



## Urgent help and support

### Emergency services

999 or 112  
Police, ambulance service, fire and rescue service, coastguard.  
077 1123 3802  
Community Rescue Service.

### GP out of hours services, Dalriada

Urgent care 028 2566 3500

### Lifeline

0808 808 8000  
Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000  
24 hour support for those in distress or despair.

### Samaritans helpline

Freephone 116 123  
Listening ear to those in distress.

### Social services out of hours arrangements

028 9504 9999

### Action on Hearing Loss

0808 808 0123  
0808 808 9000 (Textphone)  
Support for deaf people.

## 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):

### Self-Harm Intervention Project (SHIP)

Community based psychological intervention and support service for people who self-harm. NHSCT and GP referral only service.

Service provided by Zest: [www.zestni.org](http://www.zestni.org)

### 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 in each council area within the Northern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

### Community outreach

provides a service for people with severe and enduring mental health problems who require intensive support in the community.

### 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.

### The dementia service

provides assessment, support and treatment for people in a range of settings who have dementia. The service also links with a number of voluntary and community organisations that provide support and respite in the community for the patient and their carers.

### 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.

### Rehabilitation programmes

are linked to a range of mental health services, supporting people who are coping with, and recovering from, mental health problems to develop personal, social and employment skills and opportunities.

## Mental health including eating distress and anxiety support

### Action Mental Health New Horizons

028 9442 8081

Support, training and employment opportunities for people coping with mental illness.

### Aware

Belfast 028 9035 7820  
Derry 028 7126 0602

NI charity providing support and information for those affected by depression.

[www.aware-ni.org](http://www.aware-ni.org)

Support Mail Service: [help@aware-ni.org](mailto:help@aware-ni.org)

### Beat eating disorders

- Adult helpline 0808 801 0677 (freephone)
- Studentline 0808 801 0811 (freephone)
- Youthline 0808 801 0711 (freephone)

[www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

### Inspire (formerly NIAMH)

028 9032 8474

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

[www.inspirewellbeing.org](http://www.inspirewellbeing.org)

### MindWise

028 9446 0873

Currently offers a wide range of support services from locations throughout Northern Ireland.

[www.mindwisenv.org](http://www.mindwisenv.org)

### NHSCT eating disorder service

028 9441 3307

This service also has a voluntary support group called Stamp ED. Both services are available 9am – 5pm Monday to Friday.

### PRAXIS Care

028 9023 4555

Praxis provides care to adults and children with learning disabilities, mental health issues and dementia.

### SANELINE

0300 304 7000

For anyone coping with mental illness. Helpline from 6pm – 11pm.

### Threshold (supported housing)

028 9087 1313

Offers residential therapeutic communities and other services to people in Northern Ireland.

[www.threshold-services.co.uk](http://www.threshold-services.co.uk)

### HSC information on mental health conditions, treatments and medications

[www.choiceandmedication/hscni/](http://www.choiceandmedication/hscni/)

### For information on more services and support:

[www.mindingyourhead.info](http://www.mindingyourhead.info)  
[www.familysupportni.gov.uk](http://www.familysupportni.gov.uk)  
[www.lttf.com](http://www.lttf.com) (Living Life to the Full)

## Alcohol, drugs, smoking and gambling

### Addiction services (Adult)

028 2531 7160

- For advice and support for alcohol and non-injecting drug use.

028 2531 7162

- For advice and support for injecting drug use.

### Start 360

028 2568 9306

Information, guidance and advice for young people.

[www.start360.org](http://www.start360.org)

### ASCERT/Start360

0800 2545 123

Community based services for young people who are identified as having substance misuse difficulties.

[www.ascert.biz](http://www.ascert.biz)

### Extern

028 2565 4012

Step 2 service: therapeutic work for individuals 18+ who are misusing drugs and alcohol, and a support service for their family members.

Low threshold: harm reduction services for people who are chaotically misusing substances.

[asmreferrals@extern.org](mailto:asmreferrals@extern.org)

### AI-Anon

028 9068 2368

To help and support families and friends of problem drinkers.

### Alcoholics Anonymous

028 9035 1222

### Carlisle House (residential services)

028 9032 8308

Substance misuse treatment centre.

