

Urgent help and support

Emergency services

999 or 112

Police, ambulance service, fire brigade, coastguard.

Gateway Children’s Social Work Services

0300 100 0300

Gateway assists people who are concerned about the welfare of a child or young person.

GP out of hours services

• Down and Lisburn 028 9260 2204

• North Down and Ards 028 9182 2344

Lifeline

0808 808 8000

24 hour support for those in distress or despair.

Deaf and hard of hearing –Textphone users can call
Lifeline on 18001 0808 808 8000

Police (PSNI)

0845 600 8000

will connect you to your local police station.

Samaritans helpline

08457 90 90 90

Listening ear to those in distress.

GP referral only services

The Child and Adolescent Mental Health Service

(CAMHS) provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

Community mental health teams (CMHTs)

are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the South Eastern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

Older people’s mental health teams

provide assessment, treatment and support services to people experiencing mental health problems and who are over the age of 65 years.

Suicide prevention/self-harm/self help

British Association for Counselling website

Provides local information on counselling organisations and individuals who are accredited.

www.bacp.co.uk/seeking_therapist

Colin Community Counselling

028 9060 4347

For people aged 16 years and over

Lifeline

0808 808 8000

24 hour support for those in distress or despair.

Deaf and hard of hearing – Textphone users can call
Lifeline on 18001 0808 808 8000

Forum for Action on Substance Abuse (FASA)

028 9127 1322

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

New Life Counselling

028 9039 1630

Niamh Louise Foundation

028 8775 3327

Complementary therapies, mentoring for people aged under 18 years, befriending for people aged 18 years and over, bereavement support, youth forum.

www.niamhlouisefoundation.com

Samaritans helpline

08457 90 90 90 028 9066 4422

Listening ear to those in distress.

Text helpline

0772 590 9090

www.samaritans.org.uk

Email: jo@samaritans.org

Zest passion for life

Family outreach support for self-harm.

028 7126 6999

www.zestni.org

Training

028 9250 1373 028 9151 0275

(free) for anyone aged over 15 years, including:

- Applied Suicide Intervention Skills Training (ASIST)
- Safe Talk – suicide awareness
- Understanding self-harm
- Contact health development

Mental health including eating distress and anxiety support

Action Mental Health

Training and support for people with mental health needs or a learning disability.

• Ards (New Horizons) 028 9182 2410

• Bangor (New Horizons) 028 9127 0979

• Downpatrick (New Horizons) 028 4461 3791

• Lisburn (Accept) 028 9062 9759

AMH The Junction (Lisburn)

028 9062 9759

Drop-in and organised activities for young people aged 18–30 years with mental ill health.

Aware Defeat Depression

028 9032 1734

Helpline (Mon–Fri, 10am–4pm)

0845 120 2961

Email: help@aware-ni.org

Ballynahinch Counselling Service

028 9182 7783

British Association for Counselling website

Provides local information on counselling organisations and individuals who are accredited.

www.bacp.co.uk/seeking_therapist

Eating Disorder Association

028 9023 5959

Growing Connections NI

0784 992 6218

Meetings to provide mutual support using a 12 step programme of recovery and personal growth.

Lisburn Downtown Centre

028 9267 2052

Support for people with mental health problems.

Men to Men

028 9024 7027

Counselling service and support for men’s health.

Mindwise

028 9040 2323 028 4461 7964

Support for people recovering from mental illness.

www.mindwisenv.org

Northern Ireland Association for Mental Health (NIAMH)

028 9032 8474

Local support, including housing schemes, home support, advocacy services, information services and education.

www.niamh.co.uk

Praxis Care Group

028 9023 4555

Services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

Seasonal Affective Disorder (SAD) Association

028 9265 1991

Help and support for those suffering from SAD or winter blues.

Threshold

028 9087 1313

Residential and supported housing / floating support.

Training

028 9250 1373 028 9151 0275

(free) for anyone aged over 15 years, including:

- Mental health awareness
- Mental Health First Aid (MHFA)
- Contact health development

Alcohol, drugs and smoking

Alcoholics Anonymous

028 9043 4848

www.alcoholics-anonymous.org.uk

Drinkline

0800 917 8282

Narcotics Anonymou

078 1017 2991

National Drugs Helpline (FRANK)

0800 77 66 00

24/7 drugs helpline

Smokers Helpline

0808 812 8008

www.want2stop.info

Al Anon / Alateen

028 9068 2368

Help and support for families and friends of problem drinkers.

www.al-anonuk.org.uk

ASCERT

028 9260 4422

Drug and alcohol training and education.

