



## Urgent help and support

### Emergency services

999 or 112

Police, ambulance service, fire and rescue service, coastguard.

077 1123 3802

Community Rescue Service, Coleraine.

### 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.

### Police (PSNI)

101

This will connect you to your local police station.

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

### Social services out of hours arrangements

028 9446 8833

### 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

Community based psychological intervention and support service for people who self-harm.

Service provided by Zest: 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 helpline

0845 120 2961

Monday – Friday, 9am – 1pm

For those affected by depression.

www.aware-ni.org

Email: help@aware-ni.org

### Beat eating disorders

• Adult line 0345 6341 414

• Youth line 0345 6347 650

www.b-eat.co.uk/

### Mindwise

028 9446 0873

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

www.mindwisenv.org

### NI Agoraphobia and Anxiety Society

028 9023 5170

### 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.

### Northern Ireland Association for Mental Health (NIAMH)

028 9032 8474

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

www.niamhwellbeing.org

### SANELINE

0300 304 7000

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

### Threshold

028 9087 1313

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

### For information on more services and support:

www.mindingyourhead.info

www.familysupportni.gov.uk

www.livinglifetothefull.com

www.praxiscare.org.uk

## Alcohol, drugs and smoking

### Addiction services (Adult)

028 2565 8462

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

028 2563 1970

• For advice and support for injecting drug use.

### Start 360

028 9043 5810

Therapeutic services for children, young people and families affected by parental substance misuse.

### FASA

028 2544 6635

Adult Substance Misuse Treatment Service: community based early intervention services for adults (18+) and family members affected by substance misuse.

www.fasaonline.co.uk

### ASCERT/Start360

0800 2545 123

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

### Extern

028 9084 0555

Harm reduction services for people who are misusing substances (low threshold services).

### Living Rivers Beach House

028 2565 4700

Supported accommodation for those who are homeless and recovering from addiction.

### Threshold

028 9087 1313

Drug outreach services.

### AI-Anon

028 9068 2368

To help and support families and friends of problem drinkers.

### Alcoholics Anonymous

028 9043 4848

### Carlisle House

028 9032 8308

Substance misuse treatment centre.

### Drinkline

0300 123 1110

### Gamblers Anonymous

028 9024 9185

### National Drugs Helpline (FRANK)

0300 123 6600

Text 82111

24/7 drugs helpline.

### Northern Ireland Community Addiction Service, Belfast

028 9066 4434

### Northlands Centre, Derry

028 7131 3232

### Websites for further information

www.want2stop.info

www.knowyourlimits.info

www.drugsandalcoholni.info

## Abuse

### 24/7 domestic violence helpline

0808 802 1414

Open to anyone who is affected by domestic abuse – men and women.

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

0808 801 0331

www.napac.org.uk

### Nexus

028 7126 0566

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

028 9032 6803

Support available in Northern areas.

### PSNI domestic violence officer

101

### Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.co.uk

### Women's Aid

• Causeway 028 7035 6573

• Antrim, Ballymena, Carrickfergus 028 2563 2136

• Cookstown 028 8676 9300

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

### The Men’s Advisory Project (MAP)

028 9024 1929

Support for male victims of domestic abuse.

www.mapni.co.uk

## Bereavement

### Cruse

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

• Cruse Northern Area 028 2766 6686

• Cruse young person’s helpline 0808 808 1677

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

www.cruse.org.uk

Young people: www.rd4u.org.uk

### Barnardo’s child bereavement service

028 9066 8333

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

077 9614 8549

### Child Death helpline

0800 282 986 | 0808 800 6019

### Miscarriage Association

019 2420 0799

(9am–4pm)

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

077 4099 3450

www.sandsni.org

### NHSCT bereaved by suicide service

028 9441 3544



Public Health Agency, 12–22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net

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## 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

### Brook

• Brook Coleraine 028 7034 2178

• Brook Belfast 028 9032 8866

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

www.brook.org.uk

### Contact NI

028 9074 4499

Provides counselling to all age groups.

