



*BREAK THE CYCLE*

## **Northern Area**

### **Urgent help and support**

Emergency services  
999 or 112

Police, ambulance service, fire and rescue service, coastguard.  
077 1123 3802  
Community Rescue Service, Coleraine.

GP out of hours services, Dalriada  
Urgent care 028 2566 3500

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

Samaritans helpline  
Freephone 116 123  
Listening ear to those in distress.

Social services out of hours arrangements  
028 9446 8833

Action on Hearing Loss  
0808 808 0123  
0808 808 9000 (Textphone) Support for deaf people.

### **GP referral only services**

Access to these services is through consultation with a GP who can make a referral if it is felt to be appropriate and with your permission (in some instances a social worker, mental health practitioner or other professional such as a teacher or health visitor can make a referral):

Self-Harm Intervention Project (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)

Email: [info@aware-ni.org](mailto:info@aware-ni.org)

#### Beat eating disorders

Adult line 0808 801 0677 (freephone)

Youth line 0808 801 0711 (freephone)

[www.b-eat.co.uk/](http://www.b-eat.co.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)

For information on more services and support:

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

[www.familysupportni.gov.uk](http://www.familysupportni.gov.uk)

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

## Alcohol, drugs and smoking

### 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 9043 5810

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

Crisis helpline 0800 085 4808

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

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

Threshold

028 9087 1313

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

Al-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

[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.knowyourlimits.info](http://www.knowyourlimits.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

028 7126 0566

Northern area 028 9032 6803

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

PSNI non-emergency reporting number 101 (24/7 service)

Victim Support NI

028 9024 3133

Emotional support for victims of crime.

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

Women's Aid Federation NI

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

Support for male victims 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

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

[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

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

Northern Area number 077 9614 8549

Child Death helpline

0800 282 986

0808 800 6019 (free for mobiles)

Miscarriage Association

019 2420 0799

[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)

Brook

Brook Coleraine 028 7034 2178

Brook Belfast 028 9032 8866

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

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

#### Contact

028 9074 4499

Provides counselling to all age groups.

[www.contactni.com](http://www.contactni.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

Cuaseway Hospital 028 7034 6028

#### Relationship Resource Centre,

Carrickfergus

028 9332 9997

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

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

#### **Sexual orientation and gender identity**

##### LGBT Switchboard

0808 8000 390

##### LGBT Northern Ireland

[www.lgbtni.org](http://www.lgbtni.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

[www.rainbow-project.org](http://www.rainbow-project.org)

#### SAIL

General enquiries/professionals 028 9532 0023

Support for trans people 028 9532 0321

Support for families 028 3057 0075

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

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

#### **Children/youth support**

##### Barnardo's

028 9066 8333

Main Northern Ireland contact number.

[www.barnardos.org.uk](http://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) 0800 1111

[www.childline.org.uk](http://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](http://www.clicsargent.org.uk)

##### Contact

028 9074 4499

Provides counselling to young people.

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

##### 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.

Northern Young Men's Support Project  
Ballymoney/Coleraine/Moyle/  
Ballymena North 077 2071 7275  
Newtownabbey/Carrick/Larne/  
Ballymena South 077 3997 9443  
Magherafelt/Cookstown/Antrim  
078 0316 9696

Supporting young men between 15-25 in the Northern area through mental health issues and suicide ideation. Programmes are based on youth work principles and are focused on support through resilience, confidence and emotional wellbeing programmes. Group work and individual work available.

Centre phone 028 2564 1966

Office phone 028 2563 0064

The young men's support project team are based in Ballymena. Referral forms are available on request.

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](http://www.voypic.org)

### **Student support**

Ulster University student support

Belfast 028 9536 7300

Coleraine 028 7012 4105

Jordanstown 028 9036 6336

Magee 028 7167 5218

Provides a professional counselling service on all campuses.

Further contact details at:

[www.studentsupport.ulster.ac.uk](http://www.studentsupport.ulster.ac.uk)

### **Family and relationships**

ACCORD

028 9023 3002

Marriage counselling. [www.accord-ni.co.uk](http://www.accord-ni.co.uk)

Autism NI

028 9040 1729

Causeway Family Resource Centre

028 7032 5456

Information and advice.

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](http://www.cafamily.org.uk)

Family Ties Project

028 9031 9030

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

[www.familytiesproject.org.uk](http://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, 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](http://www.parentingni.org)

Relate

028 9032 3454

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

[www.relateni.org](http://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](http://www.svp-ni.co.uk)

Sure Start

Coleraine 028 7032 1032

Dalriada (including Bushmills

and Ballycastle) 028 2073 0444

ABBEY (Newtownabbey) 028 8676 9994

Ballymena 028 2564 3555

G-old (including Cookstown, Ardboe,

Dunamore and Pomeroy) 028 8676 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.co.uk/](http://www.victimsupportni.co.uk/)

#### **WAVE Trauma Centre**

028 2766 9900

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

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

### **Carers**

#### **Carers NI**

028 9043 9843

Benefits and carers' rights.

#### **Cause**

028 9065 0650

Helpline 0845 603 0291

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

[www.cause.org.uk](http://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](http://www.headway.org.uk)

### **Rural support**

Rural Support Helpline

0845 606 7607

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

### **Other health-related support**

#### **MS Helpline**

0808 800 8000

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

#### **Macmillan Cancer Helpline**

0808 808 0000

[www.macmillan.org.uk](http://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](http://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](http://www.musthostel.co.uk)

#### **Northern Ireland Housing Executive (NIHE)**

03448 920 900

028 9504 9999 (after hours)

[www.nihe.gov.uk](http://www.nihe.gov.uk)

#### **Simon Community**

0800 171 2222 (Central access point) 24/7  
service

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

#### **Triangle Housing Association Limited**

028 2766 6880

#### **Vineyard Compassion**

028 7022 0005

Coleraine-based practical and emotional support at  
points of need (including foodbank support and

supported living).  
info@vineyardcompassion.co.uk

## **Cultural/ethnic**

Bryson Intercultural/Migrant Help  
028 9031 5744  
Support for black and minority ethnic (BME)  
communities and individuals.  
www.brysonintercultural.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 9427
Causeway	028 7055 8005
Larne	028 2827 3362
Mid-Ulster	028 7963 2170
Newtownabbey	028 9086 7686

The primary aim is to support members of the  
community by means of regular, friendly,  
telephone conversations – making time for  
people, listening effectively and becoming a  
'friend on the phone'.