[www.carlislehouse.org](http://www.carlislehouse.org)

### Addiction NI

028 9066 4434

Drug and alcohol intervention and support services for adults and family members - specific support available for offenders and those aged 55+.

[www.addictionni.com](http://www.addictionni.com)

### Gamblers Anonymous

028 9024 9185

[www.belfastga.co.uk](http://www.belfastga.co.uk)

### Northlands Centre, Derry

028 7131 3232

### Websites for further information

[www.want2stop.info](http://www.want2stop.info)  
[www.drugsandalcoholni.info](http://www.drugsandalcoholni.info)  
[www.talktofrank.com](http://www.talktofrank.com)

## Abuse

### 24 Hour Domestic & Sexual Violence Helpline

0808 802 1414

Text support to 07797 805 839

Open to all women and men affected by domestic or sexual violence. The helpline is managed by the Women's Aid Federation NI.

[24hrsupport@dvhelpline.org](mailto:24hrsupport@dvhelpline.org)

[www.womensaidni.org](http://www.womensaidni.org)

### National Association for People Abused in Childhood (NAPAC)

0808 801 0331

[www.napac.org.uk](http://www.napac.org.uk)

### Nexus NI

• Northern and Western area 028 7126 0566

• Belfast, South Eastern and Southern 028 9032 6803

Advice and confidential support and counselling for those who have been sexually abused.

### The Rowan - Regional Sexual Assault Referral Centre

24 hour freephone helpline 0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped.

[www.therowan.net](http://www.therowan.net)

### PSNI non-emergency reporting number

101 (24/7 service)

### Victim Support NI

028 9024 3133

Emotional support for victims of crime.

[www.victimsupportni.com](http://www.victimsupportni.com)

### Women's Aid Federation NI

Helpline 0808 802 1414 (24/7 service)

• Causeway Coast and Glens 028 7035 6573

• Antrim, Ballymena, Carrickfergus, Larne and Newtownabbey 028 2563 2136

• Mid Ulster 028 8676 9300

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

[www.womensaidni.org](http://www.womensaidni.org)

### The Men's Advisory Project (MAP)

028 9024 1929 or 028 7116 0001

Specialised support for any man who has been a victim of domestic abuse.

[www.mapni.co.uk](http://www.mapni.co.uk)

## Bereavement

### Cruse Bereavement Care

• Cruse Northern Area 028 2766 6686

• Cruse helpline 0808 808 1677

Cruse offers information, support and advice to anyone affected by death.

[www.cruse.org.uk](http://www.cruse.org.uk)

Young people: [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

### Barnardo's child bereavement service

Advice line 028 9066 8333

[www.barnardos.org.uk](http://www.barnardos.org.uk)

### Barnardo's Northern Area children and young people bereaved by suicide support project

Northern Area number 077 9614 8549

### Helping someone who is thinking about suicide

#### 1 – Approach the person and ask

Show you care, ask if they are thinking about suicide.

#### 2 – Listen, give support

Let them explain their feelings. Tell them you have to take any threats seriously.

#### 3 – Get help

Tell them you will support them to find help. **Get professional help straight away.** Call **999** in a crisis. Remove potential means of suicide and don't leave them alone.

### Child Death helpline

0800 282 986 (freephone)

0808 800 6019 (free for mobiles)

### Miscarriage Association

019 2420 0799

[info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)  
[www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)

### NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

[www.sandsni.org](http://www.sandsni.org)

### NHSCT bereaved by suicide service

028 9441 3544

## Sexual health

### Positive Life

028 9024 9268

Confidential helpline 0800 137 437

Providing support services, advice and signposting to people living with and affected by HIV.

