

Directory of Key Support Services & Crisis Helplines

The below Directory contacts a list of organisations which offer services and/or support in a range of areas. Where possible additional information has been provided such as websites, email addresses and or contact details.

ABUSE			
24-hour domestic and sexual abuse helpline	Open to anyone affected by domestic or sexual abuse	0808 802 1414	help@dsahelpline.org
Women's Aid NI	Support and advice for women who have suffered or are suffering from domestic abuse	028 3025 0765 028 3026 7174	womensaidni.org
Nexus	Offers services and support to people who have been affected by sexual violence in any form	028 9032 6803 028 7126 0566	nexusni.org
Victim Support	Emotional support for victims of crime	028 9024 3133	victimsupportni.com
The Rowan – Regional Sexual Assault Referral Centre	24 hour freephone helpline Support and services for anyone who has been sexually abused, assaulted or raped	0800 389 4424	therowan.net

ADDICTION			
Addiction NI	Providing treatment and support for people who are dependent on alcohol or drugs	028 9066 4434	addictionni.com
Al Anon	Support for people whose life has been affected by someone else's drinking	028 9068 2368	al-anonuk.org.uk
Alcoholics Anonymous	Help for those recovering from alcoholism	028 9035 1222	alcoholicsanonymous.ie
ASCERT	Providing services to help reduce alcohol and drug related harm	0800 2545 123	ascert.biz
Barnado's – Alcohol and Other Drug Misuse	For children/young people and families affected by parental substance misuse	028 9067 2366 ReceptionNI@barnardos.org.uk	www.barnardos.org.uk
Community Addiction Team	Alcohol and drugs treatment accessed through GP	Contact your GP surgery	
Dunlewey Addictions Services	Specialised support for those impacted by gambling issues	028 9039 2547	www.dunlewey.org
EXTERN	Provides support in relation to homelessness, drug and alcohol abuse and rehabilitating offenders to build safer communities	028 9084 0555 028 9033 0433	extern.org
Gamblers Anonymous	Supporting people with a gambling addiction	028 9024 9185	belfastga.co.uk gamblersanonymous.org.uk

BEREAVEMENT			
Barnardo's Child Bereavement Service	Advice line	028 9066 8333	cbsreferrals@barnardos.org.uk
Bereaved NI	Provides a range of accessible resources for people who are experiencing bereavement and ensures that they have the required information and support for each stage of their bereavement journey. Information relates to palliative care, pregnancy and baby loss, resources for children and young people, information for people who have been bereaved by suicide and those who have suffered a sudden or traumatic loss, as well as practical support including financial and legal advice		https://bereaved.hscni.net
Child Death helpline	A free confidential, telephone helpline for those affected by the death of a child of any age	0800 282 986	childdeathhelpline.org.uk

Cruse Bereavement Care	Cruse offers information, support and advice to anyone affected by death	028 9035 7820	cruse.org.uk
Relate	Services include relationship counselling for individuals and couples, and counselling for children and young people	028 9032 3454	relateni.org website
Southern Trust Bereavement Helpline	Service which provides advice or support to Trust staff or people in their care	028 3756 0085	
South Eastern Trust Bereavement Helpline	Service which signposts bereaved individuals to appropriate services	028 9055 3282	
WAVE Trauma Centre Support	Care and support to anyone bereaved, injured or traumatised through the civil unrest in Northern Ireland, irrespective of religious, cultural or political belief	028 3751 1599	wavetraumacentre.org.uk

CHILDREN AND YOUNG PEOPLE			
Barnardo's Young Person's Partnership	Supporting young people aged 13-18 in need and at risk	028 3752 2380	barnardos.org.uk
Childline	24/7 counselling support for children and young people	0800 1111	
NSPCC	UK-wide charity campaigning and working in child protection	0808 800 5000	
Young Minds	Charity offering a parents helpline for children and young people with mental health issues	0808 802 5544	youngminds.org.uk
Youth Health Advice Service	Self-referral service for 16-25 year olds. Support for issues such as sexual health, emotional health & wellbeing, drugs & alcohol and signposting to services such as stop smoking		serchealth@setrust.hscni.net