www.contactni.com

### Family Planning Association

0345 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/

### Genito Urinary Medicine (GUM) Clinics

• Causeway Hospital 028 7034 6028

• Royal Victoria Hospital Belfast 028 9063 4050/4054

### The Pregnancy Resource Centre, Carrickfergus

028 9332 9997

Our services include: free pregnancy testing; crisis pregnancy counselling; post abortion support; miscarriage support; mentoring for girls and boys; sexual health advice (contraception, STIs).

www.thepregnancyresourcecentre.co.uk

## Sexual orientation and gender identity

### LGBT Switchboard

0808 8000 390

Tuesday-Thursday, 6-9pm

### LGBT Northern Ireland

www.lgbtmi.org

### Transgender support services

www.transgenderni.com

### Cara-Friend

028 9089 0202

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

### Gay and Lesbian Youth Northern Ireland (GLYNI)

028 9089 0202

### HERE NI

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

www.rainbow-project.org

### SAIL

075 1022 8411 | 074 4361 1317

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

## Children/youth support

**Barnardo's**

028 9067 2366

Main Northern Ireland contact number.

www.barnardos.org.uk

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

077 9614 8549

**Childline**

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

**Contact NI**

028 9074 4499

Provides counselling to young people.

www.contactni.com

**Gateway**

0300 123 4333

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.

**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.

### EANI North Eastern Region Support Project for young men aged 16-25 years

- Antrim, Ballymena, Carrickfergus, Newtownabbey, Larne and parts of Moyle. 028 2564 1966 or 075 9876 3662

- Coleraine, Cookstown, Magherafelt, Ballymoney and parts of Moyle. 028 7035 1599 or 077 0691 1720

Targeted outreach project for young men at risk, which uses group work programmes. Focus is on building resilience and coping skills in a supportive setting.

**NSPCC**

0808 800 5000

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

**Youthcomm/Youthline**

0800 096 1425

Confidential free information, support and resource service for 11–20 year-olds.

www.youthcomm.org.uk

**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**

- Belfast 028 9536 7300

- Coleraine 028 7012 4105

- Jordanstown 028 9036 6336

- Magee 028 7167 5218

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 advice line**

028 9040 1729

**Causeway Family Resource Centre**

028 7032 5456

Information and advice.

**Contact a Family**

0808 808 3555

Freephone helpline – signposting and help with disabilities.

www.cafamily.org.uk

**Family Ties Project**

028 9031 9030

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

www.familytiesproject.org.uk

**Gingerbread NI**

0808 808 8090

Support for single parent families. Freephone advice helpline.

www.gingerbreadni.org

**Parenting NI helpline and appointment service**

0808 801 0722

Free confidential support and guidance for dealing with family issues. Freephone helpline or appointment services based throughout Northern Ireland, including Ballymena, Coleraine and Magherafelt.

www.parentingni.org

**Relate**

028 9032 3454

Divorce/separation/marriage counselling.

**St Vincent de Paul**

028 9035 1561

www.svp-ni.co.uk

**Sure Start**

- Coleraine 028 7032 1032

- Dalriada (including Bushmills and Ballycastle) 028 2073 0444

- ABBEY (Newtownabbey) 028 8676 9994

- Ballymena 028 2564 3555

- G-old (including Cookstown, Ardboe, Dunamore and Pomeroy) 028 8676 6126

- Horizon (including Carrickfergus and Larne) 028 9335 9734

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 & Ballymena 028 9442 8176

- 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.co.uk/

**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 0845 603 0291

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

www.cause.org.uk

**Headway – The brain injury association**

028 2565 1521

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

www.headwayni.org

## Rural support

**Rural Support Helpline**

0845 606 7607

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

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

www.lighthousehostel.org

**Living Rivers Trust (Beach House)**

028 2565 4700

Supported and direct access accommodation services within the NHSCT area for those who are homeless and recovering from addiction.

www.livingrivers.com

**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)**

03448 920 900

028 9504 9999 (after hours)

www.nihe.gov.uk

**Simon Community**

0800 171 2222 (Central access point)

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 and supported living).

info@vineyardcompassion.co.uk

## Cultural/ethnic

**Bryson Intercultural**

028 9031 5744

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

www.brysonintercultural.org

**NI Council for Ethnic Minorities (NICEM)**

028 9023 8645

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.

## 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 9427

• 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’.