

Urgent help and support

Emergency services

Police, ambulance service, fire brigade, coastguard.
999 or 112

Lifeline

24 hour support for those in distress or despair.

0808 808 8000

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

Samaritans helpline

Listening ear to those in distress.

08457 90 90 90

Southern Area out of hours GP

After 6pm and all day Saturday, Sunday and bank holidays.

028 3839 9201

Police (PSNI)

Will connect you to your local police station.

0875 600 8000

Action On Hearing Loss

028 9023 9619

RNID

For deaf people.

028 9023 9619

Social services out of hours duty social worker

• Craigavon/Banbridge 028 3833 4444

• Newry/Mourne 028 3082 5000

GP referral-only services

Access to these services is through consultation with a GP who can make a referral if it is felt to be appropriate and with your permission (in some instances a social worker, mental health practitioner or other professional such as a teacher or health visitor can make a referral):

Community addiction service provides assessment and treatment for people aged 18 years or over who are experiencing problems with alcohol, drugs and other substances.

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 Southern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

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.

Hospital services – Inpatient and outpatient treatment is provided for those who have severe mental health problems requiring intensive treatment that cannot be provided in the community setting.

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.

The mental health eating disorder team provides care and treatment to people with eating disorders of any severity.

Suicide prevention/self-harm/self-help

Lifeline

24 hour support for those in distress or despair.

0808 808 8000

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

Samaritans helpline

Listening ear to those in distress.

www.samaritans.org.uk

08457 90 90 90

Action Mental Health (MensSana)

028 3839 2314

PIPS Newry and Mourne

028 3026 6195

PIPS Upper Bann

075 9522 1334

Niamh Louise Foundation

www.niamhlouisefoundation.com

028 8775 3327

Protect life coordinator

Information on suicide/self-harm prevention, support and initiatives within the Southern area.

028 3741 2882

Protect life training

028 3741 2884

Zest passion for life

Healing the hurt of self-harm.

028 7126 6999

Papyrus

Resources for those dealing with suicide, depression or emotional distress.

0800 068 4141

Hopeline UK

0800 068 4141

British Association of Counselling and Psychotherapy

Accredited counsellors and therapists.

0145 588 3300

Mental health including eating distress and anxiety support

The Law Centre

028 9043 6760

Mental Health Commission incorporating the Foundation for People with Learning Disability

020 7803 1100

Northern Ireland Association for Mental Health (NIAMH)

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

www.niamh.co.uk

028 9032 8474

Action Mental Health

Incorporating MensSana (positive mental health) and New Horizons (training and employment support).

028 3839 2314

Mental Health Forum

• Craigavon/Banbridge 028 3834 4973

• Armagh/Dungannon 028 3752 8771

• Newry/Mourne 028 3025 2423

MindWise

Supporting people with mental illness

028 9040 2323

ADAPT

Supporting those affected by eating disorders
Youthline

www.adapteatingdistress.com

028 3834 7535 028 3832 3895

Aware Defeat Depression

0845 120 2961

NI Agoraphobia and Anxiety Society

028 9023 5170

Alcohol, drugs and smoking

Community addiction team (CAT)

Accessed through GP

Breakthru

www.breakthru.co.uk

028 8775 3228

CHILL

028 3752 5481 028 9043 5810

Al Anon / Alateen

www.al-anonuk.org.uk

028 9068 2368

Alcoholics Anonymous

www.alcoholics-anonymous.org.uk

028 9043 4848

Gamblers Anonymous

www.gamblersanonymous.org.uk

028 9024 9185

National Drugs Helpline (FRANK)

24/7 drugs helpline

0800 77 66 00

Battle Against Tranquillisers (BAT)

www.bataid.org

0117 966 3629

Drinkline

0800 917 8282

REACT Ltd

www.reactltd.org

028 4062 8829

Smokers Helpline

www.want2stop.info

0808 812 8008

Abuse

Domestic violence helpline

24/7 helpline

0800 917 1414

Women’s Aid NI

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

• Newry 028 3025 0765

• Craigavon 028 3834 5256

• Dungannon 028 8676 9300

Rape crisis and sexual abuse helpline

028 9032 9002

Nexus

www.nexusinstitute.org

028 9032 6803

Nova Trauma Support

028 4062 8758

PSNI Domestic Violence Officer

0845 600 8000

Trauma counselling service (Southern Trust)

028 8772 2821

WAVE Trauma Centre support

www.wavetraumacentre.org.uk

028 3751 1599

Victim Support

Emotional support for victims of crime.

Out of hours support 0845 303 0900

www.victimsupportni.co.uk

028 9024 4039

Men to Men

Counselling service and support for men’s health.

