

**ORGANISATION**

Al-Anon Family Group

Cathedral Buildings  
64 Donegal StreetBelfast  
BT1 2FJ  
(028) 90 243489

Returned:

N

**OPENING HOURS****AGES GROUPS**

10-18 years

**HELPLINE1**

(028) 90243489

**SERVICE**

Offers information and support for those affected by someone else's drinking. Information available to schools, health services, churches, pastoral centres. Also provide group and one-to-one meetings.

**HOW CAN THE SERVICE BE ACCESSED?****ORGANISATION**

Alcoholics Anonymous - Helpline

PO Box 1  
Stonebow House  
Stonebow  
YorkYO1 7NJ  
(028) 90 434848

Returned:

N

**OPENING HOURS****AGES GROUPS**

All ages

**HELPLINE1**

(028) 90 434848

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)  
[lemongsoyork@btconnect.com](mailto:lemongsoyork@btconnect.com)

**SERVICE**

Provides an opportunity for alcoholics to share their experiences, strength and hope with each other to aid the recovery of alcoholism

**HOW CAN THE SERVICE BE ACCESSED?****ORGANISATION**

Ballymena Community Forum

Glendun Drive

BALLYMENA  
BT43 6SR  
(028) 25 651032

Returned:

N

**OPENING HOURS****AGES GROUPS****HELPLINE1**[info@ballymenacommunityforum.o](mailto:info@ballymenacommunityforum.o)**SERVICE****HOW CAN THE SERVICE BE ACCESSED?**

**ORGANISATION**

Barnardos

Leaving Care Project.

40 Grove Road

BALLYMENA

BT43 6SN

028 9064 4335

**OPENING HOURS**

Monday - Friday 9 - 5

**AGES GROUPS****HELPLINE1**

leavingcare@barnardos.org.uk

**SERVICE****HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

Barnardos

Young Parents Network

Somerset House  
234 Ormeau Road

Belfast

BT7 2F2

028 90646515

**OPENING HOURS**

9.30 - 4.30 Monday - Friday

**AGES GROUPS**

16-25 years

**HELPLINE1**

www.barnardos.org.uk

ni.youngparents@barnardos.org.u

**SERVICE**

Provides support to young parents, addresses relevant issues and assists in ways to overcome problems. The service is provided in conjunction with local Sure Start (in Coleraine Area). Overseas the School Age Mothers Support Service in each ELB area. Provides an outreach advice service to young parents, their families and agencies that work with them.

**HOW CAN THE SERVICE BE ACCESSED?**

Referral through local Sure-Start Projects in different district council areas

Returned:

Y

**ORGANISATION**

Barnardos

Young Carers Service

36a Westland Road

Magherafelt

BT45 5AY

028 79634402

**OPENING HOURS****AGES GROUPS**

4-18 years

**HELPLINE1**

www.barnardos.org.uk

tony.mcgurk@barnardos.org.uk

**SERVICE**

Provides support to children and young people who undertake the role of primary or secondary carers to parents or siblings. Furthermore provides support to groups and clubs across the Board area.

**HOW CAN THE SERVICE BE ACCESSED?**

Self and professional referral. Contact local club in your area.

Returned:

Y

**ORGANISATION**

Brook Advisory Centre

29A North Street

Belfast

BT1 1NA

(028) 90 328866

**OPENING HOURS**

Mon/Tues/Wed 2.30 - 5.00, Thurs  
5.30 - 8.00 Fri 2.00 - 4.30 (4.00 on the  
last Fri of the Month) Sat 1.30 - 4.00  
Sun 1.30 - 3.00 Young Men's Clinic  
4.00 - 5.30

**AGES GROUPS**

Females 19 years and under.  
Males 24 years and under.

**HELPLINE1**

028 9032 2023

www.brook.org.uk

belfast.brook@talk21.com

**SERVICE**

Provides free confidential sexual health advice and contraception to young people. Services provided include contraception, pregnancy testing, emergency contraception, Chlamydia screening, condoms and having someone to talk to.

**HOW CAN THE SERVICE BE ACCESSED?**

Drop in service.

