



*BREAK THE CYCLE*

## South Eastern Area

### 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 Derriaghy)

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

Men to Men  
028 9024 7027  
Counselling service and support for men's health.

Mindwise  
028 4461 7964  
Support for people recovering from mental illness. [www.mindwisenv.org](http://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](http://www.inspirewellbeing.org)

Praxis Care  
028 6023 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.

### **Alcohol, drugs and smoking**

Alcoholics Anonymous  
028 9035 1222  
[www.alcoholicsanonymous.ie](http://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](http://www.alcoholandyouni.com)

Narcotics Anonymous  
078 1017 2991  
[www.nanothernireland.com](http://www.nanothernireland.com)

Al Anon / Alateen  
028 9068 2368  
Help and support for families and friends of problem drinkers. [www.al-anonuk.org.uk](http://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](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.  
[24hrsupport@dvhelpline.org](mailto: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](http://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](http://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](http://www.victimsupportni.co.uk)

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

Cruse  
Cruse Belfast Office 028 9043 4600  
Cruse helpline 0808 808 1677  
Promotes the wellbeing of bereaved adults, children and young people.

Bereavement support midwife  
028 9056 4717

Child death helpline  
0800 282 986  
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

NI Stillbirth and Neonatal Death Society (SANDS)  
077 4099 3450  
[www.sandsni.org](http://www.sandsni.org)

## **Sexual health**

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

Transgender NI  
[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)

Equality Commission enquiry line  
028 9050 0600

HERE  
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  
Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families.  
[www.rainbow-project.org](http://www.rainbow-project.org)

SAIL - Transgender support  
Family Support 028 3057 0075  
Support for trans 028 9535 0321  
General 028 9532 0023  
A support group for families of gender variant or transgender individuals of any age  
[www.sailni.com](http://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](http://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](http://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.

NSPCC  
0808 800 5000  
Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.

Childline  
0800 1111  
Counselling for children and young people.  
[www.childline.org.uk](http://www.childline.org.uk)

Children's Law Centre  
028 9024 5704

Contact  
028 9074 4499  
Confidential counselling on a wide range of issues.

Extern  
074 8342 8546  
Advice, support and information on substance misuse, suicide, self-harm, mental health, wellbeing, sexual health, relationships, schools and employment.

Gateway  
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.

The Link Newtownards  
028 9182 1124  
Safe and welcoming drop-in centre facility for young people.

MACS Supporting Children and Young People  
028 9031 3163  
Services for people aged 16–25 years, including housing, mentoring and floating support.

Start 360  
028 9043 5810  
Information, guidance and advice for young people.

Relate Teen  
028 9032 3454  
Counselling for young people.

SET Connects  
028 9266 7990  
Therapeutic support for cared for and adopted children. Referral via social worker.

The Edge Ballynahinch  
028 9756 5985

Voice of Young People in Care (VOYPIC)  
028 9024 4888  
Enabling children and young people with experience of care to make life changes.  
[www.voypic.org](http://www.voypic.org)

YMCA  
Lisburn 028 9267 0918  
North Down 028 9145 4290  
Support and preventative and educational programmes for young people.

Young Minds  
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](http://www.youngminds.org.uk)

### **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](http://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/](http://www.qub.ac.uk/directorates/sgc/)

### **Family and relationships**

ACCORD  
028 9023 3002  
Marriage and relationships counselling.  
[www.accord-ni.co.uk](http://www.accord-ni.co.uk)

Family Mediation NI  
028 9024 3265  
Mediator assistance for parents or (former) couples to jointly negotiate a settlement to their issues.

Familyworks (Newtownards)  
028 9182 0341  
Counselling and training for families.

Family Planning Association  
0345 122 8687  
Confidential information, advice and support on sexual health and family planning.

Hollywood Family Trust  
028 9042 7842  
Child care, after-school club, youth provision, adult counselling, adult befriending and community development for people in North Down and Ards.

Home-Start  
Supports parents as they learn to cope, develop confidence and build better lives for their children.  
[www.home-start.org.uk](http://www.home-start.org.uk)

Men's Advisory Project  
028 9024 1929  
Counselling for male victims of domestic abuse, and support with relationship difficulties and anger management.

Relate  
028 9032 3454  
Services include relationship counselling for individuals and couples, and counselling for children and young people.

Women's Aid  
028 9024 9041  
24-hour helpline 0808 802 1414  
Challenging domestic violence in Northern  
Ireland.  
Email: [info@womensaidni.org](mailto:info@womensaidni.org)

YMCA  
Lisburn 028 9267 0918  
North Down 028 9145 4290  
Support and preventative and educational  
programmes for young people.