CARERS			
Carers NI	Benefits and carers' rights	028 9043 9843	carersuk.org/northernireland
Cause	Emotional and practical support to carers and families of people with mental illness	028 9065 0650 0800 103 2833	
DEBT			
Step Change	Free confidential debt advice	0800 138 1111	stepchange.org
FAMILY & RELATIONSHIPS			
ACCORD	Marriage and relationships counselling	028 9023 3002	accordni.com
Barnardo's	Parenting matters	028 9064 4335	
Family Mediation NI	Offers mediation support and advice for families affected by separation or divorce	028 9024 3265	
Family Support NI	Information on a wide range of family support services and registered childcare provision in Northern Ireland	0845 600 6483	familysupportni.gov.uk
Family Trauma Centre	Provides specialist treatment services for children, young people and their families following severe trauma	028 9504 2828	

Parenting NI	Support for parents and carers including a freephone helpline, counselling and parenting programmes	0808 801 0722	parentingni.org
Parentline NI	Free service offering support, advice and guidance for parents, carers, family members	0808 8020 400	
Relate	Services include relationship counselling for individuals and couples, and counselling for children and young people	028 9032 3454	relateni.org
HOUSING/HOMELESSNESS			
Depaul	Cross border charity supporting some of the most marginalised individuals, couples and families experiencing homelessness	028 9075 2159	
Housing Rights	Works to improve lives by tackling homelessness and housing problems in Northern Ireland. Assist people who are worried about homelessness, finding somewhere suitable to live, paying	028 9024 5640	https://www.housingrights.org.uk/contact-us

	for their homes, bad housing and disrepair		
NIHE	Statutory responsibility for housing and homeless assessments	034 4892 0908	Out of Hours Emergency Service www.nihe.gov.uk – information Paddy.RooneyWhite@nihe.gov.uk - Team Leader – Newry Housing Solutions Gareth.Morgan@nihe.gov.uk - Team Leader – Downpatrick Housing Solutions Aisling.Pyers@nihe.gov.uk - Team Leader for Temporary Accommodation South Down Housing Solutions
Simon Community	Charity which assists homeless people	0800 171 2222	www.simoncommunity.org
South Eastern Trust – Homeless Health Nurse	Health related issues and/or access to health services	07971 321678	Lisa Ewart
Southern Trust – Homeless Health Nurse	Health related issues and/or access to health services	07920 832802	Sarah Jayne Gwynne
MENTAL HEALTH			
Aware	Support for those affected by depression	028 9035 7820	awareni.org
Action Mental Health (AMH)	Offers a range of services on mental health awareness and support	028 3839 2314	amh.org.uk

Inspire	Local support including housings schemes, home support, advocacy services, information services and education	028 9032 8497	inspirewellbeing.org
Mind Your Mate and Yourself	Focuses on helping people raise their self-esteem, their self-awareness and to develop a better understanding of self-care	028 4372 7549	
MindWise	Supporting people affected by severe mental illness and mental health needs	028 9040 2323	mindwisenv.org
South Eastern Trust Wellbeing Hub	Tier 1 and 2 support such as Counselling and Cognitive Behavioural Therapy. Referral via GP or multi-disciplinary team	028 959 8800	
The Mental Health Forum	Advice, information and signposting for service users, carers, professionals and the public about mental health	028 3025 423	thementalhealthforum.co.uk
WELL-Bean Café	An adult service, over evenings and weekends, for people who are experiencing mental or emotional distress	028 3044 2326 during opening hours or 028 3026 6195	wellbeancafe@pipshopeandsupport.org