028 9024 7027

National Association for People Abused in Childhood (NAPAC)

0800 085 3330

Bereavement

Cruse

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

• Cruse Newry 028 3025 2322

• Cruse Moy 028 8778 4004

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

• Cruse young person’s helpline 0808 808 1677

www.cruse.org.uk

Young people: www.rd4u.org.uk/

Barnardo’s child bereavement service

www.barnardos.org.uk

028 9066 8333

Niamh Louise Foundation

www.niamhlouisefoundation.com

028 8775 3327

PIPS Newry and Mourne

www.pipsnewryandmourne.org

028 3026 6195

Child death helpline

www.childdeathhelpline.org.uk

0800 282 986

Foundation for the Study of Infant Death

www.fsid.org.uk

0808 802 6868

NI Stillbirth and Neonatal Death Society (SANDS)

www.sandsni.org

077 4099 3450

Northern Ireland Miscarriage

Association helpline

028 9336 3384 077 4395 0566

National Association for People Abused in Childhood (NAPAC)

0800 085 3330

The Compassionate Friends

028 8778 8016

Sexual health

Aids helpline

Confidential HIV sexual health helpline.

0800 137 437

Brook

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

0808 802 1234

Family Planning Association

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

0845 122 8687

Promoting wellbeing teams

• Armagh 028 3741 2880

• Craigavon 028 3834 4973

• Newry 028 3083 4325

Health clinic

028 3741 2891 077 8743 2845

Genito Urinary Medicine (GUM) clinic

028 3083 4215

Sexual orientation and gender identity

Cara-Friend

Provides information, support, friendship, counselling and signposting, and offers a social space service to the lesbian, gay, bisexual and transsexual community.

www.cara-friend.org.uk

028 9089 0202

Gay and Lesbian Youth Northern Ireland (GLYNI)

028 9089 0202

HERE

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

www.hereni.org

028 9024 9452

The Rainbow Project

Support and counselling for gay and bisexual men. www.rainbow-project.org

028 9031 9030

Belfast Butterfly Club

Social support for transgender, transvestite and cross-dressing people, regardless of sexual orientation.

028 9267 3720

Traveller & Gay (T&G)

Support service for the gay Traveller community in Northern Ireland

028 9043 8265

Child/youth support

Barnardo’s Adolescent Project

Support for young people at risk of coming into contact with the criminal justice system or being expelled from school

• Armagh 028 3751 0122

• Newry 028 3026 3135

Barnardo’s Family Centres

Assessment, therapeutic and preventative services to families who are deemed to be at risk.

• Moy 028 3752 8102

• Newry 028 3026 0668

Just Ask adolescent service

028 3083 5400

Childline

0800 1111

Lifeline 24hr

24 hour support for those in distress or despair.

0808 808 8000

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

National Society for the Prevention of Cruelty to Children (NSPCC)

0808 800 5000

Southern Education and Library Board (SELB) pupil personal development services

028 3751 2333

Opportunity Youth mentoring

028 9043 5810

Young Minds

www.youngminds.org.uk

0800 018 2138

SELB youth service

• Craigavon/Banbridge 028 3833 8556

• Armagh 028 3752 3632

• Newry 028 3025 3162

• Dungannon 028 8772 2167

Young Persons’ Project

028 3839 1155

Youth Action NI

028 9024 0551

Youth information and advice centre (Banbridge district)

028 4062 4511

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

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

During office hours 0808 800 0016

Family and relationships

Parenting NI

Support available in Southern area.

0808 801 0722

Barnardo’s

Parenting matters.

028 9064 4335

Gingerbread NI

Support for single parent families.

www.gingerbreadni.org

0808 808 8090

Family Trauma Centre

028 9020 4700

Springwell Centre

Support for children and families.

028 3834 7222

St Vincent de Paul regional office

028 9035 1561

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.

• Armagh/Keady 028 3751 8569

• Clogher Valley 028 8554 9898

• Dungannon 028 8772 9695

• Craigavon 028 3831 3360

• Portadown 028 3833 7455

• Newry 028 3083 3780

• South Armagh 028 3083 0022

Women and Family Health Initiative

028 3088 9073

Family Mediation NI

028 9024 3265

Homestart

• Armagh/Dungannon 028 8778 9489

• Craigavon/Banbridge 028 8554 9625

• Newry 028 3026 6139

South Down Family Health Initiative

028 4177 4248

ACCORD

Marriage and relationships counselling.

www.accordni.com

028 9023 3002

Care in Crisis

028 3832 9900

Love for Life

028 3882 0555

Relate

Divorce/separation/marriage counselling.

