



Helplines NI brings together over 35 helplines operating across Northern Ireland. The Helplines NI leaflet and website (www.helplinesni.com) provide a directory of the helplines within Northern Ireland. The Helplines NI website (www.helplinesni.com) can be used by the public and professionals to find the right helpline and support.

What support do helplines provide?

The Helplines provide a variety of support services, including information, advice, counselling, listening ear and befriending. Many of the services take place over the phone and some provide support via email, text and web-chat.

The Helplines provide information, support and advice on a vast range of issues, to include: debt; mental health; parenting; unemployment; bereavement; substance abuse; and housing.

For more information on Helplines NI, contact Claire O'Prey: claire.oprey@belfasttrust.hscni.net

@HelplinesNI

www.helplinesni.com



Hourglass NI



080 8808 8141

24/7
365 days a year

<https://wearehourglass.org/ni>

Providing advice to those who need it



0800 915 4604

Monday to Friday
9am - 5pm

advice@adviceni.net
www.adviceni.net

Advice and Advocacy Service



0808 808 7575

9am - 5pm
Monday to Friday except
Bank and Public Holidays

www.ageni.org.uk/advice

Alzheimer's Society Support Line



0333 150 3456

Monday to Wednesday
9am - 8pm,
Thursday & Friday
9am - 5pm,
Saturday & Sunday
10am - 4pm

www.alzheimers.org.uk

Autism NI



028 9040 1729

Monday to Friday
9am - 5pm

www.autismni.org

Cancer Focus NI



0800 783 3339

Monday, Wednesday
& Friday
9am - 1pm

www.cancerfocusni.org

Carers NI



028 9043 9843

Monday to Thursday
10am - 4pm

www.carersuk.org/northernireland

CAUSE: Helpline



0800 103 2833

Monday, Wednesday &
Friday: 10am - 4pm
Tuesday & Thursday:
12pm - 8pm

www.cause.org.uk

Child Bereavement Service



07867 372 711

Monday, Tuesday and
Friday 10am - 1pm

www.barnardos.org.uk

ChildLine



0800 1111

24/7
365 days a year

Online 1-2-1 &
Email Service Available at
www.childline.org.uk

Christians Against Poverty Debt Help



0800 328 0006

Monday to Thursday
9.30am-5pm, Fridays
9.30am - 3.30pm

www.capuk.org

The Compassionate Friends



0345 123 2304

10am - 4pm
& 7pm - 10pm
365 days per year

www.tcf.org.uk

The Consumer Council for Northern Ireland



0800 121 6022

Monday to Friday
9am - 5pm

(028) 902 51600
contact@consumercouncil.org.uk
www.consumercouncil.org.uk

Domestic and Sexual Abuse Helpline



0808 802 1414

24/7
365 days a year

help@dsahelpline.org
Live online chat via website:
www.dsahelpline.org

Eating Disorders Association NI



028 9023 5959

24/7
365 days a year

info@eatingdisordersni.co.uk
www.eatingdisordersni.co.uk

Family Benefits Advice Service



0800 028 3008

Monday to Friday
9am - 5pm

www.employersforchildcare.org

Guide Dogs Northern Ireland



0800 781 1444

Monday to Friday
9am - 5pm
excluding public holidays

www.guidedogs.org.uk/getting-support

HIV & Sexual Health Helpline NI



0800 137 437

Monday to Friday
10am - 4pm

www.positivelifeni.com

Housing Rights



028 9024 5640

Monday to Friday
9.30am - 4.30pm

www.housingadviceni.org

Informing Choices NI



028 9031 6100

Monday to Friday
9am - 5pm

www.informingchoicesni.org

Kinship Care NI



0800 022 3129

Monday to Friday
9am - 5pm

www.kinshipcareni.com

Labour Relations Agency



03300 555 300

Monday to Friday
9am - 5pm
excluding public holidays

www.lra.org.uk

Law Centre NI



028 9024 4401

Monday to Friday
9am - 5pm

www.lawcentreni.org

LGBT&T Switchboard Cara-Friend



0808 8000 390

Monday to Friday
9am - 5pm
excluding public holidays

Live online chat via Website
www.cara-friend.org.uk

Crisis Telephone & Counselling Service



0808 808 8000

24/7
365 days a year

www.lifelinehelpline.info

Make the Call



0800 232 1271

Monday to Friday
9am - 5pm

Text ADVICE to 079 8440 5248
makethecall@dfcni.gov.uk
www.nidirect.gov.uk/makethecall

MoneyHelper



0800 138 7777

Monday to Friday
8am - 6pm
(closed bank holidays)

WhatsApp: 077 0134 2744
www.MoneyHelper.org.uk

NI Rare Disease Partnership



077 0447 6929

Monday 9am - 4pm
Tuesday 9am - 5pm
Wednesday 9am - 5pm
Thursday 9am - 3.30pm
Friday 9am - 1.30pm

077 0447 6930
www.nirdp.org.uk

NSPCC Helpline



0808 800 5000

8am - 11pm weekdays
9am - 6pm weekends
365 days a year

help@nspcc.org.uk
www.nspcc.org.uk

Parentline NI CiNI



0808 8020 400

Monday to Thursday
9am - 9pm
Friday 9am - 5pm
Saturday 9am - 1pm

Live online chat via Website
www.ci-ni.org.uk

Parent Support Line



0808 8010 722

Monday to Thursday
9:30am - 3:30pm
Friday 9:30am - 12:30pm

Live online chat via Website
www.parentingni.org

Roma Support Hub



07842 310 477

Monday to Friday
10am - 4pm
(excluding public holidays)

[@BelfastRoma](https://www.facebook.com/BelfastRoma)

RNID



028 9023 9619

Monday to Friday
9am - 5pm

Text: 07587 130 502
information.nireland@rnid.org.uk
www.rnid.org.uk

Rural Support



0800 138 1678

Monday to Friday
9am - 9pm
(voicemail and support
options available at
all other times)

www.ruralsupport.org.uk

Samaritans



116 123

24/7
365 days a year

Jo@samaritans.org
www.samaritans.org

Simon Community



0800 171 2222

24/7
365 days a year

www.simoncommunity.org

Thirtyone:Eight



0303 003 1111

24/7 365 days a year
9-5pm business hours,
7am-9am & 5pm-12am out
of hours emergency service

Phone option 2
<http://www.thirtyoneeight.org>

LISTEN.
SUPPORT.
INFORM.



@HelplinesNI

www.helplinesni.com