Drug and Alcohol Intervention Service for Youth (DAISY)

028 9043 5815

Battle Against Tranquillisers (BAT)

0117 966 3629

www.bataid.org

Carlisle House

028 9032 8308

Substance misuse rehabilitation treatment centre

Dunlewey Substance Advice Centre

028 9061 1162

Counselling, support and mentoring services (for 17 year olds and under).

Forum for Action on Substance Abuse (FASA)

028 9127 1322

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

Gamblers Anonymous and Gam-Anon

028 9024 9185 028 7135 1329

Help and support for compulsive gamblers. Gam-Anon is for partners, relatives and close friends of compulsive gamblers.

The Link MARC Project

028 9182 1124

Support for people with addiction problems. Showers, clean clothes and hot food provided.

Addictions NI

028 9066 4434 028 9073 1602 028 9033 0499

Treatment for people with drug or alcohol problems, delivered in community settings.

Pharos Project

028 9146 6186

Barnardo’s project providing support services for families where there is parental substance misuse.

Simon Community harm reduction service

0800 171 2222

Support and advice for people with drug and alcohol problems.

Abuse

Domestic violence helpline

0800 917 1414

24/7 helpline

Domestic Violence Outreach Scheme

028 9127 3196

North Down and Ards

National Association for People Abused in Childhood (NAPAC)

0800 085 3330

Nexus

028 9032 6803

Advice, support and counselling for people who have been sexually abused.

Out of hours

0845 303 0900

www.nexusinstitute.org

Preventing Violent Relationships

028 9032 3454

For men who wish to change controlling or violent behaviours.

Rape crisis and sexual abuse helpline

028 9032 9002

Counselling, advice and advocacy services for survivors of sexual violence and abuse, and for those who support them.

PSNI Domestic Violence Officer

0845 600 8000

Victim Support

028 9024 4039

Emotional support for victims of crime.

Out of hours support.

0845 303 0900

www.victimsupportni.co.uk

Women’s Aid

028 9024 9041

Support and advice for women who have suffered or are suffering from domestic abuse.

Bereavement

Barnardo’s child bereavement service

028 9066 8333

www.barnardos.org.uk

Support for bereaved people

Cruse

National charity that exists to promote the wellbeing of bereaved people – for adults, children and young people.

• National Cruse day-by-day helpline 0844 477 9400

• Cruse young person’s helpline 0808 808 1677

• Cruse Belfast 028 9043 4600

• Cruse Bangor 028 9127 2444

Bereavement support midwife

028 9056 4717

Child death helpline

0800 282 986

The Compassionate Friends

028 8778 8016

Support and care for bereaved parents, siblings and grandparents who have suffered the death of a child.

UK helpline

0845 123 2304

Cot death helpline

020 7233 2090

Cruse Bereavement Care Remember our Child

028 9079 7975

Lisburn Downtown Centre

028 9267 2052

Support for bereaved parents

Northern Ireland Miscarriage Association helpline

028 9336 9984

9am–10pm

NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

www.sandsni.org

Sexual health

Aids helpline

0800 137 437

Confidential HIV sexual health helpline.

Brook

028 9032 8866

Free confidential advice on sex and contraception for young people aged under 25 years.

Family Planning Association

0845 122 8687

Confidential information, advice and support on aspects of sexual health, family planning and information on local clinics in your area. Counselling service for those with an unplanned pregnancy.

www.fpa.org.uk

Family planning clinics

028 9181 6666 028 9260 1992 028 4461 3311

Genito Urinary Medicine (GUM) clinic

028 9063 4050

Situated at the Royal Victoria Hospital

HIV support centre services

028 9024 9268

For people living with HIV, their partners, families and carers.

Confidential helpline

0800 137 437

www.thehivsupportcentre.org.uk

Youth health advice service

075 2589 8726

Free, confidential nurse-led service, including relationship and sexual health advice.

