Urgent help and support

Emergency services
Police, ambulance service, fire brigades, coastguard.

LifeLine
24 hour support for those in distress or despair.

Samaritans helpline
Listening ear to those in distress. Face-to-face drop-in at our centre (5 Wellesley Avenue, Belfast) every day from 9am to 10pm.

GP out of hours services
028 9075 3322
* North and West Belfast 028 9074 4447

GP referral-only services
‘One point of referral’ provides one point of entry for all new referrals to mental health services across Belfast. This is intended to offer a clear referral pathway for all new referrals.

Suicide prevention/ self-harm/self-help

LifeLine
24 hour support for those in distress or despair.

Samaritans helpline
Listening ear to those in distress.

FORUM
Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

New Life Counselling
Counselling support for individuals (aged four years upwards) and families on a range of issues. Training and group work also delivered throughout Belfast.

The Conservation Volunteers NI
The Conservation Volunteers (NI) 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 provide carer education advice and support. It operates an open referral system.

Theraplay
Residential and supported housing/ floating support.

Mindwave
Support for people recovering from mental illness.

Life After Mental Health Problems (LAMP) Service User Group

Eating Disorders Association

AWARE-NI
Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

The Rainbow Project
Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families, in Northern Ireland.

East Belfast Surfers of Suicide

Alcohol, drugs and smoking
Alchoholics Anonymous

National Drugs Helpline (FRANK)
24/7 drugs helpline.

Drinkline
Mon–Fri, 9am–8pm; Sat–Sun, 11am–4pm.

AI Alon / Alateen
Help and support for families and friends of problem drinkers.

ASCERT
Drug and alcohol training and education.

Dunlewy Substance Advice Centre
Counselling, support and mentoring services (for 17 year olds and under).
### Sexual orientation and gender identity

#### The Rainbow Project
Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families, in Northern Ireland.

- **Website**: [www.rainbow-project.org](http://www.rainbow-project.org)
- **Contact**: 028 9031 9030

#### Cara-Friend
Provides information, support, friendship, counselling and signposting, and offers a social space service to the lesbian, gay, bisexual and transsexual community.

- **Website**: [www.cara-friend.org.uk](http://www.cara-friend.org.uk)
- **Contact**: 028 9031 9030

#### Transgender NI
- **Website**: [www.transgenderni.com](http://www.transgenderni.com)
- **Contact**: 028 9031 9030

### Child/youth support

#### Childline
Counselling for children and young people.

- **Website**: [www.childline.org.uk](http://www.childline.org.uk)
- **Contact**: 028 9031 1007

#### Lifeline
24 hour support for those in distress or despair.

- **Website**: [www.lifeline.org.uk](http://www.lifeline.org.uk)
- **Contact**: 028 9024 5704

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

- **Contact**: 028 9043 9843

#### Youth Action NI
Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

- **Website**: [www.youthactionni.org](http://www.youthactionni.org)
- **Contact**: 028 9024 0514

#### New Life Counselling
Counselling support for individuals (aged four years upwards) and families on a range of issues. Training and group work also delivered throughout Belfast.

- **Website**: [www.newlifecounselling.net](http://www.newlifecounselling.net)
- **Contact**: 028 9030 1360 028 9074 6184

#### Opportunity Youth
Information, guidance and advice for young people on issues such as drugs and alcohol, employment, offending behaviour, and emotional and mental health.

- **Contact**: 028 9043 5810

#### Lighthouse
- **Contact**: 028 9075 5070

#### MACS Supporting Young People
- **Contact**: 028 9031 3160

### Family and relationships

#### New Life Counselling
Family therapy service (Duncairn office).

- **Contact**: 028 9074 0111

#### Parenting NI
- **Contact**: 028 9032 6803

#### Barnardo's Parenting Matters
- **Contact**: 028 9043 8566

#### Gingerbread NI
Support for single parent families.

- **Website**: [www.gingerbreadni.org](http://www.gingerbreadni.org)
- **Contact**: 028 9036 9009

