

NSPCC
0808 800 5000

Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.

Childline
0800 1111
 Counselling for children and young people. www.childline.org.uk

Children’s Law Centre
028 9024 5704
Extern
074 3680 8425

Confidential health and wellbeing service for young people aged 11-25 years. Supporting mental health, sexual health, education, employment, advice and signposting.

FLARE (Facilitating Life and Resilience Education)
028 9060 0271 075 4816 2185

Support service for young people (11-25 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.

flare@eani.org.uk

Gateway
0300 100 0300

The SEHSCT children’s social work service is a first point of contact for anyone concerned about the welfare of a child or young person.

The Link Newtownards
028 9182 1124

Safe and welcoming drop-in centre facility for young people.

MACS Supporting Children and Young People
028 9031 3163

Services for people aged 16–25 years, including housing, mentoring and floating support.

Start360
028 9043 5810

Information, guidance and advice for young people.

Relate Teen
028 9032 3454

Counselling for young people.

SET Connects
028 9266 7990

Therapeutic support for cared for and adopted children. Referral via social worker.

The Edge Ballynahinch
028 9756 5985

Voice of Young People in Care (VOYPIC)
028 9024 4888

Enabling children and young people with experience of care to make life changes.

www.voypic.org

YMCA
 • Lisburn 028 9267 0918
 • North Down 028 9145 4290

Support and preventative and educational programmes for young people.

Young Minds
Parents' helpline 0808 802 5544
 Information and advice for anyone with concerns about the mental health of a child or young person. www.youngminds.org.uk

Student support

Ulster University student support

Main telephone number	028 9536 7000
Choose option for Coleraine, Jordanstown, Magee or Belfast when prompted.	
24 hr counselling helpline	0800 028 5510

 Provides a professional counselling service on all campuses. www.ulster.ac.uk/wellbeing

Queen’s University Belfast student guidance centre

During office hours	028 9097 2727
24 hr counselling helpline	0808 800 0016

A first stop for information, advice and guidance. Also provides a professional counselling service.

www.qub.ac.uk/directorates/sgc/

Family and relationships

ACCORD
028 9023 3002
 Marriage and relationships counselling. www.accord-ni.co.uk

Family Mediation NI
028 9024 3265
 Mediator assistance for parents or (former) couples to jointly negotiate a settlement to their issues.

Familyworks (Newtownards)
028 9182 1721

Counselling and training for families.

Informing Choices NI (formerly fpaNI)
0345 122 8687

Confidential information, advice and support on sexual health and family planning.

Hollywood Family Trust
028 9042 7842

Child care, after-school club, youth provision, adult counselling and community development for people in North Down and Ards.

Home-Start
 Supports parents as they learn to cope, develop confidence and build better lives for their children.

www.home-start.org.uk

Men’s Advisory Project
028 9024 1929

Counselling for male victims of domestic abuse, and support with relationship difficulties and anger management.

Parentline NI
0808 8020 400

parentline@ci-ni.org.uk

Relate
028 9032 3454

Services include relationship counselling for individuals and couples, and counselling for children and young people.

www.relateni.org

Women’s Aid
028 9024 9041
24 hour helpline 0808 802 1414

Challenging domestic violence in Northern Ireland.

info@womensaidni.org

YMCA
 • Lisburn 028 9267 0918
 • North Down 028 9145 4290

Support and preventative and educational programmes for young people.

St Vincent de Paul
028 9035 1561
 www.svp-ni.co.uk

Sure Start
 • Colin Sure Start 028 9060 1417
 • Kircubbin Sure Start 028 4273 9322
 • Newtownards Sure Start 028 9181 9722
 • Down Sure Start 028 4461 3630
 • Bangor Sure Start 028 9145 7248
 • Lisburn Sure Start 028 9267 2292

Range of services for young children aged 0–4 years and their families, aimed at improving health, children’s social and emotional development, and their ability to learn.

Benefits/financial advice

Age NI advice service
0808 808 7575
 Charity combining Age Concern NI and Help the Aged in Northern Ireland. www.ageuk.org.uk/northern-ireland

Benefit Enquiry Line NI
0800 220 674

Advice and information on attendance allowance, disability living allowance, carer’s allowance and carer’s credit.

Citizens Advice Bureau

• Community Advice Lisburn & Castlereagh	028 9266 2251
• Community Advice Newry, Mourne & Down	028 3026 2934 0300 303 0306
• Ards & North Down	0300 123 9287

Free, confidential, impartial advice; representation at tribunals; debt counselling services.

www.citizensadvice.org.uk

Step Change
0800 138 1111

Free confidential debt advice.

www.stepchange.org

Advice NI
028 9064 5919

www.adviceni.net

Trauma

Victim Support
028 9024 3133
 Emotional support for victims of crime. www.victimsupportni.com

WAVE Trauma Centre
028 9077 9922

Offers care and support to anyone bereaved or traumatised through violence.

www.wavetraumacentre.org.uk

The Wider Circle
028 7965 0875

Programmes for people affected by post-traumatic stress because of the Troubles.

