

## Directory of services to help improve mental health and emotional wellbeing

**Belfast area**

**2019**

**HSC** Health and Social Care

## Urgent help and support

### Emergency services

999 or 112

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

### Lifeline

0808 808 8000

Deaf and hard of hearing –Textphone users can call Lifeline on 18001 0808 808 800

24 hour support for those in distress or despair.

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

jo@samaritans.org

www.samaritans.org

### GP out of hours services

- South and East Belfast 028 9079 6220
- North and West Belfast 028 9074 4447

## GP referral-only services

### ‘One Point of Referral’

028 9504 2920

Provides one point of entry for all new referrals to mental health services across Belfast. Services available through One Point of Referral include:

### Primary Mental Health Services

Short-term help for people with mild to moderate mental health problems.

### Unscheduled Care

Provides mental health assessments to patients presenting to emergency departments or who are referred by their GP for an emergency mental health assessment.

### Acute Mental Health Inpatient Service

### Home Treatment Service

### Home Treatment House (supported accommodation)

### Acute Day Treatment Service

### Community Mental Health Teams (CMHTs)

### Crisis Assessment and Intervention Team (CAIT)

For those aged under 18.

### Belfast Addiction Service (BHSCT)

Treatment and support for people aged 18 and over misusing alcohol and/or drugs. Addiction Services also include:

- **Substitute Prescribing Team (SPT)**
- **Substance Misuse Liaison Nurses Service (SMLN)**

### Child and Adolescent Mental Health Service (CAMHS) and Drug and Alcohol Misuse Mental Health Service (DAMMHS)

Adolescent Team 028 9504 0365

Children’s Team 028 9063 2100

Provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems. There are also specialist teams for family trauma, drug and alcohol misuse, eating disorders and intensive support and assessment in emergency departments/GP surgeries.

- **Drug and Alcohol Misuse Mental Health Service (DAMMHS)**

Treatment and support for young people aged 18 and under misusing alcohol and/or drugs.

Belfast Trust also provides:

- **CAMHS Regional Inpatient Unit** – referral to the Beechcroft Unit will be through the community CAMHS.

During office hours 028 9063 8000

### Community Mental Health Team for Older People

The Community Mental Health Team for Older People is a multi-disciplinary team. Its purpose is to provide assessment, intervention, education, advice and support to individuals over the age of 65 years who are experiencing a mental illness, and individuals of any age who are experiencing or have concerns about dementia. The team also provides carer education, advice and support. It operates an open referral system.

028 9504 0346 (Mon–Fri, 9am–5pm)

## Suicide prevention/self-harm/self-help

### 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.

### Extern

028 9033 0433

Crisis Helpline (freephone) 0800 085 4808

Family support, suicide prevention service and crisis response.

### New Life Counselling

028 9039 1630

Counselling support for individuals (aged four years upwards) and families on a range of issues.

### Rainbow Project

028 9031 9030

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families.

www.rainbow-project.org

### LIGHTHOUSE

028 9075 5070

Offers support and help for people affected by suicide or self-harm and supports bereaved families.

### East Belfast Survivors of Suicide

028 9046 0201

Provides peer support to those who have been affected by suicide.

### Start 360

028 9043 5810

Information, guidance and advice for young people.

### Falls Women’s Centre

028 9032 7672

Supports women and their families through services including counselling.

### East Belfast Independent Advice Centre

028 9073 5690

Provides free, independent and confidential advice, including debt advice, advocacy and representation at tribunals.

### MACS Supporting Children and Young People

028 9031 3163

Works with children and young people (aged 11-25) who haven’t had a fair deal. They may be experiencing homelessness, substance abuse, self-harm, mental health issues, leaving care or they are generally at risk. Core services are supported housing, floating support, wellbeing support and participation.

### PIPS Belfast

028 9080 5850

Support to individuals and families who have been affected by suicide.

### Bridge of Hope, a department of Ashton Community Trust

028 9022 1022

Mental health and wellbeing services.

www.thebridgeofhope.org

### Suicide Awareness and Support Group

028 9023 9967

Offers support and help for people affected by suicide or self-harm, supports bereaved families and provides suicide prevention training ASIST and Safetalk.

### Trinity Community Counselling Service

028 9020 0396

Mental health and wellbeing counselling services.

### Windsor Women’s Centre

028 9023 5451

Provides a range of services to women and their families, including mental health support.

### Lenadoon Community Counselling Service

028 9060 0641

One to one therapeutic counselling for individuals experiencing emotional distress, and training in suicide intervention.

### Charter for NI

028 9045 9458

Striving to enable, equip and empower our community.

### East Belfast Community Development Agency

028 9045 1512

Provides resources, support and capacity building programmes for community groups.

### East Belfast Community Counselling

028 9046 0489

Provides accessible, confidential counselling in East Belfast.

### Zest - Healing the Hurt

028 7126 6999

Family outreach support for self-harm.

www.zestni.org

### H.E.A.R.T. The Maureen Sheehan Centre

028 9031 0346

## Mental health including eating distress and anxiety support

### Inspire (formerly NIAMH)

028 9032 8474

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

www.inspirewellbeing.org

### Praxis Care

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.

### Mindwise

028 9040 2323

Support for people recovering from mental illness.

www.mindwisenv.org

### Threshold

028 9087 1313

Residential and supported housing/floating support.

### Action Mental Health / New Horizons

028 9027 8283

### Men’s Advisory Project

028 9024 1929

### OASIS – IMAGO Project

028 9087 2277 ext 203/204

### East Belfast Community Development Agency

028 9045 1512

### H.E.A.R.T. The Maureen Sheehan Centre

028 9031 0346

### Eating Disorders Association

028 9023 5959

### Aware

028 9035 7820

NI charity that provides information and support to those affected by depression.

www.aware-ni.org

Email: info@aware-ni.org

### East Belfast Community Counselling

028 9046 0489

### The Conservation Volunteers NI

028 9064 5169

Green Gym project.

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

www.choiceandmedication.org/hscni

## Alcohol/drugs/gambling

### 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+.

### ASCERT

0800 254 5123

- DAISY: support for 11-25 year olds in relation to their alcohol or drug use.
- Belfast Alcohol Service: support for adults and family members affected by their own or another person’s drinking.
- Steps to Cope: face to face and web-based support for 11-18 year olds living with parental alcohol misuse.
- Training Services: a range of substance use and mental health training programmes for workers in the statutory, voluntary and community sectors.

www.ascert.biz

### Barnardos – PHAROS service

028 9066 3470

Therapeutic support for children and families affected by parental substance misuse (access via BHSCT Addiction Services or Social Services).

### Carlisle House

028 9032 8308

Residential substance misuse programme (access via BHSCT Addiction Service or private clients accepted).

### DAISY

028 9043 5815

Drug and Alcohol Intervention and Support service for Young people (up to age 25) and/or their family members.

### DAMMHS (BHSCT)

028 9063 8000

Drug and Alcohol Misuse Mental Health Service for those aged under 18 based within BHSCT’s Child and Adolescent Mental Health Service (CAMHS).

### Drug Outreach Team (BHSCT)

028 9504 1433

Information, support and outreach service working primarily with Class A injecting drug users.

