

Worried about someone?

Family, friends or colleagues can also call Lifeline if they are worried about someone and need advice on how best to help.

Lifeline also provides support and guidance to a range of professionals who support people experiencing distress, including teachers, youth workers, clergy, community and voluntary sector employees.

Contact details

Tel: 0808 808 8000

Website: www.lifelinehelpline.info

Information on our Privacy Policy can be found on our website.

Useful websites

- Minding Your Head: www.mindingyourhead.info
- Helplines NI: <https://helplinesni.com>
- Drugs and Alcohol NI: <https://drugsandalcoholni.info>



Lifeline is a crisis helpline
for people in distress

Lifeline
0808 808 8000

What is Lifeline?

Lifeline is Northern Ireland's telephone helpline for people in distress or despair. Lifeline is open 24 hours a day, 7 days a week, every day of the year. Calls to Lifeline are free from mobiles and landlines.

I'm not alright

Don't hide your real feelings.
Talking really helps.

Who is Lifeline for?

Lifeline is for anyone in Northern Ireland who is struggling to cope or feeling overwhelmed. It's for people of every age, gender, ethnicity, religion, disability and sexual orientation. Lifeline provides compassionate, confidential, non-judgemental support for those who are experiencing crisis or despair, and those feeling suicidal.

You do not need to be at immediate risk of self-harming or ending your own life to call Lifeline. Whether you're facing a crisis, feeling overwhelmed, or just need someone to talk to, Lifeline is here to support you. Reaching out for help early is a good thing, as it can stop things becoming too much to cope with. Lifeline counsellors are experienced in working with suicide, self-harm, abuse, depression, anxiety and many other issues.

Calls are confidential; however where a caller's safety is at risk, Lifeline may need to share information to ensure the caller receives the support they need.

How to contact Lifeline

- Lifeline can be contacted by calling 0808 808 8000.
- Deaf people and those with hearing difficulties or speech impairment can contact Lifeline using:
 - Textphone on 18001 0808 808 8000
 - the Relay UK app
 - the SignVideo app (for British and Irish Sign Language users)
- For callers who cannot or prefer not to speak English, Lifeline can offer support through the Big Word interpreting service. This is free to use and can be accessed by informing the counsellor at the start of the call.

Lifeline
0808 808 8000

What support is available?

Helpline support

Lifeline provides telephone support 24 hours a day, every day of the year, including weekends and bank holidays. When someone calls Lifeline, they will speak to a qualified counsellor. The counsellor will listen without judgement and work with the caller to help them stay safe from acting on thoughts of suicide.

Follow-on support

Lifeline can provide additional telephone support, at an agreed time, including:

- Safety check-in: a call to continue developing a safety plan together.
- Follow-up: a call (normally within 24 hours) to a person who has agreed to be referred by someone they know, such as a healthcare professional, friend or family member.
- Support call: a call to provide information about Lifeline and to talk about options for ongoing support.

Signposting and onward referral

Lifeline aims to provide the right support at the right time – anytime. Sometimes this may involve signposting or onward referral to other organisations or services that can provide better help to the caller. Lifeline will work with callers to understand their current difficulties and the best way to support them at that time.

Short-term crisis counselling

Lifeline may offer a course of short-term counselling, either by telephone, online, or in person. Lifeline will match the caller with a dedicated counsellor who has the skills and knowledge to help the caller find solutions to their problems by identifying and building on their own strengths.