

**This is not an exhaustive list** and many Helpline & Support options exist. [Click HERE to access the HSC Trust Area Directories relating to Mental Health & Wellbeing](#)  
 If you have any difficulty using this interactive list, or need assistance to identify/access a Helpline or Support service, you may use the Mental Health Forum link below  
 This list was accurate to best of our knowledge as of 5 May 2020. If you can provide information to update it, please send to the Forum via contact link below. Thank you.  
 To check for updated versions, you can visit the Mental Health Forum Website by clicking our Logo.




## Helplines offering a General Advice Service

	Advice NI	Mon-Fri 9am – 5pm	ADVICE NI 0300 303 0898 Money & Debt 0800 028 1881 Business Debt 0800 083 8018 Benefits & Tax 0800 988 2377 Welfare Changes 0808 802 0020 EU Settlement Scheme 0800 138 6545	Offers information, advice, advocacy and representation on: Debt & Business Debt, Benefits & Tax, Welfare changes, and the EU settlement scheme See Website for further detail	<a href="#">Website</a>
	NHS 111	24 hours a day 365 days a year	111	Information and advice about serious but not life-threatening health conditions	<a href="#">Website</a>



## Helplines offering Information & Support to Carers




	Action for Children	Mon-Fri 9am – 5pm	For information on services 02890 460500 <a href="mailto:niyoungcarers@actionforchildren.org.uk">niyoungcarers@actionforchildren.org.uk</a>	Northern Ireland Regional Young Carers supports carers aged 8-18 in the Belfast, South Eastern and Southern Trust areas.	<a href="#">Website</a>
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	Carers NI	Mon-Fri 9am – 4pm	028 9043 9843 <a href="mailto:info@carersni.org">info@carersni.org</a> <a href="#">Central Webform for Contact</a>	Supports people who care for an elderly relative, a sick friend or a disabled family member. Carers Northern Ireland is part of Carers UK.	<a href="#">Website</a> <a href="#">Twitter</a>
	Carers Trust	Mon-Fri 9am – 5pm	07826 930508 <a href="mailto:price@carers.org">price@carers.org</a>	Carers Support service SHSCT area (This service is funded by the Southern Health and Social Care Trust and is only available to carers of people living in the Southern Health and Social Care Trust area: Armagh, Banbridge, Craigavon, Dungannon, and Newry and Mourne)	<a href="#">Website</a>
	Cause	Mon,Wed,Fri 10am – 4pm Tue & Thu 12pm – 8pm	0800 103 2833 <a href="mailto:support@cause.org.uk">support@cause.org.uk</a> For Information on services 028 90 650 650	Information, Advocacy, Support groups, Respite and training and more For those caring unpaid for others living with severe mental illness	<a href="#">Website</a> <a href="#">Twitter</a>
	Kinship Care NI	Mon-Fri 9am – 5pm	0800 022 3129	Supporting kinship carers and the children they care (Antrim, Derry, Magherafelt)	<a href="#">Website</a>



## Helplines relating to Safeguarding or Abuse


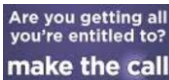
	Hourglass (Formerly Action for Elder Abuse NI)	Mon-Fri 9am – 5pm	0808 808 8141 <a href="mailto:enquiries@elderabuse.org.uk">enquiries@elderabuse.org.uk</a>	Offering information and support for anyone concerned about the abuse of an older person or about safer aging	<a href="#">Website</a> <a href="#">Twitter</a> <a href="#">Facebook</a>
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	Nexus	24 hours a day 365 days a year	0808 802 1414 <a href="mailto:help@dsahelpline.org">help@dsahelpline.org</a> Website also has live chat option	Domestic & Sexual Abuse Helpline Offer support, advice and referral for any victim of domestic and sexual abuse/violence in Northern Ireland.	<a href="#">Website</a> <a href="#">Facebook</a> <a href="#">Twitter</a>
	Men's Advisory Project		028 9024 1929	Confidential Support and Information for Men suffering from abuse	
	NSPCC	All day Every day	0808 800 5000 <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a> <a href="#">Webform Contact</a>	Working to protect children, prevent abuse and make child abuse a thing of the past. If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support.	<a href="#">Website</a>