OUT OF HOURS GP AND SOCIAL SERVICES			
Southern Area Out of Hours GP	After 6pm daily, all day Saturday, Sunday and public holidays	028 3839 9201	
Social Services Out of Hours Duty Social Worker	Emergency social work response 5pm-9pm and 24 hours at weekend	028 9504 9999	
SUICIDE PREVENTION, SELF-HARM AND SELF-HELP			
Action Mental Health New Horizons – Downpatrick	Promotion of mental health for those in work and currently unemployed including personal development, vocational skills and employability training options	028 4461 3791	
Action Mental Health New Horizons – Newry & Mourne	Promotion of mental health for those in work and currently unemployed including personal development, vocational skills and employability training options	028 3026 6117	
Lifeline	24-hour support for those in distress or despair	0808 808 800	Lifeline Lifeline Helpline
PIPS	Community-based initiative committed to building relationships and working in	028 3026 6195	info@pipshopeandsupport.org

	partnership to reduce the impact of suicide		
Protect Life Co-ordinator	Information on suicide, self-harm prevention, support and initiatives within the Southern area	028 3756 4461	
Samaritans	Providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide	116 123 free from any phone 0330 094 5717 local call charges apply	samaritans.org
OTHER SERVICES/SOURCES OF HELP			
Caring Communities Safe & Well	Service offering individuals aged 65+ a range of services including: connections with new people – telephone befriending/good morning call; access to health services, keeping active and healthy; safe and secure homes; benefit advice, emotional support and access to information and advice Referrals can be by self, health professional, GP or the Multi-Disciplinary Team	028 9756 6934 SafeandWell@setrust.hscni.net	

<p>Children & Young People's Strategic Partnership – Cost of Living Crisis Resource</p>	<p>A guide to locality based targeted resources and practical support for families and children struggling with the current cost of living crisis</p>		<p>https://cypsp.hscni.net/download/390/lpg/39049/cost-of-living-crisis-resource.pdf</p>
<p>Jobs and Benefits Offices</p>	<p>For Universal Credit enquiries or support with a claim:</p> <p>Freephone: 0800 012 1331 Textphone: 0800 012 1441 (if you are deaf, have hearing loss or tinnitus, or have speech difficulties)</p> <p>For Jobseeker's Allowance, Income Support or Social Fund only:</p> <p>Freephone: 0800 022 4250</p> <p>For queries about other benefits, financial support or employment, or to book an appointment at your</p>		<p>https://www.nidirect.gov.uk/contacts/jobs-and-benefits-offices</p>

	<p>local Jobs & Benefits office:</p> <p>Phone number: 0300 200 7822 Textphone number: 0800 587 1297 (if you are deaf, have hearing loss or tinnitus, or have speech difficulties)</p>		
Newry, Mourne & Down Community Advice	<p>Provides free advice and support to the residents of Newry, Mourne and Down on problems they face in their everyday lives. Areas of support include benefits, tribunal representation, consumer issues, employment, housing and family matters</p>	<p>0300 3030 306 or advice@advicenmd.com</p>	<p>https://www.advicenmd.com/</p>
Newry, Mourne & Down Ethnic Minority Advice Centre	<p>Provides free and confidential advice to Minority Ethnic communities living in the Newry, Mourne & Down District</p> <p>Offers support and information on issues such as rights, access to services, education, benefits, housing and</p>	<p>028 3025 2544 ethnicsupport@nmandd.org</p>	

	<p>signposting to relevant agencies</p> <p>Aims to facilitate active participation of Minority Ethnic communities in the District's civic, cultural and political life and to increase community cohesion</p> <p>Information is available in a range of languages</p>		
NIACRO	<p>Provides a range of services in relation to promoting safer communities, working with children and young people who offend, providing services to families and children of offenders, supporting offenders and ex-prisoners in the community and working with prisoners</p>	028 9032 0157	NIACRO
South Eastern Area Mental Health & Emotional Wellbeing			https://www.publichealth.hscni.net/sites/default/files/2023-02/SouthEastern%20Area%20Card%2002.23%20final.pdf

Directory of Services			
Southern Area Mental Health & Emotional Wellbeing Directory of Services			https://www.publichealth.hscni.net/sites/default/files/2023-02/Southern%20Area%20Card%2002.23%20final.pdf
St Vincent de Paul	<p>Help for anyone experiencing poverty and the most vulnerable in our communities</p> <p>Provide financial assistance and essential items such as food, fuel and household items</p>	<p>028 9035 1561</p> <p><u>info@svpni.co.uk</u></p>	https://www.svp.ie