[www.positivelifeni.com](http://www.positivelifeni.com)

### Common Youth (formerly Brook)

• Coleraine 028 7034 2178

• Belfast 028 9032 8866

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

[hello@commonyouth.com](mailto:hello@commonyouth.com)

[www.commonyouth.com](http://www.commonyouth.com)

### Family Planning Association

0345 122 8687

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

[www.fpa.org.uk/](http://www.fpa.org.uk/)

### Genito Urinary Medicine (GUM) Clinics

• Causeway Hospital 028 7034 6028

• Royal Victoria Hospital Belfast (appointment line 8.15-11.15am) 028 9063 4050

[www.sexualhealthni.info](http://www.sexualhealthni.info)

### Relationship Resource Centre, Carrickfergus

028 9332 9997

Offers support and education with family life, sexual health and crisis pregnancy. Our services include: sexual health information appointments; online and telephone support; educational lessons and programmes; specialised children's counselling; young people's counselling; adult counselling.

[www.therelationshipresourcecentre.co.uk](http://www.therelationshipresourcecentre.co.uk)

## Sexual orientation and gender identity

### LGBT Switchboard

0808 8000 390

### LGBT Northern Ireland

[www.lgbtqi.org](http://www.lgbtqi.org)

### Transgender support services

[www.transgenderni.com](http://www.transgenderni.com)

### Cara-Friend

028 9089 0202

Provides information and support to the lesbian, gay, bisexual and transsexual community.

[www.cara-friend.org.uk](http://www.cara-friend.org.uk)

### Cara-Friend LGBTQ+ Youth

028 9089 0202

### HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

[www.hereni.org](http://www.hereni.org)

## The Rainbow Project

028 9031 9030

Supporting health and wellbeing for the LGBT+ community and their families. Co-cultural counselling for individuals and couples; health and wellbeing sessions; befriending support; personal development (regional); sexual health testing and support/advice; regional LGBT peer and support groups; advocacy support; OUT North West (youth support in North West); relationships and sex education for young people; same sex family support; family support.

info@rainbow-project.org

www.rainbow-project.org

## SAIL

General enquiries/professionals 028 9532 0023

Support for families 028 3057 0075

A support group for families of gender variant or transgender individuals of any age.

www.sailni.com

# Children/youth support

## Barnardo’s

028 9066 8333

Main Northern Ireland contact number.

www.barnardos.org.uk

## Barnardo’s child bereavement service

Advice line 028 9066 8333  
(9.30am-12.30pm Mon-Fri)

## Barnardo’s Northern Area children and young people bereaved by suicide support project

077 9614 8549

## Childline

Helpline (24/7 service) 0800 1111

www.childline.org.uk

## CLIC

028 9072 5780 0300 330 0803

Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.

www.clicsargent.org.uk

## FLARE (Facilitating Life and Resilience Education)

028 2563 0064 028 2564 1966

077 3997 9443 077 2071 7275

Support service for young people (11-25 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.

flare@eani.org.uk

## Gateway

0300 123 4333 (Mon-Fri 9am-5pm)

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

Outside office hours, you can contact the Regional Emergency Social Work Service.

028 9504 9999

## Lifeline

0808 808 8000

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

24 hour support for those in distress or despair.

## NSPCC

0808 800 5000

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

## Voice of Young People in Care (VOYPIC)

• Ballymena branch 028 2563 2641

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

www.voypic.org

# Student support

## Ulster University student support

Main telephone number 028 9536 7000

Choose option for Coleraine, Jordanstown, Magee or Belfast when prompted.

Provides a professional counselling service on all campuses.

Further contact details at:

www.studentsupport.ulster.ac.uk

# Family and relationships

## ACCORD

028 9023 3002

Marriage counselling.

www.accord-ni.co.uk

## Autism NI

028 9040 1729

## The Children’s Centre

028 7032 5456

Providing support for families, enhancing parenting skills and promoting the emotional wellbeing of all individuals referred to the centre.

## Contact a Family Northern Ireland

Main number 028 9262 7552

Freephone helpline 0808 808 3555

Signposting and help with disabilities. In the NHSCT area, family workers offer parents one-to-one help and support through times of need.

www.cafamily.org.uk

## Family Ties Project

028 9031 9030

Provides practical advice, guidance, advocacy support, counselling and befriending to parents, guardians and family members of lesbian, gay, bisexual and transgender people.

www.familytiesproject.org.uk

## Home-Start Antrim

028 9442 8090

One-to-one family support for parents with at least one child under 5 years old.