## Helplines relating to Money issues & Benefits

	Advice NI	Mon-Fri 9am – 5pm	ADVICE NI 0300 303 0898 <b>Money &amp; Debt 0800 028 1881</b> <b>Business Debt 0800 083 8018</b> <b>Benefits &amp; Tax 0800 988 2377</b> <b>Welfare Changes 0808 802 0020</b> EU Settlement Scheme 0800 138 6545	Offers information, advice, advocacy and representation on: Debt & Business Debt, Benefits & Tax, Welfare changes, and the EU settlement scheme See Website for further detail	<a href="#">Website</a>
	Christians Against Poverty (CAP)	Mon-Fri 9am – 5pm	New Enquiries 0800 328 0006 Other enquiries: 01274 760 720 or <a href="mailto:info@capuk.org">info@capuk.org</a>	Local churches support work to help people struggling with debt or unemployment. Provide some help breaking free from habits or learning new life skills.	<a href="#">Website</a>



	Employers for Childcare	Mon-Fri 8am – 5pm	0800 028 3008 <a href="#">Email this service</a>	Family benefits advice service	<a href="#">Website</a>
	Make the call (dept for Communities)	Mon-Fri 8am – 5pm	0800 232 1271 Text ADVICE to 67300	Advice re Possible unclaimed Benefits	<a href="#">Website</a>



## Helplines relating to the Addictive & Addictions

	Drink Aware	Weekdays 9am - 8pm Weekends 11am - 4pm	Drinkline 0300 123 1110	For those worried about their own drinking or that of someone they know	<a href="#">Website</a>
	Frank	24 hours a day 7 days a week	National Drugs Helpline 0300 123 6600 Text 82111 <a href="#">Email</a>	Information and Advice about Drugs	<a href="#">Website</a>
	AL-ANON	10 am - 10 pm 365 days a year	0800 0086 811	Al-Anon Family Groups UK & Eire is there for anyone whose life is or has been affected by someone else's drinking.	<a href="#">Website</a>


## Helplines relating to other Mental or Physical Conditions




	Alzheimer's Society	Mon – Wed 9am – 8pm Thu & Fri 9am – 5pm Sat & Sun 10am – 4pm	National Helpline: 0300 222 1122  Dementia Connect Support Line 0333 150 34 56	Personalised information, support and advice	<a href="#">Website</a>
	Autism NI	Mon – Fri 9am-5pm	028 9040 1729 Please choose Option 1	Supporting, Training and Lobbying For Autism in NI	<a href="#">Website</a>
	Aware NI	Mon to Fri 11am -3pm	Support Line 07548530931 or 07340488254 Support Mail: <a href="mailto:info@aware-ni.org">info@aware-ni.org</a>	Provides signposting, support, and information about issues relating to depression, anxiety, and bipolar disorder.	<a href="#">Website</a>
	Cancer Focus NI	Mon – Fri 9am-1pm	Free Nurse Line 0800 783 3339	Providing care and support services for cancer patients and their families; and offer a range of cancer prevention programmes to help people lessen their risk of getting cancer	<a href="#">Website</a>
	Eating Disorders Association NI	24 hours a day 365 days a year	028 9023 5959 <a href="#">Webform Contact</a>	Support and is a voice for those affected with the destructive effects of what living with an eating disorder brings.	<a href="#">Website</a>

## Helplines relating to Homelessness or Housing issues



	Advice NI	Mon-Fri 9am – 5pm	<b>ADVICE NI 0300 303 0898</b> Money & Debt 0800 028 1881 Business Debt 0800 083 8018 Benefits & Tax 0800 988 2377 Welfare Changes 0808 802 0020 EU Settlement Scheme 0800 138 6545	Offers information, advice, advocacy and representation on: Debt & Business Debt, Benefits & Tax, Welfare changes, and the EU settlement scheme See Website for further detail	<a href="#">Website</a>
	Housing Rights	Mon-Fri 9.30am – 4.30pm	028 9024 5640	Hosing and Debt Helpline for Northern Ireland	<a href="#">Website</a> <a href="#">Twitter</a> <a href="#">Facebook</a>
	Simon Community	All day Every day	0800 171 2222	Offers specialist support services in Belfast and throughout Northern Ireland including homelessness prevention, accommodation services, health, well-being and practice development and young people's support services	<a href="#">Website</a>

