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| <p>HIV & Sexual Health Helpline NI</p>  <p>0800 137 437</p> <p>Monday to Friday 10am - 4pm</p> <p>www.positivelifeni.com</p> | <p>SandsNI Helpline</p>  <p>077 4099 3450</p> <p>Monday to Friday 9am - 5pm</p> <p>www.sandsni.org</p> |
| <p>Samaritans</p>  <p>116 123</p> <p>24/7 365 days a year</p> <p>Jo@samaritans.org www.samaritans.org</p> | <p>Simon Community Central Access Point</p>  <p>0800 171 2222</p> <p>24/7 365 days a year</p> <p>www.simoncommunity.org</p> |
| <p>Rural Support Helpline</p>  <p>0845 606 7 607</p> <p>Seven days a week 8am - 11pm 365 days a year</p> <p>www.ruralsupport.org.uk</p> | <p>Tax and Benefits Service</p>  <p>0800 988 2377</p> <p>Monday, Wednesday and Friday 9am - 5pm Tuesday and Thursday 9am - 7pm</p> <p>www.adviceni.net</p> |

www.helplinesnetworkni.com

A SINGLE POINT OF ACCESS TO
NORTHERN IRELAND HELPLINE
NUMBERS AND WEBSITES

OVER 30 NORTHERN IRELAND
HELPLINE ORGANISATIONS

EASY TO NAVIGATE

FIND THE RIGHT HELPLINE
TO SUIT YOUR NEEDS



**NI Helplines
Awareness Day**
6th February 2018



Helplines Network NI is a membership-led organisation consisting of over 30 members operating across Northern Ireland. The Helplines Network NI members provide a variety of support services including information, advice, counselling and befriending. Many of the services take place over the phone, via email, text and in some cases, with live web-chat. The Helplines are run by public, voluntary and community organisations and are non-profit making.

The Helplines Network NI membership organisation was brought together by the Public Health Agency (PHA), which has a lead role in promoting health and wellbeing in Northern Ireland. The PHA recognises the value of Helplines as they provide immediate support and information to those with a wide-range of health and wellbeing needs - often for those who are the most vulnerable in our community.

By bringing the Helplines Network NI together under one promotional brand, the Network is able to raise awareness amongst individuals, organisations, communities, health professionals and the media about how best to access the various Helplines more conveniently and meet the requirements of different service users.

Helplines are an invaluable resource that can be accessed from the privacy of home, without appointment and many can be contacted at a time that suits the person in need of support.



LISTEN.
SUPPORT.
INFORM.

2018

www.helplinesnetworkni.com

Action on Elder Abuse



080 8808 8141

Monday to Friday
9am - 5pm

www.elderabuse.org.uk/
in-northern-ireland

Adviceline



0300 1 233 233

Monday to Friday
9am - 12.30pm
1pm - 4pm

www.citizensadvice.co.uk

Advice and Advocacy Service



0808 808 7575

Seven days a week
8am - 7pm
365 days a year

www.ageni.org.uk/advice

Alzheimer's Society National Dementia Helpline



0300 222 11 22

Monday to Wednesday
9.00am - 8.00pm,
Thursday & Friday
9.00am - 5.00pm,
Saturday & Sunday
10.00am - 4.00pm

www.alzheimers.org.uk

Autism NI



028 9040 1729

Monday, Wednesday
& Thursday 9am - 5pm,
Tuesday & Friday
9am - 1.30pm

www.autismni.org

Business Debtline



0800 0838 018

Monday to Friday
9am - 5pm

www.adviceni.net
www.businessdebtline.org

Carers NI



028 9043 9843

Monday to Thursday
9am - 4pm
Friday 9am - 12.30pm

www.carersni.org

CAUSE: Helpline



0845 60 30 29 1

Monday, Wednesday &
Friday: 10 am - 4 pm
Tuesday & Thursdays:
12 pm - 8 pm

www.cause.org.uk

Child Bereavement Service



028 9066 8333

Monday 9.30am - 12.30pm
Tuesday 9.30am - 12.30pm
Friday 10am - 12.30pm

www.barnardos.org.uk/
childbereavementservice

ChildLine



0800 1111

24/7

Online 1-2-1 &
Email Service Available at
www.childline.org.uk

Debt Advice



0800 028 1881

Monday to Friday
9.00am - 8.00pm
Saturday 9.30am - 1.00pm

www.citizensadvice.org.uk/
nireland/Debt-and-money/

Christians Against Poverty Debt Help



0800 328 0006

Monday to Friday
8.30am - 5pm

www.capuk.org

24 Hour Domestic & Sexual Violence Helpline

Open to all women and men
affected by domestic and
sexual violence

0808 802 1414

24/7
365 days a year

Text 'Support' to 07797805839
24hrsupport@dvhelpline.org
Live online chat via website:
www.womensaidni.org

Eating Disorders Association NI



028 9023 5959

24 hour helpline

www.eatingdisordersni.co.uk

Family Planning Association Sexual Health Helpline



0345 122 8687

Monday to Friday
9.00am - 5.00pm

www.fpa.org.uk/
northern-ireland

Housing Rights



028 9024 5640

Monday to Friday
9.30am - 4.30 pm

www.housingadviceni.org

Independent Welfare Changes Helpline



0808 802 0020

Monday to Friday
9.00am - 5.00pm

Invisible Traffick



0808 800 8001

Tuesday and Thursday
6.00pm-10.00pm
Wednesday and Friday
10.00am-2.00pm

www.invisibletraffick.org

Kinship Care NI



0800 022 3129

Monday to Friday
9.00am - 5.00pm

www.kinshipcareni.com

Learning Disability Helpline



0808 808 1111

Monday to Friday
9am - 5pm

www.mencap.org.uk/
northern-ireland

Crisis Telephone & Counselling Service



0808 808 8000

24/7
365 days a year

www.lifelinehelpline.info

LGB&T Switchboard Cara-Friend



0808 8000 390

Monday to Friday
1pm - 4pm
And Wednesday
6pm-9pm

Live online chat via Website
www.cara-friend.org.uk

NSPCC Helpline



0808 800 5000

24/7
365 days a year

help@nspcc.org.uk
www.nspcc.org.uk

Parents Helpline



0808 8010 722

Monday to Thursday
9am - 8pm
Friday 9am - 5pm

Live online chat via Website
www.parentingni.org