



Helplines NI

LISTEN.
SUPPORT.
INFORM.

2025

www.helplinesni.com



Helplines Network NI is a membership-led organisation consisting of over 40 members operating across Northern Ireland. The Helplines Network NI members provide a variety of support services including information, advice, counselling and befriending. Many of the services take place over the phone, via email, text and in some cases, with live web-chat. The Helplines are run by public, voluntary and community organisations and are non-profit making.

The Helplines Network NI membership organisation was brought together by the Public Health Agency (PHA), which has a lead role in promoting health and wellbeing in Northern Ireland. The PHA recognises the value of Helplines as they provide immediate support and information to those with a wide-range of health and wellbeing needs - often for those who are the most vulnerable in our community.

By bringing the Helplines Network NI together under one promotional brand, the Network is able to raise awareness amongst individuals, organisations, communities, health professionals and the media about how best to access the various Helplines more conveniently and meet the requirements of different service users.

Helplines are an invaluable resource that can be accessed from the privacy of home, without appointment and many can be contacted at a time that suits the person in need of support.

**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

Advice Space



0300 1233 233

**Monday to Friday
9am - 12.30pm
Monday, Wednesday and
Friday 1pm-4pm excluding
public holidays**

<https://advicepace.me>

Autism NI



028 9040 1729

**Monday to Friday
9am - 5pm**

www.autismni.org

**Help for
Asylum Seekers
Boloh**



0800 151 2605

**10am-8pm (weekdays),
10-3pm (Saturday)**

www.helpline.barnardos.org.uk

**Child Bereavement
Service**



028 9066 8333

**Monday 10am-1pm
Tuesday 10am-1pm
Friday 10am-12.30pm**

www.barnardos.org.uk

Cancer Focus NI



0800 783 3339

**Monday, Wednesday
& Friday
9am - 1pm**

www.cancerfocusni.org

Cara-Friend



0808 8000 390

**Monday - Friday
2pm - 4pm, excluding
public holidays**

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

Carers NI



028 9043 9843

**Monday to Thursday
10am - 4pm**

[www.carersuk.org/
northernireland](http://www.carersuk.org/northernireland)

CAUSE: Helpline



0800 103 2833

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

www.cause.org.uk

ChildLine

childline

0800 1111

**24/7
365 days a year**

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

Free, Independent Debt Advice



0800 328 0006

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

www.capuk.org

Peer Support for Bereaved Families



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



0800 121 6022

Monday to Friday
9am – 5pm

(028) 902 51600

contact@consumercouncil.org.uk
www.consumercouncil.org.uk

Deafblind



0800 132 320

Monday to Thursday
9am – 5pm
Fridays 9am – 4pm
(except public holidays)

www.deafblind.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

Employers For Childcare

**Employers
For Childcare**

028 9267 8200

Monday to Friday
9am – 5pm

[www.
employersforchildcare.org](http://www.employersforchildcare.org)

Guide Dogs N Ireland



0800 781 1444

Monday to Friday,
9am-5pm, excluding
public holidays

[www.guidedogs.org.uk/
getting-support](http://www.guidedogs.org.uk/getting-support)

Headway



the brain injury association

0808 800 2244

**Monday to Friday
9am-5pm excluding
public holidays**

www.headway.org.uk

**Age 60+ Abuse
Helpline**



0808 808 8148

**24/7
365 days a year**

www.wearehourglass.org/ni

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



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

**Free Independent
Legal Advice**



028 9024 4401

**Monday to Friday
9.30am-1pm**

**enquiries@lawcentreni.org
www.lawcentreni.org**

**Crisis Telephone &
Counselling Service**

Lifeline

0808 808 8000

**24/7
365 days a year**

www.lifelinehelpline.info

**Support to
Access Benefits**

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**

**Trans Youth and
Families Helpline**



0808 801 0400

**Monday to Friday
9am - 9pm**

www.mermaidsuk.org.uk

**Money & Pension
Guidance Support**

**Money
Helper**

0800 138 7777

**Monday to Friday
9am to 5pm**

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

NIACRO



028 9032 0157

**Monday to Thursday
9am - 5pm
Friday 9am - 4pm
excluding public holidays**

www.disclosureni.com

NI Rare Disease Partnership



077 0447 6929

**Monday to Friday
9am to 5pm**

**E: support@nirdp.org.uk
M: 077 0447 6930
www.nirdp.org.uk**

Safeguarding and child protection

NSPCC

0808 800 5000

365 days a year

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

Regional Parenting Support & Helpline



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



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



0800 917 0222

**Monday to Friday,
9am-4pm, excluding
public holidays**

**info@pcc-ni.net
www.pcc-ni.net**

HIV & Sexual Health Helpline NI



0800 137 437

**Monday to Friday
10am – 4pm**

www.positivelifeni.com

Rape and Sexual Abuse Helpline



0800 0246 991

Monday to Thursday
6pm - 8pm

www.rapecrisisni.org.uk

Support for Roma Community



07842 310 477

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

 @BelfastRoma

The Rowan



0800 389 4424

24 hours a day
365 days a year

www.therowan.hscni.net

Support and
advice for hearing
impaired

**RN
ID**

0808 808 0123

Monday to Friday
8.30am - 5pm

SMS/Text 07360 268988
contact@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

SAMARITANS

116 123

24/7
365 days a year

Jo@samaritans.org
www.samaritans.org

**Special Educational
Needs Advice &
Advocacy**



028 9079 5779

**Monday to Friday
10am - 1pm**

www.senac.co.uk

**Homeless
Support Line**



0800 171 2222

**24/7
365 days a year**

www.simoncommunity.org

**Support for Stroke
Survivors and Their
Families**



0303 3033 100

**Monday to Friday
9.00am - 5.00pm
Saturday 10.00am - 1.00pm**

[www.stroke.org.uk/
northern-ireland](http://www.stroke.org.uk/northern-ireland)

**Safeguarding
Advice**



0303 003 111

**365 days a year
Mon-Fri 9-5pm
Out of hours emergency
service 7-9am and 5-12am
Mon-Fri and 7-12am
weekends**

www.thirtyoneeight.org

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SUPPORT.
INFORM.**



@HelplinesNI

www.helplinesni.com



Want to become a member of Helplines NI?

If your helpline would like more
information about becoming a member
of Helplines NI please go to the website
for further details:

www.helplinesni.com



www.helplinesni.com

A SINGLE POINT OF ACCESS TO
NORTHERN IRELAND HELPLINE
NUMBERS AND WEBSITES

OVER 40 NORTHERN IRELAND
HELPLINE ORGANISATIONS

EASY TO NAVIGATE

FIND THE RIGHT HELPLINE
TO SUIT YOUR NEEDS

LISTEN.
SUPPORT.
INFORM.

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



Project supported by the PHA

 [@HelplinesNI](https://twitter.com/HelplinesNI)