Returned:

Y

**ORGANISATION**

Cara Friend - Helpline

PO Box 44

Belfast

BT1 2GT

(028) 90 322023

**OPENING HOURS****AGES GROUPS****HELPLINE1**

07707216921

www.glyni.org.uk

cara.friend@btinternet.com

**SERVICE**

Information service for gay men, lesbians and bisexuals.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

N

**ORGANISATION**

Carers Northern Ireland

58 Howard Street

Belfast

BT1 6PJ

(028) 90 439843

**OPENING HOURS****AGES GROUPS**

All ages.

**HELPLINE1**

CarersLine: 0808 808 7777

www.carersni.org

info@carersni.demon.co.uk

**SERVICE**

Operating an information service for carers and professionals, dealing with a range of issues such as carers' benefits, community care and services for carers. Providing a wide range of leaflets and booklets and a regular newsletter for carers, members and professionals. Offering free one to one internet taster sessions for carers to enable them to access information on the web.

**HOW CAN THE SERVICE BE ACCESSED?**

Self referral. Contact either Lyn Campbell or Brenda Liddy on the number provided for details of services in your area.

Returned:

Y

**ORGANISATION**

Carrickfergus Community Drug and Alcohol Advisory Group

4 Cheston Street

Carrickfergus

BT38 7BH

028 93351562

Returned:

Y

**OPENING HOURS**

Monday - Friday 9.00am - 5.00pm

**AGES GROUPS**

All ages.

**HELPLINE1**

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

[office@ccdaag.org](mailto:office@ccdaag.org)

**SERVICE**

Provides the community with confidential information, advice and support in relation to drugs and alcohol related issues.

**HOW CAN THE SERVICE BE ACCESSED?**

Self.

**ORGANISATION**

Childline (NI)

1st Floor

Queens House

14 Queens Street

Belfast

BT1 6ED

0870 336 2945

Returned:

Y

**OPENING HOURS**

24 hours a day

**AGES GROUPS**

10-18 years

**HELPLINE1**

08001111

[www.childline.org.uk](http://www.childline.org.uk)

**SERVICE**

Provides confidential, emotional support for young people in danger, distress or with any problem.

**HOW CAN THE SERVICE BE ACCESSED?**

Online or via the telephone

**ORGANISATION**

Children's Law Centre

Philip House

123-137 York Street

Belfast

BT15 1AB

(028) 90 245704

Returned:

Y

**OPENING HOURS**

Monday - Friday 9-5

**AGES GROUPS**

0-18 years

**HELPLINE1**

08088085678

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

[info@childrenslawcentre.org](mailto:info@childrenslawcentre.org)

**SERVICE**

Legal information, advice and representation for children and young people. Free telephone advice line.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone or email

**ORGANISATION**

Chinese Welfare Association

Generation Y

133-135 University Street

Belfast

BT07 1HQ

(028) 90 288277

**OPENING HOURS****AGES GROUPS**

All ages.

**HELPLINE1**

www.cwa-ni.org

**SERVICE**

Provides support to the local Chinese Community and provides services which meet both the health and social needs of adults and children.

**HOW CAN THE SERVICE BE ACCESSED?**

Self or professional referral

Returned:

Y

**ORGANISATION**

Citizens Advice Bureau

28 Mount Street

BALLYMENA

BT43 6BW

028 2564 4398

**OPENING HOURS**

Monday - Friday 9 - 4.30

**AGES GROUPS**

All ages

**HELPLINE1**

ballymenacab@niecab.org

**SERVICE**

Advice and Information, specialist debt advice and tribunal representation

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

Council for the Homeless

72 North St

BELFAST

BT11 1LD

(028) 90 246440

**OPENING HOURS****AGES GROUPS****HELPLINE1**

www.chni.org.uk

info@chni.org.uk

**SERVICE**

Council for the Homeless NI is primarily an umbrella organisation, providing information, advocacy, lobbying, research and training services to those organisations that provide services, whether directly or otherwise, to the homeless population in NI. This said, CHNI does have members in ROI, Scotland & England. CHNI would provide a signposting service to all homeless people, if they approach us for information (all age groups and household types). Furthermore, CHNI provides a youth - training programme, providing essential skills and multi-media training to 16-25yr olds. This programme is delivered by our Youth Participation Officer.

