



The National Adults Counselling Service

Free your future from your past

Connect Newsletter Issue No. 01

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Welcome to this newsletter from Connect, The National Adults Counselling Service.

Connect was established at the request of survivor groups to provide a helpline and phone counselling service to people who have suffered abuse.

This bulletin provides groups with the latest information to highlight the growing demand on Connect's service and the cut it has taken in funding this year. It also illustrates Connect's ability to expand the service, subject to funding availability.

NEWS

37% increase in calls during 2009

Connect reported a 37% increase in calls during 2009 receiving 8,264 calls compared to 6,020 in 2008 and 4,630 in 2007. The significant increase was clearly linked to the public focus on the findings of the Ryan and Murphy reports during the year.

18% cut in funding for Connect in 2010

At a time of significant growth in demand for Connect, funding for the service has been cut by 18% for 2010. Securing alternative funding is essential for the future maintenance and development of the service.

ABOUT CONNECT

What is Connect?

Connect is an out of hours helpline and phone counselling service for adults who were abused in childhood. It is available Wednesday to Sunday, from 6-10pm.

Connect is funded by the HSE and the freephone number is 1800 477 477. It also provides a freephone service for former residents of institutions living in the UK at 00800 477 477 77. More information at www.connectcounselling.ie

How was Connect established?

Connect was established following specific demands from survivor groups that a professional helpline and phone-based counselling service be established.

At the time of establishment it was intended to provide Connect's services on a full-time basis. However, funding has not been available to deliver this to date.

Connect was successfully evaluated in 2009 and has now applied for a service Quality Mark in 2010.

In 2009 Connect received 3,000 calls outside of its current opening hours. Subject to additional funding being in place, Connect is in a strong position to expand its hours of service.

What services does Connect provide?

Connect's services are not confined to people who have experienced institutional abuse but are available to all adults who have experienced sexual, physical or emotional abuse, trauma or neglect in childhood. Connect is also available to partners or relatives of people with these experiences.

Experienced and qualified psychotherapists/counsellors answer all calls. The Board of Connect is made up of survivor groups and the HSE. At its core the service is guided by user needs as defined by the support groups.

Kind regards,

Anne Richardson, Chief Executive Officer