



BREAK THE CYCLE

Belfast Area

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

028 9033 0466

Extern

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.

Contact
028 9074 4499

Confidential counselling on a wide range of issues.

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

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/flsupport.

Action Mental Health / New Horizons
028 9027 8283

Men's Advisory Project OASIS – IMAGO Project
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.

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.

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 in housing and supporting 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.alcoholicanonymous.ie

Narcotics Anonymous
Helpline 078 1017 2991
www.nanorthernireland.com
Websites for further information
www.alcoholandyouni.com
www.drinkworkandme.com
www.knowyourlimits.info 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.co.uk

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 (free from landlines only, mobiles may cost)
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.barnados.org.uk

Cruise
Cruise Belfast 028 9043 4600
Cruise helpline 0808 808 1677
Promote the wellbeing of bereaved adults,
children and young people.
www.cruse.org.uk
Young people: www.hopeagain.org.uk

East Belfast Community Counselling
028 9046 0489

Child Death helpline
0800 282 986
0808 800 6019 (free for mobiles)

Miscarriage Association
019 2420 0799

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

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 8000 390

HERE
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 trans people 028 9532 0321
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

Contact
028 9074 4499
www.contactni.com

Include Youth
028 9031 1007

Voice of Young People in Care (VOYPIC) Belfast
028 9024 4888

YMCA
028 9068 4660

Action for Children NI
028 9046 0500

Student support

Ulster University student support
Belfast 028 9536 7300
Coleraine 028 7012 4105
Jordanstown 028 9036 6336
Magee 028 7167 5218
Provides a professional counselling service on all campuses.
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 - BHSC
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.

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
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.co.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 0845 603 0291
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

Men to Men
028 9024 7027

Disability Action
028 9029 7880

Down's Syndrome Association
028 9066 5260

Mencap
028 9069 1351

NI Learning Disability
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 9432

The Stroke Association
028 9050 8020
National Helpline 0303 3033 100
info@stroke.org.uk

Housing / homelessness / supported living

Emergency accommodation 24/7 helpline
0800 171 2222
Northern Ireland Housing Executive (NIHE)
0344 892 0900
Out of Hours 0344 892 0901
www.nihe.gov.uk

Simon Community
0800 171 222 (central access point)
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
Belfast / South East 077 6990 3471
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