### 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.

12/18

### Dunlewey Addiction Services

028 9039 2547

Intervention and support service for adults for drug and alcohol/gambling addictions.

### Extern

028 9033 0433

Alcohol Housing Support Service for those at risk of losing their tenancy and Drugs Accommodation Support Service linking in with hostels to support injecting drug users.

### Falls Community Council

028 9020 2030

Drug and alcohol information, advice and support services for young people and families.

### Lisburn YMCA

028 9267 0918

Targeted prevention programmes for young people based on a life skills and harm reduction approach, including the School Health Harm Reduction Programme and Talking About Tough Issues (TATI) across the Belfast area.

www.lisburnymca.com

### BDACT Connections Service

028 9590 1845

Provides drug and/or alcohol-related information, advice, signposting and awareness-raising to a range of community and stakeholder partners.

Email: connections@bdact.info

### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

### Narcotics Anonymous

Helpline 078 1017 2991

www.nanorthernireland.com

### Websites for further information

www.alcoholandyouni.com  
www.drinkworkandme.com  
www.talktofrank.com  
www.drugsandalcoholni.info

## Smoking

Stop smoking support services are available at many GP surgeries and pharmacies across Northern Ireland. Ask your doctor or call into your local pharmacy. Alternatively, visit the PHA’s stop smoking website: www.want2stop.info

## Abuse/trauma

### Nexus

028 9032 6803

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

www.nexusinstitute.org

### PSNI non-emergency reporting number

101

### Victim Support NI

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

### 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.

24hrsupport@dvhelpline.org

### The Rowan – Regional Sexual Assault Referral Centre NI

24 hour Freephone Helpline 0800 389 4424

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

www.therowan.net

### Family Trauma Centre (BHSCT)

028 9504 2828

### WAVE Trauma Centre

028 9077 9922

Offers care and support to anyone bereaved or traumatised through violence.

www.wavetraumacentre.org.uk

### Bridge of Hope, a department of Ashton Community Trust

028 9022 1022

Mental health and wellbeing services.

www.thebridgeofhope.org

## Bereavement

**Bereavement Support (BHSCT)**

028 9504 7623

**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.

**PIPS Belfast**

028 9080 5850

**Suicide Awareness and Support Group**

028 9023 9967

**East Belfast Survivors of Suicide**

028 9046 0201

**Barnardo’s Child Bereavement Service**

Advice line 028 9066 8333

www.barnardos.org.uk

**Cruse Bereavement Care**

Cruse Belfast Office 028 9043 4600

Cruse helpline 0808 808 1677

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

www.cruse.org.uk

Young people: www.hopeagain.org.uk

**East Belfast Community Counselling**

028 9046 0489

**Child Death helpline**

0800 282 986 (*Freephone*)

0808 800 6019 (*free for mobiles*)

**Miscarriage Association**

019 2420 0799

www.miscarriageassociation.org.uk

info@miscarriageassociation.org.uk

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

077 4099 3450

www.sandsni.org

## 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

**Common Youth (formerly Brook)**

028 9032 8866

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

**Family Planning Association**

0345 122 8687

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

www.fpa.org.uk

**Genito Urinary Medicine (GUM) clinic**

028 9063 4050

Situated at the Royal Victoria Hospital.

**The Rainbow Project**

028 9031 9030

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families.

www.rainbow-project.org

## Sexual orientation and gender identity

**The Rainbow Project**

028 9031 9030

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families.

www.rainbow-project.org

**Cara-Friend**

028 9089 0202

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

www.cara-friend.org.uk

**LGBT Switchboard**

0808 800 0390

**HERE NI**

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

**Transgender NI**

www.transgenderni.com

**SAIL**

General enquiries/professionals 028 9532 0023

Support for families 028 3057 0075

Support group for families of transgender and gender variant people.

www.sailni.com

## Child/youth support

**Childline**

0800 1111

Counselling for children and young people.

www.childline.org.uk

**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.

**Youth Action NI**

028 9024 0551

**Extern**

028 9084 0555

**New Life Counselling**

028 9039 1630

**Start 360**

028 9043 5810

**MACS Supporting Children and Young People**

028 9031 3163

**Children’s Law Centre**

028 9024 5704

**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

**Include Youth**

028 9031 1007

**Voice of Young People in Care (VOYPIC)**

028 9024 4888

**Belfast YMCA**

028 9068 4660

**Action for Children NI**

028 9046 0500

## 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. www.studentsupport.ulster.ac.uk

**Queen’s University Belfast student guidance centre**

During office hours 028 9097 2727

24 hr counselling helpline 0808 800 0016

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

www.qub.ac.uk/directorates/sgc/

**Belfast Metropolitan College**

028 9026 5003

## Family and relationships

**Parenting NI**

0808 801 0722

Offers services to support parents and carers including a freephone helpline, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers across Northern Ireland.

www.parentingni.org

**Barnardo’s**

028 9064 4335 028 9067 2366

**Family Trauma Centre - BHSCT**

028 9504 2828

**St Vincent de Paul regional office**

028 9035 1561

www.svp-ni.co.uk

**Family Mediation NI**

028 9024 3265

**ACCORD**

028 9023 3002

Marriage and relationships counselling.

www.accord-ni.co.uk

**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

**Falls Women’s Centre**

028 9032 7672

**Windsor Women’s Centre**

028 9023 5451

**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. To find your local Sure Start, go to www.nidirect.gov.uk/sure-start-services

**Family Support NI**

0845 600 6483

info@familysupportni.gov.uk

www.familysupportni.gov.uk

## Benefits/financial advice

**Step Change**

0800 138 1111

Free confidential debt advice.

www.stepchange.org

**Advice NI**

028 9064 5919

www.adviceni.net

**Law Centre NI**

028 9024 4401

www.lawcentreni.org

**Cancer Lifeline**

028 9035 1999

Support services for individuals and their families affected by cancer, including benefits and financial advice.

www.cancerlifeline.info

**Citizens Advice Bureau**

0300 123 3233

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

www.citizensadvice.org.uk

**Age NI advice service**

0808 808 7575

Free benefits check for older people.

**East Belfast Independent Advice Centre**

028 9073 5690

**Gamblers Anonymous**

028 9024 9185

## Carers

**Carers NI**

028 9043 9843

Benefits and carers’ rights.

**Cause**

028 9065 0650

Helpline 0800 103 2833

Peer-led support to carers and families of people with mental illness.

www.cause.org.uk

**Crossroads Care NI**

028 9181 4455

Respite/short-term breaks for carers.

**Belfast Carers’ Centre**

028 9073 0173

## Other health-related support

**Disability Action**

028 9029 7880

**Down’s Syndrome Association**

028 9066 5260

**MENCAP**

028 9069 1351

NI Learning Disability Helpline 0808 808 1111

**Royal National Institute of Blind People (RNIB)**

028 9032 9373

**British Deaf Association Northern Ireland**

028 9043 7480

**Action Deaf Youth**

028 9099 2779

**Action on Hearing Loss**

028 9023 9619

Textphone 028 9024 9462

**The Stroke Association**

028 9050 8020

National Helpline 0303 3033 100

info@stroke.org.uk

## Housing/homelessness/ supported living

**Northern Ireland Housing Executive (NIHE)**

0344 892 0900

Out of hours 0344 892 0901

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.