Sexual orientation and gender identity

Belfast Butterfly Club

Gay and Lesbian Across Down (GLAD)

077 9139 8438

Appropriate, sustainable and safe opportunities for social networking and self-help support.

HERE

028 9024 9452

Lesbian Advocacy Services Initiative (LASI) is now HERE, a place for lesbian and bisexual women in Northern Ireland.

www.hereni.org

The Rainbow Project

028 9031 9030

Support and counselling for gay and bisexual men.

www.rainbow-project.org

Support Acceptance Information and Learning (SAIL)

075 1022 8411

Family gender issues support group.

Traveller and Gay (T&G)

078 1509 9583

Support for the gay Traveller community.

Children/youth support

ASCERT

028 9260 4422

Drug and alcohol training and education.

Drug and Alcohol Intervention Service for Youth (DAISY)

028 9043 5815

Barnardo’s

028 9067 2366

Direct services for children, young people and their families
www.barnardos.org.uk

Belfast Central Mission (BCM)

- Parent support project **028 9182 7783**
- Therapeutic counselling service **028 9182 7773**

Carers development officer

028 9756 5456

Contact point providing information for family carers.

NSPCC

0808 800 5000

Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.

Childline

0800 1111

Counselling for children and young people.

Northern Ireland office

0870 336 2945

www.childline.org.uk

Children’s Law Centre

028 9024 5704

Working to make a reality of children’s rights.

Contact

028 9074 4499

Counselling for young people.

Familyworks

028 9182 0341

Support for young people who are affected by parental substance misuse.

Gateway

0300 100 0300

The SEHSCT children’s social work service is a first point of contact for anyone concerned about the welfare of a child or young person.

Kairos Centre

028 4372 4488

Development and recreation facilities for young people and adults.

The Link Newtownards

028 9182 1124

Safe and welcoming drop-in centre facility for young people.

MACS NI

028 9031 3163 **028 4461 5155**

Services for people aged 16–25 years, including housing, mentoring and floating support.

Opportunity Youth

028 9043 5810

Information, guidance and advice for young people on issues such as drugs and alcohol, employment, offending behaviour, and emotional and mental health.

Relate Teen

028 9026 0871

Counselling for young people.

Voice of Young People in Care (VOYPIC)

028 9024 4888

Enabling children and young people with experience of care to make life changes.

www.voypic.org

YMCA

Support and preventative and educational programmes for young people.

- Lisburn **028 9267 0918**
- North Down **028 9145 4290**

Young Minds

0800 018 2138

Information and advice for anyone with concerns about the mental health of a child or young person.

Parents helpline

0808 802 5544

www.youngminds.org.uk

Youth services

028 9181 3987

South Eastern Education and Library Board (SEELB)

Student support

University of Ulster student support

Provides a professional counselling service on all campuses.

- Belfast **028 9536 7300**
- Coleraine **028 7012 4105**
- Jordanstown **028 9036 6336**
- Magee **028 7167 5218**

www.studentsupport.ac.uk

Queen’s University Belfast student guidance

0808 800 0016

A first stop for information, advice and guidance. Also provides a professional counselling service.

During office hours

Family and relationships

ACCORD

028 9023 3002

Marriage and relationships counselling.

www.accordni.com

Community and Family Counselling (Holywood Family Trust)

028 9042 7214

Free service for adults aged 18 years and over in the North Down, Ards and Greater Belfast areas.

Family Mediation NI

028 9024 3265 **079 6875 6301**

Mediator assistance for parents or (former) couples to jointly negotiate a settlement to their issues.

Familyworks (Newtownards)

028 9182 0341

Counselling and training for families.

FPA

0845 122 8687

Confidential information, advice and support on sexual health and family planning.

Gingerbread NI

028 9023 1417

Support for single parent families.

Freephone advice helpline

0808 808 8090

www.gingerbreadni.org

Hollywood Family Trust

028 9042 7842

Child care, after-school club, youth provision, adult counselling, adult befriending and community development for people in North Down and Ards.

Men’s Advisory Project

028 9024 1929

Counselling for male victims of domestic abuse, and support with relationship difficulties and anger management.

Women’s Aid

028 9024 9041

Challenging domestic violence in Northern Ireland.

24 hour helpline:

0800 917 1414

Email: info@womensaidni.org

YMCA

Support and preventative and educational programmes for young people.

