


Directory of services to help improve mental health and emotional wellbeing

South Eastern area 2023

	Health and Social Care
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Urgent help and support

Emergency services

999 or 112

Police, ambulance service, fire and rescue service, coastguard.

Gateway Children’s Social Work Services

0300 100 0300

Out of hours 028 9056 5444

Gateway assists people who are concerned about the welfare of a child or young person.

GP out of hours services

• Down and Lisburn 028 9260 2204

• North Down and Ards 028 9182 2344

GP referral only services

Speak to your GP about accessing the following services:

The Child and Adolescent Mental Health Service (CAMHS)

Provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

Community mental health teams (CMHTs)

Multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the South Eastern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

Older people’s mental health teams

Provide assessment, treatment and support services to people experiencing mental health problems and who are over the age of 65 years.

Community addiction teams (CATs)

Provide treatment and support for adults with drug and alcohol problems including access to residential treatment.

Suicide prevention/self-harm/self-help

Lifeline

0808 808 8000

Textphone users contact Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despair.

www.lifelinehelpline.info

Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org

New Life Counselling (Colin)

028 9060 4347

For people aged 16 years and over.

Action Mental Health New Life Counselling

028 9039 1630

Niamh Louise Foundation

028 8775 3327

Complementary therapies, mentoring for people aged under 18 years, befriending for people aged 18 years and over, bereavement support, youth forum.

www.niamhlouisefoundation.com

North Down YMCA Men’s Health Worker

028 9145 4290 option 3

One to one support and group activities for men aged 18+ within North Down.

SEHSCT training

028 9151 0282

Free for anyone aged over 16 years, including:

- Applied Suicide Intervention Skills Training (ASIST)
- Safe Talk – suicide awareness
- Understanding self-harm

MYMY (Mind Your Mate and Yourself)

028 4372 7549

PAPYRUS

HOPELINE UK 0800 068 4141

Support for young people under the age of 35 struggling with thoughts of suicide.

www.papyrus-uk.org

Mental health including eating disorder and anxiety support

Action Mental Health

• North Down and Ards New Horizons 028 9182 2410

• Downpatrick New Horizons 028 4461 3791

• Lisburn (New Horizons Derriaghy) 028 9062 9759

Training and support for people with mental health needs or a learning disability.

www.amh.org.uk

AWARE

028 9035 7820

NI charity that provides information and support to those affected by depression.

www.aware-ni.org

Ballynahinch Counselling Service

028 9756 1100

Counselling support for individuals, age 12 years and above, for a range of issues.

Beat eating disorders

Helpline 0808 801 0434

www.beateatingdisorders.org.uk (Webchat available)

Eating Disorder Association

028 9023 5959

www.eatingdisordersni.co.uk

Kairos Enterprises Ltd

028 4321 8118

Support for adults using a community gardens approach. Men’s Shed Project.

Lisburn Downtown Centre

028 9267 2052

Social support for adults in the local community with a learning disability, poor mental health, social isolation and for older people.

www.downtowncentre.org

Mindwise

028 9040 2323

Support for people recovering from mental illness.

www.mindwisenv.org

Inspire

028 9032 8474

Local support, including housing schemes, home support, advocacy services, information services and education.

www.inspirewellbeing.org

Threshold

028 9087 1313

Residential and supported housing / floating support.

HSC information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

Website for further information

www.mindingyourhead.info

Alcohol, drugs, smoking and gambling

For self-help materials visit

www.drugsalcoholni.info

www.cannabisandyou.ie

Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

Narcotics Anonymous

0300 365 1010

na-northernireland.org

Al Anon / Alateen

028 9068 2368

Help and support for families and friends of problem drinkers.

www.al-anonuk.org.uk

Gamblers Anonymous

028 9024 9185

Help and support for compulsive gamblers. www.belfastga.co.uk

ASCERT

0800 254 5123

DAISY: support for 11-25 year olds in relation to their alcohol and drug use.

Steps to Cope: support for 11-25 year olds living with parental substance use or mental health issues. Training available.

www.ascert.biz

Cuan Mhuire Ni

028 3084 9010

Abstinence based residential addiction treatment and support programme, including alcohol and gambling.

Dunlewy Addiction Services

028 9039 2547

Problem Gambling Helpline 0800 0886 725

Support services for adults and families affected by substance misuse and problem gambling.