**HOW CAN THE SERVICE BE ACCESSED?**

Self referral

Returned:

N

**ORGANISATION**

Disability Action - Helpline

Portside Business Park  
189 Airport Road West

Belfast  
BT3 9ED  
(028) 90 491011

**OPENING HOURS****AGES GROUPS****HELPLINE1**

www.disabilityaction.org  
information@disabilityaction.org

**SERVICE**

Advice and information on all aspects for anyone affected by disability.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone or email

Returned:

Y

**ORGANISATION**

Extern

Linden Services

208 Ballyduff Road

N'TOWNABBEY  
BT36 6UX  
(028) 90 839410

**OPENING HOURS****AGES GROUPS**

13-17 years

**HELPLINE1**

www.extern.org  
angela.linden@extern.org

**SERVICE**

Extern believes feeling safe and secure within our neighbourhoods, within our living arrangements and within our families is every citizen's right. Yet, for some these are not attainable without assistance and Extern provides neighbourhood programmes wherein residents can consider their own needs and solutions; accommodation services for those who are homeless; and support services for vulnerable adults, children and families. Extern respects and builds upon the strengths of individuals, families and communities, working in partnership with them and the public sector, to overcome challenging issues, reduce crime and promote social inclusion.

**HOW CAN THE SERVICE BE ACCESSED?**

Via Social Worker

Returned:

Y

**ORGANISATION**

Family Fund

4 Alpha Court  
Moalks Cross Drive  
Huntington  
York

YO32 9WN  
(028) 70 355660

**OPENING HOURS****AGES GROUPS**

0-16 years

**HELPLINE1**

www.familyfund.org.uk  
juk@familyfund.org.uk

**SERVICE**

Financial Assistance and information for families with children with severe disability or serious illness

**HOW CAN THE SERVICE BE ACCESSED?**

Professional or self referral

Returned:

Y

**ORGANISATION**

Fostering Network NI

Unit 10

40 Montgomery Road

Belfast

BT6 9HL

02890705056

**OPENING HOURS**

Monday-Friday 9am-5pm

**AGES GROUPS**

10+ years

**HELPLINE1**

www.fostering.net

ni@fostering.net

**SERVICE**

Provide information about fostering to the general public. Independent information, advice, training and support for foster carers, social workers and others interested in fostering. Support for sons and daughters of carers.

**HOW CAN THE SERVICE BE ACCESSED?**

Professional or self referral

Returned:

Y

**ORGANISATION**

Gamcare - Helpline

Gambling Therapy

**OPENING HOURS**

Mon - Fri 1.00pm - 5.00pm

**AGES GROUPS****HELPLINE1**

0845 6000133

www.gamblingtherapy.org

**SERVICE**

Confidential counselling, advice and information for anyone affected by a gambling problem.

**HOW CAN THE SERVICE BE ACCESSED?**

On line or by phone.

Returned:

Y

**ORGANISATION**

Gingerbread NI

Supporting One Parent Families

169 University St

Belfast

BT7 1HR

(028) 90 231417

**OPENING HOURS****AGES GROUPS**

All ages.

**HELPLINE1**

0808 808 8090

www.gingerbreadni.org

enquiries@gingerbreadni.org

**SERVICE**

Supports lone parents and their children. Services provided include advice, information, career and educational guidance, training, childcare and children and young people services.

**HOW CAN THE SERVICE BE ACCESSED?**

Self referrals, referrals from statutory and voluntary organisations. Contact the above number for services in your area.

