

What is the Parents Helpline?

Parents Helpline provides free and confidential support and guidance to all family members via a freephone helpline service in addition to offering appointments from 2 central branches (Belfast and Derry) and various outreach locations across Northern Ireland. This unique service offers support with all family issues including bullying, separation, aggression and behavioural problems.

Parents Helpline works primarily with parents and those in the parenting role, but will also provide support to other family members, including young people, where appropriate. Support is usually provided on an individual basis, but we will see family members together where we feel this would be helpful.

What happens in the appointment?

The appointment will last 45 minutes. You can talk about your concerns with the Parents Helpline Outreach Worker in a private room. They will listen and help you to look at your options and agree the best way forward.

Is the session confidential?

Parents Helpline work with clients is confidential within legal limits meaning that confidentiality may have to be broken if we believe: that children are at risk of serious harm, that you seriously intend to harm another person, that you seriously intend to take your own life or if you tell us about any criminal activity.

How does the Parents Helpline Outreach Referral System Work?

- ? With your permission, your health professional or social worker will contact Parents Helpline
- ? An appointment will be made for you with your local Parents Helpline Outreach Worker. Your health professional / social worker will give Parents Helpline your full name, address and telephone number
- ? Parents Helpline will write to you confirming the date, time and location of your appointment
- ? If you wish to change the date, time or location of your appointment you can:
 - call the Parents Helpline Freephone to make another appointment
 - ask your health professional / social worker to make another appointment on your behalf
- ? Parents Helpline will not report back to your health professional or social worker unless you give your written permission.

The choice is yours.

**PARENTS HELPLINE FREEPHONE
0808 8010 722**

**Monday to Thursday 9am to 8pm
Friday 9am to 5pm**

PARENTS HELPLINE APPOINTMENTS

Moy, Newry

Wednesdays 10.30am, 11.30am, 12.45pm, 1.45pm

Coleraine

Tuesdays 9.45am, 10.45am, 12.00pm, 1.00pm

Antrim

Tuesdays 9.30am, 10.30am, 11.45am, 12.45pm

Magherafelt

Tuesdays 10.30am, 11.30am, 12.45pm, 1.45pm

South & East branch (Belfast city centre)

Mondays, Wednesdays, Fridays 10am to 4pm

Tuesdays, Thursday 10am to 7pm

North & West branch (Derry city centre)

Mondays, Wednesdays 10am to 7pm

Tuesdays, Thursday, Friday 10am to 4pm



Outreach Referral Service

Information for clients

Every parent experiences difficulties from time to time. Sometimes they may seem small, but cause a lot of worry.

Sometimes they are major family crises. In many cases it helps to talk to someone outside the family.

Parents Helpline is there for you when things seem too much. We will listen to how you feel and won't judge you. We won't tell you what to do but will try to help you improve the situation.