**Extern Homeless Support Team**

028 9033 0433

**Queen’s Quarter Housing**

028 9031 3183

**MACS Supporting Children and Young People**

028 9031 3163

**Welcome Organisation**

028 9024 0424

Outreach Team 078 9493 1047

## Cultural/ethnic

**The Migrant Centre NI**

Financial health and wellbeing 077 6990 3471

Hate crime 078 2729 9347

www.migrantcentreni.org

**Equality Commission NI**

028 9050 0600

## Refugees/asylum seekers

**Northern Ireland New Entrant Service (NINES)**

028 9504 2830

Regional nurse-led service for new immigrants, asylum seekers and refugees entering Northern Ireland.

## Older people

**Age NI**

028 9024 5729

Advice line 0808 808 7575

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

www.ageuk.org/northern-ireland

**Engage with Age**

028 9073 5696

### 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.



## 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.lgbtmi.org](http://www.lgbtmi.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.



## Directory of services to help improve mental health and emotional wellbeing

**South Eastern area**      **2019**

**HSC** Health and Social Care

## Urgent help and support

### Emergency services

999 or 112

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

### Gateway Children’s Social Work Services

0300 100 0300

028 9504 9999 (out of hours)

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

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.

jo@samaritans.org

www.samaritans.org

## GP referral only services

Speak to your GP about accessing the following 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.

### Community addiction teams (CATs)

provide treatment and support for adults with drug and alcohol problems.

## Suicide prevention/ self-harm/self help

### Colin Community Counselling

028 9060 4347

For people aged 16 years and over.

### 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

### North Down YMCA Men’s Health Worker

028 9145 4290 option 3

One to one support and group activities for men aged 18+ within North Down.

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org.uk

Email: jo@samaritans.org

### SEHSCT training

028 9151 0275

Free for anyone aged over 16 years, including:

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

### MYMY (Mind Your Mate and Yourself)

028 4372 7549

## Mental health including eating distress and anxiety support

### Action Mental Health

• Ards (New Horizons)      028 9182 2410

• Downpatrick (New Horizons)      028 4461 3791

• Lisburn (New Horizons Derriagh)      028 9062 9759

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

### Aware

028 9035 7820

NI charity that provides information and support to those affected by depression.

www.aware-ni.org

Email: info@aware-ni.org

### The Hub Community Counselling Centre, Ballynahinch

028 9756 1100

### Eating Disorder Association

028 9023 5959

### Kairos Enterprises Ltd

028 4321 8118

Support for adults using a community gardens approach. Men’s Shed Project.

### Lisburn Downtown Centre

028 9267 2052

Support for people with mental health problems.

### Mindwise

028 4461 7964

Support for people recovering from mental illness. www.mindwisenv.org

### Inspire (formerly NIAMH)

028 9032 8474

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

www.inspirewellbeing.org

### Praxis Care

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.

### Threshold

028 9087 1313

Residential and supported housing / floating support.

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

www.choiceandmedication.org/hscni/

## Alcohol, drugs,smoking and gambling

### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

### Alcohol and You

0800 254 5123

Online and face-to-face services to reduce alcohol-related harm and provide support for families.

www.alcoholandyouni.com

### Narcotics Anonymous

Helpline      078 1017 2991

www.nanorthernireland.com

### 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 services including treatment and support, education and training for professionals.

### Drug and Alcohol Intervention Service for Youth (DAISY)/Start 360/ASCERT

028 9043 5815

### Carlisle House

028 9032 8308

Substance misuse rehabilitation treatment centre.

### Dunlewey Addiction Services

028 9039 2547    0800 0886 725

Drug and alcohol treatment service for adults.

### Gamblers Anonymous and Gam-Anon

028 9024 9185

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.

### 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+.

### Barnardo’s Pharos Project

028 9146 6186

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

### Simon Community

0800 171 2222 (central access point 24/7)

Support and advice for people with drug and alcohol problems.

### Websites for further information

www.want2stop.info

www.drugsandalcoholni.info

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.

24hrsupport@dvhelpline.org

### Domestic Violence Outreach Scheme

028 9127 3196

North Down and Ards.

### 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

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

0808 801 0331

### Nexus

028 9032 6803

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

www.nexusinstitute.org

### PSNI non-emergency reporting number

101

### Victim Support NI

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

### 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

Advice line 028 9066 8333

www.barnardos.org.uk

### Cruse Bereavement Care

• Cruse Belfast Office      028 9043 4600

• Cruse helpline      0808 808 1677

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

### Bereavement support midwife

028 9056 4717

### Child death helpline

0800 282 986 (freephone)

0808 800 6019 (free for mobiles)

### The Compassionate Friends

NI helpline      028 8778 8016

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

### Lisburn Downtown Centre

028 9267 2052

Support for bereaved parents.

### Miscarriage Association

019 2420 0799

info@miscarriageassociation.org.uk

www.miscarriageassociation.org.uk

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

077 4099 3450

www.sandsni.org

## Sexual health

### Common Youth (formerly Brook)

028 9032 8866

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

### 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.

12/18

### Family Planning Association

0345 122 8687

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

www.fpa.org.uk

### SEHSCT family planning clinics

028 9181 6666    028 9260 1992

### Genito Urinary Medicine (GUM) clinic

028 9063 4050

Situated at the Royal Victoria Hospital.

### 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

### Youth health advice service (SEHSCT)

077 5331 0352

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

## Sexual orientation and gender identity

### LGBT Switchboard

0808 800 0390

### LGBT Northern Ireland

028 9031 9030

www.lgbtni.org

### Transgender NI

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

### Equality Commission enquiry line

028 9050 0600

### HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

### The Rainbow Project

028 9031 9030

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families.

www.rainbow-project.org

### SAIL - Transgender support

Family support      028 3057 0075

General enquiries/professionals      028 9532 0023

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

www.sailni.com

## Children/youth support

### ASCERT

028 9260 4422

Drug and alcohol services including treatment and support, education and training for professionals.

www.ascert.biz

### Drug and Alcohol Intervention Service for Youth (DAISY)/Start 360/ASCERT

028 9043 5815    0800 254 5123

### 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 7783

### SEHSCT carers development officer

028 9756 5456

Contact point providing information for family carers.

<b>NSPCC</b>
0808 800 5000
Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.
<b>Childline</b>
0800 1111
Counselling for children and young people.
www.childline.org.uk
<b>Children’s Law Centre</b>
028 9024 5704
<b>Extern</b>
074 8342 8546

Advice, support and information on substance misuse, suicide, self-harm, mental health, wellbeing, sexual health, relationships, schools and employment.

<b>FLARE (Facilitating Life and Resilience Education)</b>	
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

<b>Gateway</b>
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.

<b>The Link Newtownards</b>
028 9182 1124

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

<b>MACS Supporting Children and Young People</b>
028 9031 3163

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

<b>Start 360</b>
028 9043 5810

Information, guidance and advice for young people.

<b>Relate Teen</b>
028 9032 3454

Counselling for young people.

<b>SET Connects</b>
028 9266 7990

Therapeutic support for cared for and adopted children. Referral via social worker.

