Helplines NI

LISTEN. SUPPORT. INFORM.

2026

www.helplinesni.com

Helplines Network NI

listen. support. inform

Helplines Network NI is a membership–led organisation consisting of over 50 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.

HSC Public Health Agency

Project supported by the PHA

Providing Advice to Those Who Need it

adviceni
the independent advice network

0800 915 4604

Monday to Friday
9am – 5pm

advice@adviceni.net
www.adviceni.net

Advice and Advocacy Service

age NI
Let's change how we age

0808 808 7575

9am – 5pm
Monday to Friday except
Bank and Public Holidays

www.ageni.org.uk/advice

Advice Space

advice space
support & guidance

0300 1233 233

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

https://advicespace.me

Alzheimer's Society

Alzheimer's Society

0333 150 3456

Monday to Wednesday
9am - 8pm,
Thursday to Friday
9am - 5pm,
Weekends 10am - 4pm

www.alzheimers.org.uk

Autism NI

AutismNI
Northern Ireland's Autism Charity

028 9040 1729

Monday to Friday
9am – 5pm

www.autismni.org

Child Bereavement Service

Believe in children
Barnardo's
Northern Ireland

028 9066 8333

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

cbsreferrals@barnardos.org.uk
www.barnardos.org.uk

Cancer Focus NI

Cancer Focus NORTHERN IRELAND

0800 783 3339

Monday, Wednesday & Friday
9am – 1pm

www.cancerfocusni.org

Cara-Friend

Cara-Friend

0808 8000 390

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

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

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

Centre for Independent Living NI

centre for independent living n.i.

028 9064 8546

Monday to Friday
9am - 5pm

https://cilni.org

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

christians against poverty CAP

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

Consumer Council

0800 121 6022

Monday to Friday
9am – 5pm

(028) 902 51600
contact@consumercouncil.org.uk
www.consumercouncil.org.uk

Deafblind

DeafblindUK

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

Problem Gambling Helpline

DUNLEWEY ADDICTION SERVICES

0800 088 6725

24/7

www.dunlewey.org

Family Benefits Advice Service

Employers For Childcare

0787 247 0326

Monday to Friday
9am – 5pm

fbas@employersforchildcare.org
www.employersforchildcare.org

Headway

Headway
the brain injury association

0808 800 2244

Monday to Friday
9am-5pm excluding public holidays

www.headway.org.uk

Age 60+ Abuse Helpline

Northern Ireland Hourglass
Safer ageing · Stopping abuse

0808 808 8141

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

INFORMING CHOICES NI

028 9031 6100

Monday to Friday
9am – 5pm

www.informingchoicesni.org

Kinship Care NI

Northern Ireland 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

enquiries@lawcentreni.org
www.lra.org.uk

Free Independent Legal Advice

Law Centre NI

028 9024 4401

Monday to Friday
9.30am-1pm

www.lawcentreni.org

Crisis Telephone & Counselling Service

Lifeline

0808 808 8000

24/7
365 days a year
Also available through
the SignVideo app.

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

Mermaids

0808 801 0400

Monday to Friday
9am – 9pm

www.mermaidsuk.org.uk

The Migraine Trust

the migraine trust

0808 802 0066

Monday – Friday
10am – 4pm
excluding public holidays
Voicemail/Online
contact available 24/7

LiveChat available via Website
migrainetrust.org

Money & Pension Guidance Support

Money Helper

0800 011 3797

Monday to Friday
9am to 5pm

www.MoneyHelper.org.uk

NIACRO

niacro Disclosure NI

028 9032 0157

Monday to Thursday
9am – 5pm
Friday 10am - 12pm
and 2pm - 3pm
excluding public holidays

www.disclosureni.com

NI Energy Advice

NI ENERGY ADVICE

0800 111 4455

Monday to Friday
9am to 5pm

www.nihe.gov.uk/housing-help/ni-energy-advice

NI Rare Disease Partnership

NORTHERN IRELAND 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

ParentLineNI™

0808 8020 400

Monday to Thursday
9am – 9pm
Friday 9am – 5pm
Saturday 9am – 1pm

Live online chat via Website
www.ci-ni.org.uk

The Patient and Client Council

PCC
PATIENT & 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

POSITIVE LIFE

0800 137 437

Monday to Friday
10am – 4pm

www.positivelifeni.com

Rape and Sexual Abuse Helpline

Rape Crisis
0800 0246 991

0800 0246 991

Monday to Thursday
10am – 12 noon
& 6pm – 8pm

www.rapecrisisni.org.uk

Support for Roma Community

BELFAST ROMA

07842 310 477

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

@BelfastRoma

The Rowan

the Rowan
Sexual Assault Referral Centre

0800 389 4424

24 hours a day
365 days a year

www.therowan.hscni.net

Supporting people who are deaf, having hearing loss or tinnitus

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

www.samaritans.org

Special Educational Needs Advice & Advocacy

SENAC
Special Educational Needs Advice Centre

028 9079 5779

Monday to Friday
10am - 1pm

www.senac.co.uk

Homeless Support Line

simon community
Ending Homelessness

0800 171 2222

24/7
365 days a year

www.simoncommunity.org

Support for Stroke Survivors and Their Families

Stroke Association

0303 3033 100

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

www.stroke.org.uk/
northern-ireland

Safeguarding Advice

thirtyone:eight

0303 003 1111

Mon-Fri 9am - 5pm
Emergency Out of hours
365 days 7 - 12am
Suite of support available on the website for non members

www.thirtyoneeight.org

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Helplines Network NI

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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 50 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

HSC Public Health Agency
Project supported by the PHA

@HelplinesNI