



Helplines NI
listen. support. inform

2024
For more information on Helplines NI, contact Claire O'Prey: claire.oprey@belfasttrust.hscni.net
@HelplinesNI
www.helplinesni.com



HSC Public Health Agency
Project supported by the HMA

Hourglass NI



Hourglass NI
Safer ageing - Stopping abuse

080 8808 8141
24/7
365 days a year
www.wearehourglass.org/ni


Providing advice to those who need it



advice NI
the independent advice network

0800 915 4604
Monday to Friday
9am - 5pm
advice@adviceni.net
www.adviceni.net

Advice and Advocacy Service



age NI
Love later life

0808 808 7575
9am - 5pm
Monday to Friday except Bank and Public Holidays
www.ageni.org.uk/advice

Autism NI

Autism NI
Northern Ireland's Autism Charity

028 9040 1729
Monday to Friday
9am - 5pm
www.autismni.org

Boloh

Believe in children
Barnardo's
Northern Ireland

0800 151 2605
10am-8pm (weekdays),
10-3pm (Saturday)
www.helpline.barnardos.org.uk

Cancer Focus NI

Cancer Focus
NORTHERN IRELAND

0800 783 3339
Monday, Wednesday & Friday
9am - 1pm
www.cancerfocusni.org

Carers NI

carers NI

028 9043 9843
Monday to Thursday
10am - 4pm
www.carersuk.org/northernireland

CAUSE: Helpline

cause

0800 103 2833
Monday, Wednesday & Friday: 10am - 4pm
Tuesday & Thursday: 12pm - 8pm
www.cause.org.uk

Child Bereavement Service

Believe in children
Barnardo's
Northern Ireland

028 9066 8333
Monday, Tuesday and Friday 10am - 1pm
www.barnardos.org.uk

ChildLine

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



christians against poverty
CAP

0800 328 0006
Monday to Thursday
9.30am-5pm, Fridays
9.30am - 3.30pm
www.capuk.org

The Compassionate Friends



The Compassionate Friends
Supporting bereaved parents and their families

0345 123 2304
10am - 4pm & 7pm - 10pm
365 days per year
www.tcf.org.uk

The Consumer Council for Northern Ireland

The Consumer Council

0800 121 6022
Monday to Friday
9am - 5pm
(028) 902 51600
contact@consumercouncil.org.uk
www.consumercouncil.org.uk

Domestic and Sexual Abuse Helpline

domestic and sexual abuse helpline
0808 802 1414

0808 802 1414
24/7
365 days a year
help@dsahelpline.org
Live online chat via website: www.dsahelpline.org

Family Benefits Advice Service

Employers For Childcare

0800 028 3008
Monday to Friday
9am - 5pm
www.employersforchildcare.org

Headway

Headway
the brain injury association

0808 800 2244
Monday to Friday
9am-5pm excluding public holidays
www.headway.org.uk

HIV & Sexual Health Helpline NI

POSITIVE LIFE

0800 137 437
Monday to Friday
10am - 4pm
www.positivelifeni.com

Housing Rights

Housing Rights
when everyone has a home

028 9024 5640
Monday to Friday
9.30am - 4.30pm
www.housingrights.org.uk

Sexual Health Helpline

INFORMING CHOICES NI

028 9031 6100
Monday to Friday
9am - 5pm
www.informingchoicesni.org

Kinship Care NI



Kinship Care
Keeping families together

0800 022 3129
Monday to Friday
9am - 5pm
www.kinshipcareni.com

Labour Relations Agency



Labour Relations Agency

03300 555 300
Monday to Friday
9am - 5pm
excluding public holidays
www.lra.org.uk

Law Centre NI

Law Centre NI

028 9024 4401
Monday to Friday
9am - 5pm
www.lawcentreni.org

Crisis Telephone & Counselling Service

Lifeline

0808 808 8000
24/7
365 days a year
www.lifelinehelpline.info

LGB&T Switchboard Cara-Friend

Cara-Friend

0808 8000 390
Monday to Friday
9am - 5pm
excluding public holidays
Live online chat via Website
www.cara-friend.org.uk

Make the Call

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

MoneyHelper

0800 138 7777
Monday to Friday
8am - 6pm
(closed bank holidays)
WhatsApp: 077 0134 2744
www.MoneyHelper.org.uk

NI Rare Disease Partnership

NORTHERN IRELAND 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

NSPCC

0808 800 5000
8am - 11pm weekdays
9am - 6pm weekends
365 days a year
help@nspcc.org.uk
www.nspcc.org.uk

Parentline NI CiNI



Parent Line NI

0808 8020 400
Monday to Thursday
9am - 9pm
Friday 9am - 5pm
Saturday 9am - 1pm
Live online chat via Website
www.ci-ni.org.uk

Parenting Focus



PARENTING FOCUS

0808 8010 722
Monday to Thursday
9:30am - 3:30pm
Friday 9:30am - 12:30pm
Formerly Parenting NI
Live online chat via Website
www.parentingfocus.org

The Patient and Client Council

PCC
PATIENT & CLIENT COUNCIL

0800 917 0222
Monday - Friday,
9am-4pm, excluding public holidays
info@pcc-ni.net
www.pcc-ni.net

Rape Crisis NI

Rape Crisis NI
0800 0246 991

0800 0246 991
Monday to Thursday
6pm - 8pm
www.rapecrisisni.org.uk

Roma Support Hub

BELFAST ROMA

07842 310 477
Monday to Friday
10am - 4pm
(excluding public holidays)
[@BelfastRoma](https://www.facebook.com/BelfastRoma)

RNID

RNID

0808 808 0123
Monday to Friday
8.30am - 5pm
SMS/Text 07360 268988
Contact@rnid.org.uk
www.rnid.org.uk

Rural Support

Rural Support

0800 138 1678
Monday to Friday
9am - 9pm
(voicemail and support options available at all other times)
www.ruralsupport.org.uk

Samaritans

SAMARITANS

116 123
24/7
365 days a year
Jo@samaritans.org
www.samaritans.org

SENAC

SENAC
Special Educational Needs Advice Centre

028 9079 5779
Monday, Tuesday & Wednesday 10am - 1pm
www.senac.co.uk

Simon Community



simon community
Northern Ireland

0800 171 2222
24/7
365 days a year
www.simoncommunity.org

Thirtyone: eight



thirtyone: eight

0303 003 1111
365 days a year
Mon-Fri 9-5pm
Out of hours emergency service 7-9am and 5-12am
Mon-Fri and 7am-12am weekends
Phone option 2
www.thirtyoneeight.org