#### Family Trauma Centre
- **Contact**: 028 9051 0511

#### St Vincent de Paul Regional office
- **Contact**: 028 9000 1500

#### Family Mediation NI
- **Contact**: 028 9036 9009

#### ACCORD
Marriage and relationships counselling.

- **Contact**: 028 9033 3000

#### Relate
Divorce/separation/marriage counselling.

- **Contact**: 028 9032 3494

#### Forum for Action on Substance Abuse (FASA)
Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

- **Contact**: 028 9030 1360 028 9074 6184

#### Falls Women's Centre
- **Contact**: 028 9023 9707

#### Windsor Women's Centre
- **Contact**: 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.

- **Contact**: 028 9030 1360 028 9074 6184

### Benefits/financial advice

#### Debt Action NI
DETI-funded debt advice services in Northern Ireland.

- **Website**: [www.debtaction-ni.net](http://www.debtaction-ni.net)
- **Contact**: 028 9043 9843

#### Advice NI
- **Website**: [www.adviseni.net](http://www.adviseni.net)
- **Contact**: 028 9036 9099

#### Law Centre NI
Legal support for disadvantaged individuals.

- **Website**: [www.lawcentrni.org](http://www.lawcentrni.org)
- **Contact**: 028 9043 9843

#### Step Change Debt Charity
Provides confidential, free counselling, and debt and money management assistance to financially distressed families and individuals.

- **Website**: [www.stepchange.debtcharity.org](http://www.stepchange.debtcharity.org)
- **Contact**: 028 9051 0511

#### Citizens Advice Bureau
Free, confidential, impartial advice; representation at tribunals; debt counselling services.

- **Website**: [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)
- **Contact**: 028 9051 0511

#### Age NI advice service
Free benefits check for older people.

- **Contact**: 028 908 70795

#### Volunteer Now
- **Contact**: 028 9043 6050

#### East Belfast Independent Advice Centre
- **Contact**: 028 9075 9922

#### Gambler's Anonymous
- **Contact**: 028 9043 6050

#### Trauma Domestic Violence Helpline
- **Contact**: 028 9023 1120

#### Family Trauma Centre
- **Contact**: 028 9020 0016

#### Nexus Institute
- **Contact**: 028 9023 2882

#### Volunteer NI
- **Contact**: 028 9043 6050

#### Family Trauma Centre
- **Contact**: 028 9051 0511

#### Trauma Resource Centre
- **Contact**: 028 9020 0016

### Cultural/ethnic

#### NI Council for Ethnic Minorities (NICEM)
NICEM puts people in touch with groups who offer support to minority ethnic communities and can also help with racial discrimination and limited migrant advice.

- **Website**: [www.nicem.org.uk](http://www.nicem.org.uk)
- **Contact**: 028 9023 3443

#### Equality Commission NI
- **Contact**: 028 9030 0000

### Other health-related support

#### Men's Advisory Project
- **Contact**: 028 9024 5704

#### Praxis
- **Contact**: 028 9036 5165

#### Disability Action
- **Contact**: 028 9024 5704

#### Down's Syndrome Association
- **Contact**: 028 9065 2206

#### Northern Ireland Deaf Youth Association
- **Contact**: 028 9043 9843

#### Action on Hearing Loss
- **Contact**: 028 9065 2206

#### Northern Ireland Deaf Youth Association
- **Contact**: 028 9043 9843

#### Action on Hearing Loss
- **Contact**: 028 9065 2206

#### Northern Ireland Deaf Youth Association
- **Contact**: 028 9043 9843

#### Action on Hearing Loss
- **Contact**: 028 9065 2206

#### Northern Ireland Deaf Youth Association
- **Contact**: 028 9043 9843

#### MACS Supporting Young People
Supports 16–25 year olds experiencing mental health difficulties, homelessness, substance misuse, self-harm and suicidal thoughts.

- **Website**: [www.macsni.org](http://www.macsni.org)
- **Contact**: 028 9031 3160

### Housing/homelessness/supported living

#### Emergency accommodation 24/7 helpline
- **Contact**: 028 9024 4401

#### Simon Community
- **Contact**: 028 9036 5165

#### Morning Star
- **Contact**: 028 9020 0000

#### Queen's Quarter Housing
- **Contact**: 028 9031 3160

#### MACS Supporting Young People
- **Contact**: 028 9031 3160

### Older people

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

- **Website**: [www.ageuk.org.uk/northern-ireland](http://www.ageuk.org.uk/northern-ireland)
- **Contact**: 028 9024 5704 028 908 70795