



## **PERSONAL WELFARE SERVICE**

### **Who are we?**

The Personal Welfare Service offers confidential personal support to all military personnel, both regular and TA; serving and ex serving and their families or partners. Our team comprises of professionally qualified SSAFA Forces Help Social Workers and trained Army Welfare Workers; supported by SSAFA Forces Help In Service Volunteers.

### **Personal Support**

Personal Welfare Service provides an approachable, non-discriminatory, professionally based and confidential welfare support and advisory service, responsive to the needs of the Service person, their families and the chain of command, within statutory requirements in order to maximise the operational effectiveness of all serving personnel.

### **Confidentiality**

We will not reveal to a third party, any matter relating to you without your consent. Confidentiality will only be broken in the following instances:

- Where there is a serious risk of harm to yourself or others.
- To prevent a serious criminal act, civil or military.
- When the military effectiveness of a service person will be badly affected.

### **Some of the Issues that Personal Welfare Service can help with: -**

- Relationship Difficulties
- Employment Issues
- Child Care Issues
- Loneliness
- Stress
- Advocacy
- Adoption
- Housing
- Pregnancy Issues
- Suffering bereavement or loss
- Eating Disorders
- Support with all Welfare Matters

***There Is No Such Thing As 'A Small Problem.'***

## **Other Services Which Can Be Accessed Via Personal Welfare Service**

### **Staff Care (Relationship Counselling)**

Staff Care (NI) provides a relationship counselling service to all serving personnel, single or married, and their partners. There are currently sessions available in stations throughout Northern Ireland. For further information or to book an appointment contact the Personal Welfare Service Co-ordinator's office on Civ: 02892 266008 or Mil: 66008. ***This service is supplied free of charge to all service users.***

### **Child Support Agency Advice Clinics**

CSA representatives offer individual appointments to discuss old/new cases at stations throughout the province. For further information or to book an appointment contact the Personal Welfare Service Co-ordinator's office on Civ: 02892 266008 or Mil: 66008.

### ***Throughout the Personal Welfare Service we aim to:***

- *Provide a confidential, non-discriminatory professional service that responds appropriately to the needs of our Service community.*
- *Give guidance and support to soldiers and the Chain of Command.*
- *Be open and fair in our dealings with complaints, responding to them within five working days of receipt.*
- *Ask our customers their views and use them to evaluate and improve our service.*
- *Provide staff with time to listen.*
- *Provide the best service by liaising with civilian agencies including schools.*

### **If you have Complaints, Compliments or Suggestions:**

If we have or haven't got it right and you want to let us know about the service you received please:

- First discuss it with the member of staff concerned or a member of the local Personal Welfare Service staff.
- If you are still dissatisfied, please contact the **Personal Welfare Service (NI) Co-ordinator on Civ: 028 9226 6008 or Lisburn Mil 66008.**
- If you find that this does not resolve your problem please contact:

Quality Assurance Manager  
SSAFA Forces Help  
Central Office  
19 Queen Elizabeth Street  
LONDON  
SE1 2LP

You will receive an acknowledgement within five working days of receipt and a reply within twenty working days.

## USEFUL TELEPHONE NUMBERS

### Personal Welfare Service Teams

Personal Welfare Service Aldergrove	Civilian: 0289 4455 557 Mil: 9491 30557
Personal Welfare Service Ballykelly	Civilian: 0287 7721 362 Mil: 36365
Personal Welfare Service Ballykinler	Civilian: 0284 4610 136 Mil: 40136
Personal Welfare Service Holywood	Civilian: 0289 0420 695 Mil: 58695
Personal Welfare Service Lisburn	Civilian: 0289 2266 878 Mil: 66878

\*\*\*\*\*

AWOL (Advice line for personnel who are AWOL)	0138 0738 137
Child Line	0800 1111
SSAFA Forces Help Confidential Support Line	0800 7314 880 <a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a> (and follow the links)
CSA	0289 2266 008
Eating Disorders Association	0289 0235 959
MOD Police	0289 0420 140
NSPCC (Free Text)	0808 8005 000 1800 1080 0056 0566
Police Service of Northern Ireland <b>Emergencies Only</b>	0289 0650 222 999
Rape Crisis Centre	0289 0329 002
Samaritans	0845 7909 090
Social Services (Out of Hours)	0289 0565 444
Staff Care (Relationship Counselling)	0289 2266 008
Women's Aid Helpline	0289 0331 818 0800 9171 414 <a href="http://www.womansaidni.org">www.womansaidni.org</a>
Victim Support Line	0845 3030 900