<b>The Edge Ballynahinch</b>
028 9756 5985

<b>Voice of Young People in Care (VOYPIC)</b>
028 9024 4888

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

www.voypic.org

<b>YMCA</b>	
<span> </span> • <span> </span> Lisburn	028 9267 0918
<span> </span> • <span> </span> North Down	028 9145 4290

Support and preventative and educational programmes for young people.

<b>Young Minds</b>	
Parents helpline	0808 802 5544

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

www.youngminds.org.uk

## Student support

<b>Ulster University student support</b>	
Main telephone number	028 9536 7000
Choose option for Coleraine, Jordanstown, Magee or Belfast when prompted.	

Provides a professional counselling service on all campuses. www.studentsupport.ulster.ac.uk

<b>Queen’s University Belfast student guidance centre</b>	
During office hours	028 9097 2727
24 hr counselling helpline	0808 800 0016

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

www.qub.ac.uk/directorates/sgc/

<b>Family and relationships ACCORD</b>
028 9023 3002

Marriage and relationships counselling.

www.accord-ni.co.uk

<b>Family Mediation NI</b>
028 9024 3265

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

<b>Familyworks (Newtownards)</b>
028 9182 1721

Counselling and training for families.

<b>Family Planning Association</b>
0345 122 8687

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

<b>Hollywood Family Trust</b>
028 9042 7842

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

<b>Home-Start</b>
Supports parents as they learn to cope, develop confidence and build better lives for their children.
www.home-start.org.uk

<b>Men’s Advisory Project</b>
028 9024 1929

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

<b>Relate</b>
028 9032 3454

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

office@relateni.org

www.relateni.org

<b>Women’s Aid</b>	
028 9024 9041	
24 hour helpline	0808 802 1414

Challenging domestic violence in Northern Ireland.

Email: info@womensaidni.org

<b>YMCA</b>	
<span> </span> • <span> </span> Lisburn	028 9267 0918
<span> </span> • <span> </span> North Down	028 9145 4290

Support and preventative and educational programmes for young people.

<b>St Vincent de Paul</b>
028 9035 1561

www.svp-ni.co.uk

<b>Sure Start</b>	
<span> </span> • <span> </span> Colin Sure Start	028 9060 1417
<span> </span> • <span> </span> Kircubbin Sure Start	028 4273 9322
<span> </span> • <span> </span> Newtownards Sure Start	028 9181 9722
<span> </span> • <span> </span> Down Sure Start	028 4461 3630
<span> </span> • <span> </span> Bangor Sure Start	028 9145 7248
<span> </span> • <span> </span> Lisburn Sure Start	028 9267 2292

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

<b>Age NI advice service</b>
0808 808 7575

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

www.ageuk.org.uk/northern-ireland

<b>Benefit Enquiry Line NI</b>
0800 220 674

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

<b>Citizens Advice Bureau</b>	
<span> </span> • <span> </span> Community Advice Lisburn & Castlereagh	028 9266 2251
<span> </span> • <span> </span> Community Advice Newry, Mourne & Down	028 3026 2934
<span> </span> • <span> </span> Ards & North Down	0300 123 9287

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

www.citizensadvice.org.uk

<b>Step Change</b>
0800 138 1111

Free confidential debt advice.

www.stepchange.org

<b>Advice NI</b>
028 9064 5919

www.adviceni.net

## Trauma

<b>Victim Support</b>
028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

<b>WAVE Trauma Centre</b>
028 9077 9922

Offers care and support to anyone bereaved or traumatised through violence.

www.wavetraumacentre.org.uk

<b>The Wider Circle</b>
028 7965 0875

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

## Carers

<b>SEHSCT carers development officer</b>
028 9756 5456

Contact point providing information for family carers.

<b>Carers NI</b>
028 9043 9843

Benefits and carers’ rights.

<b>Cause</b>	
Helpline	0800 103 2833

Peer-led support to carers and families of people with mental illness.

www.cause.org.uk

<b>Mindwise</b>
028 4461 7964

Support services for carers of people with mental health problems.

## Rural support

<b>Ards Community Network</b>
028 9181 4625

Support, advice and training for local communities.

<b>County Down Rural Community Network</b>
028 4461 2311

Community activities for people living in Down District.

<b>North Down Community Network</b>
028 9146 1386

Support, advice and training for local communities.

<b>Rural Support helpline</b>
0800 138 1678

www.ruralsupport.org.uk

<b>TADA Rural Network</b>
028 3839 8888

Tailored support to meet the needs of local rural communities.

## Other health-related support

<b>Age NI Advice Line</b>
0808 808 7575

<b>Footprints Women’s Centre</b>
028 9092 3444

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

<b>Kilcooley Community Forum</b>
028 9147 9424

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

<b>Kilcooley Women’s Centre</b>
028 9147 8292

<b>Non-emergency police service (PSNI)</b>
101

<b>Macmillan Cancer Support</b>
0808 808 0000

www.macmillan.org.uk

<b>Peninsula Healthy Living Partnership</b>
028 4273 9021

Services and programmes to improve health.

<b>Volunteer Now</b>
028 9023 2020

Volunteering opportunities and development.

## Housing/homelessness/ supported living

<b>Belfast Central Mission (BCM)</b>
028 9182 7783

Housing support for young people.

<b>Kilcooley Tenant Support</b>
028 9147 0666

For those receiving housing benefits.

<b>MACS Supporting Children and Young People</b>
028 9031 3163

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

<b>Northern Ireland Housing Executive</b>
03448 920 900

<b>North Down YMCA Tenant Support Service</b>
028 9145 4290 option 4

Housing support to 18–64 year olds within Ards and North Down – independent living skills and homelessness prevention.

<b>Simon Community</b>	
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.

<b>The Link (Newtownards)</b>
028 9182 1124

Floating support.

## Cultural/ethnic

<b>Bryson An Munia Tober</b>
028 9043 8265

Services for the Traveller community.

<b>Bryson Intercultural</b>
028 9031 5744

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

www.brysonintercultural.org

<b>Chinese Welfare Association</b>
028 9028 8277

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

<b>Equality Commission NI</b>
028 9050 0600

<b>Migrant Centre NI</b>	
Financial health and wellbeing	077 6990 3471
Hate crime	078 2729 9347

www.migrantcentreni.org

<b>North Down YMCA Harbour Ward Project</b>
028 9145 4290 (option 6)

Working with people from ethnic minority backgrounds and local residents.

## Older people

<b>Addiction NI</b>
028 9066 4434

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

<b>Age NI</b>
0808 808 7575

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

www.ageuk.org.uk/northern-ireland

<b>AGE north down &amp; ards (AGEnda)</b>
028 9127 1968

Mon–Fri 10am–2pm (24 hour answering machine)

Practical support and information for older people in North Down and Ards.

<b>Alzheimer’s Society</b>	
National Dementia Helpline	0300 222 11 22

Support for people affected by dementia.

<b>Belfast Central Mission (BCM)</b>
028 9182 7783

Parent support/preventing homelessness.

<b>Good Morning Down Telephone Service</b>	
<span> </span> • <span> </span> Colin	028 9062 7863
<span> </span> • <span> </span> Down	028 4461 3434

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’.

<b>Lisburn Downtown Centre</b>
028 9267 2052

Support for older people.

<b>SEHSCT Safe and Well/Caring Communities</b>
028 9756 6934

Signposting and referral to a range of social support services for people aged 65 years and over living in the South Eastern Trust area.

