

For further information about WAVE please contact your nearest centre

BELFAST

5 Chichester Park South

Belfast

BT15 5DW

Tel: 028 9077 9922

Fax: 028 9078 1165

E-mail: adminhq@wavetrauma.org

ARMAGH

6 Mallview Terrace

Armagh

BT61 9AN

Tel/Fax: 028 3751 1599

E-mail: admin@wavearmagh.co.uk

OMAGH

18 Holmview Avenue

Omagh

BT79 0AQ

Tel: 028 8225 2522

Fax: 028 8225 9979

E-mail: admin@waveomagh.co.uk

BALLYMONEY

13 Castlecroft

Main Street

Ballymoney

BT53 6TD

Tel: 028 2766 9900

Fax: 028 2766 3226

E-mail: admin@waveballymoney.co.uk

DERRY LONDONDERRY

23a Bishop Street

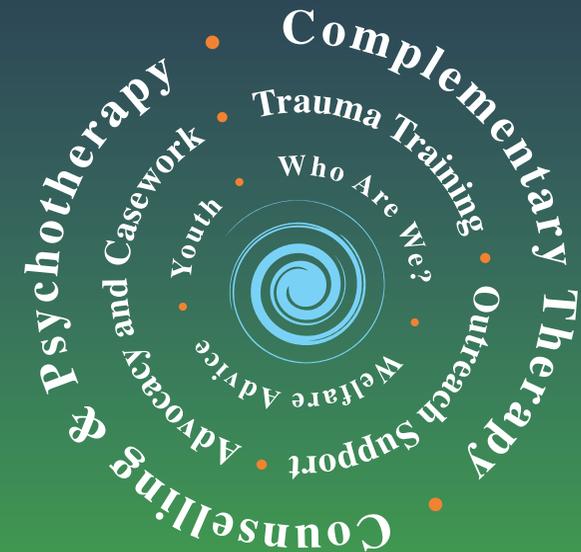
Derry Londonderry

BT48 6PP

Tel: 028 7126 6655

Fax: 028 7126 2643

E-mail: admin@wavederry.co.uk

**WELFARE ADVICE**

or visit our website at www.wavetraumacentre.org.uk

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Welfare Advice

The effects of trauma can be far reaching, impacting on the psychological, emotional and physical levels of an individual's life. This can affect education and an ability to work and consequently many of those injured physically or psychologically experience financial hardship. In keeping with WAVE's holistic ethos, we deliver a welfare advice service to help and assist clients on a wide range of issues.

Professional Specialist Advice

Our advice workers have extensive knowledge, training and experience of delivering specialist welfare advice and are trained on the effects of grief and trauma which helps them to understand the unique needs of those who have been directly affected by the NI Troubles. WAVE subscribes to the Citizens Advice Information System and we are members of Advice NI and the Law Centre NI.

What Issues Do WAVE Advise On?

Advice and information is provided on a range of welfare issues including;

- Welfare benefits
- Reviews and appeals of benefit decisions
- Tax Credits
- Housing Issues (inc intimidation)
- Advice & Assistance to obtain grants from the Victims & Survivors Service
- Community Care
- Employment issues
- Consumer issues
- Family and personal issues
- Education and Training
- Legal issues
- Tax issues
- Financial problems

Our advice to you will be based on your individual needs and priorities. We will explore the different options that may be available to you and if necessary assist you with any practical help or advocacy you may need. This means that you control the process and we will not impose any decisions on you. If we are unable to help we will, with your permission, put you in touch with someone who can.

What Specific Help Can We Provide?

- Benefit check to ensure you are receiving maximum financial entitlement
- Advice and information on the criteria for welfare benefits
- Practical help to complete forms
- Help writing letters
- Help and assistance with benefit reviews
- Assistance to prepare cases for disability or social security appeals tribunals
- Representation at a Disability or Social Security appeals tribunals

We also take note of important social policy issues that arise in the course of work for Victims and Survivors and take appropriate action so that we can lobby government for change on broader issues that affect our client group.

How Can I Access This Service?

WAVE's welfare advice service is delivered from each of our 5 centres.

If you would like an appointment, you can either ask your Outreach caseworker to request a welfare worker to get in touch with you, or you can contact the Advisers directly on the following days to make an appointment:

Armagh Centre: Monday – Friday 9am- 3pm TEL:028 3751 1599

Belfast Centre: Wednesday & Thursday 9am-4.30pm TEL: 028 9077 9922

Omagh Centre: Tuesday & Wednesday 9am- 4.30pm TEL: 028 8225 2522

Ballymoney Centre: Tuesday & Thursday 9am-4.30pm TEL: 028 2766 9900

Derry Londonderry Centre: Tuesday & Wednesday 9am- 4.30pm TEL: 028 7126 6655

We provide a telephone advice service and face-to-face appointments at our centre. You can also contact our advisers by letter or by e-mail. We also offer home visits for those with disability or caring responsibilities who cannot access their nearest centre.

WAVE's Welfare Advice Service is a free, confidential and impartial service