Returned:

Y

**ORGANISATION**Health Information Service -  
Helpline

0800 665544

**OPENING HOURS**Monday-Thursday 9am- 7pm Friday  
9am-5pm**AGES GROUPS**

All ages

**HELPLINE1**[www.mindbodysoul.gov.uk](http://www.mindbodysoul.gov.uk)**SERVICE**

Provides information on HPSS services, and coping with illnesses and treatment. Support groups and help lines including smoking, mental health, sexual health, pregnancy/abortion.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

N

**ORGANISATION**Homes for Homeless People -  
Helpline

Unit 1-2

Inkerman Street

Luton

Bedfordshire

LU1 1JB

**OPENING HOURS****AGES GROUPS****HELPLINE1****SERVICE**

Advice and information for anyone who is homeless or in housing crisis.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

N

**ORGANISATION**

Homestart

Ballymena

Unit 5 Ballykeel Business Centre

18 Crebilly Rd

Ballymena

BT42 4DN

(028) 25 643555

**OPENING HOURS**

Monday-Friday 9am-5pm

**AGES GROUPS**

0-5 years

**HELPLINE1**[www.home-start.org.uk](http://www.home-start.org.uk)[virginia.davis@nch.org.uk](mailto:virginia.davis@nch.org.uk)**SERVICE**

Provides family support to parents with children under the age of five. Volunteer home visiting.

**HOW CAN THE SERVICE BE ACCESSED?**

Through GP / Health Visitor / Social Worker / Self / Friend / Sure Start Centre.

Returned:

Y

**ORGANISATION**

Include Youth

Give and Take Scheme

Unit 17-18

Tower Centre

Lower Mill Street

Ballymena

BT43 6AB

**OPENING HOURS****AGES GROUPS**

16-21 years

**HELPLINE1**[www.includeyouth.org](http://www.includeyouth.org)[giveandtake@includeyouth.org](mailto:giveandtake@includeyouth.org)**SERVICE**

Provides help with a wide range of problems indirectly by helping the young person to feel better about themselves. Runs training programmes for young people to help the young person to be more able to find a job. Also runs groups and works face-to-face to help young people to develop emotionally and help find young people a voluntary job where they work for free in return for receiving training and experience.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

Y

**ORGANISATION**

Lesbian and Gay Switchboard - Helpline

PO Box 7324

London

N1 9QS

020 7837 6768

**OPENING HOURS**

24 hours

**AGES GROUPS**

All ages.

**HELPLINE1**

02078377324

[www.llgs.org.uk](http://www.llgs.org.uk)[admin@llgs.org.uk](mailto:admin@llgs.org.uk)**SERVICE**

LLGS is a helpline aiming to offer 24 hour information and support for lesbians, gay men, bisexuals and anyone concerned about their sexuality or wishing to discuss or consider lesbian and gay issues. LLGS operates a UK wide search directory at [www.queery.org.uk](http://www.queery.org.uk)

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

Y

**ORGANISATION**

Lighthouse Community Project

8 Linenhall Street

BALLYMENA

BT43 5AL

**OPENING HOURS****AGES GROUPS****HELPLINE1****SERVICE****HOW CAN THE SERVICE BE ACCESSED?**

Returned:

N

**ORGANISATION**

Message Home - Helpline

**OPENING HOURS****AGES GROUPS****HELPLINE1**

0800 700740

help@messagehome.org.uk

**SERVICE**

Confidential helpline to let someone know that you are safe if you have runaway of left home.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

N

**ORGANISATION**

National Aids - Helpline

**OPENING HOURS****AGES GROUPS****HELPLINE1**

www.avert.org

**SERVICE**

Information and advice on HIV and AIDS.

**HOW CAN THE SERVICE BE ACCESSED?**

Free phone

Returned:

N

**ORGANISATION**

National Drugs - Helpline

**OPENING HOURS**

24 hours a day

**AGES GROUPS**

All ages.