### Disclaimer:

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# Directory of services to help improve mental health and emotional wellbeing

Southern area

2019



## Urgent help and support

### Emergency services

999 or 112

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

### 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.

### Southern Area out of hours GP

028 3839 9201

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

### Social services out of hours duty social worker

028 9504 9999

Provides an emergency social work response across Northern Ireland from 5pm – 9am and 24hrs at weekends.

## Suicide prevention/ self-harm/self-help

### 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.

www.samaritans.org.uk

### Action Mental Health (MensSana)

028 3839 2314

www.amh.org.uk

### PIPS Hope and Support Community Resource

028 3026 6195

www.pipshopeandsupport.org

### PIPS Upper Bann

028 3831 0151

www.pipsupperbann.com

### Niamh Louise Foundation

028 8775 3327

www.niamhlouisefoundation.com

### Protect life coordinator

028 3756 4461 078 2562 7133

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

### Zest for Life Counselling and Training Services

078 1808 8314 078 9438 8371

www.zestforlifecounsellingservices.com

### British Association of Counselling and Psychotherapy

0145 588 3300

Accredited counsellors and therapists.

www.bacp.co.uk

### Yellow Ribbon Suicide Prevention Programme

028 3833 1485

Emotional and psychological support for those suffering from break-ups, depression, panic attacks and issues such as self-harming from alcohol and drugs.

### Links Counselling Service

028 3834 2825

info@linkscounselling.com

### Chrysalis Centre

028 3834 1846

Nyama counselling service.

## Mental health including eating distress and anxiety support

### Inspire (formerly NIAMH)

028 9032 8474

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

www.inspirewellbeing.org

### Action Mental Health (AMH)

028 3839 2314

Incorporating MensSana (tailored activities to support mental health and emotional wellbeing) and New Horizons (supports the recovery of adults experiencing mental ill health who are interested in progressing towards further education/training or employment).

www.amh.org.uk

### AMH Everybody

028 3839 2314

Supporting those affected by eating disorders.

### The Mental Health Forum

028 3025 2423

Southern area. Provides advice, information and signposting for service users, carers, professionals and the public about mental health services. It engages locally and regionally in the planning and delivery of mental health services.

www.thementalhealthforum.co.uk

### MindWise

028 9040 2323

Supporting people with mental illness.

www.mindwisenv.org

### Aware

028 9035 7820 028 7126 0602

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

www.aware-ni.org

### PRAXIS Care

028 9023 4555

PRAXIS Care provides a range of supported living services to people experiencing mental ill health.

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

www.choiceandmedication.org/hscni

### Website for further information

www.mindingyourhead.info

## Alcohol, drugs, smoking and gambling

### The Magnet Centre, Newry

028 3026 9070 028 3025 2214

### Barnardo's

028 9066 3470 028 4062 3872

For children/young people and families affected by parental substance misuse.

### EXTERN

028 9084 0555 028 9033 0433

Addresses homelessness, drug and alcohol abuse and rehabilitating offenders to build safer communities.

www.extern.org

### Dunlewey Addiction Services

028 9039 2547

Helpline 08000 886 725

Supporting people with addictions.

### Community addiction team (CAT)

Accessed through GP.

### Breakthru

028 8775 3228

Awareness, education, prevention and support for alcohol and drug issues.

www.breakthru.co.uk

### Start 360

028 3832 2714

### Al Anon

028 9068 2368

www.al-anonuk.org.uk

### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

### Gamblers Anonymous

028 9024 9185

www.belfastga.co.uk

www.gamblersanonymous.org.uk

### FutureProof (formerly REACT Ltd)

028 4062 4511

### Addiction NI

028 9066 4434

www.addictionni.com

### ASCERT

028 7944 0080

Freephone 0800 2545 123

www.ascert.biz

### Cuan Mhuire

24hr alcohol and gambling helpline 028 3084 9010

Provides support on alcohol and gambling issues.

www.cuanmhuire.ie

### Davina's Ark

028 3027 9407

www.davinasark.co.uk

### Websites for further information

www.want2stop.info

www.drugsandalcoholni.info

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.

24hrsupport@dvhelpline.org

### Women's Aid NI

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

www.womensaidni.org

### Armagh/Down Women's Aid

• Armagh 028 3751 1473

• Newry 028 3025 0765

• Portadown 028 3839 7979

• Refuge number 028 3026 7174

### Mid Ulster Women's Aid

028 8676 9300

### Nexus

028 9032 6803 028 7126 0566

www.nexusni.org

### Trauma counselling service

028 3834 7537

### WAVE Trauma Centre support

028 3751 1599

www.wavetraumacentre.org.uk

### Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

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

0808 801 0331

### 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

## Bereavement

### Cruse Bereavement Care

• Cruse Newry 028 3025 2322

• Cruse Armagh/Dungannon 028 8778 4004

• Cruse helpline 0808 808 1677

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

www.cruse.org.uk

Young people: www.hopeagain.org.uk

### Barnardo's child bereavement service

Advice line 028 9066 8333

www.barnardos.org.uk

### Niamh Louise Foundation

028 8775 3327

www.niamhlouisefoundation.com

### PIPS Hope and Support Community Resources

028 3026 6195

www.pipshopeandsupport.org

### Child death helpline

0800 282 986 (Freephone)

0808 800 6019 (free for mobiles)

www.childdeathhelpline.org.uk

### The Lullaby Trust

Freephone information line 0808 802 6868/6869

www.lullabytrust.org.uk

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

Helpline 077 4099 3450

www.sandsni.org

### 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.

### Miscarriage Association

Helpline 019 2420 0799

info@miscarriageassociation.org.uk

www.miscarriageassociation.org.uk

### The Compassionate Friends

Helpline 028 8778 8016

Office 0345 120 3785

helpline@tcf.org.uk

www.tcf.org.uk

## 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

### The Rainbow Project

028 9031 9030

www.rainbowproject.org

### Love for Life

028 3882 0555

www.loveforlife.org.uk

### Common Youth (formerly Brook)

028 9032 8866

Free confidential sexual health advice and contraception for young people aged 24 years and under.

### Family Planning Association

0345 122 8687

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

www.fpa.org.uk

### Health clinic

028 3741 2891 077 8743 2845

health.clinic@southerntrust.hscni.net

### Genito Urinary Medicine (GUM) clinic

028 3756 2080

### Community Sexual Health Advice Service

028 3741 2410 077 7139 0231

### C.A.S.H. (Contraception & Sexual Health Service)

028 3756 2200

## Sexual orientation and gender identity

### LGBT Switchboard

0808 8000 390

### LGBT Northern Ireland

www.lgbtني.org

### Transgender support services

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

### Cara-Friend LGBTQ+ Youth

028 9089 0202

### HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

### The Rainbow Project

028 9031 9030

www.rainbow-project.org

### SAIL

General enquiries/professionals 028 9532 0023

Family support 028 3057 0075

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

www.sailni.com

## Child/youth support

### Barnardo's Young Person's Partnership

• Armagh	028 3752 2380
• Newry	028 3026 3135

Supporting young people aged 13-18 in need and at risk.