0870 242 6091

Relate Teen

Youth support.

028 9032 3454

Benefits/financial advice

Citizens Advice Bureau

• Armagh 028 3752 4041

• Dungannon 028 8772 5299

• Craigavon 028 3835 3260

• Banbridge 028 4062 2201

• Newry 028 3026 9224

www.citizensadvice.org.uk

Law Centre NI

Legal support for disadvantaged individuals.

www.lawcentreni.org

028 9024 4401

Step Change Debt Charity

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

www.debtlineni.org

0800 138 1111

Trauma

Family Trauma Centre

028 9020 4700

Nova Trauma Support

028 4062 8758

Trauma counselling service (Southern Trust)

028 8772 2821

Victim Support

Emotional support for victims of crime.

Out of hours support 028 9024 4039

www.victimsupportni.co.uk

0845 303 0900

WAVE Trauma Centre

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles.

www.wavetraumacentre.org.uk

028 3751 1599

Carers

Carers NI

Benefits and carers’ rights.

028 9043 9843

Cause

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

Helpline 028 9065 0650

www.cause.org.uk

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

0845 603 0291

Memory/dementia service in the Southern area

• Craigavon/Banbridge 028 3833 3332

• Armagh/Dungannon 028 3741 2428

• Newry and Mourne 028 3083 6970

Young Carers Project

• Armagh and Dungannon 028 4062 6516
075 2573 4277

• Craigavon and Banbridge 028 4062 6515

• Newry/Mourne 028 3026 7015

Rural support

Rural Support 24/7 helpline

www.ruralsupport.org.uk

0845 606 7607

COSTA Rural Support Network

Dungannon and South Tyrone

028 8555 6880

TADA Rural Support Network

Tyrone, Armagh, Down and Antrim

028 3839 8888

ABC Community Network

028 3839 2777

Dungannon and South Tyrone Borough Council

028 8772 0300

Armagh City and District Council

028 3752 9600

Banbridge District Council

028 4062 9116

Newry and Mourne District Council

028 3031 3233

SHSCT Promoting Wellbeing Team

• Armagh 028 3741 2880

• Craigavon 028 3834 4973

• Newry 028 3083 4325

Other health-related support

Men’s Advisory Project

www.mapni.co.uk

028 9024 1929

SHSCT Volunteer Coordinator

• Armagh and Dungannon 028 3741 2116

• Craigavon and Banbridge 028 3831 1484

• Newry and Mourne 028 3083 4270

Praxis

028 9023 4555

Community and Voluntary Services Armagh

Email: armagh@youcanhelp.org

028 3751 8415

Community and Voluntary Services Dungannon

Email: dungannon@youcanhelp.org

028 8772 9690

Volunteer Centre Craigavon and Banbridge

Email: cb@youcanhelp.org

028 3834 2741

Housing/homelessness/ supported living

Northern Ireland Housing Executive (NIHE)

www.nihe.gov.uk

03448 920 900

After hours homeless service

028 3833 4444

Emergency accommodation 24/7 helpline

028 9049 3488

De Paul Ireland

028 8772 5860

Simon Community

028 9023 2882

Edward Street Hostel Portadown

028 3839 3574

Linen Court Hostel Armagh

028 3751 1545

Cultural/ethnic

NI Council for Ethnic Minorities (NICEM)

NICEM puts people in touch with groups who offer support to minority ethnic groups and can also help with racial discrimination and limited migrant advice.

www.nicem.org.uk

028 9023 8645

Equality Commission NI

028 9050 0600

South Tyrone Empowerment Programme (STEP)

028 8772 9002

WAH HEP

Chinese community association

028 3834 7162

Craigavon Intercultural Partnership

www.craigavonintercultural.org

028 3839 3372

An Tearmann Project

028 8774 8556

Armagh Traveller Support Group

028 3752 0553

Craigavon Traveller Support Group

028 3834 2089

Newry Traveller Support Group

028 3083 4200

Older people

Age NI

Charity combining Age Concern NI and Help the Aged in Northern Ireland.

www.ageuk.org.uk/northern-ireland

0808 808 7575

Advice line

028 3032 5055

Good Morning Project Armagh/ Dungannon

The primary aim is to support members of the community by means of regular, friendly, telephone conversations – making time for people, listening effectively and becoming a ‘friend on the phone’.

028 8772 9690

Cooperation and Working Together (CAWT) Older People’s Project

• Armagh 028 3741 2767

• Newry 028 3082 5163

Newry and Mourne Senior Citizens Consortium

028 3026 3002

Southern area