**HELPLINE1**

0800 77 66 00

**SERVICE**

Provides a range of services on drug related issues.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

N

**ORGANISATION**

National Missing Persons - Helpline

**OPENING HOURS****AGES GROUPS****HELPLINE1**

0500 700 700

enquiries@missingpersons.org

**SERVICE**

Counselling, listening and practical support for anyone missing relatives or immediate family members.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

N

**ORGANISATION**

NEELB

LAC Support Service

Loughview Regional Offices  
2-6 Jordanstown Road

N'ABBEY

BT37 0QF

(028) 90 865293

**OPENING HOURS****AGES GROUPS****HELPLINE1**

www.neelb.org.uk

lorraine.oneill@neelb.org.uk

**SERVICE**

Support and advice for looked after children.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

NEELB

Support Teacher for Travellers

St Joseph's Primary School

Doury Road

BALLYMENA

(028) 25 641597

**OPENING HOURS****AGES GROUPS****HELPLINE1**

info@stjosephs.ballymena.ni.sch.u

**SERVICE**

Supports children from the travelling community with literacy difficulties in inclusive settings.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

NEELB

SCRP - Schools Community Relations Programmes

Antrim Board Centre

17 Lough Rd

Antrim

BT41 4DH

028 94 482309

**OPENING HOURS****AGES GROUPS**

Primary Schools

**HELPLINE1****SERVICE**

Parents assist as group leaders in ice breaking workshops as part of Schools Community Relations Programmes.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

NEELB

Educational Support for Young People in Residential Care

Loughview Regional Office

2-6 Jordanstown Rd

BT37 0QF

(028) 90 862568

**OPENING HOURS****AGES GROUPS****HELPLINE1****SERVICE**

Helping young people receive the level of support that non-looked after peers receive from their parents. Targets essential skills and preparation for employment by encouraging participation in education, vocational training and academic attainments. Addresses the low education attainments and school exclusion rates of young people in public care. Redresses disadvantage, discrimination and labelling which occur as a result of a looked after child's circumstances.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

NEELB

Parenting Skills and Adolescent  
Drug UseSchools, Town Halls, Churches, public pre  
Antrim Board Centre

17 Lough Centre

Antrim

BT41 4DH

02894482334

**OPENING HOURS****AGES GROUPS**

Parents

**HELPLINE1****SERVICE**

Prevents Solvent/Drug Abuse.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

NEELB

Bookstart

Ballymena Library HQ  
25-31 Demense Ave

Ballymena

BT43 7BG

028 25664145

**OPENING HOURS****AGES GROUPS**

Pre-School Parents

**HELPLINE1**

kim.aiken@ni-libraries.net

**SERVICE**

National scheme based on the concept of encouraging parents to share books with children from 6 months old.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

NEELB

Educational Welfare Officers

North Eastern Education & Library Board  
County Hall

Galgorm Road

Ballymena

BT42 1HN

(028) 25 662563

**OPENING HOURS****AGES GROUPS**

5-16 years

**HELPLINE1****SERVICE**

Helps young people who are not going to school when they are supposed to, also helps young people when they are being bullied or are bullying others. Supports young people who are feeling lonely and also those who are getting into trouble a lot. Talk to young people on a one-to-one basis and also runs groups that can help young people.

**HOW CAN THE SERVICE BE ACCESSED?**

When a young person is having a problem that is preventing them from making the most of their classes or from learning properly in school. The school will usually try to help but if this fails they should get in touch with the Educational Welfare Officers.

Returned:

Y

**ORGANISATION**

NEELB

PAM - Primary Attendance Matters

Variety of Primary Schools in NHSSB Area

Loughview Regional Offices

2-6 Jordanstown Rd

BT37 0QF

028 90 862568

**OPENING HOURS****AGES GROUPS**

5-11 year olds and their parents

**HELPLINE1****SERVICE**

In-school initiatives aimed at early intervention and establishing pro-attendance attitudes and behaviours.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

NEELB

Educational Psychology Offices -  
Central Team

Ballee Bungalow, Ballee High School Cam

Ballee Road West

Ballymena

BT42 2JU

(028) 25 632717

**OPENING HOURS****AGES GROUPS****HELPLINE1****SERVICE****HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

NI Association for Mental Health

Child &amp; Parent Support Project

Clarendon Street Beacon Centre

20 Clarendon Street

Londonderry

BT48 7ET

(028) 71 269677

**OPENING HOURS****AGES GROUPS****HELPLINE1**

niamhteamb@talk21.com

**SERVICE****HOW CAN THE SERVICE BE ACCESSED?**

Returned:

N

**ORGANISATION**

NI Deaf Youth Association

Wilton House  
5 College Square NorthBelfast  
BT1 6AR  
(028) 90 438566**OPENING HOURS****AGES GROUPS**

10-18 years

**HELPLINE1**

www.nidya.org.uk

**SERVICE**

Provides social, educational and psychological needs of Northern Irelands young deaf people. Mentor service, children's clubs, youth clubs, transition support services, volunteer and training services

**HOW CAN THE SERVICE BE ACCESSED?**

Self or professional referral

Returned:

Y

**ORGANISATION**

NI Mother and Baby Action

54 Scotch Quarter  
Hope HouseCarrickfergus  
BT38 7DP  
(028) 93 329933**OPENING HOURS****AGES GROUPS**

0-2 years

**HELPLINE1**www.nimba.org.uk  
information@nimba.org.uk**SERVICE**

Provides support and services to parents of premature babies, infants requiring intensive nursing care and multiple births .

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

N

**ORGANISATION**

NIACRO

PACS Project (Parent and child support - Children of prisoners)

Amelia House  
4 Amelia StBelfast  
BT2 7GS  
(028) 90 320157**OPENING HOURS****AGES GROUPS**

Pre-school to 17 years

**HELPLINE1**www.niacro.co.uk  
niarco@niacro.co.uk**SERVICE**

Provides support to prisoner's partners and their children including transport information, welfare &amp; benefits advice, information on prison visits, one to one practical and emotional support for adults &amp; children, and various group activities.

**HOW CAN THE SERVICE BE ACCESSED?**

Self or professional referral

Returned:

Y

**ORGANISATION**

NIACRO

Family Links

4 Amelia House

Belfast

BT2 7GS

028 90 320157

**OPENING HOURS**

Monday- Friday 9am-5pm

**AGES GROUPS**

All ages.

**HELPLINE1**

www.niarco.co.uk

marcyc@niacro.co.uk

**SERVICE**

Provides practical and emotional support for prisoners, ex-prisoners and their families.

**HOW CAN THE SERVICE BE ACCESSED?**

All professionals and probation services.

Returned:

Y

**ORGANISATION**

NICMA - NI

ChildmindingAssociation

16/18 Mill Street

Newtownards

BT23 4LU

(028) 91 811015

**OPENING HOURS****AGES GROUPS**

0-12 years

**HELPLINE1**

www.nicma.org

info@nicma.org

**SERVICE**

Offers advice, support and training to registered childminder's. Provides vacancy service to assist parents looking for childcare. Information and advice line, business line, childminding vacancy service, support of local development officer, public and legal liability insurance, training and support groups, publications.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

Northern Health and Social Care Trust

Community Addiction Service

1A Parkmore Drive

Cullybackey Road

Ballymena

BT43 5DT

(028) 25 658462

**OPENING HOURS**

Monday- Friday 9:00am- 5:00pm

**AGES GROUPS**

18+ years

**HELPLINE1**

www.northerntrust.hscni.net

enquiries.cas@northerntrust.hscni.

**SERVICE**

Information, advice, assessment &amp; treatment for individuals and their families with alcohol or drug related problems.

**HOW CAN THE SERVICE BE ACCESSED?**

GP, hospital doctor or consultants

Returned:

Y

**ORGANISATION**

Northern Health and Social Care Trust

Ballee Adolescent Unit

5a Hollybank Park

BALLYMENA

BT42 2HJ

**OPENING HOURS****AGES GROUPS****HELPLINE1****SERVICE****HOW CAN THE SERVICE BE ACCESSED?**

Returned:

N

**ORGANISATION**

Northern Health and Social Care Trust

Carnview Children's Home

41 Knockenagh Avenue

Newtownabbey

BT36 6AQ

028 9036 5733

**OPENING HOURS****AGES GROUPS**

13-18 years

**HELPLINE1****SERVICE****HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

**ORGANISATION**

Northern Health and Social Care Trust  
Family Group Conferencing

**OPENING HOURS****AGES GROUPS****HELPLINE1****SERVICE**

Works with families under stress where there is a risk of breakdown; helps prevent children from coming into care, established sibling contact: helps in the reunification of children with their birth parents; works with children at risk of exclusion from school.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