### Barnardo's Family Resource Centres

• Armagh	028 3752 2380
• Newry	028 3026 0668

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

### Family Support Hubs

• Armagh/Dungannon	028 3752 2380
• Portadown/Craigavon/Banbridge	028 3833 1168
• Newry & Mourne	028 3083 5764

### Child and Adolescent Mental Health Services (CAMHS)

028 3083 5400

### Childline

0800 1111

24/7 counselling support for children and young people.

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

0808 800 5000

### Education Authority critical incident/emotional health and wellbeing team

028 3751 2515

### 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

### Start 360

028 3832 2714

### Young Minds

Parents' helpline 0808 802 5544

www.youngminds.org.uk

### Education Authority youth service

• Craigavon/Banbridge	028 3833 8556
• Armagh Headquarters	028 3751 2266
• Armagh/Newry & Mourne	028 3025 1515
• Dungannon	028 8772 2167
• Cookstown	028 8675 7168

### Young People's Partnership

• Portadown	028 3839 1155
• Armagh/Dungannon	028 3752 2380
• Newry	028 3026 3135

### Family Resource Centre

• Armagh/Dungannon 028 3752 2380

### Youth Action NI

• Armagh	028 3751 1624
• Newry	028 3025 6040

### One Stop Shops

• FutureProof (formerly REACT Ltd)	028 4062 4511
• Magnet Newry	028 3025 2214

## Student support

### Ulster University student support

Main telephone number 028 9536 7000

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

A professional counselling service is available on all campuses.

www.studentsupport.ulster.ac.uk

### Queen's University Belfast student guidance centre

During office hours 028 9097 2727

24 hr counselling helpline 0808 800 0016

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

www.qub.ac.uk/directorates/sgc/

## Family and relationships

### Family Support NI

0845 600 6483

info@familysupportni.gov.uk

www.familysupportni.gov.uk

### Parenting NI

0808 801 0722

Offers services to support parents and carers including a freephone helpline, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers across Northern Ireland.

www.parentingni.org

### Barnardo's

028 9067 2366

Parenting matters.

### St Vincent de Paul regional office

028 9035 1561

### Family Resource Centre

Armagh/Dungannon 028 3752 2380

### Sure Start

• Armagh/Keady	028 3751 8569
• Banbridge	028 4062 2475
• Clogher Valley	028 8554 9898
• Dungannon	028 8772 9695
• Craigavon	028 3831 3360
• Portadown	028 3833 7455
• Kilkeel	028 4176 4718
• Newry	028 3083 3780
• South Armagh	028 3083 0022

Range of services from pregnancy through to a child's 4th birthday, aimed at improving health, children's social and emotional development, and their ability to learn.

### Family Mediation NI

028 9024 3265

### Home-Start

• Armagh/Dungannon	028 8778 9489
• Clogher Valley	028 8554 9898
• Craigavon	028 3834 5357
• Banbridge	028 4062 6234
• Newry/Mourne/Kilkeel	028 3026 6139

### Supporting people and communities every day (SPACE)

028 3083 5764

### Vineyard Church Dungannon

028 8775 2133

### ACCORD

028 9023 3002

Marriage and relationships counselling.

www.accord-ni.co.uk

### Care in Crisis - The Counselling Centre

028 3832 9900

### Love for Life

028 3882 0555

### 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

## Benefits/financial advice

### Advice Agencies

• Community Advice Armagh 028 3752 4041

www.communityadvicearmagh.com

• Mid Ulster 028 8676 6126

• Community Advice Craigavon 028 3836 1181

www.adviceni.net

• Banbridge 028 4062 2201

• Community Advice Newry, Mourne & Down 028 3026 2934

www.advicenmd.com

### Christians Against Poverty

www.capuk.org

### Law Centre NI

028 9024 4401

Legal support for disadvantaged individuals.

www.lawcentreni.org

### Step Change

0800 138 1111

Free confidential debt advice.

www.stepchange.org

## Trauma

### Family Trauma Centre

028 9504 2828

### Nova Trauma Support

028 4062 8758

### Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

### WAVE Trauma Centre

028 3751 1599

Offers care and support to anyone bereaved or traumatised through violence.

www.wavetraumacentre.org.uk

## Carers

### Carers NI

028 9043 9843

Benefits and carers' rights.

### Cause

028 9065 0650

Helpline 0800 103 2833 (Freephone)

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

www.cause.org.uk

### Memory/dementia service in the Southern area

• Craigavon/Banbridge 028 3833 3332

• Armagh/Dungannon 028 3756 4957

• Newry and Mourne 028 3083 6970

### Action for Children Young Carers Project

• Armagh/Dungannon/Craigavon/Banbridge/Newry/Mourne 028 4062 6516

• Belfast (Head Office) 028 9046 0500

www.actionforchildren.org.uk

## Rural support

### Rural Support

Helpline 0800 138 1678 (Freephone)

www.ruralsupport.org.uk

### COSTA Rural Support Network

028 8555 6880

Dungannon and South Tyrone

### TADA Rural Support Network

028 3839 8888

Armagh, Down and Antrim

### ABC Community Network

028 3839 2777

### Mid Ulster District Council

0300 0132 132

### Armagh City, Banbridge and Craigavon Borough Council

0300 0300 900

### Newry, Mourne and Down District Council

0300 013 2233

### Promoting Wellbeing Teams

• Armagh 028 3756 4485

• Craigavon 028 3756 3946

• Newry 028 3083 4325

## Other health-related support

### Men's Advisory Project

028 9024 1929

www.mapni.co.uk

### SHSCT Volunteer Coordinator

• Armagh and Dungannon 028 3756 4498

• Craigavon and Banbridge 028 3756 3946

• Newry and Mourne 028 3083 4270

• Centralised phone number 028 3756 3946

### Praxis

028 9023 4555

### Volunteer Now

028 9023 2020

### Volunteer Bureau Craigavon and Banbridge

028 3834 2741

## Housing/homelessness/ supported living

### Northern Ireland Housing Executive (NIHE)

0344 892 0900

Out of hours 0344 892 0901

www.nihe.gov.uk

### Regional emergency social work services

Out of Hours 028 9504 9999

### Depaul Ireland

028 8772 5860

### Simon Community

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

### Housing Rights

Advice line 028 9024 5640

www.housingadviceni.org

www.housingrights.org.uk

### Choice Housing

www.choice-housing.org

## Cultural/ethnic

### Equality Commission NI

028 9050 0600

### South Tyrone Empowerment Programme (STEP)

028 8775 0211

### WAH HEP

028 3834 7162

Chinese community association

### Community Intercultural Programme

028 3839 3372

### An Tearmann Project

028 8774 1961

### Armagh Traveller Support Group

028 3741 2755

### Craigavon Traveller Support Group

028 3834 2089

### Newry Traveller Support Group

028 3083 4200/4272

### Migrant Centre NI

Financial health and wellbeing 077 6990 3471

Hate crime 078 2729 9347

## Older people

### Age NI

028 9024 5729

Advice line 0808 808 7575

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

www.ageuk.org.uk/northern-ireland

### Good Morning Neighbour Project

• Armagh/Dungannon 028 8774 7377  
24 hour helpline 078 4347 8433

• Newry/Mourne and Down 028 3026 1022

Referral service. The primary aim is to support older people by means of regular, friendly, telephone conversations – making time for people and listening effectively.