## Parenting NI

0808 801 0722

Offers services to support parents and carers including a freephone helpline, face-to-face support, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers. Appointment services based throughout Northern Ireland, including Ballymena, Coleraine and Magherafelt.

www.parentingni.org

## Relate

028 9032 3454

Services include relationship counselling for individuals and couples, and counselling for children and young people.

office@relateni.org

www.relateni.org

## St Vincent de Paul

028 9035 1561

Offers direct, confidential assistance based on the need of the individual or family.

www.svp-ni.co.uk

## Sure Start

• Coleraine 028 7032 1032

• Dalriada (including Bushmills and Ballycastle) 028 2073 0444

• ABBEY (Newtownabbey) 028 9086 0938

• Ballymena 028 2564 3555

• G-old (including Cookstown, Ardboe, Dunamore and Pomeroy) 028 8676 9994

• Horizon (Carrickfergus) 028 9335 9734

• Larne 028 2827 6044

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.

# Benefits/financial advice

## Citizens Advice

• Antrim & Newtownabbey 028 9085 2271

• Causeway 028 7034 4817

• Mid & East Antrim 028 9600 1333

• Mid Ulster 028 8676 6126

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

## Advice 4 Health

• Newtownabbey, Carrickfergus, Larne 028 9086 7100

• Coleraine, Ballymoney, Moyle 028 7034 4817

• Antrim & Newtownabbey 028 9590 6505

• Cookstown, Magherafelt 028 8676 6126

Advice 4 Health takes client referrals from health professionals and through health based outreach sessions.

# Trauma

## The Family Trauma Centre

028 9504 2828

## Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

## WAVE Trauma Centre

028 2766 9900

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

www.wavetraumacentre.org.uk/

# Carers

## Carers NI

028 9043 9843

Benefits and carers’ rights.

## Cause

028 9065 0650

Helpline 0800 103 2833

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

www.cause.org.uk

## Headway Ballymena – The brain injury association

028 2565 1521 (24/7 service)

Dedicated to supporting people with a brain injury, as well as their families and carers.

www.headway.org.uk

# Rural support

## Rural Support Helpline

0800 138 1678

www.ruralsupport.org.uk

# Other health-related support

## MS Helpline

0808 800 8000

www.mssociety.org.uk

## Macmillan Cancer Helpline

0808 808 0000

www.macmillan.org.uk

# Housing/homelessness/ supported living

## Lighthouse Hostel (Ballymena)

028 2564 7654 (24/7 service)

A residential homeless facility for men aged 18–65 years, which provides full board and supported living.

www.lighthousehostel.org

## MUST Hostel (Cookstown)

028 8676 2065

Hostel primarily for single homeless people with support needs (direct access service).

www.musthostel.co.uk

## Northern Ireland Housing Executive (NIHE)

0344 892 0900

028 9504 9999 (after hours)

www.nihe.gov.uk

## Simon Community

0800 171 2222 (central access point and emergency accommodation 24/7 helpline)

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

## Triangle Housing Association Limited

028 2766 6880

## Vineyard Compassion

028 7022 0005

Coleraine-based practical and emotional support at points of need (including foodbank support, social supermarket, Job Club, debt management, clothing bank and supported living).

www.vineyardcompassion.co.uk

info@vineyardcompassion.co.uk

# Cultural/ethnic

## Bryson Intercultural/Migrant Help

028 9031 5744

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

www.brysonintercultural.org

## Migrant Centre NI

Financial health and wellbeing 077 6990 3471

Hate crime 078 2729 9347

www.migrantcentreni.org

# Older people

## Age NI (Advice and Information)

0808 808 7575

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

www.ageuk.org.uk/northern-ireland

## Good Morning Projects

• Antrim 028 9446 4619

• Ballycastle 028 2076 8309

• Ballymena 028 2564 0720

• Carrickfergus 028 9332 6000

• Causeway 028 7055 8005

• Larne 028 2827 3362

• Mid-Ulster 028 7963 2170

• Newtownabbey 028 9086 7686

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’.

info@goodmorningcarrickfergus.com

## Disclaimer:

The information in this directory is believed to be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessarily constitute or imply any endorsement or recommendation by PHA of that organisation or service.