The Link MARC Project

028 9182 1124

Support for people with addiction problems. Showers, clean clothes and hot food provided.

Inspire Addiction Services

028 9066 4434

Drug and alcohol intervention and support services for adults and family members.

Simon Community

Central access point 24/7 0800 171 2222

Support and advice for people with drug and alcohol problems.

Lisburn YMCA

028 9267 0918

Prevention programmes for young people.

www.lisburnymca.com

Websites for further information

www.stopsmokingni.info

www.drugsandalcoholni.info

www.talktofrank.com

Abuse

24 Hour Domestic & Sexual Abuse Helpline

0808 802 1414

Open to anyone affected by domestic or sexual abuse.

www.dsahelpline.org

Domestic Violence Outreach Scheme

028 9127 3196

North Down and Ards.

The Rowan – Regional Sexual Assault Referral Centre

24 hour freephone helpline 0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped.

www.therowan.net

National Association for People Abused in Childhood (NAPAC)

0808 801 0331

Nexus

028 9032 6803

Advice, support and counselling for people who have been sexually abused.

www.nexusni.org

PSNI non-emergency reporting number

101

Victim Support NI

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

Women’s Aid

028 9024 9041

Belfast & Lisburn Women’s Aid 028 9066 6049

belfastwomensaid.org.uk

North Down & Ards Women’s Aid 028 9127 3196

ndawomensaid.org

Support and advice for women who have suffered or are suffering from domestic abuse.

Men’s Advisory Project

028 9024 1929

Support for men experiencing domestic abuse.

www.mapni.co.uk

Bereavement

Barnardo’s child bereavement service

Advice line 028 9066 8333

www.barnardos.org.uk

Cruse Bereavement Support

Cruse helpline 0808 808 1677

Cruse offers information, support and advice to anyone affected by death.

www.cruse.co.uk

Young people: www.hopeagain.org.uk

Bereavement support midwife

028 9056 4717

Child death helpline

Freephone 0800 282 986

Free for mobiles 0808 800 6019

The service is open 365 days a year for anybody affected by the death of a child of any age from pregnancy loss to adulthood, no matter how a child died and no matter how recently or long ago.

Helping someone who is thinking about suicide

1 – Approach the person and ask

Show you care, ask clearly and directly if they are thinking about suicide.

2 – Listen, give support

Let them explain their feelings. Tell them you have to take any thoughts seriously.

3 – Get help

Tell them you will support them to find help. **Get professional help straight away.** Call **999** in a crisis. Remove potential means of suicide and don’t leave them alone.

The Compassionate Friends	
NI helpline 028 8778 8016	
Support and care for bereaved parents, siblings and grandparents who have suffered the death of a child.	
Miscarriage Association	
Helpline 9am–4pm 019 2420 0799	
www.miscarriageassociation.org.uk	
NI Stillbirth and Neonatal Death Society (SANDS)	
NI Helpline 077 4099 3450	
northernireland.sands.org.uk	

Sexual health

Common Youth

028 9032 8866

Free confidential advice on sex and contraception for young people aged under 25 years.

www.commonyouth.com

Informing Choices NI

028 9031 6100

Confidential information, advice and support on sexual and reproductive health.

www.informingchoicesni.org

Sexual and Reproductive Health (family planning)

Clinic bookings 028 9041 3796

FamilyPlanning@setrust.hscni.net

Genito Urinary Medicine (GUM) clinic

028 4483 8133

Situated at Downe Hospital, Downpatrick, with additional clinics in Bangor and Lisburn.

Positive Life

028 9024 9268

Confidential helpline 0800 137 437

Providing support services, advice and signposting to people living with and affected by HIV.

www.positivelifeni.com

Sexual orientation and gender identity

LGBTQI+ Switchboard NI

0808 800 0390

Transgender NI

0300 302 3202

www.transgenderni.org.uk

Cara-Friend

028 9089 0202

Provides information, support and training to the LGBTQI+ community.

www.cara-friend.org.uk

Equality Commission enquiry line

028 9050 0600

HERe NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland. www.hereni.org

The Rainbow Project

028 9031 9030

Promoting the health and wellbeing of the LGBTQI+ community.

www.rainbow-project.org

Mermaids NI

0808 801 0400

Support group for families of transgender, non-binary and gender diverse people.

www.mermaidsuk.org.uk

Children/youth support

Action for Children

Actionforchildren.org.uk/northernireland

Barnardo’s

028 9066 3470

Direct services for children, young people and their families. www.barnardos.org.uk

02/23

Belfast Central Mission (BCM)

• Parent support project	028 9182 7783
• Therapeutic counselling service	028 9182 7783

SEHSCT carers development officer

028 9756 5456

Contact point providing information for family carers.