St Vincent de Paul  
028 9035 1561  
[www.svp-ni.co.uk](http://www.svp-ni.co.uk)

Sure Start  
Colin Sure Start 028 9060 1417  
Newtoanards Sure Start 028 4273 9322  
Down Sure Start 028 4461 3630  
Bangor Sure Start 028 9145 7248  
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**

Age NI advice service  
0808 808 7575  
Charity combining Age Concern NI and Help the  
Aged in Northern Ireland.  
[www.ageuk.org.uk/northern-ireland](http://www.ageuk.org.uk/northern-ireland)

Benefit Enquiry Line NI  
0800 220 674  
Advice and information on attendance allowance,  
disability living allowance, carer's allowance and  
carer's credit.

Citizens Advice Bureau  
Lisburn & Castlereagh 028 9266 2251  
Newry, Mourne & Down 0300 303 0306  
Ards & North Down 0300 123 9287  
Free, confidential, impartial advice;  
representation at tribunals; debt counselling  
services.  
[www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

Step Change  
0800 138 1111  
Free confidential debt advice.  
[www.stepchange.org](http://www.stepchange.org)

Advice NI  
028 9064 5919  
[www.adviceni.net](http://www.adviceni.net)

### **Trauma**

Victim Support  
028 9024 3133  
Emotional support for victims of crime.  
[www.victimsupportni.co.uk](http://www.victimsupportni.co.uk)

WAVE Trauma Centre  
028 9077 9922  
Offers care and support to anyone bereaved or  
traumatised through violence.  
[www.wavetraumacentre.org.uk](http://www.wavetraumacentre.org.uk)

The Wider Circle  
028 7965 0875  
Programmes for people affected by post-  
traumatic stress because of the Troubles.

### **Carers**

SEHSCT carers development officer  
028 9756 5456  
Contact point providing information for family  
carers.

Carers NI  
028 9043 9843  
Benefits and carers' rights.

Cause  
Helpline 0845 603 0291  
Peer-led support to carers and families of people  
with mental illness.  
[www.cause.org.uk](http://www.cause.org.uk)

Mindwise  
028 4461 7964  
Support services for carers of people with mental  
health problems.

### **Rural support**

Ards Community Network  
028 9181 4625  
Support, advice and training for local  
communities.

County Down Rural Community Network  
028 4461 2311  
Community activities for people living in Down  
District.

North Down Community Network  
028 9146 1386  
Support, advice and training for local communities.

Rural Support helpline  
0845 606 7607  
[www.ruralsupport.org.uk](http://www.ruralsupport.org.uk)

TADA Rural Network  
028 3839 8888  
Tailored support to meet the needs of local rural communities.

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

Age NI Advice Line  
0808 808 7575

Footprints Women's Centre  
028 9092 3444  
Services in the Colin area, including crèche, training and children's services.

Kilcooley Community Forum  
028 9147 9424  
Contact information for all constituted groups that are active within the Kilcooley community.  
Kilcooley Women's Centre  
028 9147 8292

Non-emergency police service (PSNI)  
101

Macmillan Cancer Support  
0808 808 0000  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

Peninsula Healthy Living Partnership  
028 4273 9021  
Services and programmes to improve health.

Volunteer Now  
028 9023 2020  
Volunteering opportunities and development.

### **Housing / homelessness / supported living**

Belfast Central Mission (BCM)  
028 9182 7783  
Housing support for young people and older people.

Kilcooley Tenant Support  
028 9147 0666  
For those receiving housing benefits.

MACS Supporting Children and Young People  
028 9031 3163  
Floating support for vulnerable young people aged 16–25 years.

Northern Ireland Housing Executive  
03448 920 900

North Down YMCA Tenant Support Service  
028 9145 4290 option 4  
Housing support to 18-64 year olds within Ards and North Down - independent living skills and homelessness prevention.

Simon Community  
0800 171 2222 (central access point)  
Provides accommodation and support to people who are currently homeless or at risk of homelessness.

The Link (Newtownards)  
028 9182 1124  
Floating support.

### **Cultural/ethnic**

Bryson An Munia Tober  
028 9043 8265  
Services for the Traveller community.

Bryson Intercultural  
028 9031 5744  
Support for black and minority ethnic (BME) communities and individuals.  
[www.brysonintercultural.org](http://www.brysonintercultural.org)

Chinese Welfare Association  
028 9028 8277  
Working to secure the future of the Chinese community in Northern Ireland.

Equality Commission NI  
028 9050 0600

North Down YMCA Harbour Ward Project  
028 9145 4290 (option 6)  
Working with people from ethnic minority backgrounds and local residents.

### **Older people**

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+.

Age NI

0800 808 7575

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

[www.ageuk.org.uk/northern-ireland](http://www.ageuk.org.uk/northern-ireland)

AGE north down & ards (AGEnda) 028 9127 1968

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

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

Alzheimer's Society

National Dementia Helpline 0300 222 1122

Support for people affected by dementia.

Belfast Central Mission (BCM)

028 9182 7783

Parent support/preventing homelessness.

Good Morning Down Telephone Service

Colin 028 9062 7863

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'.

Lisburn Downtown Centre

028 9267 2052

Support for older people.

SEHSCT Safe and Well/Caring Communities

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.