- Lisburn **028 9267 0918**
- North Down **028 9145 4290**

St Vincent de Paul

028 9035 1561

After-school clubs, drop-in, holiday home for the elderly, home management courses, breakfast clubs, youth provision and crèches.

Sure Start

Range of services for young children aged 0–4 years and their families, aimed at improving health, children’s social and emotional development, and their ability to learn.

- Colin Neighbourhood **028 9060 1417**
- Newtownards **028 4273 9322**
- Downpatrick **028 4461 3630**

Benefits/advice/financial worries

Age NI advice service

0808 808 7575

Free benefits check for older people.

Benefit Enquiry Line NI

0800 220 674

Advice and information on attendance allowance, disability living allowance, carer’s allowance and carer’s credit.

Citizens Advice Bureau

Free, confidential, impartial advice; representation at tribunals; debt counselling services.

- Lisburn **028 9266 2251**
- Downpatrick **028 4461 4110**
- North Down **028 9127 0009**
- Newtownards **028 9181 9257**

www.citizensadvice.co.uk

Step Change Debt Charity

0800 027 4990

Provides confidential, free counselling, and debt and money management assistance to financially distressed families and individuals.

www.debtlineni.org

Trauma

Victim Support

028 9024 3133

Emotional support for victims of crime.

Out of hours support

0845 303 0900

www.victimsupportni.co.uk

WAVE Trauma Centre

028 9077 9922

Offers care and support to anyone bereaved or traumatised through violence, irrespective of religious, cultural or political beliefs.

www.wavetraumacentre.org.uk

The Wider Circle

028 9069 3430

Programmes for people affected by post-traumatic stress because of the Troubles.

Carers

Carers Development Officer

028 9756 5456

Contact point providing information for family carers.

Carers NI

028 9043 9843

Benefits and carers’ rights.

Cause

0845 603 0291

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.

Carer Advocate

079 6680 9427

www.cause.org.uk

www.cause.org.uk/current/PDFs/Helplineleaflet.pdf

www.cause.org.uk/current/PDFs/CarersInformationGuide.pdf

Crossroads Caring for Carers

028 9181 4455

Charity providing respite for short-term breaks for carers.

Rural support

Ards Community Network -

028 9181 4625

Support, advice and training for local communities

County Down Rural Community Network –

028 4461 2311

community activities for people living in Down District

North Down Community Network –

028 91461386

Support, advice and training for local communities

Rural Support Line -

0845 606 7607

listening, guiding and connecting for farming and rural families

TADA Rural Network -

028 3839 8888

tailored support to meet the needs of local rural communities

Other health-related support

Aid Call personal alarm service in Northern Ireland

0808 100 4545

Footprints Women’s Centre

028 9092 3444

Services in the Colin area, including crèche, training and children’s services.

Healthwise Physical Activity Scheme

028 9055 3289

Referral required.

Kilcooley Community Forum

028 9147 9424

Contact information for all constituted groups that are active within the Kilcooley community.

Kilcooley Women’s Centre

028 9147 8292

Non-emergency police service (PSNI)

0845 600 8000

Peninsula Healthy Living Partnership

028 4273 9021

Services and programmes to improve health.

Volunteer Now

028 9023 2020

Volunteering opportunities and development.

Housing/homelessness/ supported living

Belfast Central Mission (BCM)

028 9024 1917

Housing support for young people and older people.

Kilcooley Tenant Support

028 9147 0666

For those receiving housing benefits.

MACS NI

028 9031 3163 **028 4461 5155**

Floating support for vulnerable young people aged 16–25 years.

Northern Ireland Housing Executive

03448 920 900

North Down YMCA tenant support

028 9145 4290

Services for first-time tenants of the Housing Executive aged 15–25 years.

Simon Community

0800 171 2222

Provides accommodation and support to people who are currently homeless or at risk of homelessness.

The Link (Newtownards)

028 9182 1124

Floating support.

Cultural/ethnic

An Munia Tobar

028 9043 8265

Services for the Traveller community.

Bryson Intercultural

028 9024 4639

Support and advice for black and minority ethnic (BME) communities and individuals.

Chinese Welfare Association

028 9028 8277

Working to secure the future of the Chinese community in Northern Ireland.

Equality Commission enquiry line

028 9089 0