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## Directory of services to help improve mental health and emotional wellbeing

Western area

2019



Health and Social Care

## Urgent help and support

### Emergency services

999 or 112

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

### GP out of hours services

028 7186 5195

### Foyle Search and Rescue

028 7131 3800

Preservation of life in and around the River Foyle.

www.foylesearchandrescue.com

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

## GP referral only services

Speak to your GP about accessing the following 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)

These are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the Western 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 who are over the age of 65 years.

### Community Addiction Teams (CATs)

Provide treatment and support for adults with drug and alcohol problems.

### Psychosexual Service

Provides treatment for sexual difficulties arising from a variety of causes.

## Suicide prevention/ self-harm/self help

### 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.

### Zest

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

www.zestni.org

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org

### North West counselling

028 7181 3587

### Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

### Aisling Centre Enniskillen

028 6632 5811

Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-esteem and relationship/family issues.

Email: info@theaislingcentre.com

www.theaislingcentre.com

### Koram Centre Strabane

028 7188 6181

Counselling, psychotherapy and psychosocial support.

www.koramcentre.com

### Clare House (residential/respite)

028 6632 6361

### Aurora Counselling

028 7135 0407

www.auroracounselling.org

### Rethink

0845 456 0455

www.rethink.org

## Mental health including eating disorders and anxiety support

### AWARE

Londonderry office 028 7126 0602

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

www.aware-ni.org

### Cunamh

028 7128 8868

Community-led mental health project.

www.cunamh.org

### Derry Well Woman

028 7136 0777

www.derrywellwoman.org

### Praxis Care

Londonderry 028 7130 8020

Lisnaskea 028 6772 2778

Belfast 028 9023 4555

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

www.praxiscare.org.uk

### Eating Disorders Association helpline

028 9023 5959

www.eatingdisordersni.co.uk

### Eating disorders service

028 7132 0165

### Western Trust eating disorder therapists

028 8225 2202

### Men's Action Network

028 7137 7777

Provides a safe space for men to find support for life issues.

www.man-ni.org

### Relate

028 9032 3454

Relationship and family services.

www.relateni.org

### CLEAR Project

028 7138 3386

www.clearproject.co.uk

### Inspire Community Wellbeing Service

028 7126 9677

www.inspirewellbeing.org

### Mind Yourself & Foyle Advocates

028 7126 3461 028 7126 3318

### Inspire (formerly NIAMH)

028 9032 8474

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

www.inspirewellbeing.org

### CAMHS

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

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

www.choiceandmedication.org/hscni

## Substance misuse and gambling

### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

### Start 360 Daisy West

028 7137 1162

Drugs and alcohol intervention service for 11-25 year olds.

www.start360.org

### Alcohol and drug services

028 7186 5239 028 7186 5240 028 6638 2073

### Asha Treatment Service

028 8283 5453 028 8283 5445

### Community drug therapists

028 8283 5453

### One Stop Shop FUEL / FIND Centre, Enniskillen

028 6632 5559

Education, prevention and referral on a range of issues.

www.thefindcentre.com

### Drinkline

0300 123 1110

### Gamblers Anonymous

028 9024 9185

www.gamblersanonymous.org.uk

### Narcotics Anonymous

078 1017 2991

www.nanorthernireland.com

### Northlands Centre

028 7131 3232

Treatment centre for alcohol problems.

www.northlands.org.uk

### Foyle Haven

028 7136 5259

A safe space where street drinkers can access practical assistance and support.

www.depaulireland.org/our-services/on-the-map/northern-ireland/foyle-haven

### SOLACE

028 6862 8741

Reducing the harm caused by the misuse of alcohol.

### DIVERT Project

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

### Breakthru

028 8775 3228

www.breakthru.co.uk

### HURT (Have Your Tomorrows)

028 7136 9696

Offering support on issues around alcohol and drug addiction.

### Aisling Centre

028 6632 5811

Support group for people who live with, or have lived with, a loved one's addiction.

www.theaislingcentre.com

### Daisy West

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

### CAMHS

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

### Websites for further information

www.want2stop.info

www.drugsandalcoholni.info

www.talktofrank.com

## Victims of 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.

24hrsupport@dvhelpline.org

### PSNI Child Abuse and Rape Enquiry Unit

101

### Cunamh

028 7128 8868

Community-led mental health project.

### PSNI non-emergency reporting number

101

### Victim Support

Foyle office 028 7137 0086

Emotional support for victims of crime.

www.victimsupportni.com

foyle@victimsupportni.org.uk

### NSPCC helpline

0808 800 5000

0800 1111 (for under 18s)

### Nexus

028 6632 0046

Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including those who have experienced rape and sexual assault.

www.nexusni.org

### WAVE Trauma Centre

• Londonderry / Limavady / Strabane 028 7126 6655

• Omagh / Fermanagh 028 8225 2522

Offers care and support to anyone bereaved or traumatised through violence.

www.wavetraumacentre.org.uk

### Aisling Centre

028 6632 5811

Counselling and psychotherapy for victims and survivors of sexual abuse.

www.theaislingcentre.com

### Women's Aid, Fermanagh

028 6632 8898

### 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

## Bereavement

### Barnardo's Child Bereavement Service

Advice line 028 9066 8333

### Cruse Bereavement Care

Helpline 0808 808 1677

• Omagh and Fermanagh 028 8224 4414

• Foyle area 028 7126 2941

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

www.cruse.org.uk

Young people: www.hopeagain.org.uk

### 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.

### Miscarriage Association helpline

019 2420 0799

info@miscarriageassociation.org.uk

www.miscarriageassociation.org.uk

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

077 4099 3450

www.sandsni.org

### The Compassionate Friends

028 8778 8016

www.tcf.org.uk

### North West Counselling

028 7181 3587

www.northwestcounselling.co.uk

### WAVE Trauma Centre

• Londonderry / Limavady / Strabane 028 7126 6655

• Omagh / Fermanagh 028 8225 2522

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

www.wavetraumacentre.org.uk

admin@wavederry.co.uk

admin@waveomagh.co.uk

### Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

### Suicide Liaison Officers / Bereaved by Suicide Support

• Limavady / Londonderry / Strabane 028 7132 0138 078 4156 9000

• Omagh / Fermanagh 028 6638 2112 078 2653 5199

### Bereaved by Suicide Support Group

028 7188 6181

Koram Centre, Strabane.

### North West Bereaved By Suicide Group

028 7131 3800

1st and 3rd Monday each month.

### Fermanagh Bereaved By Suicide Group

028 6632 5811

### Roe Valley Bereaved By Suicide Support Group

079 4991 4100

### PATHS Omagh

078 7941 4385 028 8225 0024

Support to families and individuals bereaved by suicide.