N

**ORGANISATION**

Northern Ireland Hospice

74 Somerton Road

Belfast

BT15 3LH

02890778898

**OPENING HOURS****AGES GROUPS**

All ages

**HELPLINE1**

[www.nihospice.com](http://www.nihospice.com)

[information@nihospice.com](mailto:information@nihospice.com)

**SERVICE**

Provides support and helps young people in difficult situations. They talk to young people face-to-face to help them cope with difficult feelings, they also provide groups and work with families as a whole. They also have a residential weekend every year.

**HOW CAN THE SERVICE BE ACCESSED?**

Anyone can refer children and young people for support, either pre or post bereavement. However the person who is ill/died must be or have been a hospice patient, either an inpatient or in the community.

Returned:

Y

**ORGANISATION**

NSPCC

Ballymena Family Support Team

17-18 Lower Mill St

Ballymena

BT43 5AE

(028) 25 647999

**OPENING HOURS****AGES GROUPS**

0-11 years

**HELPLINE1****SERVICE**

Offers assessment Services, Family Work, Parenting Skills Work, Challenging Behaviour Programmes, Education Work, Protective Parenting, First time parents group, drop-in behaviour Clinic.

**HOW CAN THE SERVICE BE ACCESSED?**

Self referrals, social worker, health visitors and GP's

Returned:

Y

**ORGANISATION**

Parents Advice Centre

75 Wellington Street

Ballymena

BT43 6AD

**OPENING HOURS****AGES GROUPS**

13+ years

**HELPLINE1**

(028) 2565 0099

www.pachelp.org

ballymena@pachelp.org

**SERVICE**

Offers information, support and guidance on family and parenting issues, including communication emotional and relationship problems, separation, bullying and teenagers. Support is available via free phone or face to face. It is free, confidential and provided by trained and accredited volunteers.

**HOW CAN THE SERVICE BE ACCESSED?**

Self, GPs, Social Workers, Health Visitors, Solicitors etc.

Returned:

Y

**ORGANISATION**

Probation Board NI

123 Doagh Road

NEWTOWNABBEY

BT39 9QP

(028) 90 854123

**OPENING HOURS**

Monday-Friday 9am-5pm

**AGES GROUPS****HELPLINE1**

www.pbni.org.uk

admin.doagh@pbni.org.uk

**SERVICE**

Provides various services to reduce crime within the community.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

N

**ORGANISATION**Rape Crisis and Sexual Abuse  
Centre NI

29 Donegall Street

Belfast

BT1 2FG

(028) 90329 001

**OPENING HOURS**

Monday - Friday 9.00 am - 6.00pm

**AGES GROUPS**

16+ years

**HELPLINE1****SERVICE**

Confidential support and counselling for all survivors of sexual assault. Adult survivors of child abuse and support and counselling also available to family members of survivors.

**HOW CAN THE SERVICE BE ACCESSED?**

Self or professional referral

Returned:

Y

**ORGANISATION**

Sure Start

Ballymena South

Unit 5

18 Crebilly Road

Ballykeel Business Centre

BALLYMENA

BT42 8DN

(028) 25 643555

**OPENING HOURS**

Monday-Friday 9am-5pm

**AGES GROUPS**

0-3 years

**HELPLINE1**

www.surestart.org.uk

amanda.mcgall@nhc.org.uk

**SERVICE**

Interagency family support services for families with young children . Play and learning, family support, primary healthcare, adult education.