Carers

SEHSCT carers development officer
028 9756 5456

Contact point providing information for family carers.

Carers NI
028 9043 9843
 Benefits and carers’ rights.

Cause

Helpline	0800 103 2833
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 Peer-led support to carers and families of people with mental illness. www.cause.org.uk

Mindwise
028 4461 7964

Support services for carers of people with mental health problems.

Rural support

Ards Community Network
028 9181 4625

Support, advice and training for local communities.

County Down Rural Community Network
028 4461 2311

Community activities for people living in Down District.

North Down Community Network
028 9146 1386

Support, advice and training for local communities.

Rural Support helpline
0800 138 1678

www.ruralsupport.org.uk

TADA Rural Network
028 3839 8888

Tailored support to meet the needs of local rural communities.

Other health-related support

Age NI Advice Line
0808 808 7575

Footprints Women’s Centre
028 9092 3444

Services in the Colin area, including crèche, training and children’s services.

Kilcooley Community Forum
028 9147 9424

Contact information for all constituted groups that are active within the Kilcooley community.

Kilcooley Women’s Centre
028 9147 8292

Non-emergency police service (PSNI)
101

Macmillan Cancer Support
0808 808 0000

www.macmillan.org.uk

Peninsula Healthy Living Partnership
028 4273 9021

Services and programmes to improve health.

Volunteer Now
028 9023 2020

Volunteering opportunities and development.

Housing/homelessness/ supported living

Belfast Central Mission (BCM)
028 9182 7783

Housing support for young people.

Simon Community Floating Support Team
028 9147 0666

For those receiving housing benefits.

MACS Supporting Children and Young People
028 9031 3163

Floating support for vulnerable young people aged 16–25 years.

Northern Ireland Housing Executive
0344 892 0900

North Down YMCA Tenant Support Service
028 9145 4290 option 4

Housing support to 18–64 year olds within Ards and North Down – independent living skills and homelessness prevention.

Simon Community

Central access point and emergency accommodation 24/7 helpline	0800 171 2222
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Provides accommodation and support to people who are currently homeless or at risk of homelessness.

The Link (Newtownards)
028 9182 1124

Floating support.

Cultural/ethnic

Bryson An Munia Tober
028 9043 8265

Services for the Traveller community.

Bryson Intercultural
028 9031 5744

Support for black and minority ethnic (BME) communities and individuals.

www.brysonintercultural.org

Chinese Welfare Association
028 9028 8277

Working to secure the future of the Chinese community in Northern Ireland.

Equality Commission NI
028 9050 0600

Migrant Centre NI

Immigration advice (EU settlement scheme)	028 7141 4848
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euss@migrantcentreni.org

Hate crime support

biligualsupportworker@migrantcentreni.org

www.migrantcentreni.org

North Down YMCA Harbour Ward Project
028 9145 4290 (option 6)

Working with people from ethnic minority backgrounds and local residents.

Older people

Addiction NI
028 9066 4434

Drug and alcohol intervention and support services for adults and family members – specific support available for offenders and those aged 55+.

Age NI
0808 808 7575

Charity combining Age Concern NI and Help the Aged in Northern Ireland.

www.ageuk.org.uk/northern-ireland

AGE north down & ards (AGEnda)
028 9127 1968

Mon–Fri 10am–2pm (24 hour answering machine)

Practical support and information for older people in North Down and Ards.

Alzheimer's Society

National Dementia Helpline	0300 222 11 22
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Support for people affected by dementia.

Belfast Central Mission (BCM)
028 9182 7783

Parent support/preventing homelessness.

Good Morning Down Telephone Service

• Colin	028 9062 7863
• Down	028 4461 3434

The primary aim is to support members of the community by means of regular, friendly, telephone conversations – making time for people, listening effectively and becoming a ‘friend on the phone’.

Lisburn Downtown Centre
028 9267 2052

Support for older people.

SEHSCT Safe and Well/Caring Communities
028 9756 6934

Signposting and referral to a range of social support services for people aged 65 years and over living in the South Eastern Trust area.

<p>Disclaimer: <i>The information in this directory is believed to be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessarily constitute or imply any endorsement or recommendation by PHA of that organisation or service.</i></p>

South Eastern area

Public Health Agency, 12–22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net