en/publication/6ddc2-employee-assistance-and-wellbeing-programme-covid-19-response-plan-for-safe-reopening-of-schools/](http://www.gov.ie/en/publication/6ddc2-employee-assistance-and-wellbeing-programme-covid-19-response-plan-for-safe-reopening-of-schools/)

Provides:

- Dedicated free-phone confidential helpline available 24 hours per day, 7 days per week 365 days per year.
- Bespoke wellbeing portal
- Spectrum Life webinars
- Promote staff wellbeing in the workplace with a focus on prevention
- Mental Health Promotion Manager available for wellbeing promotion
- Short-term counselling for individuals

**NCGE !**

# Focus on NEPS

- \* NEPS Wellbeing Toolkit for schools  
[www.gov.ie/en/publication/0722b-wellbeing-resources/](http://www.gov.ie/en/publication/0722b-wellbeing-resources/)

# Focus on HSE: Local and National Supports

HSE Mental Health Services for mental health / wellbeing supports and resources available to parents, adults, young people and families.

Turn2Me's Counselling from Your Couch; and Extended Services to Young People (12-17) and Families

HSE Primary Care Psychology Parent Advice Clinics:

Best Practice Guidance for Suicide Prevention Services

<https://www.hse.ie/.../best-practice-guidance-for-suicide-pre...>

Information on WRAP (Wellness Recovery Action Plan) can be found here: [www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com)

Free online Stress Control Programme will begin again on September 7th. This is an evidence-based programme that teaches practical skills deal with stress and is open to anyone 18+.


<https://www.hse.ie/.../free-online-stress-control-classes.html>

Mental Health supports and services during COVID-19 can be found at

<https://www2.hse.ie/.../mental-health-supports-and-services-d...>

# Focus on HSE: Local and National Supports

## Local Supports

**PSYCHOLOGY ADVICE CLINIC** 

**Are you concerned about yourself, a child or another family member and would like some advice?**

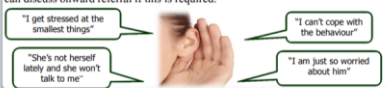
**WHEN:**  
The **Second & Fourth Tuesday** of each month from **9.30 - 12.30**, from January 2020.

**WHERE:**

|                                    |               |
|------------------------------------|---------------|
| Blanchardstown Primary Care Centre | (01) 829 7233 |
| Ballymun Civic Centre              | (01) 846 7109 |
| Corduff Primary Care Centre        | (01) 7956700  |
| Navan Road Primary Care Centre     | (01) 868 6802 |
| Summerhill Health Centre           | (01) 9211501  |
| Wellmount Health Centre, Finglas   | (01) 856 7700 |
| Vernon Avenue Health Centre        | (01) 853 9500 |

**HOW:**  
Contact reception by phone between 9:00 & 9:30 on the morning of the clinic only to register for a 30 minute slot. This clinic is for adults and parents who have concerns about their child. Please do not bring your child to the clinic.

Please note, we do not provide assessment or therapy at the advice clinic, but we can discuss onward referral if this is required.



"I get stressed at the smallest things"

"I can't cope with the behaviour"

"She's not herself lately and she won't talk to me"

"I am just so worried about him"

## National Supports

For questions about health services, your entitlements, or how to access HSE health or social services in your area?



[Contact the HSELive team](#)

**Monday to Friday: 8am - 8pm**

**Saturday and Sunday: 10am - 5pm**

 **Call: 1850 24 1850 or 01 240**

**8720**  
**Email: [hselive@hse.ie](mailto:hselive@hse.ie)**

# Focus on HSE

[www.yourmentalhealth.ie](http://www.yourmentalhealth.ie)

**Minding My Mind**

Take 5 Everyday For You... 😊

- 1 STOP! TAKE A BREAK
- 2 HOW AM I FEELING TODAY?
- 3 FIVE DEEP BREATHS
- 4 MOVE MORE
- 5 ONE THING I AM GRATEFUL FOR

**HOW AM I FEELING TODAY?**

PROBLEMS FEEL SMALLER WHEN YOU SHARE THEM

**CRISIS**

Feeling hopeless, Feeling isolated, Dark thoughts, Down in yourself

It's time to ask for help

**STRUGGLING**

Not sleeping, Anger, Stress, worry and anxiety

Reach out you are not alone

**FEELING YOU ARE ON TOP OF THINGS**

Balance, Friendship and support, Hobbies

Healthy Body... Healthy Mind

Attend your own doctor once a year for your physical and mental health and wellbeing check up

[www.yourmentalhealth.ie](http://www.yourmentalhealth.ie)

We would like to acknowledge the work of the Health Service Executive and the Health Research Board in 2017 in the development of this resource.