## Sexual health

### Family Planning Association

028 7126 0016

### 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.positivelifei.com

# Sexual orientation and gender identity

**Cara-Friend**

028 9089 0202

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

www.cara-friend.org.uk

**LGBT Switchboard**

0808 800 0390

**HERE NI**

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

**The Rainbow Project**

028 7128 3030 028 9031 9030

Support and counselling for gay and bisexual men.

www.rainbow-project.org

**SAIL - Transgender support**

Family support	028 3057 0075
General enquiries/professionals	028 9532 0023
info@sailni.com	

www.sailni.com

**Transgender NI**

0300 302 3202

Advocacy and support for transgender people across Northern Ireland.

www.transgenderni.org.uk

**Teenscene**

028 8283 5536 028 6638 2693

**Positive Life Helpline**

0800 137 437 (10am-4pm Mon-Fri)

## Children and young people

**Barnardo’s**

028 9067 2366

www.barnardos.org.uk

**Childline**

0800 1111

www.childline.org.uk

**CLIC**

0300 330 0803 028 9072 5780

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

www.clicsargent.org.uk

**Zest**

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

www.zestni.org

**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

**WH SCT Gateway Team (24 hour)**

028 7131 4090

First point of contact for anyone concerned about the welfare of a child or young person.

**Youth Action Right Here Fermanagh Project**

028 6632 8534

Works with young people to support them as active and equal citizens whose voices are heard, respected and valued.

www.youthaction.org

Email: roisinmc@youthaction.org

**DIVERT Project**

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

**Breakthru**

028 8775 3228

www.breakthru.co.uk

**Action For Children**

028 6632 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.

www.actionforchildren.org.uk

**Family Nurse Partnership**

028 7186 5115

**Young People Sexual Health Nurse**

028 7132 1758

**Youthlife**

028 7137 7227

**Relate Teens**

028 9032 3454

www.relateni.org

**Voice of Young People in Care (VOYPIC)**

028 7137 8980

www.voypic.org

**School Aged Mothers**

028 7127 2300

**NSPCC Helpline (24 Hour)**

0800 800 5000

**One Stop Shop FUEL / FIND Centre, Enniskillen**

028 6632 5559

Education, prevention and referral on a range of issues.

**One Stop Shop Youth Transition Project, Derry**

028 7137 2456 028 7136 6099

Education, prevention and referral on a range of issues.

claremaguireytp@gmail.com

**Daisy West**

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

**CAMHS**

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

## Student support

**Ulster University student support**

Main telephone number 028 9536 7000

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

Provides a professional counselling service on all campuses.

www.studentsupport.ulster.ac.uk

**Queen’s University Belfast student guidance centre**

During office hours 028 9097 2727

24 hr counselling helpline 0808 800 0016

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

www.qub.ac.uk/directorates/sgc/

## Family and relationships

**Breakthru**

028 8775 3228

www.breakthru.co.uk

**Autism Support NI**

- Londonderry 028 7130 8313
- Omagh 028 8283 5983

**Contact a Family**

0808 808 3555

Freephone helpline – signposting and help with disabilities.

www.cafamily.org.uk

**Family Support NI**

0845 600 6483

info@familysupportni.gov.uk

www.familysupportni.gov.uk

**NI Newpin**

028 7134 4477

**Parenting NI**

0808 801 0722

Offers services to support parents and carers including a freephone helpline, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers across Northern Ireland.

www.parentingni.org

**Sure Start**

- Ballymagroarty / Hazelbank 028 7126 7524
- Dungiven 028 7774 2904
- Edenballymore 028 7137 1670
- Shantallow 028 7135 2522
- Strabane 028 7138 2658
- Waterside 028 7134 7186
- Irvinestown 028 6862 1970
- Castlederg 028 8167 9438
- Strathroy 028 8225 2936

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.

**Strengthening Families Programme – Derry Healthy Cities**

028 7161 1384

www.derryhc.com

**ACCORD**

- Northern Ireland regional office 028 9023 3002
- Londonderry 028 7136 2475
- Enniskillen 028 6632 5696
- Omagh 028 8224 2439

Marriage and relationships counselling.

www.accord-ni.co.uk

**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

**Derry Well Woman**

028 7136 0777

www.derrywellwoman.org

**Women’s Aid**

- Foyle 028 7141 6800
- Fermanagh 028 6632 8898
- Omagh 028 8224 1414

www.womensaidni.org

**Waterside Women’s Centre**

028 7134 1579

www.watersidewomen.net

**Strabane and Lifford Resource and Development Centre**

028 7188 6253

www.strabaneliffordwomenscentre.com

**The Women’s Centre**

028 7126 7672

www.thewomenscentre.co.uk

**Galliagh Women’s Group**

028 7135 6092

**Strathfoyle Women’s Activity Group**

028 7186 0733

**Men’s Action Network**

028 7137 7777

**Healthy Living Centres**

• The Old Library Trust 028 7137 3870

• The Oak Project 028 6772 3843

• The Arc HL Project 028 6862 8741

• Derg Valley HL Project 028 8167 0764

• Bogside and Brandywell HF 028 7136 5330

**Fertility Network**

Support line 0121 323 5025

fertiitynetworkuk.org

**Oak Healthy Living Centre**

028 6772 3843

A drop-in service for heavy drinkers and people who are isolated or suffer mild health issues (Tuesday 10am–1pm)

**WH SCT Stop Smoking Service**

0800 917 9388

## Benefits/financial advice

**Omagh support / self-help group**

028 8225 9877

**West Tyrone Gateway**

028 8166 2848

**Carers NI**

028 9043 9843

**Citizens Advice North West**

- Cityside/Waterside/Strabane 0300 303 3650
- Omagh / Fermanagh 028 6632 4334

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

www.citizensadvice.org.uk

**Disability Action**

028 7136 0811

www.disabilityaction.org

**Personal Independence Payment (PIP)**

Freephone 0800 0121 573

**Benefit enquiry line**

0800 220 674

**Omagh Independent Advice Services**

028 8224 3252

Advice on social security benefits, disability benefits, employment, debt/financial matters.

**Step Change**

0800 138 1111

Free confidential debt advice.

www.stepchange.org

## Employment training

**AMH Foyle New Horizons**

028 7137 3502

Helps people overcome the effects of mental ill health and in many cases return to work.

www.amh.org.uk/amh-near-you/new-horizons

**AMH Fermanagh New Horizons**

028 6632 3630

www.amh.org.uk/amh-near-you/new-horizons

**CLEAR Project Training**

028 7138 3386

**Condition Management Programme (CMP)**

028 7137 6911 028 6632 4950 075 2589 8336

The Condition Management Programme is a multidisciplinary team of healthcare professionals providing work-focused rehabilitation to overcome physical and mental health barriers to work.

www.westerntrust.hscni.net/ourservices

condition.management@westerntrust.hscni.net

**WH SCT Health Improvement Team**

028 7186 5127

**Lisnamallard Day Centre**

028 8225 2079

**Prospects Mental Health Day Care Centre**

028 8167 0600

www.beaconwellbeing.org

## 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 – The brain injury association**

028 2565 1521

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

**Western Health and Social Care Trust Carers Coordinator**

028 6634 4000 028 6634 4163

**The Escapists**

078 3011 7766

## Rural support

**Rural Support Helpline**

0800 138 1678

www.ruralsupport.org.uk

## Long-term conditions

**MS Helpline**

0808 800 8000

www.mssociety.org.uk

**Macmillan Cancer Helpline**

0808 808 0000

www.macmillan.org.uk

**Mencap (Londonderry)**

028 7126 2227

Helpline 0808 808 1111

**Huntington’s Disease Association NI**

info@hdani.org.uk

www.hdani.org.uk