**HOW CAN THE SERVICE BE ACCESSED?**

Telephone

Returned:

Y

**ORGANISATION**

The Samaritans - Helpline

20 Logde Road

Coleraine

BT52 1NB

028 7032 0000

**OPENING HOURS**

24 hours a day

**AGES GROUPS**

All Ages

**HELPLINE1**

0845 7909090

www.samaritans.org.uk

jo@smaritans.org

**SERVICE**

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

**HOW CAN THE SERVICE BE ACCESSED?**

Self referral

Returned:

Y

**ORGANISATION**Thorndale Family Centre  
(Salvation Army)Residential Family Assessment  
Centre

8 Duncairn Avenue

Antrim Road

Belfast

BT14 6BP

028 90351900

**OPENING HOURS**

24 hours staff coverage

**AGES GROUPS**Parents must be 16 years.  
Children 0-18 years**HELPLINE1**

dawn.richardson@salvationarmy.o

**SERVICE**

Residential Parenting assessment Programme, resettlement programme, aftercare, contact, pre-school playgroup.

**HOW CAN THE SERVICE BE ACCESSED?**

Parenting assessment - referrals via social services  
Resettlement - referrals via housing executive

Returned:

Y

**ORGANISATION**

Threshold

432 Antrim Road

Belfast

BT15 5GB

(028) 90 871312

**OPENING HOURS****AGES GROUPS**

16+ years

**HELPLINE1**

www.thresholdservices.com

info@thresholdservices.com

**SERVICE**

Offers treatment for many different problems. They have a residential unit in the Northern board area that helps people recover from mental illness or emotional breakdown. They also run groups to help people who have been emotionally affected by "the troubles". Threshold use a type of talking treatment where they help a person to look at their relationships with other people and how this may affect their emotional wellbeing.

**HOW CAN THE SERVICE BE ACCESSED?**

Professional referral

Returned:

N

**ORGANISATION**

Victim Support (NI)

Floor 2

124 Broughshane Street

BALLYMENA

BT43 6EE

(028) 25 630784

**OPENING HOURS**

Monday -Friday 9am- 5pm

**AGES GROUPS**

All ages

**HELPLINE1**

(028) 90244039

www.victimsupport.org

ita.mcerlean@victimsupportni.org.

**SERVICE**

Emotional support and practical advice for victims of crime. Criminal injuries compensation service, court support for witnesses

**HOW CAN THE SERVICE BE ACCESSED?**

Police referral, self referral

Returned:

Y

**ORGANISATION**

Women's Aid

Domestic Violence

8 Carniny Court

Ballymena

BT43 5LX

**OPENING HOURS****AGES GROUPS****HELPLINE1****SERVICE**

Provides temporary refuge to women and children suffering abuse within the home. Encourage women to determine their own future, whether this involves returning home or to begin an independent life. Cares for the emotional needs of children involved.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

N

**ORGANISATION**

YMCA

PAKT - Parents and Kids Together

44a Church St

Ballymena

BT43 6DF

(028) 25 649335

**OPENING HOURS****AGES GROUPS****HELPLINE1**

www.ymca-ireland.org

**SERVICE**

Support and assistance with the personal development of the child. Concentrates on the relationship between parents (or carers) and children within the family unit. Involves parents and children in a wide range of activities inc. arts & crafts, cookery, sports, games, drama, music, swimming, quizzes, hunts, residential weekends, BBQ etc. Incorporates the Christian value of love, friendship and tolerance.

**HOW CAN THE SERVICE BE ACCESSED?**

Voluntary referrals also taken from social workers and schools, community police officers

Returned:

Y

**ORGANISATION**

Youth Justice Agency

Youth Justice Agency Community Services Ballymena

2 Broadway Avenue

Ballymena

BT43 7AA

(028) 25 638288

**OPENING HOURS****AGES GROUPS**

10-17 years

**HELPLINE1****SERVICE**

Individual, family and group work. Offending analysis and court orders.

**HOW CAN THE SERVICE BE ACCESSED?**

Social Services, court, CAMHS, EWO, NSPCC and Police.

Returned:

Y

**ORGANISATION**

Youth Line - Helpline

Young Citizens

**OPENING HOURS**

Mon - Fri 4pm - 9 pm

**AGES GROUPS**

All ages.

**HELPLINE1**

0808 8088000

www.childline.org.uk

info@contactyouth.org

**SERVICE**

Advice for young people on alcohol and it's effects.

**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