# CPD

- \* See PDST
- \* See JCT
- \* See IGC / Other professional bodies
- \* Teaching Council
- \* NCGE

# Two resources which will support the development of your network of support

## Setting Up A Network of Support

This document contains information on key supports for students. This document was collated to support Guidance Counsellors in their approach to Whole School Guidance and to ensure Guidance Counsellors have access to a variety of supports.

This document may be appended to the Whole School Guidance plan or may be a 'standalone' resource for Guidance Counsellors and other members of staff.

This document is not final nor exhaustive, it will need to be reviewed regularly.

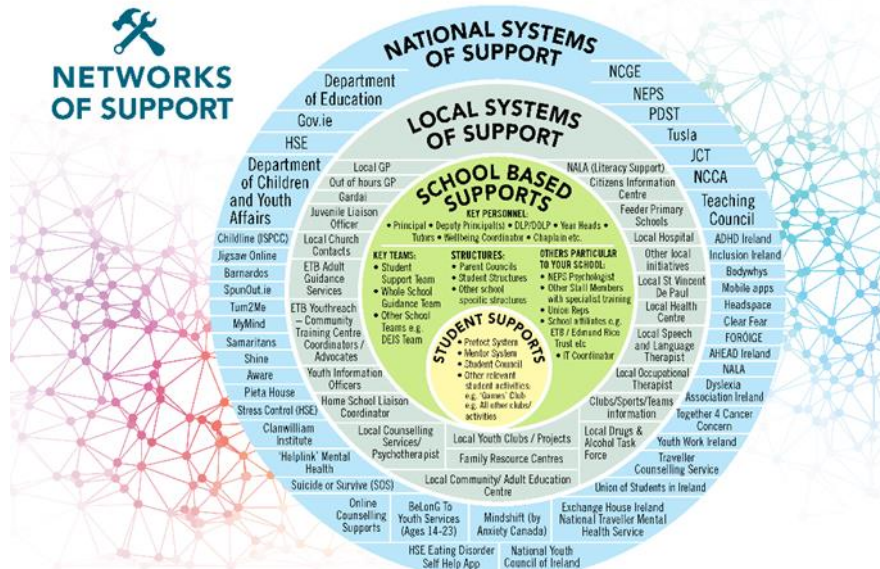
Supports are outlined under the following headings:

- School Supports (p1)
- Local Area Supports (p3)
- National Supports (p6)
- International Supports (p12)
- Key Government Agencies / Bodies (p13)
- Supports for the Guidance Counsellor (p14)

## SCHOOL SUPPORTS

| Support                                                     | How to access / make contact                                                                                                                                 | Notes                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Principal</b>                                            | Click or tap here to enter text.                                                                                                                             | Click or tap here to enter text.                                                                                                                                                                                                                                                                                         |
| <b>Deputy Principal(s)</b>                                  | e.g. Extension 124 / email                                                                                                                                   | if not in office, usually in corridor near room 20.                                                                                                                                                                                                                                                                      |
| <b>DLP/DDLP</b>                                             | May be same as above or may be different                                                                                                                     | Refer students if child protection issue as outlined in whole school guidance plan.<br><a href="https://www.education.ie/en/Schools-Colleges/Information/Child-Protection/child_protection_guidelines.pdf">https://www.education.ie/en/Schools-Colleges/Information/Child-Protection/child_protection_guidelines.pdf</a> |
| <b>IT Coordinator</b>                                       | Phone number                                                                                                                                                 | Click or tap here to enter text.                                                                                                                                                                                                                                                                                         |
| <b>Mentor System</b>                                        | Meet irregularly but coordinated by Mr Ryan.                                                                                                                 | Very helpful with last year's 1 <sup>st</sup> years especially those who needed extra help.                                                                                                                                                                                                                              |
| <b>NEPS Psychologist</b>                                    | e.g. Phone and email                                                                                                                                         | calls to school each year in September for initial meeting                                                                                                                                                                                                                                                               |
| <b>Access initiatives with local area</b>                   | Click or tap here to enter text.                                                                                                                             | Click or tap here to enter text.                                                                                                                                                                                                                                                                                         |
| <b>Other relevant student activities e.g. clubs / Teams</b> | e.g. Basketball Mondays at 4 in the gym (Mr Reilly)<br>e.g. Rugby Tuesdays and Thursdays at 7am (Ms O'Rourke)<br>e.g. Frisbee Fridays at lunchtime (Mr Daly) | It is very helpful to have a list of what clubs/teams are available so we can refer students who are struggling and help them build a community.                                                                                                                                                                         |

## NETWORKS OF SUPPORT







# Questions/Comments

Please use the 'Q and A' function on Zoom and type in your questions / comments.

Go raibh maith agaibh !



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National Centre *for* Guidance *in* Education



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