NSPCC

0808 800 5000

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

www.nspcc.org.uk

Childline

0800 1111

A free, private and confidential counselling service for children and young people.

www.childline.org.uk

Children’s Law Centre

028 9024 5704

Extern

028 9084 0555

Provides services to a range of vulnerable and marginalised people including children, young people, adults and families.

www.extern.org

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

MACS work with children and young people (aged 16–25) who haven’t had a fair deal. They may be experiencing homelessness, substance abuse, self-harm, mental health issues, leaving care or they are generally at risk.

Start360

028 3832 2714

Delivers a range of person-centred services to young people, adults, families and communities.

www.start360.org

Relate Teen

028 9032 3454

Counselling for young people.

The Edge Ballynahinch

028 9756 5985

Voice of Young People in Care (VOYPIC)

028 9024 4888

VOYPIC is the charity for children and young people with a lived experience of care in Northern Ireland.

www.voypic.org

YMCA

• Lisburn	028 9267 0918
• North Down	028 9145 4290

Support and preventative and educational programmes for young people.

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 One Elmwood Student 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/sites/Students/one-elmwood

Family and relationships

ACCORD NICMCS

028 9023 3002

Marriage and relationships counselling.

www.accordni.com

Family Mediation NI

028 9024 3265

Mediation assistance to separated parents and families in dispute. Empowering parents to co-parent post separation.

www.familymediationni.org.uk

Familyworks (Newtownards)

028 9182 1721

Counselling and training for families.

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

Parenting NI

0808 801 0722

Support and services to meet parents’ needs, including freephone support line, parenting programmes, workshops, and family support services.

www.parentingni.org

Parentline NI

0808 8020 400

Northern Ireland’s free and confidential helpline for parents and carers. Parentline NI provide support, advice and a listening ear.

Webchat and referral: ci-ni.org.uk/parentline

parentline@ci-ni.org.uk

Relate NI

028 9032 3454

Services include relationship counselling for individuals, children and young people, couples and families; relationship MOTs and more.

www.relateni.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 578 0912

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

Advice Agencies

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

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

StepChange Debt Charity

0800 138 1111

Free confidential debt advice.

www.stepchange.org

Advice NI

0800 915 4604

www.adviceni.net

Trauma

Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

WAVE Trauma Centre

028 3751 1599

Offers care and support to anyone bereaved, injured or traumatised through the Troubles

adminhq@wavetrauma.org

The Wider Circle

028 7965 0875

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

Carers

Carer Support Service

028 4372 1807

Contact point providing information for family carers.

Carers UK

0808 808 7777

Benefits and carers’ rights.

www.carersuk.org

CAUSE

Helpline 0800 103 2833

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.

Alzheimer’s Society

028 9066 4100

National Dementia Helpline 0333 150 3456

alzheimers.org.uk

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.

MACS Supporting Children and Young People

028 9031 3163

For those aged 16–25 experiencing homelessness, substance abuse, self-harm, mental health issues, leaving care or generally at risk.

Northern Ireland Housing Executive

0344 892 0900

Out of hours emergency repairs 0344 8920 901

Out of hours homelessness help 0344 8920 908

www.nihe.gov.uk

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

Provides accommodation and support to people who are currently homeless or at risk of homelessness.

Floating support team 028 9147 0666

For those receiving housing benefit.

The Link (Newtownards)

028 9182 1124

MARC Project.

Cultural/ethnic

Bryson An Munia Tober

028 9043 8265

Services for the Traveller community.

Bryson Intercultural

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 028 7141 4848

euss@migrantcentreni.org

Hate crime support

bilingualsupportworker@migrantcentreni.org

www.migrantcentreni.org

YMCA Ethnic Minorities Support

028 9145 4290 (option 6)

Working with migrants, refugees and asylum seekers.

Counselling All Nations

079 8936 3113

https://counsellingallnations.org/

Older people

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)

Mon-Fri 10am-2pm 028 9127 1968 (24 hour answering machine)

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

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

Social support for older people.

www.downtowncentre.org

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.

Disclaimer: <p>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.</p>