## Helplines relating to other Specific Life experiences, Peer Groups, Ethnicities or Identities


Bereavement, Grief, and Victim support					
	Child Bereavement Service	Mon & Tue 9.30am – 12.30pm Fri 10am – 12.30pm	028 9066 8333 <a href="#">Email this service</a>	Advice and support to parents/carers of children and young people up to the age of 18 years who have been bereaved.	<a href="#">Website</a>

	The Compassionate Friends	10am – 4pm & 7pm – 9.30pm 365 days a year	028 8778 8016 <a href="#">Online Support</a>	An organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other similarly bereaved family members who have suffered the death of a child or children of any age and from any cause.	<a href="#">Website</a>
	Cruse Bereavement Care	Mon-Fri 9.30-5 (excluding bank holidays) Extended hours Tue, Wed & Thu open to 8pm.	0808 808 1677 <a href="mailto:helpline@cruse.org.uk">helpline@cruse.org.uk</a>	Offers emotional support to anyone affected by bereavement.	<a href="#">Website</a>
	Sands	Mon-Fri 9am - 5pm	077 4099 3450	Supporting anyone affected by the death of a baby.  Sands Northern Ireland is part of Sands, the stillbirth and neonatal death charity.	<a href="#">Website</a> <a href="#">Facebook</a>



### Older People

	Age NI	Mon-Fri 9am - 5pm	0808 808 7575	Advice and Advocacy Services Benefits and Housing options advice Home safety and Pension And more	<a href="#">Website</a> <a href="#">Facebook</a> <a href="#">Twitter</a>
	Silverline	All day Every day	National Helpline 0800 470 8090	free confidential helpline providing information, friendship and advice to older people	<a href="#">Website</a>


### Rural Community Support

	Rural Support	Mon-Fri 9am - 5pm (Line has voicemail)	0800 138 1678	Provides this support through a helpline which offers a listening and signposting service for farmers and farm families	<a href="#">Website</a>
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Parenting


	<p>Parenting NI</p>	<p>Mon – Thu 9.30am – 3.30pm Fri 9.30am–12.30pm</p>	<p>0808 801 0722 Live online chat via website</p>	<p>Parenting support in Northern Ireland</p>	<p><a href="#">Website</a></p>
	<p>Parentline NI CiNI (Children in Northern Ireland)</p>	<p>Mon-Thu 9am - 9pm Fri 9-5pm Friday Sat 9am - 1pm</p>	<p>0808 8020 400 <a href="mailto:parentline@ci-ni.org.uk">parentline@ci-ni.org.uk</a></p>	<p>Parenting support in Northern Ireland</p>	<p><a href="#">Website</a></p>

Sexual Health & Gender/Sexual Identity

	<p>Cara-Friend</p>	<p>Mon-Fri 1pm-4pm Wed 6pm-9pm</p>	<p>'LGB&amp;T Switchboard' 0808 800 0390 Service Information <a href="#">Email here</a></p>	<p>Supporting LGBTQ Youth LGBTQ youth groups across Northern Ireland, one-to-one support for individuals</p>	<p><a href="#">Website</a></p>
	<p>Family Planning Association</p>	<p>Mon-Fri 9am-8pm Sat &amp; Sun 11am-4pm</p>	<p>Sexual Health Helpline 0300 123 7123</p>	<p>Information about Sexual Health</p>	<p><a href="#">Website</a></p>
	<p>Informing Choices NI</p>	<p>Mon-Fri 9am – 5pm</p>	<p>028 9031 6100</p>	<p>Offers information and support across a range of sexual health issues including contraception and sexually transmitted infections. The helpline also acts as the Central Access Point into local abortion care in Northern Ireland.</p>	<p><a href="#">Website</a> <a href="#">Facebook</a></p>



	Positive Life	Mon-Fri 10am – 4pm	0800 137 437	Confidential HIV & Sexual Health Helpline	<a href="#">Website</a>
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Legal Issues					
	Law Centre NI	Mon-Fri 9am – 5pm	Legal issues Helpline 028 9024 4401 For employment advice: <a href="#">Email here</a> For immigration advice: <a href="#">Email here</a> For benefits advice: <a href="#">Email here</a> For general enquiries: <a href="#">Email here</a>	Free independent legal advice and assistance	<a href="#">Website</a>